



# FEMA

Oct. 26, 2024  
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## News Release

### Disaster Recovery Center in Pembroke, Va. Will Open Oct. 28

**BRISTOL, Va.** – A Disaster Recovery Center (DRC) will be opening in Pembroke, Va. at 120 Pembroke Park Lane Pembroke, VA 24136 on Monday, Oct. 28, 2024, at 8 a.m. Disaster survivors can visit any DRC to receive assistance. This will be the seventh DRC open in the impact area; to find the DRC closest to you, including addresses and hours, visit [FEMA.gov/drc](https://www.fema.gov/drc) or text **DRC** and a **ZIP code** to **43362**.

A Disaster Recovery Center is an accessible facility that survivors can visit in person to learn more about FEMA and other agencies providing disaster assistance in Virginia. Residents, property owners, and business owners can go to a DRC to apply for assistance and obtain resources from other agencies based on their needs. Survivors do not need an appointment at a DRC to receive assistance.

#### Visit a DRC to

- apply for disaster assistance
- check the status of your FEMA application
- help you understand FEMA notices or letters
- learn how to replace lost documents
- receive referrals to other Virginia agencies
- get information about low-interest Small Business Administration (SBA) loans

## OPENING OCT. 28 Disaster Recovery Center



#### Giles County DRC

120 Pembroke Park Lane  
Pembroke, VA 24136

**Monday – Saturday**

**8 a.m. – 6 p.m.**

(Closed Sundays)

[fema.gov/drc](https://www.fema.gov/drc)

UPDATED 10/26/2024



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The center is located at:

**Giles County**

120 Pembroke Park Lane  
Pembroke, VA 24136

Hours of operation:  
Monday - Saturday, 8 a.m. to 6 p.m.  
Closed Sundays

Survivors do not have to visit a DRC to register with FEMA. You can call 800-621-FEMA (3362). The toll-free telephone line operates 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. You can also register online at [DisasterAssistance.gov](https://www.disasterassistance.gov) or through the [FEMA App](#) on your phone.

**The deadline to apply for FEMA disaster assistance is Dec. 2, 2024.**

If you have received a letter from FEMA about your application status, visit a DRC to learn more about next steps. DRC staff can help you submit additional information or supporting documentation for FEMA to continue to process your application and answer any questions you may have. [Learn more about what to expect at a DRC here.](#)



*FEMA staff assisting survivors on Oct. 11, 2024, at the Disaster Recovery Center in Independence, Va. (FEMA photo by Nicholas Monteleone)*

FEMA has set up a rumor response webpage to clarify our role in the Helene response. Visit [Hurricane Helene: Rumor Response](#).

For more information on Virginia's disaster recovery, visit [vaemergency.gov](#), the [Virginia Department of Emergency Management Facebook page](#), [fema.gov/disaster/4831](#) and [facebook.com/FEMA](#).

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*FEMA's mission is helping people before, during and after disasters. FEMA Region 3's jurisdiction includes Delaware, the District of Columbia, Maryland, Pennsylvania, Virginia and West Virginia. Follow us on X at [x.com/FEMAreion3](#) and on LinkedIn at [linkedin.com/company/femareion3](#).*

To apply for FEMA assistance, please call the FEMA Helpline at 1-800-621-3362, visit <https://www.disasterassistance.gov/>, or download and apply on the [FEMA App](#). If you use a relay service, such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service. Multilingual operators are available (press 2 for Spanish and 3 for other languages). Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency, or economic status. Any disaster survivor or member of the public may contact the FEMA Civil Rights Office if they feel that they have a complaint of discrimination. FEMA's Civil Rights Office can be contacted at [FEMA-OCR-ECRD@fema.dhs.gov](mailto:FEMA-OCR-ECRD@fema.dhs.gov) or toll-free at 833-285-7448.