

Open, crowdsourced, vetted info by people on the ground for people on the ground.

High Priority Main Page Items

PROPANE SHORTAGE ALERT

For NORTH CAROLINA as of January 20, 2025

Important Winter Safety Information for North Carolina Residents:

As of January 20, 2025, a critical propane shortage is affecting North Carolina and the entire country. Demand is high, supply is low, and propane is getting harder to find. Propane companies are running out of stock.

- [Download our printable flyer with Propane Management Tips here.](#)
- More info under [Propane Shortage PSA.](#)
- More info under [Staying Warm.](#)
- Share this info on [Facebook](#) & [Instagram](#).

What To Expect Next

- The shortage may last for weeks, until temperatures rise and companies catch up.
- Propane deliveries may be delayed or unavailable.
- Refill stations may shut down temporarily.

Every step you take to stay warm and safe helps. You are not alone. Look out for each other.

WATER PRECAUTIONS

See more info on our [Water Safety](#) page. **For more information on mud and water safety practices, [visit this crowdsourced document](#).**

HELP HOTLINES

Crisis and Support Resources

- [National Suicide and Crisis Lifeline](#). Dial 988, text 988, or live chat.
- [National Suicide Prevention Lifeline](#)
- **Emergency Substance Abuse Helpline (SAMHSA)**. Call 1-800-662-4357.
- **Disaster Distress Helpline (for emotional stress)**. Call or text 1-800-985-5990. Español: presiona 2.
- [Veterans Crisis Line](#). Text 838255.

- [National Call Center for Homeless Veterans](#)
- [Women Veterans Call Center](#). Call 855-829-6636.
- [Intimate Partner Violence Assistance Program for Veterans](#).
- National Domestic Violence Hotline. Call 800-799-7233.
- [VA Caregiver Support Line](#). Call 855-260-3274.

Local and Regional Resources

Evacuation / Resupply / Welfare Check

- Fill out the form: [NC Aid Survey](#)

For survivors of sexual violence and human trafficking

- See our [Abuse & Trafficking Resources](#).

For Those Cut-Off and Isolated Needing Supplies

- Request form: [Hurricane Helene WNC Aid Form](#)

For Residents of Yancey/Mitchell County Needing Assistance

- Assistance form: [Rebuilding Hollers](#)

HOUSING RIGHTS

If tenants are confused about their rights or suspect that a landlord may be taking illegal actions against them, Pisgah Legal Services can be contacted online@pisgahlegal.org or 828-253-0406.

More information [here](#).

CIVILIAN DELIVERIES AND VOLUNTEER SAFETY

Dangerous Environmental Health Hazards

FIRE DEPARTMENT STATEMENT The fire department has confirmed that mud has hazmat toxins in it. You must wear gloves and masks! Be careful-not a good time to need the hospital. SMART to assume mud in the entire area is affected. Until state environmental regulators conduct thorough tests, assume every possible contaminant.

[Learn more here: MountainTrue contacts EPA, state environmental regulators over chemical-floodwater concerns](#)

PROTECTIVE CLOTHING: Avoid ANY exposure to skin and eyes (waterproof gloves, safety goggles, water-resistant clothing + no gaps for mud to get under, and rubber boots),

MASKS: Use an air-purifying respirator (chemical cartridge/gas mask respirator, PAPR, SCBA) to prevent illness and injury. If these masks are inaccessible, the next best protection is a well-fitted, over-the-head n95 (ex. 3M Aura). While it does *not* protect against hazardous chemicals, it is effective protection against airborne viruses, mold, and dust inhalation. 10/3 (From Hall Fletcher Neighborhood listserv & Discord)

SEARCH & RESCUE, WELLNESS CHECKS, AND FAMILY REUNIFICATION

If you get in contact with your loved one, please get back in touch with the search and rescue/wellness check resources where you made the request so we can put our efforts towards folks who are still missing or separated from their families.

Urban Search and Rescue or “USAR” teams are continuing their work in Buncombe County. To report a missing loved one in the Asheville city limits, call Asheville Police Department at 828-252-1110. In the County, call the non-emergency line at 828-250-6670 to start that report. For emergencies, always call 911.

- DIAL 211 AND/OR text 40403 “PERSON” (you will potentially be put on hold calling 211 and then they will tell you to text) or visit NC 211's website: <https://rdcrss.org/3rqObG1>.
- If out of state, 888-892-1162
- AMERICAN RED CROSS Call 1-800-RED-CROSS (1-800-733-2767) Welfare checks and other assistance needs. [FB PAGE HERE](#) for more info about lost loved ones. [General FB PAGE](#)
- Carolina Emergency Response Team Operation Rotor Blade has 12 helicopters. They provide: Wellness checks, Evacs, Fly in supplies <https://www.facebook.com/carolinacert>
- 99.9 country - 828-240-5477 (fill in email & they'll announce on air)
- CAJUN NAVY 833.225.8616 <https://www.facebook.com/pinnaclesearchandrescue/>
- JAARS (Helicopters) <https://www.facebook.com/JAARSinc>
- solutions@totalflight.com 919-497-5511 Ext 1
- REACH OUT WORLDWIDE responders@roww.org (boots on the ground, debris removal and chainsaw crew)
- Madison County: Resident welfare checks contact Madison County Emergency Operations Center at 828-649-1955 or email e911@madisoncountync.gov
- The Horseshoe Farm (@thehorseshoefarm) is “working closely with Global Empowerment Mission, Aerial Recovery Group & other search and rescue from the Farm. If you know anyone in need of dire aid or rescue, please DM us with the exact address or coordinates of their location. Please know we are compiling this information and creating a list of priorities based on need and severity.”
- If you're safe, you can text any message to (828) 888-0440. If you're trying to find a loved one, visit [DisasterCheckin.com](https://disastercheckin.com) to see if they've checked in. If you don't have internet access, text "SEARCH XXXXXXXXXXX" (replace the X's with their phone number) to (828) 888-0440 to check if they've registered with us.
- **Evacuation / Resupply / Welfare Check** <https://www.surveymonkey.com/r/nc-aid>

RESHARE LINKS

[Share on Facebook](#) | [Share on Reddit](#)
[Share on Twitter](#) | [Share on Telegram](#)
[Share on LinkedIn](#) | [Share on WhatsApp](#)
[Share by email](#)

DISCLAIMER

While our goal is to offer useful information, we do not endorse external content or take responsibility for how it is used. Please review these resources carefully, contact orgs for the most updated info, and make the decisions that work best for you.