



News Release

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FEMA News Desk: (404) 358-2776

NCEM News Desk: (919) 316-7311

Hours at FEMA/North Carolina Emergency Management Disaster Recovery Centers and Mitigation Outreach to Change for the Holidays

DURHAM, N.C. – Hours of operation at the FEMA/North Carolina Emergency Management Disaster Recovery Centers will change during the Christmas holiday season. The change in hours also will affect mitigation outreach specialists providing information at Lowe's home improvement stores in Columbus, Craven, Pasquotank and Richmond counties.

The changed hours for both the recovery centers and the mitigation outreach in Lowe's are:

- Friday, Dec. 23: from 9 a.m. to 1 p.m.
- Saturday, Dec. 24 through Monday, Dec. 26: closed.

Tuesday, Dec. 27, the recovery centers will go back to their regular hours: 9 a.m. to 6 p.m. Monday through Friday, and on Saturdays 9 a.m. to 1 p.m.

North Carolina residents who suffered losses as a result of Hurricane Matthew can receive help applying for federal assistance, learn about the types of assistance available, the appeals process and get updates regarding their applications at any of the recovery centers operating six days a week in the impacted counties.

All centers are staffed with representatives from the Federal Emergency Management Agency, North Carolina Emergency Management and the U.S. Small Business Administration.

To locate an open center, call the FEMA Helpline at 800-621-3362, use the ReadyNC and FEMA mobile apps or go online to FEMA.gov/DRC or readync.org.

If you have phone and/or internet access, you may register in one of the following ways:

- Online at DisasterAssistance.gov.
- Call the FEMA Helpline at 800-621-3362 for voice, 711 and Video Relay Service. If you are deaf, hard of hearing or have a speech disability and use a TTY, call 800-462-7585.
- Download the [FEMA Mobile App and apply](#).

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The registration deadline is Monday, Jan. 9, 2017.

Survivors requiring a reasonable accommodation such as American Sign Language interpreting, Braille, large print, etc. while visiting a disaster recovery center may call the helpline number for support. The toll-free numbers are open from 7 a.m. to 11 p.m., seven days a week. Help is available in many languages, and information on the registration process is available in ASL at fema.gov/media-library/assets/videos/111546.

For more information on North Carolina's recovery, visit fema.gov/disaster/4285 and readync.org. Follow FEMA on Twitter at [@femaregion4](https://twitter.com/femaregion4) and North Carolina Emergency Management [@NCEmergency](https://twitter.com/NCEmergency).

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Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-3362 or TTY at 800-462-7585.

FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards. Follow FEMA on twitter at [@femaregion4](https://twitter.com/femaregion4). Download the FEMA app with tools and tips to keep you safe before, during, and after disasters.

Dial 2-1-1 or 888-892-1162 to speak with a trained call specialist about questions you have regarding Hurricane Matthew; the service is free, confidential and available in any language. They can help direct you to resources. Call 5-1-1 or 877-511-4662 for the latest road conditions or check the ReadyNC mobile app, which also has real-time shelter and evacuation information. For updates on Hurricane Matthew impacts and relief efforts, go to ReadyNC.org or follow N.C. Emergency Management on [Twitter](https://twitter.com) and [Facebook](https://facebook.com). People or organizations that want to help ensure North Carolina recovers can visit NCdisasterrelief.org or text NCREcovers to 30306.

The U.S. Small Business Administration (SBA) is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps homeowners, renters, businesses of all sizes, and private non-profit organizations fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Customer Service Center by calling 800-659-2955, emailing disastercustomerservice@sba.gov, or visiting SBA's Web site at www.sba.gov/disaster. Deaf and hard-of-hearing individuals may call 800-877-8339.