



## **National Resources**

### **211 United Way**

2-1-1 operates nationwide and connects callers to human service information. This service operates 24 hours a day, seven days a week, even during disasters. Information and resources may be provided for a variety of needs including shelter, cell phone power stations, rent/utility assistance, and disaster response programs. Dial 211 from your cellphone to speak with a trained information and referral specialist. Calls are routed to service centers based on your geographic location. You may also search online for resources or find the local number for your local 211 service center by visiting their [website](#).

### **American Red Cross**

The American Red Cross is one member of the local, state, and federal disaster response community. During a disaster, the Red Cross provides shelter, food, emotional support, health services, clean-up supplies and comfort items. To find your local Red Cross, visit the American Red Cross website [here](#).

To find open shelters via the American Red Cross please visit their website [here](#).

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Reunification of Family website provides a central location for people in disaster areas to register their status, and for their loved ones to access that information. Visit the Reunification of Family website [here](#).

## **Florida Resources**

### **Office of the Governor of Florida**

Governor Ron DeSantis declared a state of emergency ahead of the storm for 61 counties. The Governor provides information on current states of emergency and updates on response and recovery efforts. Visit the governor's website [here](#) for updates on executive orders and declarations.

### **Florida Division of Emergency Management (FDEM)**

Information on tropical storms, hurricanes and disaster preparedness and recovery can be viewed at this agency's website [here](#). Additionally, the Division of Emergency Management for Florida will have information on county specific resources for evacuations, school closures, press releases and more.

- Evacuation Orders: <https://www.floridadisaster.org/evacuation-orders/>
- Counties have begun their response and recovery efforts. For updates on available county resources, visit [www.FloridaDisaster.org/Counties](http://www.FloridaDisaster.org/Counties) to select your county.
- For assistance in finding shelters near you and transportation support call: (800) 729-3413
- Follow FDEM on [X](#), [Instagram](#), and [Facebook](#) for updates.

### **State Assistance Information Line (SAIL)**

The State Assistance Information Line (SAIL) is a toll-free hotline activated at the time of an emergency to provide an additional resource for those in Florida to receive accurate and up-to-date information regarding an emergency or disaster situation impacting the State of Florida. Residents needing resources before and after Hurricane Helene may call (800) 342-3557.

### **211 Florida**

2-1-1 Florida connects callers to health and human service information and is available 24 hours a day, seven days a week, even during disasters. Information and resources may be provided for a variety of needs including shelter, cell phone power stations, basic needs, and disaster assistance. To find your local 211, visit the website [here](#) and enter your city, county, or zip code, or dial 2-1-1 to get connected.

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### **American Red Cross**

The Red Cross provides emergency response services throughout the state of Florida. You can search for local shelters and get updated information on Hurricane Helene, by visiting the chapter websites listed below.

- **Central Florida:** Florida's Space Coast, Greater Orlando, Mid-Florida, Southwest Florida, and Tampa Bay
- **North Florida:** Northeast Florida, Capital Area, and Northwest Florida
- **South Florida:** Palm Beach, Martin, Broward Counties, Southern Gulf, Greater Miami, and the Keys

### **Essentials for Florida: Food and Water Distribution**

Visit this [link](#) for information on food and water distribution sites in Tampa Bay area.

Visit this [link](#) for information on additional food and water distribution sites in the Big Bend and South Georgia area.

### **Florida 511**

Florida 511 provides locally generated reports on traffic conditions on major evacuation routes, road and bridge closures, toll suspensions, and travel alerts in affected counties, cities, roadways, and agencies. During an emergency, real-time information on planned routes is provided. Florida drivers are encouraged to download the FL511 app or visit FL511.com for road/bridge closures and potential detours that may be activated. You may visit their website [here](#).

### **Florida Department of Elder Affairs (DOEA)**

DOEA service providers around the state plan to complete check-ins and informational calls to their senior clients. Local Area Agencies on Aging are expected to be impacted by hurricanes or major natural disasters. Please call the Elder Helpline at (800) 963-5337 for assistance.

### **Florida Department of Health (DOH)**

The DOH's Office of Communications is distributing information on social media platforms regarding [emergency health topics](#), including [flood water safety special needs shelters](#), [boil water notices](#) and more.

- If you are on FL ADAP (AIDS Drug Assistance Program) and have lost your medications due to a hurricane and your county health department is not open, call toll-free (844) 381-ADAP (2327).

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### **Florida Department of Education (FDOE)**

The FDOE is contacting all school districts to assess needs in preparation for Hurricane Helene. For more information on school closures, visit <https://www.fldoe.org/em-response/storm-info.stml>

### **Florida Commerce**

Florida Commerce is communicating and coordinating with private sector partners, encouraging them to review their emergency plans for their businesses and notify their employees in response to the weather event. Updates on business closures and business resources are consistently being updated at their website [here](#).

### **Florida Division of Consumer Services**

You can speak directly with individuals who can help you review your insurance policies to understand your coverage, help you file claims for damage and offer assistance in the event that you are having trouble communicating with your insurance company. Call (877) 693-5236, Monday – Friday, 8:00 a.m. – 5:00 p.m. EST.

### **Activate Hope**

Activate Hope will connect Floridians with outside resources to provide food, household goods, home repairs, and more. Serving as the emergency response arm for the Hope Florida initiative, Activate Hope pulls together the private sector, nonprofits, and government resources to help Floridians get back on their feet following a natural disaster. Fill out the form for assistance [here](#).

### **Florida Department of Children and Families (DCF)**

The Florida Department of Children and Families transitions into response and recovery during hurricanes and tropical storms and is utilizing supports to ensure that Florida families have every available resource at their disposal. DCF will also provide updates regarding current Supplemental Nutrition Assistance Program (SNAP) recipients who may need to replace food lost in the storm. The website will be updated as hurricane recovery begins. For updates, visit the website [here](#).

### **Disaster Legal Aid**

Phone: (833) 513-2940

Disaster survivors anywhere in the state may call to apply for free civil legal services.

### **United Methodist Disaster Recovery**

Phone: (855) 228-3862

Disaster survivors in the state may call to register for disaster assistance such as debris removal and tarping.

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### **Crisis Clean Up**

Phone: (844) 965-1386

Disaster survivors in the state may call to register for assistance with debris removal.

### **Free WiFi Hotspots:**

40k+ Xfinity WiFi Hotspots provided by Comcast are available to customers and non-customers. Residents can find their nearest hotspot [here](#).

### **Florida Attorney General's Office**

The Florida Attorney General's Office has activated the Florida price gouging hotline to accept reports of extreme price increases on essential commodities. The hotline number is (866) 966-7226.

### **Visit Florida**

Visit Florida has activated Emergency Accommodation Modules on [Expedia](#) and [Priceline](#) to provide real-time hotel availability and lodging resources for impacted Floridians and visitors.

## **Georgia Resources**

### **Office of the Governor of Georgia**

Governor Brian P. Kemp declared a State of Emergency for all 159 counties in Georgia ahead of Hurricane Helene. The governor is expected to provide informational updates on current states of emergency and impacts of hurricanes and tropical storms. Visit the governor's website [here](#) for updates on executive orders and declarations.

### **Georgia Emergency Management and Homeland Security Agency (GEMA/HS)**

Georgia Emergency Management and Homeland Security Agency is the state's preparedness, response, and recovery agency. GEMA/HS offers guidance to prepare for, recover from, and provide hazard mitigation for any emergency. To view updates please visit this agency's website [here](#) or call (800) 879-4362.

- GEMA also manages property damage reports. Should you have damage to your home, business, or any other property, visit the link [here](#) to make a report.
- For evacuation zones, visit the link [here](#).
- For insurance planning and what to do after a storm, visit the link [here](#).

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### **211 Georgia**

2-1-1 Georgia connects callers to health and human service information and is available 24 hours a day, seven days a week, even during disasters. Information and resources may be provided for a variety of needs including shelter, cell phone power stations, basic needs, and disaster assistance. To find your local 211, visit the [website here](#) and enter your city, county, or zip code. You may also dial 2-1-1 from your phone to get connected.

### **American Red Cross**

The Red Cross provides emergency response services throughout the state of Georgia. You can search for local shelters and get updated information on Hurricane Helene by visiting the chapter websites listed below.

- [Southeast Georgia](#): Servicing 18 counties on the coast
- [South Central Georgia](#): Servicing 25 counties in Southern Georgia
- [Georgia State Headquarters](#): This website shows all chapters in Georgia

### **Essentials for Georgia: Food and Water Distribution**

Visit this [link](#) for information on food and water distribution sites in Augusta area.

Visit this [link](#) for information on additional food and water distribution sites provided by Second Harvest of South Georgia.

### **Explore Georgia**

Explore Georgia can assist in providing travel alerts and information following the impact of Hurricane Helene. Visit the [website here](#) to obtain resources in finding hotels and lodging availability. The site can also offer assistance from their Visitor Information Centers and other important emergency resources.

### **Georgia Hotels & Lodging**

In partnership with TripAdvisor, the emergency lodging and hotels [page](#) has been activated to provide travelers and evacuees with real-time availability in Georgia.

### **511 Georgia**

511 Georgia (511GA) provides real-time traffic and travel updates, offered by the Georgia Department of Transportation. 511GA informs motorists about travel speeds, traffic incidents, construction events, lane closures, and severe weather advisories. 511GA is accessible through various platforms including the [mobile app](#), the [website](#), [X](#), [Facebook](#), [My511 text alerts](#).

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### **Georgia Department of Education**

The Georgia Department of Education works closely with school districts before, during and after natural disasters to ensure they have the resources necessary to resume normal operations as quickly as possible. Please visit the website [here](#) for information on current school closures.

### **Georgia Department of Aging**

Georgia Department of Human Services Division of Aging Services assists older individuals, other at-risk adults, their families, and caregivers with their needs and concerns at the regional and local levels. Please call the Aging and Disability Resource Connection, at (866) 552-4464 for assistance.

### **Georgia Department of Natural Resources**

In response to Hurricane Helene, the Georgia Department of Natural Resources has opened State Parks outside of the projected path of the storm. These parks are available for evacuees, including pets and horses, seeking shelter from the storm. Evacuees are strongly encouraged to head to northern parks, as middle and southern parks may have experienced strong winds and heavy rainfall from the storm system.

For more information and a list of available parks, please visit

<https://gastateparks.org/Alerts>

### **Crisis Cleanup**

If you need assistance with clean-up of damages from Hurricane Helene, call the Crisis Cleanup Hotline at (844) 965-1386.

## **Alabama Resources**

### **Office of the Governor of Alabama**

Governor Kay Ivey is expected to provide informational updates on current states of emergency and potential impacts of hurricanes and tropical storms. Visit the governor's website [here](#) for updates on executive orders and declarations.

### **Alabama Emergency Management Agency (AEMA)**

Alabama Emergency Management Agency is the state's preparedness, response, and recovery agency. AEMA offers guidance to prepare for any emergency and coordinates relief efforts. To view updates please visit this agency's website [here](#) or call (205) 280-2200.

- Follow the AEMA on social media for updates: [X](#) or [Facebook](#)

### **211 Alabama**

2-1-1 Alabama connects callers to health and human service information and is available 24 hours a day, seven days a week, even during disasters. Information and resources may be provided for a variety of needs including shelter, cell phone power stations, basic needs, and disaster assistance. To find your local 211, visit the website [here](#) and enter your city, county, or zip code. You may also dial 2-1-1 from your phone to get connected.

### **American Red Cross of Alabama and Mississippi**

The Red Cross provides emergency response services throughout the Alabama and Mississippi region. You can search for local shelters and get updated information on Hurricane Helene recovery by visiting the chapter websites listed below.

- **Mid-Alabama Chapter (Regional Headquarters)**: Servicing Blount, Calhoun, Clay, Cleburne, Jefferson, Randolph, Shelby, St. Clair, and Talladega counties.
- **Central East Alabama Chapter**: Servicing Autauga, Barbour, Bullock, Chambers, Coosa, Dallas, Elmore, Lee, Lowndes, Macon, Marengo, Montgomery, Pike, Russell, Tallapoosa, and Wilcox counties.
- **North Alabama Chapter**: Servicing Cherokee, Colbert, DeKalb, Etowah, Franklin, Jackson, Lauderdale, Lawrence, Limestone, Madison, Marshall, and Morgan counties.
- **South Alabama Chapter**: Servicing Baldwin, Butler, Choctaw, Clarke, Coffee, Conecuh, Covington, Crenshaw, Dale, Escambia, Geneva, Henry, Houston, Mobile, Monroe, and Washington counties.
- **Central-West Alabama Chapter**: Servicing Bibb, Chilton, Cullman, Fayette, Greene, Hale, Perry, Pickens, Lamar, Marion, Sumter, Tuscaloosa, Walker, and Winston counties.

### **ALGO Traffic**

In partnership with the Alabama Department of Transportation, ALGO provides real-time traffic and travel updates. ALGO informs motorists about travel speeds, traffic incidents, construction events, lane closures, and severe weather advisories. ALGO is accessible through the mobile app and [website](#).



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### **Alabama Public Health**

Alabama Public Health issued a recent press release with information regarding emergency health topics, including flood water safety, carbon monoxide safety, food safety and more. For more information and for updates related to Hurricane Helene, visit the website [here](#).

### **Alabama Department of Insurance**

Visit the website [here](#) for information from the Alabama Department of Insurance regarding disaster related information.

## **South Carolina Resources**

### **Office of the Governor of South Carolina**

Governor Henry McMaster declared a State of Emergency for South Carolina and will provide informational updates on current states of emergency and impacts from the storm. You may visit the Governor's website [here](#).

### **South Carolina Emergency Management Division (SCEMD):**

Information on tropical storms, hurricanes, and disaster preparedness and recovery can be viewed at this agency's website [here](#). Additionally, the Emergency Management Division will have information on county specific resources for evacuations, school closures, press releases and more. Residents can download this agency's [app](#) to get notifications and live updates.

- For a current list of evacuation zones, visit the link [here](#).
- For a current list of weather watches and warnings, including flood information, visit the link [here](#).
- For a current list of emergency shelters, visit the link [here](#).

### **211 South Carolina**

2-1-1 South Carolina connects callers to health and human service information and is available 24 hours a day, seven days a week, even during disasters. Information and resources may be provided for a variety of needs including shelter, cell phone power stations, basic needs, and disaster assistance. To find your local 211, visit the website [here](#) and enter your city, county, or zip code.

### **American Red Cross – South Carolina**

The Red Cross provides emergency response services throughout the state of South Carolina. You can search for local shelters and get updated information on Hurricane Helene by visiting the website [here](#).

- **Central South Carolina Chapter (Regional Headquarters):** Serves Calhoun, Fairfield, Lexington, Newberry, Orangeburg, Richland, Saluda, Aiken Allendale, Bamberg, Barnwell, Edgefield, Clarendon, Kershaw, Lee, and Sumter counties.
- **Lowcountry South Carolina Chapter:** Serves Beaufort, Berkeley, Charleston, Colleton, Dorchester, Hampton, Jasper, Georgetown, and Williamsburg counties.
- **Eastern South Carolina Chapter:** Serves Horry, Florence, Chesterfield, Darlington, Marlboro, Dillon, and Marion counties and communities of Pawleys Island and Murrells Inlet of Georgetown County.
- **Upstate South Carolina Chapter:** Serves Abbeville, Greenville, Spartanburg, Anderson, Laurens, Greenwood, McCormick, Oconee, Pickens, and Union counties.

### **Essentials for South Carolina: Food and Water Distribution**

Visit this [link](#) for information on food and water distribution sites in Upstate South Carolina.

Visit this [link](#) for information on food and water distribution sites in Midlands South Carolina.

### **South Carolina Department of Transportation (SCDOT)**

South Carolina Department of Transportation provides information and resources on traffic conditions through [SC 511](#) Traveler Information System. Storm Resources are available [here](#).

### **Catholic Charities of South Carolina**

Catholic Charities offers disaster preparedness, response, relief, and recovery support. They work closely with the SC Emergency Management Division to provide cleaning kits, food, water, baby supplies, hygiene items and more. This agency accepts donations and support with volunteering. There is a “Get Help” button at the top right of the website where you can find your local Catholic Charities by zip code. For more information, please visit this agency’s website [here](#). Find the nearest location by county [here](#).

### **South Carolina Department of Public Health**

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South Carolina Department of Public Health assists with pre-storm evacuation support, active monitoring of health care facilities during an event and post-event recovery operations. For more information and for updates related to Hurricane Helene, including ways to stay safe after the storm, visit the website [here](#). They also oversee Medical Needs Shelters which provide lodging for people whose medical conditions exceed the capabilities of the general population shelters but are not severe enough to require a hospital stay. Information about these shelters is available through the [CareLine](#) at (855) 472-3432.

### **South Carolina Department of Insurance**

Visit the website [here](#) for information from the South Carolina Department of Insurance regarding disaster related information including emergency planning and tips for filing claims.

## **North Carolina Resources**

### **Office of the Governor of North Carolina**

Governor Roy Cooper declared a State of Emergency for North Carolina and will provide informational updates on current states of emergency and recovery from the storm. You may visit the Governor's website [here](#).

### **North Carolina Department of Public Safety Emergency Management**

North Carolina Emergency Management deploys state resources, administers grants, and manages response to disasters. They also develop and maintain flood maps for each county. For more information, visit their website [here](#).

- For Crisis Cleanup, call (844) 965-1386 or visit the link [here](#).
- For current evacuation orders, visit the link [here](#).
- For current list of emergency shelters, visit the link [here](#).
- For a current list of power outages, visit the link [here](#).
- To report a price gouging or a repair scam, call (877) 5-NO-SCAM or visit link [here](#).

### **North Carolina 211**

North Carolina 211 connects callers to health and human service information and is available 24 hours a day, seven days a week, even during disasters. Information and resources may be provided for a variety of needs including shelter, cell phone power

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stations, basic needs, and disaster assistance. To find your local 211, visit the website [here](#) and enter your city, county, or zip code.

### **American Red Cross – North Carolina**

The Red Cross provides emergency response services throughout the state of North Carolina. You can search for local shelters and get updated information on Hurricane Helene Recovery by visiting the website [here](#).

- **Charlotte Metro Chapter (Regional Headquarters)**: Serves Cherokee, Chester, Iredell, Lancaster, Mecklenburg, and York counties.
- **Greater Triangle Area Chapter**: Serves Chatham, Dunham, Franklin, Granville, Johnston, Orange, Person, Vance, Wake, and Warren counties.
- **Cape Fear Chapter**: Serves Brunswick, Carteret, Columbus, Craven, Duplin, Jones, Lenoir, New Hanover, Onslow, Pamlico, Pender, and Wayne counties.
- **Northeastern North Carolina Chapter**: Serves Beaufort, Bertie, Camden, Chowan, Currituck, Dare, Edgecombe, Gates, Greene, Halifax, Hertford, Hyde, Martin, Nash, Northampton, Pasquotank, Perquimans, Pitt, Tyrrell, Washington, and Wilson counties.
- **Sandhills Chapter**: Serves Bladen, Cumberland, Harnett, Hoke, Lee, Moore, Richmond, Robeson, Sampson, and Scotland counties.
- **Southern Piedmont Chapter**: Serves Anson, Cabarrus, Montgomery, Rowan, Stanly and Union counties.
- **Piedmont Triad Chapter**: Serves Alamance, Caswell, Davidson, Davie, Forsyth, Guilford, Randolph, Rockingham, Stokes, Surry, and Yadkin counties.
- **Blue Ridge Piedmont Chapter**: Serves Alleghany, Alexander, Ashe, Avery, Burke, Caldwell, Catawba, Cleveland, Gaston, Lincoln, Watauga, and Wilkes counties.
- **Western North Carolina Chapter**: Serves Buncombe, Cherokee, Clay, Eastern Band of the Cherokee Indians, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey counties.

### **Essentials for North Carolina: Where to get Gas, Food, and Water**

Visit this [link](#) for an unofficial list of open grocery stores and gas stations, food distribution sites, Wi-Fi locations, Clean Water Sources, and more as provided by residents and local businesses.

Visit this [link](#) for information on food and water distribution sites in Asheville area.

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Visit this [link](#) for information on food and water distribution sites in McDowell County area.

### **North Carolina Department of Transportation**

North Carolina Department of Transportation provides information and resources on road closures and traffic conditions through [NC 511](#) Information Line. Storm Resources are available [here](#).

### **Catholic Charities USA**

Catholic Charities USA is the official domestic relief agency of the U.S. Catholic Church. CCUSA deploys disaster response experts to support local Catholic Charities agencies in their work providing direct assistance to affected communities and identifying long term recovery needs. The Catholic Charities ministry supports disaster response efforts with direct aid, home repair, home rebuilding, health care services and other programs that enable long-term disaster recovery. There is a "Get Help" button at the top right of the website where you can find your local Catholic Charities by zip code. Find your local agency [here](#).

- [Catholic Charities of the Diocese of Raleigh](#): 7200 Stonehenge Drive, Raleigh, NC 27613 Phone: 984-900-3426
- [Catholic Charities Diocese of Charlotte](#): 1123 South Church Street, Charlotte, NC 28203 Phone: 704-370-362

### **North Carolina Department of Health and Human Services**

North Carolina Department of Health and Human Services assists with [pre-storm](#) evacuation support, active monitoring of health care facilities during an event and post-event [recovery](#) operations. For more information and for updates related to Hurricane Helene disaster recover, visit the website [here](#).

### **North Carolina Department of Insurance**

Visit the website [here](#) for information from the North Carolina Department of Insurance regarding disaster related information including emergency planning and tips for filing claims.

### **Rebuild NC**

This agency operates statewide and helps homeowners rebuild after natural disasters. The North Carolina Office of Recovery and Resiliency manages several programs that support long-term disaster recovery and resiliency including homeowner recovery, infrastructure

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recovery, affordable housing, strategic buyout, as well as local government grants and loans. To apply for these programs, please visit their [website](#).

## **Tennessee Resources**

### **Office of the Governor of Tennessee**

Governor Bill Lee declared a State of Emergency for Tennessee and will provide informational updates on current executive orders and recovery from the storm. You may visit the Governor's website [here](#).

### **Tennessee Emergency Management Agency (TEMA)**

Tennessee Emergency Management prepares for and responds to natural and man-made disasters across the state. They also work closely with the Tennessee Voluntary Organizations Active in Disaster (TNVOAD) to organize volunteers and donations for areas impacted by disasters and emergencies. For more information, visit their website [here](#).

- For a current list of open shelters, visit the link [here](#).
- To report missing persons believed to be in the areas affected by the recent flooding, call (800) 824-3463.
- For information about volunteering or donating, visit the link [here](#).
- Water distribution sites [open](#) for Greene County residents. Open Monday, Wednesday, Friday 3:00 p.m. to 5:00 p.m.
  - Marathon at Erwin Highway, 3685 Erwin Highway, Greeneville
  - Camp Creek Volunteer Fire Department, 700 Greystone Road, Greeneville
  - South Greene High School, 7469 Asheville Highway, Greeneville
  - St. James Convenience Center 15 St. James Road, Greeneville
- [Drinking water and food supply distribution](#) available at Professional Development Center at 601 W. Broadway Street, Newport
- Drinking water and food supplies available at the Elizabethton Recreation Center at 300 West Mill Street, Elizabethton

### **Tennessee 211**

Tennessee 211 connects callers to health and human service information and is available 24 hours a day, seven days a week, even during disasters. Information and resources may be provided for a variety of needs including shelter, cell phone power stations, basic needs,

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and disaster assistance. To find your local 211, visit the website [here](#) and enter your county or zip code.

### **American Red Cross – Tennessee Region**

The Red Cross provides emergency response services throughout the state of Tennessee. You can search for local shelters and get updated information on Hurricane Helene Recovery by visiting the website [here](#).

- **Nashville Area (Regional Headquarters)**: Serves Cheatham, Clay, Davidson, Jackson, Macon, Robertson, Smith, Sumner, Trousdale, Williamson, and Wilson counties.
- **East Tennessee**: Serves Anderson, Blount, Campbell, Cumberland, Fentress, Knox, Loudon, Morgan, Overton, Pickett, Putnam, Roane, Scott, and Sevier counties.
- **Heart of Tennessee**: Serves Bedford, Cannon, Coffee, DeKalb, Franklin, Lincoln, Marshall, Moore, Rutherford, and Warren counties.
- **Mid-South**: Serves Dyer, Fayette, Lake, Lauderdale, Obion, Shelby, and Tipton counties.
- **Mid-West Tennessee**: Serves Benton, Carroll, Chester, Crockett, Decatur, Gibson, Hardeman, Hardin, Haywood, Henderson, Henry, Madison, McNairy, and Weakley counties.
- **Northeast Tennessee**: Serves Carter, Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Johnson, Sullivan, Unicoi, Union, and Washington counties.
- **Southeast Tennessee**: Serves Bledsoe, Bradley, Grundy, Hamilton, Marion, McMinn, Meigs, Monroe, Polk, Rhea, Sequatchie, Van Buren, and White counties.
- **Tennessee River**: Serves Dickson, Giles, Hickman, Houston, Humphreys, Lawrence, Lewis, Maury, Montgomery, Perry, Stewart, and Wayne counties.

### **Tennessee Department of Transportation: SmartWay**

Tennessee Department of Transportation provides information and resources on road closures and traffic conditions through [TN511](#) and [SmartWay](#).

### **The Salvation Army: Knoxville**

The Salvation Army is helping those affected by tropical storms and hurricanes by operating a command unit, refrigerated truck, a laundry unit, shower unit, bunkhouse, and Field Kitchens. For more information or to request assistance, call (800) 725-2769

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Meal services may be provided at the following locations:

- **Del Rio, TN** - Fox Den Restaurant, 790 TN-107, Del Rio, TN 37727
- **Hartford, TN** - Amoco Gas Station, 3155 Big Creek Road, Hartford, TN 37753

### **Catholic Charities USA**

Catholic Charities USA is the official domestic relief agency of the U.S. Catholic Church. CCUSA deploys disaster response experts to support local Catholic Charities agencies in their work providing direct assistance to affected communities and identifying long term recovery needs. The Catholic Charities ministry supports disaster response efforts with direct aid, home repair, home rebuilding, health care services and other programs that enable long-term disaster recovery. There is a "Get Help" button at the top right of the website where you can find your local Catholic Charities by zip code. Find your local agency [here](#).

- **Catholic Charities of East Tennessee:** 119 Dameron Avenue, Knoxville, TN 37917  
Phone: (865) 684-1899
- **Catholic Charities Diocese of Nashville:** 2806 McGavock Pike, Nashville, TN 37214  
Phone: (615) 352-3087
- **Catholic Charities of West Tennessee:** 1325 Jefferson Avenue, Memphis, TN 38104  
Phone: (901) 722-4700

### **Tennessee Department of Commerce & Insurance**

Tennessee Department of Commerce & Insurance offers information and resources focused on recovery and rebuilding. Visit their website [here](#).

- Tip: Contact your insurance company, mortgage lender, credit card company, and other creditors to let them know about your situation. Most of them have ways to help. If you can't live in your home, check with your utility companies to see if you can shut off services such as electric, gas, and cable to reduce expenses.
- To report a price gouging or a repair scam, visit the link [here](#).
- More Disaster Recovery Tips, visit the link [here](#).

## **Virginia Resources**

### **Office of the Governor of Virginia**



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Governor Glenn Youngkin declared a State of Emergency for Virginia and will provide informational updates on current executive orders and recovery from the storm. You may visit the Governor's website [here](#).

### **Virginia Department of Emergency Management (VDEM)**

Virginia Department of Emergency Management develops and maintains state emergency plans and assists communities in developing localized emergency operations plans. For more information, visit their website [here](#). They also work closely with the Virginia Voluntary Organizations Active in Disaster to organize volunteers and donations for areas impacted by disasters and emergencies.

- For tips on recovering from a disaster, visit the link [here](#).
- For help with cleanup, contact the cleanup helpline at (844) 965-1386.
- To report price gouging, call (800) 552-9963 or complete the online form [here](#).

### **Virginia 211**

Virginia 211 connects callers to health and human service information and is available 24 hours a day, seven days a week, even during disasters. Information and resources may be provided for a variety of needs including shelter, cell phone power stations, basic needs, and disaster assistance. To find your local 211, visit the website [here](#) and enter your county or zip code.

### **American Red Cross of Virginia**

The Red Cross provides emergency response services throughout the state of Virginia. You can search for local shelters and get updated information on Hurricane Helene Recovery by visiting the website [here](#).

- **Capital Virginia Chapter (Regional Headquarters):** 2825 Emerywood Parkway, Richmond, VA 23294 Phone: (804) 780-2250
- **Blue Ridge Virginia Chapter:** 3700 Candler's Mountain Road, Suite 7, Lynchburg, VA 24502 Phone: (434) 845-1234
- **Central Virginia Chapter:** 620 Woodbrook Drive, Suite 2, Charlottesville, VA 22901 Phone: (434) 979-7143
- **Coastal Virginia Chapter:** 611 West Brambleton Avenue, Norfolk, VA 23510 Phone: (757) 446-7700
- **Rappahannock Virginia Chapter:** 2217 Princess Anne Street, Unit B26, Fredericksburg, VA 22401 Phone: (540) 735-0500

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- **Southwest Virginia Chapter:** 352 Church Avenue, Southwest, Roanoke, VA 24016  
Phone: (540) 985-3535

### **Virginia Department of Transportation (VDOT)**

Virginia Department of Transportation provides information and resources on road closures and traffic conditions through [VA 511](#). For more information on safety information and travel alerts visit the VDOT website [here](#).

### **Virginia Salvation Army**

The Virginia Salvation Army is helping those affected by tropical storms and hurricanes by operating a command unit, refrigerated truck, a laundry unit, shower unit, bunkhouse, and Field Kitchens. For more information or to request assistance, call (800) 725-2769.

## **Additional Assistance and Donations**

### **Volunteering and Monetary Donations**

- **Volunteer Florida** is accepting donations for general disaster response/ recovery. Donations can be made [here](#).
- **Charity Navigator** organization reviews charities and assigns them a score based on the charity's financial health, accountability, and transparency. For more information, please visit their website [here](#).
- **United Way** United Way of Florida is accepting donations and looking for volunteers. It has set up a fund to support both short-term and long-term relief efforts. Donations can be made [here](#).
- **Salvation Army** is helping those affected by tropical storms and hurricanes by operating a command unit, refrigerated truck, a laundry unit, shower unit, bunkhouse, and Field Kitchens. Donations can be made [here](#).
- **American Red Cross** is accepting monetary donations [here](#). For those who want to donate by check or to a specific cause, there is a donation form that must be printed and sent to: American Red Cross, P.O. Box 37839, Boone, IA 50037-0839.
- **Catholic Charities of Central Florida** is accepting monetary donations [here](#).

## *Crisis & Disaster Resources*

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- **Operation Blessing** partner with emergency management and local churches to bring food, clean water, medicine, and other vital supplies to meet the immediate needs of those impacted by tropical storms and disasters. Donations can be made [here](#).
- **Southern Baptist Convention of Virginia Disaster Relief** program provides prepared meals, debris removal, and rebuilding. To donate or volunteer, visit the website [here](#).
- **National Voluntary Organizations Active in Disaster (VOAD)** provides mass care, cleanup, repair/rebuild, pet sheltering, transportation, bulk supplies and distribution, volunteer management, and more. To donate or volunteer, visit the website [here](#).

### **Pet Relief Agencies**

- **Humane Society Disaster Relief:** This group evacuates animals from shelters before and after hurricanes and other natural disasters. Please click [here](#) to donate.
- **Florida SPCA:** The Florida SPCA is a No-Kill Organization and supports pets that are left behind during a disaster or homeless animals. You can click [here](#) to donate.

## **General Hurricane and Tropical Storm Resources**

### **Gas Buddy**

Gas Buddy will help find a nearby gas station with available fuel and real-time gas prices. Visit the website [here](#) for more information.

### **Pet-friendly Accommodations**

Pets Welcome has a hurricane resource [page](#) with pet-friendly lodging options that is updated in real-time and searchable by location.

### **Airbnb**

Airbnb provides temporary housing options after a natural disaster occurs. Learn more by visiting their [website](#).

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### **Ready.Gov**

Ready.gov is a national public service campaign designed to educate and empower Americans to prepare, respond and mitigate emergencies including natural and man-made disasters. For preparedness resources and information on staying safe during and after a hurricane or tropical storm, visit their website [here](#).

### **Federal Emergency Management Agency (FEMA)**

- Visit the FEMA website for information [here](#).
- Find open shelters near you by texting SHELTER and your zip code to 4FEMA (43362). Example: Shelter 01234 (Standard text message rates apply.)
- FEMA tips on how to find short-term and long-term housing after a disaster can be found [here](#).
- Information about pets may be found [here](#).

If and when an area has become eligible for disaster assistance, that information will become available on the disaster assistance site. You may enter your zip code to see if your area has been declared for individual disaster assistance. If it has, you may find your local DRC (Disaster Recovery Center), apply online for assistance, and find other local resources.

To Register for FEMA Disaster Assistance:

- Phone: 800-621-3362, TTY 800-462-7585
- Apply online [here](#)

### **National Flood Insurance Program (NFIP)**

For those with flood insurance through the National Flood Insurance Program (NFIP), FEMA has established hotlines to expedite claims processing and provide guidance on next steps. For more information about flood insurance claims, visit [www.floodsmart.gov](http://www.floodsmart.gov) or call the NFIP Helpline at 1-800-427-4661.

### **Rebuilding After a Hurricane or Tropical Storm**

- FEMA offers fact sheets on Hurricane safety and preparedness with information about rebuilding after a hurricane or tropical storm which can be found [here](#).
- Insurance information on recovering after a hurricane or tropical storm can be found on the Insurance Information Institute website [here](#).

## **Mental Health Resources**

### **SAMHSA's Disaster Distress Helpline**

This helpline, through the Substance Abuse and Mental Health Services Administration (SAMHSA), can provide immediate crisis counseling to anyone who is experiencing

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emotional distress related to any natural or human-caused disaster. The help line is available 24 hours a day, 7 days a week at (800) 985-5990 via talk of text. You can find more information online [here](#).

### **SAMHSA Behavioral Health Treatment Services Locator**

Visit the website [here](#).

This line is available 24 hours/day and 7 days/week. The Behavioral Health Treatment Services Locator provides information and a search tool for behavioral health and substance abuse/addiction services in the United States and U.S. Territories. You can access the free and confidential treatment provider search tool using the link listed above. After completing the search criteria, you can view a list of treatment providers and detailed information about each provider.

You may also call (800) 662-4357 to receive free and confidential information about mental health and substance abuse treatment services in your area.

*This guide provides referrals to resources. It does not endorse or recommend the resource providers. While every effort is made to maintain current provider information, information may change without notice.*

## **Resources For Living**

The EAP is administered by Resources For Living, LLC. This material is for informational purposes only. Information is not a substitute for professional health care and is not meant to replace the advice of health care professionals. Contact a health care professional with any questions or concerns about specific health care needs.

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