



FEMA

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FEMA News Desk: (609) 508-2235

News Release

Second FEMA Recovery Center Opens in New London County

Hartford, Conn.– A FEMA Disaster Recovery Center (DRC) opened today in Norwich (New London County) to help Connecticut residents affected by the remnants of Hurricane Ida.

Representatives from FEMA and the U.S. Small Business Administration are available at the center to explain disaster assistance programs, answer questions about FEMA letters and provide literature about repairs and rebuilding to make homes more disaster resistant.

The DRC is located at:

New London County: Three Rivers Community College, 574 New London Turnpike (E Wing building, enter from north entrance), Norwich, CT 06360

Hours: 8 a.m. to 6 p.m. Monday through Friday; Closed Saturday and Sunday

Help is still available on the weekend by calling the Disaster Assistance helpline at **800-621-3362** (TTY: **800-462-7585**). The toll-free telephone lines operate from 7 a.m. to 1 a.m. ET, seven days a week. If you use a relay service, such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service.

In person assistance is also available 10 a.m. to 4 p.m. every Saturday until further notice at the Norwich Fire Station, 10 N. Thames St., Norwich, CT. 07055.

Survivors can ask questions or seek further information in person at the DRC, in addition to online or by phone. Survivors can visit any of the DRC locations and can also find their closest location through the FEMA App. To download the [FEMA App](#) please visit the Apple App Store or the Google Play Store.

To help alleviate the risk of COVID-19 being spread through person-to-person contact, wearing a mask or face covering is required to gain entry. Hand sanitizer is available to survivors and staff.

Workstations are spaced six feet apart to provide an extra level of protection for survivors and staff.

FEMA ensures that common areas are cleaned regularly, and workstations are sanitized after each visitor.

Individuals in Fairfield and New London Counties are eligible to apply for disaster assistance. FEMA is working with state officials to open further centers throughout declared counties.

If you have homeowners or renters insurance, you should file a claim as soon as possible. By law, FEMA cannot duplicate benefits for losses covered by insurance. If you are uninsured or underinsured, you may be eligible for federal assistance.

The fastest and easiest way to apply is by visiting DisasterAssistance.gov.

When you apply for assistance, have the following information readily available:

- A current phone number where you can be contacted
- Your address at the time of the disaster and the address where you are now staying
- Your Social Security number, if available
- A general list of damage and losses
- If insured, the policy number or the agent and/or the company name

Disaster assistance may include financial help for home repairs along with other programs to assist families recover from the effects of the event.

For the latest information visit fema.gov/disaster/4629. Follow the FEMA Region 1 Twitter account at twitter.com/FEMARegion1.

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FEMA's mission is helping people before, during, and after disasters.