

# Disaster Assistance for Individuals with Disabilities

Individuals with disabilities face greater issues in a disaster. The Federal Emergency Management Agency (FEMA) provides many services.

FEMA services for individuals with disabilities include:

- Transportation services for people who use need help getting around;
- Emergency shelters;
- Practical sleeping arrangements;
- Places to apply in person;
- Online/Mobile registration;
- Braille, large print, and audio versions of important documents;
- Sign Language, interpreters, communication aids, and captioned videos;
- Service animal friendly shelters; and
- Medical care.

These services are managed by the Office of Disability Integration and Coordination. It helps governments and groups help people.

**As an individual with a disability, you have a right to:**

- **Understandable Information.** You should be able to understand and access all discussions, notices, and documents.
- **Equal Opportunity.** You should be able to do all things with the same ease as others. Programs should be adapted to your needs.
- **Equal Access.** You should be able to enter and use all facilities.
- **Integrated Services.** You should be in touch with your support systems and caregivers if you are displaced.



- **No Charge.** You should not pay for any changes to meet your needs.

### Protecting your rights:

- Disaster relief providers are not allowed to discriminate against you. If you experience unfair treatment, or cannot access relief services because of your disability, you can:
  - Call the FEMA helpline at (800) 621-3362.
  - File a complaint with FEMA's office of Equal Rights at [this website](#).
  - File a charge of discrimination with the U.S. Department of Health and Human Services Office for Civil Rights at [this website](#).
  - Contact your local Disability Protection and Advocacy System at [this website](#).

### Helpful Tips

- Be ready to explain your disability to workers. You should be able to go to a shelter with anyone or anything you need to help you.
- Tell a trusted person where your emergency supplies are.
- Let state or local governments know that you are disabled ahead of time. This can make sure you get help quickly in an emergency.
- If your disability affects your communication, make sure your emergency information lets workers know the best way to communicate with you.
- Keep a week's supply of medicines and supplies on hand.
- Prepare a kit of emergency things. For example, medication, food, water, batteries, chargers, and supplies for your service animals.
- Tell members of your support network how and where you are.

