



Employee
Assistance
Network

10/23/2024

Note: This Resource list will be updated daily by EAN

****The deadline to file for FEMA Individual Assistance is Nov. 27, 2024. Please mark your calendars and ensure all applications are submitted on time.****

**** The last date to apply for D-SNAP is October 24, 2024 = <https://www.disasterassistance.gov/get-assistance/forms-of-assistance/5769>**

This Google document has multiple counties and their resources:

[Helene Recovery Resources](#)

docs.google.com

https://docs.google.com/document/d/10q9508U2v5FvRwxt_I_z5R7jRkbDQLLfvpLz_MzRvo/mobilebasic

Map of resources based on location: <https://helenehelpasheville.usahidi.io/map>

WHO DO I CALL IF SOMEONE I KNOW NEEDS HELP?

If you or a loved one need ongoing support, please call the Hope4NC Helpline (1-855-587-3463). Available 24 hours per day, seven days a week, this number connects North Carolinians to mental health and resilience supports to help them cope and build resilience during times of crisis. Health care professionals, emergency medical specialists, first responders, healthcare workers, and their families can also call the Hope4Healers Helpline (919-226-2002) for mental health and resilience support as they work on the front lines.

How to find help in the aftermath of Helene

[Buncombe residents can apply for help buying food through the Disaster Supplemental Nutrition Assistance Program \(D-SNAP\). From Oct. 18 through Oct. 24, individuals and households not currently receiving Food and Nutrition Services benefits who were impacted by Hurricane Helene can apply for D-SNAP.](#)

While there are income eligibility standards, a number of considerations are taken into account. Individuals above these limits may still be eligible depending on disaster expenses, so everyone who needs support to purchase food should apply by calling 1-844-453-1117 or go to epass.nc.gov

Buncombe County: <https://www.buncombecounty.org/>

Ontrack Financial - <https://ontrackwnc.org>

<https://www.usa.gov/hurricane-helene>

<https://www.citizen-times.com/story/news/local/2024/10/14/buncombe-helene-recovery-donation-needs-water-spectrum-outages/75669560007/>

<https://ashevillerelief.com/>

<https://www.ashevillenc.gov/news/tropical-storm-helene-recovery-resources/>

<https://www.ashevillechamber.org/get-engaged/mountain-strong-for-business-recovery/>

<https://www.hendersoncountync.gov/em/page/emergency-information>

Help in a hurry: [Quick guide to finding essentials in Asheville after flooding from Helene](#)

[How to find help: Madison County emergency resource guide in the wake of Helene flooding](#)

[Madison County emergency resource guide: How to find help after Helene \(citizen-times.com\)](#)

[Hot meals available for Hurricane Helene survivors: County-by-county distribution guide](#)

[Here's where to find Asheville-area food, water distribution sites](#)

[Need help in Asheville, NC after Helene? Mapping locations of water, food, shelter, WiFi](#)

[Helene updates from Buncombe: Where to refill oxygen, find non-potable water, bus service](#)

[Haywood County town providing meals, supplies, showers to Helene victims](#)

Additional ASHEVILLE/BUNCOMBE COUNTY RESOURCES:

[Cash](#) | [Communication](#) | [Disaster Assistance](#) | [Food](#) | [Fuel & Power](#) | [Hubs - General Distribution](#) | [Other Supplies](#) | [Shelter](#) | [Transportation & Roads](#) | [Trash](#) | [Water, Showers & Laundry](#)

[Animals and Animal Transport](#) | [Child Care & Supplies](#) | [Demolition/Construction](#) | [Healthcare](#) | [Mental Health](#) | [Translators](#)

[Donation Opportunities](#) | [Volunteering Opportunities](#) | [Mutual Aid](#)

Chamber Convener: Recovering with Resilience, Business Recovery Center Adds Workspace - [View this email in your browser](#)

Help Hotlines

- **National Suicide and Crisis Lifeline: just dial **988** or text them. Live chat also available at <https://chat.988lifeline.org/>**
- **National Suicide Prevention Line: www.suicidepreventionlifeline.org**
- **Emergency substance abuse (SAMHSA) helpline: **800-662-4357****
- **Disaster Distress Helpline (for any emotional stress): **800-985-5990** or text them (español: presiona 2).**
- **Veterans Crisis Line: www.veteranscrisisline.net. Call 988 (Press 1). Text 838255**
- **National Call Center for Homeless Veterans: www.veteranscrisisline.net/get-help-now/chat**
- **Women Veterans Call Center: www.womenshealth.va.gov. Call 855-829-6636**
- **Intimate Partner Violence Assistance Program: www.socialwork.va.gov/IPV.**
- **National Domestic Violence Hotline: **800-799-7233****
- **VA Caregiver Support Line: www.caregiver.va.gov Call 855-260-3274**

General Information:

- 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>
- 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 to see if they've checked in. If you don't have internet access, text "SEARCH XXXXXXXXXX" (replace the X's with their phone number) to (828) 888-0440 to check if they've registered with us.

Housing Rights

Know Your Rights: Renter Information – Pisgah Legal Housing Attorney David Bartholomew shared important information about the rights of renters with [Blue Ridge Public Radio](#) .

<https://www.bpr.org/live-updates/live-blog-hurricane-helene-wnc#what-to-know-about-renters-rights-after-helenes-impacts>

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.

Homeless Resources in Buncombe County: <https://www.buncombecounty.org/governing/depts/planning/ah-homeless-resources.aspx>

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.

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 rubber boots

FEMA info:

[FEMA Disaster Survivor Assistance Sites](#)

You can apply for FEMA assistance in three ways:

- online by visiting [disasterassistance.gov](https://www.fema.gov/disaster/assistance)
- call **800-621-3362**. If you use a relay service, such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service.
- download the [FEMA app](#)

https://www.citizen-times.com/story/news/local/2024/10/05/does-fema-cover-generators-how-nc-flood-victims-can-use-fema-money/75513085007/?fbclid=IwZXh0bgNhZW0CMTEAAR0se3X0jXkl2laa0Vj8rdbQ0OFRPSkuLwU7pOmei0tQJiT03IUog9cpAdl_aem_k0h_AoUOU_PfdhJbz1SldIQ#m229r7hmalqgz5vee5

Is a generator covered by FEMA? What North Carolina Helene victims can use federal aid

With homes and businesses in Asheville and across Western North Carolina in [ruins in the aftermath of Hurricane Helene](#), many residents who have had their lives upended have been left wondering what federal government assistance will look like.

Fortunately, FEMA is offering aid for both homeowners and [small business owners](#) who were affected by Helene. While payment can come in the form of a check in the mail or direct deposit, the money can only be used for specific means that FEMA allows.

Here's exactly what you can and cannot spend FEMA aid money on.

Generators, lodging? What Helene disaster expenses can FEMA reimburse me for?

Temporary Lodging: If you were forced to temporarily relocated to a hotels, motels, or other short-term lodging, FEMA will reimburse you for those days away from home.

Generators: If you purchased a generator while your power was out, FEMA will reimburse under [specific circumstances](#). If power was necessary to turn on medically required equipment, or refrigerators storing items like insulin, buyers must submit documentation from a medical services provider that shows the equipment is medically required. In some cases, this requirement may be waived.

Other recent purchases: Purchases similar to generators that were needed to assist with recovery like dehumidifiers and chainsaws are covered.

Can FEMA money help for home repairs?

General repairs: Even if there was a preexisting issue with your home, if it received major damage from Helene, FEMA can provide funds to repair.

Accessibility: Whether you have a preexisting disability and the accessibility features of your home were damaged, or you suffered a disability caused by Helene, FEMA can fund the repair or installation of features such as ramps, grab bars, paved paths and more.

Privately-owned Roads, Bridges, Docks: FEMA will fund these repairs if they are the only access to the home.

FEMA hotels? Can FEMA provide housing?

Direct Temporary Housing Assistance: Temporary Housing Units, Multi-Family Lease and Repair or Direct Lease are available to those who have been displaced by flooding.

Displacement Assistance: This money helps those displaced by flooding seek immediate housing needs while looking for a longer-term rental unit.

Personal Property Assistance: These funds are allocated for replacing essentials lost in flooding, such as kitchen appliances, computers and other devices, and furnishings, as well as books, uniforms and tools required for school or work.

Moving and Storage Expenses: If you wish to store your possessions in a safe place like a storage unit while looking for a rental property, FEMA may assist.

What other Helene-related expenses can FEMA help with?

Serious Needs Assistance: Immediate needs like water, food, first aid, prescriptions, infant formula, breastfeeding equipment, diapers, personal hygiene items, and fuel.

Funeral: FEMA can assist with payments for funerals and reburials caused by Helene.

Transport: This money goes toward repairs for a personal vehicle, if there is no other feasible way to get around. You do not need to live in an officially declared disaster area to qualify.

Child Care Assistance: This money is for new disaster-caused childcare expenses.

VAYA Health - <https://www.vayahealth.com/>

WCI home page: <https://www.wciinc.org/>

[Pharmacy Access](#)

[Open Urgent Cares/ Health Care Services](#)

[Dialysis Locations](#)

[Oxygen Locations](#)

[Resources for Veterans](#)

[Resources for Farmers](#)

[Power](#)

[Roads](#)

[Internet Access](#)

[Cell Service](#)

[North Carolina National Guard & Department of Defense](#)

[Asheville Regional Airport](#)

[Federal Nutrition Programs](#)

[For NC-11 Medical Providers](#)

[For Local Government Resource Requests](#)

[For Individual Assistance through FEMA](#)

[To Connect with a Loved One](#)

[Resources for Utility & Other Status Updates](#)

[Free Legal Assistance](#)

[IRS Guidance for Taxpayers Impacted by Hurricane Helene](#)

[Shelters](#)

Resiliency Training - <https://resourcesforresilience.com/resources-for-resilience-trainings/>

- [After the Flood: Inspect, Purge, and Disinfect Your Well | NC State Extension](#)
- [Cleaning Your Refrigerator After a Power Outage](#)
- [Flood Cleanup to Protect Indoor Air and Your Health](#)
- [Here's Who To Call And What To Do If Your Basement Floods](#)
- [How to Bathe When Water is Scarce](#)
- [How to Build Your Own Outdoor Shower for Under \\$30](#)
- [How to Flush Your Toilet with No Running Water | You Tube Video](#)

- [Mold Cleanup in Your Home | EPA](#)

For Spanish Speaking or Russian Speaking employees: <https://www.buncombecounty.org/countycenter/news-detail.aspx?id=21749>

For Restaurant workers: <https://search.app/D3ivX5mdF2NVWC7YA>

For assistance with pets: <https://www.ashevillehumane.org/get-involved/crisis-recovery-dashboard/>