

SUPPORT FOR THOSE IMPACTED

For rescue or life threatening emergencies: Call 911

For state and county-specific resources:

- [NC Public Safety Hurricane Helene website](#)
- [WNC Helene Resource Guide](#)

For locating lost loved ones:

- Call 211 (1-888-892-1162) to report a missing person or request a welfare check, press 1 once you are connected to reach an operator. Have all information available (name, location, health conditions, etc.) to complete request. Call volumes are high, but operators are processing requests as quickly as possible.
- [United Way Missing Person/ Welfare Check Request](#)
- Email BuncombeSearch@gmail.com or call 828-820-2761 (Buncombe County Register of Deeds) to locate loved ones. Access the Buncombe Search Form directly at this link, <https://forms.gle/eP5n5zGbFauWZoy39>. You can directly enter the information about the person for whom you are looking.
- Call 1-800-RED-CROSS (1-800-733-2767) to locate people in their shelters or file a [reunification request](#)

For shelter and supplies:

- [Ready NC Open Shelters List](#)
- Call 2-1-1
- Call American Red Cross at 1-800-RED-CROSS (1-800-733-2767)

For water distribution: [Locations as of 9/30](#)

For power outage information: [Ready NC Power Outages](#)

For support for infant feeding during emergencies from the CDC:

- [How to prepare and store powdered infant formula](#)
- [Breastfeeding during a disaster and other emergencies](#)

To apply for FEMA Assistance: FEMA: Individual Assistance Program

FEMA is officially taking applications for the Individual Assistance Program which includes money for emergency housing at hotels, immediate recovery needs, and MORE.

Homeowners and renters in Alexander, **Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Clay, Cleveland, Gaston, Haywood, Henderson, Jackson, Lincoln,**

Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Transylvania, Watauga, Wilkes and Yancey counties and the Eastern Band of Cherokee Indians can apply.

- There is a \$750 benefit that is active and available IMMEDIATELY, as well as support for up to two weeks of stay in hotels. Please share this information to any and all who need it in the impacted areas.
- To apply: There are several ways to apply: Go online to [DisasterAssistance.gov](https://www.disasterassistance.gov), use the [FEMA App](#) or call 800-621-3362 from 7 a.m. to 11 p.m. ET daily. The telephone line is open every day and help is available in most languages.
- [Here is](#) an accessible video on how to apply for FEMA Disaster Assistance.
- You will need the following information below when you apply:
 - 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.
 - A general list of damage and losses.
 - Banking information if you choose direct deposit.
 - If insured, the policy number or the agent and/or the company name
- If you have homeowners, renters or flood insurance, you should file a claim as soon as possible. FEMA cannot duplicate benefits for losses covered by insurance. If your policy does not cover all your disaster expenses, you may be eligible for federal assistance.
- Tips for applying from the NC Department of Insurance
- [Legal Aid of NC](#) and [Pisgah Legal](#) are stepping up their disaster legal services programs to assist with FEMA applications and appeals, for homeowners and rentals facing damage and displacement, and to provide fraud support.

Resources on Traumatic Grief and Supporting Children and Families

- [Helping Young Children with Traumatic Grief: Tips for Caregivers](#)
- [Helping School-Age Children with Traumatic Grief: Tips for Caregivers](#)
- [Helping Teens with Traumatic Grief: Tips for Caregivers](#)
- [The Power of Parenting: How to Help Your Child After a Parent or Caregiver Dies](#)
- [Parent Guidelines for Helping Children after a Hurricane \(En Español\)](#)
- [After the Hurricane: Helping Young Children Heal](#)
- [Age-Related Reactions to a Traumatic Event \(En Español: ASL\)](#)
- [Simple Activities for Children and Adolescents \(En Español\)](#)
- [Trinka and Sam: The Rainy Windy Day—e-book for young children \(En Español\)](#)
- [College Students Coping After a Hurricane](#)

- [Teacher Guidelines Helping Students After a Hurricane](#)
- [Talking to Children: When Scary Things Happen \(En Español\)](#)
- [Tips for Parents on Media Coverage of Traumatic Events](#)
- [After the Injury](#) – for families with injured children
- [Health Care Toolbox](#) – for pediatric health providers working with injured children
- [Pause-Reset-Nourish \(PRN\) to Promote Wellbeing \(En Español\)](#) – for responders
- [Here for Each Other: Family Guide](#)

[The Emergency Prescription Drug Assistance Program](#) The Emergency Prescription Drug Assistance Program helps people who live in a federally identified disaster area and who do not have health insurance access [prescription drugs, vaccines, medical supplies, and equipment](#) .[Find out which pharmacy](#) near you is open online with this map.

For disaster unemployment assistance: The benefits is part of a federal unemployment program that provides temporary payments for people who, as a direct result of Hurricane Helene. The benefits are available for residents of the following counties: Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Clay, Cleveland, Gaston, Haywood, Henderson, Jackson, Lincoln, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Transylvania, Watauga, Wilkes, and Yancey Counties as well as the Eastern Band of Cherokee Indians of North Carolina. Additional counties may be added to the list of those eligible for DUA at a later date

People in the above-listed counties who are unemployed as a direct result of Hurricane Helene may be eligible for unemployment benefits under the program. Business owners and self-employed individuals affected by the storm may also qualify for benefits.

People in the 25 North Carolina counties as well as the Eastern Band of Cherokee Indians of North Carolina have 60 days from Oct. 1 to file an application for DUA at des.nc.gov. The deadline to apply is Dec. 2, 2024.

The funding is available in the 25 counties for weeks of unemployment effective Sept. 29 and may last for up to 26 weeks. Eligibility for the assistance is determined weekly, and you must continue to be out of work as a direct result of the disaster each week to get unemployment benefits.

For caring for your child in a disaster:

- [Hurricanes & Floods: Taking Care of Your Children and Yourself from the American Academy of Pediatrics](#)

- [American Academy of Pediatrics Tips on Talking to a Child after a Disaster \(youtube\)](#)
- [How to Support Your Child's Resilience in a Time of Crisis from the American Academy of Pediatrics](#)

For mental health crisis counseling:

- [SAMHSA'S Disaster Distress Helpline](#) to support emotional distress related to natural or human-caused disasters. Call or text 1-800-985-5990 (for Spanish, press "2"); Available 24/7; Free and confidential. Español: Llama o envía un mensaje de texto 1-800-985-5990 presiona "2."
- For Deaf and Hard of Hearing ASL Callers: Please text or call the Disaster Distress
- The [National Suicide & Crisis Lifeline](#) for mental health support from a trained mental health professional ; Call or text 988; Available 24/7; Free and confidential
- NC's [Peer Warmline](#) to speak to a peer living in recovery from mental health or substance use issues; Call 1-855-PEERS NC; Available 24/7; Free and confidential
- [Crisis Services](#) including Mobile Crisis Teams and Behavioral Health Urgent Care
- Map of [Opioid Treatment Programs](#)

For support for those with intellectual and developmental disabilities:

- If you are impacted by Hurricane Helene and need help, call or text The Disability and Disaster Hotline at 800-626-4959 or hotline@disasterstrategies.org
- The Partnership for Inclusive Disaster Strategies' Hotline "provides information, referrals, guidance, technical assistance and resources to people with disabilities, families, allies, and organizations assisting disaster impacted individuals with disabilities and others seeking assistance with immediate and urgent disaster-related needs."

For news coverage in Espanol use the following links:

- <https://enlacinonc.org/>,
- <https://www.bpr.org/bpr-news/2024-09-28/esto-es-lo-que-necesita-saber-ultimas-actualizaciones-sobre-el-clima-del-huracan-helene-en-wnc>,
- <https://www.readync.gov/> (Make sure to "Select Language")
- <https://www.fema.gov/es/disaster/3617>

For NC Medicaid flexibilities (including CAP/C and CAP/ DA) to ensure patients can receive medications, medically necessary services, etc.:

<https://medicaid.ncdhhs.gov/blog/2024/09/26/nc-medicaid-temporary-flexibilities-due-hurricane-helene>

For TRICARE beneficiaries: Defense Health Agency temporary prescription refill waivers and emergency fills for NC beneficiaries

<https://militaryrx.express-scripts.com/notices/weather/2024-sep-25/state-emergency-alert-hurricane-helene-north-carolina>

To report damage and downed trees: Call local emergency management (click here for a [list of contacts](#)) to report damage and get help with issues like downed trees. Some are also assisting with wellness checks.

For cleanup support: Call Crisis Cleanup at 844-965-1386 to be connected with volunteer organizations who can assist with issues like trees, debris, tarps, and mucking out. Note: Crisis Cleanup cannot assist with social services such as food, clothing, shelter, insurance, or FEMA registration.

Disaster Distress Helpline:

- **Crisis Text Line** If you need free mental health help, text TOUGH to 741741, available 24 hours a day, 7 days a week.
- **Vibrant Emotional Health:** For more information about DDH, call 1-800-985-5990 (press "2" for Spanish). 24/7 emotional and crisis assistance for survivors and responders of natural and man-made disasters, visit samhsa.gov/DDH. For any coordination needs or additional resources in emotional care in the event of a disaster, please emailDDH@vibrant.org.

Other:

- The FDIC's [Money Smart for Adults module - PDF](#), "Disaster Financial Preparedness and Recovery," offers tips and tools on how to prepare financially for and recover from disasters.
- If you have questions about your financial institution's operations, call your financial institution or visit the financial institution's website. [Impact of Natural Disasters: Tips for Consumers and Business Owners | FDIC](#) .

SMALL BUSINESS SUPPORT

Small Businesses:

The U.S. Chamber Foundation's National Disaster Help Desk can help businesses and organizations both in the impact area and looking to support the impact area. It can be

reached at 888-MY-BIZ-HELP (or 888-692-4943). Additionally, they offer [this online resource](#) to help businesses take care of their employees' needs, communicate the impact, address financial matters (e.g., insurance, disaster assistance), restore operations, and organize recovery.

- [Home Disaster Loans](#): Loans to homeowners or renters to repair or replace disaster-damaged real estate and personal property, including automobiles.
- [Business Physical Disaster Loans](#): Loans to businesses to repair or replace disaster-damaged property owned by the business, including real estate, inventories, supplies, machinery and equipment. Businesses of any size are eligible. Private, non-profit organizations such as charities, churches, private universities, etc., are also eligible.
- [Economic Injury Disaster Loans \(EIDL\)](#): Working capital loans to help small businesses, small agricultural cooperatives, small businesses engaged in aquaculture, and most private, non-profit organizations of all sizes meet their ordinary and necessary financial obligations that cannot be met as a direct result of the disaster. These loans are intended to assist through the disaster recovery period.

[Farms and Agribusinesses](#)

The N.C. Department of Agriculture and Consumer Services has activated its hotline to connect farmers with resources that can assist with damage and other agricultural emergencies related to the storm. The toll-free number is 1-866-645-9403. A live operator will be available on the hotline between 8 a.m. and 5 p.m. Farmers can also find recovery resources [here](#).

- Cultures for mass feeding should be reported [to sert@ncvoad.org](mailto:sert@ncvoad.org).
- "Hay for disasters" and other needs/offers can be coordinated through <https://www.ncagr.gov/emergency-programs/disaster-information> or call 1-866-645-9403.

[Homeowners and Renters](#)

North Carolina homeowners and renters in 25 counties and the Eastern Band of Cherokee Indians who had uninsured damage or losses caused by Hurricane Helene may be eligible for FEMA disaster assistance. Learn more [here](#).

[General Restoration](#)

- [How to Document Flood Damage Insurance Claims \(floodsmart.gov\)](#)
- [EPA: Flooded Homes Cleanup Guidance](#)

HOW YOU CAN SUPPORT THE WEST

Coordinating Support for the West:

Commercial Kitchens: Contact ncvoad@sert.org if you have access to commercial kitchens in Western North Carolina.

Medical Staff: Contact Carlotta.dixon@dhhs.nc.gov if wanting to volunteer as a medical staff person.

Mass Crops for Dissemination: Contact sert@ncvoad.org if you have mass crops for dissemination.

Moving People, Resources, or Equipment

Until further notice, roads in Western NC (generally anywhere west of Hickory, NC) are closed to all traffic other than emergency services and pre-approved shipments coordinated through the N.C. Emergency Management Business Emergency Operations Center (NCEM-BEOC).

Therefore, if you plan to move people, resources, or equipment into western North Carolina, you MUST coordinate plans and movements through the NCEM-BEOC.

You can email your supply logistics or movement requests to: **BEOC@ncdps.gov**, make sure to begin your Subject Line with: Logistics Support.

Please include the following info:

- What are you moving? Why you need special access.
- When do you plan to move and from where?
- Where are you going?
- When will they arrive at the "border to Western NC" and where?

Volunteer:

- **Sign up as a shelter volunteer.** "VolunteerNC is looking for volunteers to help serve our state with disaster services." <https://www.surveymonkey.com/r/DBF2JM9>

- **United Way NC:**
<https://docs.google.com/forms/d/e/1FAIpQLSfiHB4DfLD4kaO8GvfCZBpLo8BspjC-22azGIZjRyLNblfUw/viewform>
- **Sign up to answer calls to Crisis Cleanup hotline.** "English and Spanish volunteers *ARE DESPERATELY* needed for our hotline. Info is located here:
<https://tinyurl.com/ms3nmw53>
- **Serving large numbers.** For organizations with large numbers of volunteers or supplies, such as feeding 1,000+ people daily, contact NC Voluntary Organizations Active in Disaster at sert@ncvoad.org or make an offer on <https://volunteernc.app.needslist.co/>.
- **Other volunteer sites** will be posted to this website
<https://www.ncvoad.org/volunteer/> as they become available
- **Contact the Hispanic Federation to support Latino-led and Latino-serving organizations.** Contact Lariza Garzón:lgarzon@hispanicfederation.org.
- **Join volunteer and donations response coordination calls daily at 12:30 PM** (time may change) hosted by NC Voluntary Organizations Active in Disaster. Simultaneous Spanish-English interpretation is available. On Zoom at <https://zoom.us/j/96954774349?pwd=b4HofOoZZ8NekO7dVsLRb8kp4Ye4pz.1>, or call 646-931-3860, Meeting ID: 96954774349, Password: 744752.

External Support- Donate Money & Resources:

Flight-Based Relief

- **Hope Mill, Inc - Helicopters Dropping Relief:** A group of independent pilots with helicopters have been dropping off donated water, food, and supplies throughout the region for several days. Pilots are landing in areas of the mountains where road access is still cut off and/or where emergency crews have not yet reached with food and water. The funds are being used to purchase water and critical supplies by a business based in the Charlotte region. Helicopters are primarily staging and departing out of Hickory, N.C. BPR has confirmed the GoFundMe listed below is being managed by those directly involved in relief (the effort is also linked to the relief effort supported by Cletus McFarland, a helicopter pilot and YouTuber).
GoFundMe: [Support Hope Mill Inc's Hurricane Relief](#)
- **Hurricane Helene Airlift Relief:** Grass-roots organizers are collecting donations of supplies (and money) and staging at various Statesville Airport. There are drop-off points across North Carolina. For the latest, and to get involved, visit the group's [dedicated Facebook page](#).

- **Operation Airdrop:** The group is focusing operations on North Carolina after it aided Helene victims in Florida. Pilots and volunteers will deliver essential supplies and food to disaster-stricken areas in the mountains. For more information, visit the [website](#).

Buncombe County Government

- If you have donations, equipment, or have questions about specific needs, please email: **helenedonations@buncombecounty.org**. If you want to volunteer, please email: **helenevolunteers@buncombecounty.org**

The University of North Carolina System

- There are four UNC system colleges in Western North Carolina. System leaders shared the following funds, where donations may be sent to support affected students, faculty, and staff.

Appalachian State University [Disaster Relief Fund](#)

NCSSM-Morganton [Helene Recovery Fund](#)

UNC Asheville [giving website](#) (Select "UNC Asheville Fund" designation)

Western Carolina University [Emergency Fund](#)

Local Verified Groups

- **Smart Start.** Smart Start is a public-private partnership serving every North Carolina county with a focus on children birth- five. Many partnerships are in areas affected by Helene and need resources. Partnerships are in direct connection with many families already- as they already serve as an early childhood, health, and family support resource. Monetary donations are needed as well as donations of diapers, formula, wipes, and other items for young children. You can [look up a partnership](#) in an area affected by Helene and donate now!
 - The Children's Council of Watauga is already collecting funding as well as supplies for families. They've gone door to door with food and are organizing supplies as well as helping child care centers with clean-up! [Donate here](#).
- **Hearts With Hands (Swannanoa/Asheville).** A local-based organization that has been supplying food and essentials to Buncombe County shelters. The group asks that you do not deliver supplies unannounced to their Swannanoa warehouse (they had to evacuate and are restoring services). The request is for financial donations online. <https://www.heartswithhands.org/>. Trucks with large loads of supplies

(water, food, and more are listed [here](#)) should email info@heartswithhands.org to coordinate warehouse drop-off.

- **Manna FoodBank in Asheville:** The organization's warehouse was prepped prior to the storm. Updates will be made available via the [FoodBank's website](#). There are many ways to get involved, volunteer, and donate - including online. Go [here](#) to give money to the Manna FoodBank online.
- **BeLoved Asheville:** On-the-ground volunteers are collecting and distributing a wide array of supplies. Cash donations can be sent via: **Venmo:** BeLoved-Asheville; **PayPal:** <https://www.paypal.com/paypalme/belovedasheville>. Specific items are needed, including: food, bottled water, contractor-size trash bags, blankets, first aid supplies, feminine hygiene products, diapers and baby clothes, hand sanitizer, toilet paper, paper towels, bleach, shovels, brooms, gloves, coolers, propane, cook stoves, flashlights, batteries, fans, dehumidifiers, and generators. Volunteers are needed to help deliver supplies. Truck owners and truck drivers are needed. Drop-off and staging updates are available on [the organization's social media pages](#). BeLoved Asheville is located at 32 Old Charlotte Hwy, Asheville, NC 28803. For volunteer info and more, visit [the organization's website](#).
- **Haywood Christian Ministry:** Western North Carolina's largest food pantry, based in the Waynesville area. The group is distributing food on the ground and requesting donations to help with the emergency disaster response. For info and to donate, go [here](#).
- **Diaper Bank: Babies Need Bottoms – Asheville.** Donations of wipes, diapers, and rash cream are needed immediately. The organization is on the ground already and distributes to local families plus partner charities that serve families and babies. You can [donate online](#) or use the non-profit's Amazon Wish List [here](#)
- **Foothills Food Hub:** Working to source water and shelf-stable goods to distribute in McDowell County. Requesting monetary donations, which can be made online [here](#).
- **Community Housing Coalition of Madison County:** The group will be helping fund emergency home repairs for Helene victims in Madison County. The request is for online donations. Go [here](#) for more information or to donate.
- **United Way of Asheville and Buncombe County:** The non-profit helps residents connect to a wide array of resources via it's 2-1-1 hotline. The local United Way plans to help with immediate natural disaster response and long-term support for flood victims. Donations can be made online [here](#).
- **Asheville Buncombe Community Christian Ministry:** The ministry helped run and provide shelter in Asheville and is partnered with the Red Cross. Donations help

pay for motel and food vouchers for local residents and long-term support for those displaced. To help: Donate food, clothing, or funds at abccm.org/donations/ministry-fund/.

- **Homeward Bound in Asheville:** The organization provides supportive housing to the homeless community in Asheville and it distributed essentials and clothing as the storm approached. For more information on year-round work and to donate, visit [Homeward Bound's website](#).
- **Mountain Projects:** Historically the group has helped with emergency housing, including storm victims. Plans and information on response to Hurricane Helene were not available as the group is based in Waynesville, which was hit with flooding. For more, visit [the organization's website](#).
- **WNC Regional Livestock Center:** Based in Canton, the livestock center is working to help farmers and animals who were affected by flooding. You can donate toward helping local farmers who need to buy feed for animals. The center also helps supply fencing and other essentials. Contact: Yvonne Coburn with Civilian Disaster Response at 828-216-4496. More information is available [here](#).
- **Democracy Green:** Already on the ground in Cleveland, Rutherford, McDowell, Burke, and Watauga counties. Updates available on [the group's Facebook page](#). Volunteers are needed: Call 910-813-3757. Supplies requested includes: water, non-perishable food, grills, charcoal briquettes and matches. As of Sept. 29, the drop-off point for supplies was: The Swatchworks 453 Oakhurst Rd., Asheboro, NC 27205. (Call ahead for large deliveries). Items accepted at the above address 7:30 a.m. to 4 p.m., Mon-Thurs.
- **The McDowell Chamber of Commerce and McDowell Chamber Community & Business Impact, Inc.** are taking donations [here](#).
- **The Boone Area Chamber of Commerce Foundation** is accepting contributions [here](#).
- **The Community Foundation of Western North Carolina:** To support ongoing recovery needs, give to The Community Foundation of Western North Carolina's [Emergency and Disaster Response Fund](#).
- **Wine to Water:** We provide clean water through water access, filtration, sanitation, and hygiene education, as well as disaster relief. [Donate](#).
- **Second Harvest Food Bank of Northwest North Carolina** is urgently mobilizing resources to provide immediate relief to families devastated by this historic storm. Several counties in our service area are facing severe impacts from flooding and power outages, including extensive damage to several of our local food assistance partners' facilities. [Donate](#).

Long-Term Support

- **NC Community Foundation:** "In the wake of the devastation left by Hurricane Helene, we are encouraging donations to groups working to address immediate health, humanitarian and safety in western NC. However, we know the recovery needs will remain great in the months and years to come. The North Carolina Community Foundation is also accepting donations for its [Disaster Relief Fund](#). The fund will provide grants to charitable organizations on the ground in affected communities to support long-term recovery. We will be creating a page on our website of local and regional relief funds, so please send information about your efforts to Amy Dominello Braun, our Chief Marketing & Communications Officer, at abraun@nccommunityfoundation.org.

Support by Location:

- [Charlotte-area based support](#)

Disaster Relief Information

- [The North Carolina Department of Public Safety](#) is posting information about road conditions, shelters, food assistance and other storm information.
- Individuals seeking assistance in their communities may call 2-1-1 to be connected to available resources, including help with housing and shelter, utilities, healthcare, food, clothing and household goods, etc. Additional information is available here.
- [The North Carolina Voluntary Organizations Active in Disaster](#) organizes volunteers and resources ahead of disasters. The VOAD's role is to bring organizations together and enable them to understand each other and work together during times of disaster preparedness, response, relief and recovery.
- [Ready NC](#) is posting information about efforts to recover and rebuild after recent storms.