



FEMA

# LOUISIANA HURRICANE LAURA (DR-4559-LA)

## ESF 15 - EXTERNAL AFFAIRS

Thursday, Sept. 3, 2020

News Release: DR-4559-LA NR 04

FEMA News Desk: 225-389-2408

# NEWS RELEASE

## Lake Charles Document Drop Off Center Opens with Safety Protocols

**BATON ROUGE, La.** — A drive thru FEMA Documentation Drop-off Center will open in Lake Charles on Friday, Sept. 4. Hurricane Laura survivors will be able to have their documents scanned into their case file and returned to them. Only document scanning will be offered.

The center will operate under strict COVID-19 protocols to ensure the safety of all participants. Masks or face coverings are required for entry and service. You will remain in your car. A specialist wearing a face mask will receive your documents through the window and return them to you.

The center is located at:

Calcasieu Parish School Board  
3310 Broad St.  
Lake Charles, LA 70615

No appointments are necessary. The hours of operation are 7 a.m. to 7 p.m. seven days a week.

Survivors do not need to visit a recovery center to apply or update their application. To ask individual questions or submit information:

- Call the FEMA Helpline at 800-621-3362 or TTY 800-462-7585.
- Visit [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov).
- Download FEMA's mobile app. For more information go to: [www.fema.gov/mobile-app](http://www.fema.gov/mobile-app).

For the latest information on Hurricane Laura, visit [www.fema.gov/disaster/4559](http://www.fema.gov/disaster/4559).

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*FEMA's mission: Helping people before, during and after disasters.*

*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-FEMA (3362) 711/VRS - Video Relay Service). Multilingual operators are available. (Press 2 for Spanish). TTY call 800-462-7585.*