

Community Resources – Hawk Fire

How to Use This Resource Guide

This guide is organized by the type of help you need. Start with Official Evacuation and Safety Information for current evacuation orders, road closures, power outages, and fire updates. Then go to the section that matches your need, such as shelter, food, clothing, pets, children, grief support, housing, or insurance help.

Before traveling to any location, call ahead or check official updates because hours, road access, and resource availability may change quickly.

Quick Search Tips

To quickly find what you need in this document:

- On a computer, press Ctrl + F on Windows or Command + F on a Mac.
- On a phone or tablet, tap the search or magnifying-glass icon in the PDF or document app.
- Type a word related to what you need.

Examples:

- Search evacuation, GO NOW, or Perimeter for evacuation information.
- Search shelter or Red Cross for a safe place to stay.
- Search food, SNAP, or Catholic Charities for groceries and food assistance.
- Search clothing or Good Shepherd for free clothing.
- Search pets, animals, or livestock for animal assistance.
- Search grief, trauma, prayer, or chaplain for emotional and spiritual support.
- Search housing, insurance, or 211 for recovery help and referrals.

For additional help finding resources, email info@gsccreno.org

Community Resources – Hawk Fire

- If you are in an evacuation zone, have been displaced, lost property, experienced a power outage, or need support because of the Hawk Fire in northwest Reno,

the following official and community resources may be able to help. Resource availability, shelter capacity, road access, and hours can change quickly, so check official updates or call ahead whenever possible.

Official Evacuation and Safety Information

- **Emergency Washoe**

Official evacuation orders, warnings, fire updates, shelter information, road closures, and community resources.

Website: <https://www.emergencywashoe.com>

- **Hawk Fire Information Line**

For fire-related questions, incident information, and general updates.

Phone: 775-244-6988

Email: 2026.hawk@firenet.gov

- **Washoe County 311**

Call for non-emergency community-resource information, county services, and assistance locating available help.

Dial: 311

Outside the local 311 area: 775-328-2003

Do not call 911 for evacuation updates unless there is an immediate threat to life or safety.

- **Perimeter Map**

Use this map to check whether your address is in a “GO NOW” evacuation zone or a “GET SET” evacuation warning zone.

Website: <https://perimetermap.com/>

- **Watch Duty**

Real-time wildfire updates, fire maps, road closures, evacuation information, and incident notifications.

Website: <https://app.watchduty.org/>

- **InciWeb**

Official wildfire incident information, including daily fire updates, containment, acreage, closures, and operations.

Website: <https://inciweb.wildfire.gov/>

- **Nevada 511**
Current road closures, traffic conditions, and travel information.
Website: <https://www.nvroads.com/>
- **NV Energy Outage Map**
Check current power outages and restoration information.
Website:
<https://www.nvenergy.com/outages-and-emergencies/view-current-outages>
- **Washoe County School District**
School closures, operational changes, and district updates.
Website: <https://www.washoeschools.net/>
- **AirNow**
Check current air quality and wildfire-smoke conditions before spending time outdoors.
Website: <https://www.airnow.gov/>
- **Official Social-Media Updates**
Follow U.S. Forest Service – Humboldt-Toiyabe National Forest, Truckee Meadows Fire Protection District, City of Reno, Washoe County, Reno Fire Department, and Washoe County Sheriff’s Office for current information.

Emergency Shelter and Immediate Support

- **American Red Cross of Northern Nevada**
The Red Cross provides emergency shelter, meals, water, health services, emotional support, recovery planning, and help connecting with additional resources. Individuals may visit an evacuation shelter for support even if they do not need overnight lodging. Identification is not required.
Phone: 1-800-RED-CROSS (1-800-733-2767)
Website: <https://www.redcross.org/>
- **Reno-Sparks Convention Center Evacuation Shelter**
4590 S. Virginia St., Reno, NV
Hall 4, Door 20, access from Kietzke Lane.
Please check Emergency Washoe or call 311 for current availability, capacity, and updated shelter information.
- **Evelyn Mount Northeast Community Center**
1301 Valley Rd., Reno, NV

Evacuation and community support location.

Please verify current services and availability before traveling.

- **Salvation Army**

The Salvation Army is working with community partners to provide meals and support for people displaced by the Hawk Fire. Ask at an evacuation shelter or contact local Salvation Army services for current meal, voucher, and recovery-assistance information.

Website: <https://southernnevada.salvationarmy.org/>

Food and Essential Needs

- **Catholic Charities of Northern Nevada**

Food pantry and essentials closet support for individuals and families affected by the Hawk Fire, including households that lost food due to a wildfire-related power outage.

Downtown Client Choice Food Pantry and Essentials Closet

435 Eureka Ave., Reno, NV 89502

Regular hours: Monday–Friday, 9:00 a.m.–12:00 p.m. and 1:00–3:00 p.m.

Call ahead or check current updates for wildfire-response hours and availability.

Website: <https://www.ccsnn.org/>

- **SNAP Food-Loss Replacement Benefits**

Washoe County SNAP recipients who lost food because of wildfire impacts or power outages may be eligible for replacement SNAP benefits. Contact the Nevada Division of Social Services as soon as possible to ask about eligibility and deadlines.

Phone: 775-684-7200

Website: <https://dwss.nv.gov/>

- **Good Shepherd's Clothes Closet**

Free clothing for individuals and families in a storefront shopping environment.

540 Greenbrae Dr., Sparks, NV 89431

Hours: Monday, 3:00–7:00 p.m.; Wednesday, 9:00 a.m.–1:00 p.m.; Friday, 9:00 a.m.–1:00 p.m.

Phone: 775-348-0605

Email: info@gsccreno.org

Website: <https://gsccreno.org/>

- **Nevada 211**

Nevada 211 can help connect people with food, housing, mental-health care,

health services, transportation, utility help, benefits, and other local resources.

Dial: 211

Toll-free: 1-866-535-5654

Text your ZIP code to: 898211

Website: <https://www.nevada211.org/>

Animal Assistance

- **Small Animals and Pets**

Washoe County Regional Animal Services

2825 Longley Ln., Reno, NV 89502

Contact the agency before traveling to confirm current intake availability and evacuation support.

Website: <https://www.washoecounty.gov/animals/>

- **Large Animals and Livestock**

Ironwood Event Center

5600 Whiskey Springs Rd., Reno, NV

Contact the location or Emergency Washoe before traveling to confirm current capacity, access, and livestock-support arrangements.

- **Agricultural and Ranch Recovery Assistance**

Farmers, ranchers, and agricultural producers affected by wildfire may be eligible for technical or financial recovery support through the USDA Natural Resources Conservation Service.

Website: <https://www.nrcs.usda.gov/>

Contact the Nevada NRCS office for current wildfire-recovery program information.

Children, Families, and Students

- **Boys & Girls Club of Truckee Meadows**

Safe environments for children during evacuations may be available at the following facilities:

1300 Foster Dr., Reno, NV

2680 E. Ninth St., Reno, NV

3905 Neil Rd., Reno, NV

1090 Bresson Ave., Reno, NV

Please check directly for current operating hours, space, and eligibility.

Website: <https://bgctm.org/>

- **Children's Cabinet**

Family resource navigation, youth and family support, parenting resources, and referrals.

Phone: 775-352-8090

Email: mail@childrenscabinet.org

Website: <https://www.childrenscabinet.org/>

- **University of Nevada, Reno — Dean of Students Office**

Provides guidance, resource navigation, and temporary-housing assistance for UNR students in evacuation zones or affected by the Hawk Fire.

Monday–Friday: 775-682-6846

Website: <https://www.unr.edu/student-services/dean-of-students>

- **UNR Downing Counseling Clinic**

Walk-in crisis counseling may be available for students, faculty, staff, and community members impacted by the Hawk Fire.

William J. Raggio Building, Third Floor

University of Nevada, Reno

Reported walk-in hours: Monday–Friday, 10:00 a.m.–6:00 p.m.

Check with UNR before traveling for current availability.

Website: <https://www.unr.edu/counseling>

Mental Health, Grief, Trauma, and Spiritual Support

- **Circle of Life Hospice — Bereavement and Spiritual Care**

Free grief-support groups and spiritual-care services for community members coping with grief, loss, and difficult life transitions. Services are open to the community and are not limited to former hospice families.

1575 Delucchi Lane, Suite 214, Reno, NV 89502

Phone: 775-827-2298

Website: colhospice.com/circle-of-life-grief-support

- **Grief and Trauma Resource Center**

Individuals and families affected by the Hawk Fire may benefit from grief counseling, trauma-informed care, support groups, and referrals for emotional recovery. For help locating current grief and trauma resources, call Nevada 211.

Dial: 211

Toll-free: 1-866-535-5654

Text your ZIP code to: 898211

Website: <https://www.nevada211.org/>

- **Great Basin Chaplain Corps**

Provides spiritual care, crisis intervention, grief support, critical-incident stress support, peer support, prayer, and community-resource referrals. This may be helpful for individuals, families, evacuees, first responders, and others affected by the fire.

Phone: 775-382-2384

Email: info@greatbasinchaplains.com

Website: <https://www.greatbasinchaplains.com/>

- **Trauma Intervention Program of Northern Nevada**

Provides trained volunteer support for people experiencing a traumatic event, crisis, grief, or sudden loss. Bilingual volunteer support may be available.

Phone: 775-745-5514

- **988 Suicide and Crisis Lifeline**

For immediate emotional support, mental-health crisis help, or thoughts of self-harm, call or text 988.

Dial or text: 988

In an immediate life-threatening emergency, call 911.

- **Local Churches and Prayer Support**

Many churches throughout the Reno-Sparks area are available to receive prayer requests, provide pastoral care, offer emotional and spiritual encouragement, and help connect people with local assistance. Contact a church near you or email Good Shepherd's Clothes Closet at info@gsccreno.org for resource information and referrals.

Housing, Recovery, and Government Assistance

- **HUD Disaster Housing Resources**

Information for renters, homeowners, and people needing disaster-related housing support or longer-term recovery resources.

Website: https://www.hud.gov/disaster_resources

- **Federal Agency Assistance**

If you are having difficulty accessing or resolving an issue with a federal agency, you may contact Senator Jacky Rosen's Northern Nevada office for constituent assistance.

Phone: 775-337-0110

Website: <https://www.rosen.senate.gov/>

- **Veteran Disaster Assistance**

Veterans and their families can contact the U.S. Department of Veterans Affairs for disaster-related help and support.

Phone: 1-800-698-2411

Website: <https://www.va.gov/>

- **Passport Replacement After a Disaster**

People who lost a passport in a qualifying federally declared major disaster may be eligible for a replacement without the usual fee. Check current eligibility requirements with the U.S. Department of State.

Website: <https://travel.state.gov/>

Insurance, Documentation, and Consumer Protection

- **Document Your Losses**

Take photographs and videos of fire, smoke, ash, water, or property damage before beginning cleanup. Keep receipts for lodging, meals, clothing, medications, pet boarding, transportation, and emergency purchases. Make an inventory of damaged or lost belongings whenever possible.

- **Contact Your Insurance Company**

Ask your insurer about coverage for evacuation expenses, temporary housing, meals, laundry, pet boarding, smoke damage, and Additional Living Expenses, often called ALE. Request the name and contact information of your claims adjuster and keep a record of all calls, emails, claim numbers, and documents.

- **Nevada Attorney General Consumer Protection**

If you believe you have experienced price gouging or unfair business practices during the emergency, report the concern to the Nevada Attorney General's Office.

Website: <https://ag.nv.gov/>

- **Avoid Disaster Scams**

Be cautious of unsolicited contractors, people asking for cash upfront, unverified fundraising campaigns, and anyone pressuring you to sign documents quickly. Verify contractors, ask for written estimates, and keep copies of all paperwork.

Donations and Community Help

- **Do Not Bring Donations to Active Fire Locations**

Please do not bring donations directly to fire stations, incident command posts,

shelters, or active emergency-response areas unless specifically requested. Call 311 or check Emergency Washoe for verified current donation needs and approved drop-off locations.

- **How to Find Additional Resources**

For clothing, household goods, emotional support, prayer, food, referrals, and other community resources, email: info@gsccreno.org