

Hurricane Relief Efforts in Western North Carolina

FEMA Disaster Survivor Assistance Sites

- The following FEMA Disaster Recovery Centers are open seven days a week to assist North Carolina survivors who have experienced losses from Hurricane Helene.
 1. Buncombe County: A.C. Reynolds High School
 - ◇ 1 Rocket Dr., Asheville, NC 28803
 - ◇ Daily hours: 8:00 a.m. - 7:00 p.m.
 - ◇ A Comfort Care Center will also be available at this location where survivors can shower, do laundry and use other services.

⇒ The Asheville Social Security office remains closed due to a lack of power and water.
⇒ The Social Security Administration is maintaining staff at the Buncombe County Disaster Recovery Center until the Asheville office reopens.
 2. Haywood County: Regional High Technical Center
 - ◇ 112 Industrial Park Dr., Waynesville, NC 28786
 3. Henderson County
 - ◇ 2111 Asheville Hwy., Hendersonville, NC 28791
 - ◇ Daily hours: 8:00 a.m. - 7:00 p.m.
 4. Jackson County Annex Building
 - ◇ 198 WBI Dr., Sylva, NC 28779
 - ◇ Daily hours: 8:00 a.m. - 7:00 p.m.
 5. McDowell County: A.C. "Bud" Hogan Community Center
 - ◇ 909 E. Main St., Old Fort, NC 28762
 - ◇ Daily hours: 8:00 a.m. - 7:00 p.m.
 6. McDowell County Senior Center
 - ◇ 100 Spaulding Rd., Marion, NC 28752
 - ◇ Daily hours: 8:00 a.m. - 7:00 p.m.
 7. Transylvania County: Community Services Building
 - ◇ 106 E. Morgan St., Brevard, NC 28712
 - ◇ Daily hours: 8:00 a.m. - 7:00 p.m.
- A Disaster Recovery Center is a one-stop shop where survivors can meet face-to-face with FEMA representatives, apply for FEMA assistance, receive referrals to local assistance in their area, apply with the U.S. Small Business Administration for disaster loans, etc.
- Additional recovery centers will be opening soon, and I will keep you posted as I learn about them.
- Disaster Survivor Assistance (DSA) teams are also stationed across NC-11 to help survivors apply for FEMA assistance and connect them with additional state, local, federal and voluntary agency resources.

Legislative Support

- The U.S. House of Representatives is gearing up to pass a disaster relief package when we return to session in November.
- I have begun conversations with leadership about how to best meet Western North Carolina's needs in any supplemental relief package passed by Congress in the coming months.
- The North Carolina General Assembly unanimously passed the Disaster Recovery Act of 2024 on Oct. 9, 2024.
- This bill creates a new Hurricane Helene fund with \$273 million from the state's Savings Reserve Fund.
- \$250 million will go to the Department of Public Safety's Division of Emergency Management to provide the state's match to federal disaster relief funds.
- Another portion of the funds will be used to establish a revolving loan program to help local government and state agencies with cash flow while they are waiting for reimbursement from the federal government.
- \$16 million will go to the Department of Public Instruction for "lost compensation of school nutrition employees due to school closures resulting from Hurricane Helene"

- \$2 million to provide local governments technical assistance with local recovery funds.
- \$5 million to the State Board of Elections, alongside a variety of temporary election law changes such as changing polling sites that were rendered unusable by the storm and establishing a voter hotline, to make it easier for residents of Western North Carolina to vote.
- The bill also:
 1. Grants school calendar flexibility to public schools by allowing them to make up or mark as completed any number of the days or hours missed.
 2. It also allows the schools to use up to 30 days of remote instruction toward required instructional days.
 3. Waives DMV fees for things like obtaining a duplicate driver's license, ID card, etc.
 4. Waives certain environmental requirements for state highway repairs.
- This provision will not reduce the safety of repairs conducted by NCDOT or negatively impact the environment.

Housing/Individual Assistance Updates

- More than 207,000 Western North Carolinians have registered for Individual Assistance with FEMA.
- The Transitional Sheltering Assistance Program through FEMA is currently providing temporary hotel stays to almost 6,300 individuals.
- FEMA has distributed more than \$130 million in housing assistance to more than 90,000 Western North Carolina households.
- Inspectors have performed more than 24,000 home inspections for FEMA Individual Assistance evaluations.
- **FEMA is seeking residential properties to lease for Helene survivors.**
 - ⇒ Interested WNC property owner or management companies should reach out to FEMA on or before 5:00 p.m. EST, Nov. 6, 2024, via email to fema-direct_lease_dr4827nc@fema.dhs.gov.
 - ⇒ The email subject line should read: RFI# 70FBR425-DL-DR4827NC
- **FEMA is also seeking multifamily properties to house disaster survivors**
 - ⇒ Interested property owner or management companies should reach out to FEMA no later than 5:00 p.m. EST, Nov. 6, 2024, via email to fema-mlr_dr4827nc@fema.dhs.gov.
 - ⇒ The email subject line should read: RFI #70FBR425-MLR-DR4827NC Response: MLR-DR-4827-NC

Food and Water

- Free drinking water testing is available by request through the Buncombe County Public Health Department.
- Just contact the Buncombe County Public Health Department to request a test kit.
- The department will provide you with an empty bottle along with instructions to collect a drinking water sample and where to drop it off for analysis.
- If you have a private well that flooded, the well should be disinfected and tested to ensure the safety of yourself and your family.
- The Division of Public Health is providing free, well-testing kits through local health departments.
- Contact your local health department ([find your local department via this link](#)) to obtain a free well testing and disinfection kit.
- Well disinfection and well water collection kits can be picked up from the following locations from October 22-24 and October 28-31, from 9:00 a.m. to 3:00 p.m.:
 1. Buncombe County Health Department - Environmental Health Building
 - ⇒ 30 Valley St., Asheville, NC 28801
 2. Cherokee County Health Department
 - ⇒ 228 Hilton St., Murphy, NC 28906
 3. Haywood County Environmental Health
 - ⇒ 157 Paragon Pkwy., Ste. 200, Clyde, NC 28721
 4. Henderson County Health Department
 - ⇒ 1200 Spartanburg Hwy., Ste. 100, Hendersonville, NC 28792
 5. Madison - Environmental Health Building

- ⇒ 5707 US-25, Marshall, NC 28753
- 6. Yancey County Health Department
 - ⇒ 202 Medical Campus Dr., Burnsville, NC 28714
- Supplying drinkable water remains a top priority for emergency crews.
- 22 water systems are on a partial or system-wide boil advisory.
- Only one treatment plant has reported having no power, but this system does not serve any residential customers, and two systems remain out of water.
- Water restoration trends continue to move in a positive direction.
- There are 229 wastewater treatment plants operating under normal conditions in the affected areas across Western NC.
- NCDEQ has provided the following resources to help community members track progress on water supply restoration efforts:
- Public Water Supply Situation Report Tracking - ArcGIS map with filters for system status, county, etc. [linked here](#).
- DEQ Dashboard - links to additional maps, including mobile view of water system status, and environmental guidance [linked here](#).
- The Federal Emergency Management Agency has promised 120 truckloads a day of food and water with no specified end date.
- FEMA has delivered more than 13 million meals and more than 12.9 million liters of water to Western North Carolina utilizing the \$20 billion in funds that I helped to draft and pass for disaster relief just two days before Hurricane Helene hit.
- Home Depot will be passing out free disaster relief kits every day starting at 9:00 a.m., while supplies last, at the following locations:
 1. Home Depot Asheville
 - ⇒ 795 Fairview Rd., Asheville, NC 28803
 2. Home Depot West Asheville
 - ⇒ 127 Acton Cir., Asheville, NC 28806
 3. Home Depot Hendersonville
 - ⇒ 401 Linda Vista Dr., Hendersonville, NC 28792
- Walmart is hosting activities at the following locations:
 1. Hendersonville, NC Store 1242
 - ⇒ 250 Highlands Square Dr., Hendersonville, NC 28792
 - ⇒ Portable restrooms
 - ⇒ Serving hot meals at 12:00 p.m. and 4:00 p.m. daily
 2. Arden, NC Store 1179
 - ⇒ 60 Airport Rd., Arden, NC 28704
 - ⇒ Portable restrooms
 - ⇒ Laundry
 - ⇒ Showers
 - ⇒ Wi-fi hotspot and charging stations

Buncombe County

- Buncombe County has water distribution at multiple sites. Each will be available daily from 12:00-4:00 p.m. unless otherwise noted. Please bring your own container.
 1. Buncombe County Sports Park Complex: 58 Apac Dr., Asheville, NC 28806
 2. Black Mountain Ingles: 550 NC-9, Black Mountain, NC 28711
 3. Linwood Crump Shiloh Community Center: 121 Shiloh Rd., Asheville, NC 28803
 - ⇒ Daily hours: 9:00 a.m. - 7:00 p.m.
 4. Pack Square Park: 80 Court Plz., Asheville, NC 28801
 - ⇒ Daily hours: 9:00 a.m. - 7:00 p.m.
 5. Sky Lanes Bowling Alley: 1477 Patton Ave., Asheville, NC 28806
 - ⇒ Daily hours: 7:00 a.m. - 7:00 p.m.
- The following resources sites are available in Buncombe County, where citizens can access food, water and other basic necessities:
 1. Biltmore Baptist Church: 35 Clayton Rd., Arden, NC 28704

- ⇒ Distribution and bulk pickup for volunteers looking to take bulk loads of supplies to in-need community members
- ⇒ Saturday hours: 10:00 a.m. – 1:00 p.m.
- ⇒ Community drive-thru for anyone in the community needing supplies (Saturday hours: 3:00-6:00 p.m.)
- 2. First Baptist Church – Weaverville: 63 N. Main St., Weaverville, NC 28787
 - ⇒ Hot showers available from 10:00 a.m. to 6:00 p.m.
 - ⇒ Unlimited clean drinking water is available, bring your own container.
 - ⇒ Supplies and bottled water.
 - ⇒ Hot lunch served at 1:30 p.m.
- 3. Fellowship Asheville: 756 Fairview Rd., Asheville, NC 28803
 - ⇒ Daily hours: 1:00-4:00 p.m., Monday-Thursday
- 4. West Asheville Baptist Church: 926 Haywood Rd., Asheville, NC 28806
 - ⇒ Daily hours: 12:00-4:00 p.m., Monday-Saturday
- 5. Saint Mary Margaret Catholic Church: 102 Andrews Pl., Swannanoa, NC 28778
 - ⇒ Daily hours: 11:00 a.m. - 5:00 p.m., Monday-Friday
 - ⇒ Saturday hours: 3:00-4:30 p.m.
 - ⇒ Please note: This location is not open during mass.
- Hot meals are available at the following locations:
 1. World Central Kitchen in Bear's Smokehouse BBQ: 135 Coxe Ave., Asheville, NC 28801
 - ⇒ Serves 25,000 hot meals a day.
 - ⇒ Daily hours: 12:00 to 4:00 p.m.
 2. Shiloh Community Center: 121 Shiloh Rd., Asheville, NC 28803
 - ⇒ Daily hours: 12:00-2:00 p.m.
 3. Grovemont Park: 251 Stonewall Ave., Swannanoa, NC 28778
 - ⇒ Daily hours: 12:00-2:00 p.m.
 4. Manna Food Bank - Farmer's Market: 570 Brevard Rd., Asheville, NC 28806
 - ⇒ Reopening October 22-24 from 1:00-5:00 p.m. daily for a special event to distribute critical baby items.
 5. Wesley Grant Community Center: 285 Livingston St., Asheville, NC 28801
 - ⇒ Daily hours: 12:00-2:00 p.m.
 6. West Asheville Ingles: 669 Haywood Rd., Asheville, NC 28806
 - ⇒ Daily hours: 3:00-5:00 p.m.
 7. Nesbitt Chapel: 12 Nesbitt Chapel Rd., Fairview, NC 28730
 - ⇒ Daily hours: 3:00-5:00 p.m.
 8. Groce United Methodist Church – also distributing essential supplies: 954 Tunnel Rd., Asheville, NC 28805
 - ⇒ Daily hours starting Wednesday, October 16: Only M/W/F/Sat, Supplies 12:00-4:00 p.m., meals 12:00-2:00 p.m.
- A Community Care Station is available at the following location:
 - ⇒ 2319 Hwy. 70, Swannanoa, NC 28778
 - ◇ Daily hours: 7:00 a.m. - 7:00 p.m.
 - ◇ Hot meals served daily: 11:00 a.m. - 4:00 p.m.
 - ⇒ Community Care Stations offer showers, laundry, bathrooms, access to cell towers, wi-fi, potable and non-potable water, and counseling.

Haywood County

- The following locations are providing community members with essential resources such as but not limited to, food, water, cleaning products, baby formula, and pet food, Monday through Fridays:
 1. Fines Creek Community Center: 190 Fines Creek Rd., Clyde, NC 28721
 - ⇒ Open every day until 6:00 p.m.
 2. Pigeon Community Center: 450 Pigeon St., Waynesville, NC 28786
 - ⇒ Also offering hot meals every day at 2:00 p.m.
 - ⇒ Daily Hours: 9:00 a.m. - 4:00 p.m.
 3. Cruso Community Center: 13186 Cruso Rd., Canton, NC 28716
 - ⇒ Daily Hours: 10:00 a.m. to 2:00 p.m.
 4. First United Methodist Church: 566 S. Haywood St., Waynesville, NC 28786

- ⇒ Includes shower access.
- ⇒ Daily Hours: 9:00 a.m. to 12:00 p.m.
- 5. Maggie Valley Pavilion: 3935 Soco Rd., Maggie Valley, NC 28751
 - ⇒ Daily Hours: 9:00 a.m. to 5:00 p.m. (Monday-Saturday)
- 6. Woodland Baptist Church: 545 Crabtree Rd., Waynesville, NC 28786
 - ⇒ Daily Hours: 9:00 a.m. to 6:00 p.m.
- 7. New Covenant Church: 767 Lee Rd., Clyde, NC 28721
 - ⇒ Daily hours: 9:00 a.m. - 6:00 p.m.
- 8. IP Sportsplex: 305 Silkwood Dr., Canton, NC 28716
 - ⇒ Daily hours: 9:00 a.m. - 6:00 p.m.
- 9. Bethel Elementary School: 4700 Old River Rd., Canton, NC 28716
 - ⇒ Daily Hours: 9:00 a.m. to 6:00 p.m.
- 10. Jonathan Valley Elementary School: 410 Hall Dr., Waynesville, NC 28786
 - ⇒ Daily Hours: 9:00 a.m. to 6:00 p.m.
 - ⇒ Monday through Friday
- 11. St. Barnabas Catholic Church: 109 Crescent Hill Rd., Arden, NC 28704
 - ⇒ Daily Hours: 10:00 a.m. to 2:00 p.m.
- 12. Reynolds Baptist Church - Family Life Center: 520 Rose Hill Rd., Asheville, NC 28803
 - ⇒ Daily Hours: 9:00 a.m. to 4:00 p.m.
 - ⇒ This location also has potable water available to residents who bring their own vessels to fill.
- 13. Mountain Projects: 2177 Asheville Rd., Waynesville, NC 28786
- 14. The Community Kitchen: 288 Crabtree Mountain Rd., Canton, NC 28806
 - ⇒ Daily hours: 10:00 a.m. - 3:00 p.m.
- 15. Haywood Christian Ministry: 150 Branner St., Waynesville, NC 28786
 - ⇒ Daily hours: 10:00 a.m. - 3:00 p.m. (Monday-Friday)
- The following location offers hot meals daily:
 1. Maggie Valley Fire Department: 2901 Soco Rd., Maggie Valley, NC 28751
 2. Jukebox Junction: 3606 Pigeon Rd., Canton, NC 28806
 - ⇒ Daily hours: 12:00-2:00 p.m.
- The following location offers showers daily from 7:00 a.m. to 7:00 p.m.:
 1. Calvary Baptist Church: 2701 Soco Rd., Maggie Valley, NC 28751
- The following location is offering supplies for horses and livestock:
 1. WNC Regional Livestock Center: 474 Stock Dr., Canton, NC 28716

Henderson County

- Henderson County has stood up one Resource Hub location for water distribution and other supplies as they become available.
 - ⇒ 118 McAbee Ct., Flat Rock, NC 28731
 - ⇒ Daily hours: 10:00 a.m. - 6:00 p.m.
 - ⇒ Each family unit will be provided supplies for one day's meal and water as available.
 - ⇒ Individuals are asked to enter the drive-through and remain in your car unless otherwise instructed by volunteers to ensure an efficient process.

Jackson County

- In partnership with the Red Cross, the following is available for citizens of Jackson County:
 1. The Boys & Girls Club of the Plateau are providing shelf-stable meals at the following location:
 - ⇒ 558 Frank Allen Rd., Cashiers, NC 28717
 2. The Canada Fire Department is distributing emergency supplies at the following location:
 - ⇒ 149 Charleys Creek Rd., Tuckasegee, NC 28783
- The following locations are providing resources to displaced families and individuals in need:
 1. Mountain Projects: 154-B Medical Park Loop, Sylva, NC 28779
 2. United Christian Ministries: 191 Skyland Dr., Sylva, NC 28779
 3. St. Mary's Roman Catholic Church of Sylva: 22 Bartlett St., Sylva, NC 28779
 - ⇒ Daily hours: 10:00 a.m. - 1:00 p.m.
 4. Cornbread and Roses: 1294 Savannah Dr., Sylva, NC 28779
 - ⇒ Daily hours: Wednesday, 6:00-8:00 p.m. Thursday, 12:00-2:00 p.m. Sunday, 12:00-2:00 p.m.

Madison County

- The following locations are offering food, water, and some supply distribution in Madison County:
 1. Beech Glen Community Center: 2936 Beech Glen Rd., Mars Hill, 28754
 - ⇒ Daily hours: Unable to locate daily hours at this time.
 2. Center Community Center: 1300 Grapevine Rd., Marshall, NC 28753
 - ⇒ Daily hours: 8:00 a.m. - 4:00 p.m.
 3. Ebbs Chapel Community Center: 281 Laurel Valley Rd., Mars Hill, NC 28754
 - ⇒ Daily hours: 9:00 a.m. - 5:00 p.m.
 4. Enon Baptist Church: 174 Ammons Branch Rd., Marshall, NC 28753
 - ⇒ Open Sunday 12:00-4:00 p.m.
 5. Freedom Christian Church: 7350 US 25/70 Bypass, Marshall, NC 28753
 - ⇒ Daily hours: 10:00 a.m. - 5:00 p.m.
 - ⇒ This location offers additional resources such as hygiene products, blankets, clothes, cleaning supplies, diapers, pet food, etc.
 6. Laurel Community Center - also has supplies: 4100 NC 212 Hwy., Marshall, NC 28753
 - ⇒ Daily Hours: 8:00 a.m. – 8:00 p.m.
 7. Revere-Rice Community Center: 3980 Revere Rd., Marshall, NC 28753
 - ⇒ Daily hours: 11:00 a.m. - 2:00 p.m. (Mon-Sat)
 8. Spring Creek Community Center: 13075 NC 209 Hwy., Hot Springs, NC 28743
 - ⇒ Daily hours: 11:00 a.m. - 5:00 p.m.
 - ⇒ This location also has additional resources such as pet food, livestock feed and hay.
 9. Walnut Community Center - also has supplies: 46 School Rd., Marshall, NC 28753
 - ⇒ Daily hours: Unable to locate daily hours at this time.
 10. N.C. Cooperative Extension - Madison County Center: 258 Carolina Ln., Marshall, NC 28753
 - ⇒ Daily hours: 10:00 a.m. - 6:00 p.m.
 - ⇒ This location is offering drive-thru food distribution only.
 11. Little Ivy Baptist Church: 1053 Crossroads Pkwy., Mars Hill, NC 28754
 - ⇒ Daily hours: 9:00 a.m. - 6:00 p.m.

McDowell County

- McDowell County has established multiple points of distribution that are open daily.
- Distribution takes place daily at the following locations:
 1. Tom Johnson's Camping Center: 348 Resistoflex Rd., Marion, NC 28752
 - ⇒ Daily hours: 9:00 a.m. - 5:00 p.m.
 - ⇒ Weekend hours: 11:00 a.m. - 4:00 p.m.
 2. Cherry Springs: 6 Bull Walker Rd., Old Fort, NC 28762
 - ⇒ Daily hours: Wednesdays 4:00-7:00 p.m., Sundays 2:00-6:00 p.m.
 3. Camp Grier: 985 Camp Grier Rd., Old Fort, NC 28762
 - ⇒ Daily hours: 10:00 a.m. - 1:00 p.m. and 4:00-7:00 p.m.
 4. Restoration Church: 2344 Ashworth Rd., Marion, NC 28752
 - ⇒ Daily hours: 9:00 a.m. - 5:00 p.m.
 5. Centro Unido Latino Americano: 79 Academy St., Marion, NC 28752
 - ⇒ Daily hours: 9:00 a.m. - 5:00 p.m.
 6. First Baptist Church of Old Fort: 203 E. Main St., Old Fort, NC 28762
 - ⇒ Daily hours: 4:00-7:00 p.m., Monday-Friday
 7. First Baptist Church Marion: 99 N Main St., Marion, NC 28752
 - ⇒ Daily hours: 9:00 a.m. - 5:00 p.m.
 8. Concord United Methodist Church: 8066 Linville Dr., Marion, NC 28752
 - ⇒ Daily hours: 2:00-4:00 p.m.
 9. New Manna Baptist Church: 225 E. Court St., Marion, NC 28752
 - ⇒ Daily hours: 10:00 a.m. - 12:00 p.m. and 4:00-6:00 p.m.
- Hot meals are also being provided at the following location:
 - ⇒ Grace Community Church: 5182 US 70 W., Marion, NC 28752
 - ◇ Lunch is served every day from 11:00 a.m. to 12:30 p.m.
 - ◇ Dinner is available from 4:00-5:30 p.m.
- First Baptist Church of Marion is offering hot showers, air conditioning, and areas to charge devices.

⇒ Current hours: 9:00 a.m. - 12:00 p.m. and 2:00-5:00 p.m., Monday-Saturday.

Polk County

- The following locations are offering food and water distribution for residents in need from 1:00-5:00 p.m.:
 1. Mill Spring/Green Creek Community: 25 International Blvd., Mill Spring, NC 28756
 2. Columbus Community: 95 Walker St., Columbus, NC 28722
 3. Saluda Community Bus Parking Lot: 214 E. Main St., Saluda, NC 28773
 4. Tryon Community: 301 N. Trade St., Tryon, NC 28782
 5. Sunny View: 86 Sunny View School Rd., Mill Spring, NC 28756
- The following locations are serving hot meals daily:
 1. Tryon Equestrian Center: 4066 Pea Ridge Rd., Mill Spring, NC 28756
⇒ Daily hours: 12:00-2:00 p.m.
 2. Roseland Community Center: 56 Peake St., Tryon, NC 28782
⇒ Daily hours: 12:00-2:00 p.m.

Rutherford County

- The following two centralized distribution center locations are open from 9:00 a.m. - 6:00 p.m. for citizens to get food and emergency supplies:
 1. The Green Space: 658 Memorial Hwy., Lake Lure, NC 28746
 2. Warehouse #7: 214 Vance St., Warehouse 7, Forest City, NC 28043

Transylvania County

- The following location is providing hot meals to county residents:
 - ⇒ Balsam Grove Community Center - daily until power is fully restored: 8732 Parkway Rd., Balsam Grove, NC 28708
 - ◇ Daily hours: 11:00 a.m. - 4:00 p.m.
- Bottled water is available daily at local fire departments and 9:00 a.m. - 5:00 p.m. at Anchor Baptist Church located at: 3232 Hendersonville Hwy., Pisgah Forest, NC 28768
- Water filling stations can be found at the following locations:
 1. City Sports Complex: 824 Ecusta Rd., Brevard, NC 28712
⇒ Daily hours: 10:00 a.m. - 2:00 p.m.
 2. Rocky's Grill & Soda Shop: 50 S. Broad St., Brevard, NC 28712
⇒ No posted daily hours
 3. Cedar Mountain Outpost: 8431 Greenville Hwy., Brevard, NC 28712
⇒ No posted daily hours.
 4. DD Bullwinkles: 60 E. Main St., Brevard, NC 28712
⇒ No posted daily hours.
 5. First United Methodist Church: 325 N. Broad St., Brevard, NC 28712
⇒ Daily hours: 9:00 a.m. - 12:00 p.m.
 6. Pisgah Forest Baptist Church: 494 Hendersonville Hwy., Pisgah Forest, NC 28768
⇒ Daily hours: 10:00 a.m. - 4:00 p.m.
- Food, water, and other supplies such as hygiene products are being distributed at the following locations:
 1. Anchor Baptist Church: 3232 Hendersonville Hwy., Pisgah Forest, NC 28768
⇒ Daily hours: 9:00 a.m. - 5:00 p.m.
 2. Zion Baptist Church: 423 Main St., Rosman, NC 28772
⇒ No daily hours posted
 3. Grace Brevard: 55 E. Jordan St., Brevard, NC 28712
⇒ Daily hours: 12:00-2:00 p.m.
 4. Mary C. Jenkins Community Center: 221 Mills Ave., Brevard, NC 28712
⇒ Daily hours: 9:00 a.m. - 5:00 p.m., Monday-Friday

Yancey County

- Yancey County has transitioned to one centralized distribution site for water, food and ice located at the following address:

- ⇒ Former Fred's Store: 677 W. U.S. Highway 19E, Burnsville, NC 28714
- Mobile laundry facilities are available in the GO Grocery parking lot located at the following address:
 - ⇒ 631 W Hwy. 19E Bypass, Burnsville, NC 28714

Trash Services and Debris Removal

- All counties are actively working with NCDEQ to determine where mud, silt and sediment can be safely dropped off without risk of contamination. More information to come.
- Recycling services are available through Curbside Management for the following counties:
 - ⇒ Buncombe
 - ⇒ Clay
 - ⇒ Graham
 - ⇒ Haywood
 - ⇒ Henderson
 - ⇒ Jackson
 - ⇒ Macon
 - ⇒ Madison
 - ⇒ Polk
 - ⇒ Rutherford
 - ⇒ Yancey
- Some communities have halted recycling services to prioritize trash collection.
- If that is the case for your community, Curbside Management has a drop-off site available for residents who wish to bring their recycling to the following location:
 - ⇒ 116 N. Woodfin Ave., Asheville, NC 28804
- If your home has damage and you need assistance with clean up, please call Crisis Cleanup for access to volunteer organizations that can assist you at 844-965-1386.
- If Hurricane Helene caused damage to your home or belongings, make sure to document it. This is critically important in getting reimbursed.
 - ⇒ Take photos before you begin cleaning up.
 - ⇒ Make a list of damaged or lost items and gather receipts.
- Doing this helps speed up the process with insurance and other assistance programs, and ensures you get properly compensated.
- Before you start the clean-up process, remember:
 - ⇒ Wear PPE such as long pants, goggles, gloves and sturdy shoes.
 - ⇒ Stay off damaged structures.
 - ⇒ Be aware that snakes or other hazardous animals could be present.
- Call your local fire department to inspect or removal chemicals, propane tanks, and other hazardous materials.
- If you suspect debris contains toxic substances, seal them in plastic bags to prevent them from becoming airborne.
- To reduce the risk of accidental fires, please DO NOT burn your storm debris.
- Emergency personnel are continuing to work on other storm recovery and response efforts, limiting resources to respond to accidental fires.
- Please discard storm debris at a local transfer site or via curbside debris pickup.
- Debris should be placed curbside and not block the roadway or access to the property.
- Please place debris away from trees, poles or other structures (e.g., fire hydrants, meters, etc.) to make removal work easier.
- Contact your local municipality for curbside storm debris removal collection schedules or see below for additional information on debris waste removal by county.
- Additionally, the following counties have resources for where to take household trash and debris waste.
 1. Buncombe
 - ⇒ Curbside collection will begin Monday for City of Asheville sanitation customers.
 - ⇒ Storm debris collection has begun in Buncombe County.
 - ⇒ Separate storm-related debris at the curb in the right of way according to material type:

- ◇ Appliances, construction debris, household hazardous waste such as pesticides and automotive fluid, vegetative debris, and electronics.
 - ◇ Debris collection will require multiple passes and will be a long process.
 - ⇒ Residents do not have to set out all debris at one time or worry if there is debris left; another pass can collect additional debris.
 - ⇒ The Town of Black Mountain Public Works Department has secured four 15-yard dumpsters located in two sites for Black Mountain residents to throw away household trash ONLY:
 1. Tractor Supply: 125 Old US Hwy. 70 E., Black Mountain, NC 28711
 2. Ingles: 550 NC-9, Black Mountain, NC 28711
 - ⇒ Please Note: Yard waste, bulk items, separate recycling and debris collection are not available at this time.
 - ⇒ Waste Pro collection service has resumed for regular Monday route customers.
2. Haywood
- ⇒ Household waste will be accepted at the Materials Recovery Facility at 247 Recycle Rd., Clyde and at Convenience Centers at Jonathan Creek, Beaverdam, Bethel, Hazelwood, Mauney Cove, Jones Cove and Highway 110.
 - ⇒ White Oak Landfill has reopened.
3. Henderson
- ⇒ Henderson County Transfer Station is open and accepting storm debris with normal fees.
 - ⇒ Henderson County has begun curbside storm debris removal to county residents as a free service.
 - ⇒ The county will pick up storm debris for free if it is pushed to the right of way of a property.
 - ⇒ Storm debris includes tree branches, leaves, logs, building materials, furniture, paint etc.
 - ⇒ Please be patient. The county will pick up storm debris for free as quickly as possible.
4. Madison
- ⇒ The Hot Springs collection center is operating on normal hours for household trash ONLY:
 - ◇ Monday: 7:30 a.m. - 6:00 p.m.
 - ◇ Wednesday: 7:30 a.m. - 5:30 p.m.
 - ◇ Friday: 7:30 a.m. - 6:00 p.m.
 - ◇ Saturday: 8:00 a.m. - 5:00 p.m.
 - ⇒ Hot Springs trash pickup is returning to Mondays like usual.
 - ⇒ Please only use this pickup service if you cannot bring it to the collection center yourself.
 - ⇒ The pickup service is being led by volunteers at this time.
5. McDowell
- ⇒ McDowell County has hired private contractors to facilitate storm debris pickup from public right of ways in the Town of Old Fort, City of Marion, and along state secondary roads in the county.
 - ⇒ Residents are asked to separate debris into the following categories:
 - ◇ Large appliances
 - ◇ Construction debris
 - ◇ Vegetative debris
 - ◇ Hazardous waste
 - ◇ Electronics
 - ◇ Household waste
6. Polk
- ⇒ The Polk County landfill is open Monday-Friday, 8:00 a.m. - 4:30 p.m. and Saturday 8:00 a.m. - 4:30 p.m.
 - ◇ 322 Landfill Rd., Mill Spring, NC 28756
 - ◇ Drop-off of residential trash is \$10.
 - ◇ GFL trash services will continue the regular schedule. However, certain areas may be inaccessible due to ongoing power outages from Hurricane Helene.
 - ◇ Two dumpsters are located on Gibson Street for immediate trash disposal due to road inaccessibility.
7. Rutherford
- ⇒ The county has begun storm debris removal along state-maintained and municipally-controlled roads.
 - ⇒ Residents are asked to place storm-related vegetative debris, including trees and limbs, within the road's right-of-way.
 - ⇒ Cut large debris into four to six ft. sections.
 - ⇒ The Rutherford County Landfill and all convenience centers have reopened with normal hours.

8. Transylvania
 - ⇒ The City of Brevard has resumed regular trash pickup.
 - ⇒ The county landfill accepts natural vegetative storm debris, including spoiled hay, trees, brush, etc. for free.
9. Yancey
 - ⇒ The Riverside and East Yancey Recycling Centers have resumed operations.
 - ◇ Daily hours: 7:00 a.m. – 4:00 p.m., Monday-Saturday
 - ⇒ The Yancey-Mitchell Landfill is now open, following repairs from Hurricane Helene.
 - ◇ 555 Landfill Rd., Burnsville, NC 28714
 - ◇ Daily hours: 8:00 a.m. - 4:00 p.m. (Monday-Friday); 8:00 a.m. - 12:00 p.m. (Saturday)
 - ◇ Residents should sort storm debris from regular household waste.
 - ◇ Hazardous materials will not be accepted and construction debris should be separated from household waste.

Pharmacy Access

- Pharmacy Locator
- Hundreds of pharmacies never closed or have reopened across Western North Carolina.
- Use [this link](#) to locate pharmacy locations open to the public by county.
- The Administration for Strategic Preparedness and Response under the Department of Health and Human Services has activated the Emergency Prescription Assistance Program (EPAP) for North Carolinians.
- The EPAP program helps uninsured residents replace prescription medication or certain medical equipment lost or damaged during Hurricane Helene.
- Through the program, uninsured residents can:
 - Request a free 30-day supply of certain prescription medications at any EPAP-participating pharmacy which can be renewed every 30 days while the EPAP is active.
 - Replace certain medical equipment and supplies such as canes, crutches, walkers, wheelchairs, blood sugar meters and blood sugar test strips for diabetics.
 - Uninsured North Carolina residents affected by the recent hurricane can call the EPAP hotline, 855-793-7470, or visit the [EPAP website](#) to check their eligibility, determine if their medications or medical equipment are covered, or locate a participating pharmacy.
- Prescription Pad is open from 9:00 a.m. - 5:00 p.m. and filling prescriptions for Yancey County residents at the following location:
 - ⇒ 730 E. Main St., Burnsville, NC 28714

Open Urgent Cares/ Health Care Services

- There is a field hospital with physicians, nurses and paramedics who can treat patients at the Burnsville Fire Department. The address is as follows: 305 Pineola St., Burnsville, NC 28714
- The following urgent cares are open and accessible for community members with non-life-threatening illnesses and injuries:
 - ⇒ Locations open between 8:30 a.m. - 6:00 p.m.:
 1. Mercy Urgent Care Weaverville: 61 Weaver Blvd., Weaverville, NC 28787
 2. Mercy Urgent Care West Asheville: 1201 Patton Ave., Asheville, NC 28806
 3. Mercy Urgent Care Waynesville: 120 Frazier St., Ste. 6, Waynesville, NC 28786
 - ⇒ Locations open between 9:00 a.m. - 5:00 p.m.:
 1. Mercy Urgent Care Brevard: 22 Trust Ln., Brevard, NC 28712
 - ⇒ Locations open between 8:30 a.m. - 5:00 p.m.:
 1. Mercy Urgent Care Columbus: 140 West Mills St., Columbus, NC 28722
 - ⇒ Locations open between 9:00 a.m. - 6:00 p.m.:
 1. Mobile Urgent Care Clinic: 12 Florida Ave., Black Mountain, NC 28711
 2. Mental Health & Basic Medical Support Center: 130 Montreat Rd., Black Mountain, NC 28711
 3. Pardee Urgent Care: 45 Hendersonville Hwy., Ste. A, Pisgah Forest, NC 28768
- Other locations available:
 1. Heart to Heart International - in Haywood Department of Health Parking Lot: 157 Paragon Pkwy., Ste. 800, Clyde, NC 28721

- ⇒ Daily hours: Not available at this time.
- Free mental health services - All available for drop-in
- If you have been impacted by the storm and need someone to talk to, call or text the Disaster Distress Helpline at 1 (800) 985-5990.
- Help is also available to anyone, anytime in English or Spanish through a call, text or chat to 988.
- Learn more at [988Lifeline.org](https://www.988lifeline.org).
- Care Collaborative for Western North Carolina Clinicians is a partnership among more than 200 mental health professionals volunteering to provide free mental health services for Hurricane Helene survivors.
- Services are provided virtually, and you can follow [this link](#) to find a professional that fits your needs and their contact information to schedule a session.
 1. Hot Springs Elementary School - Art Room: 63 N. Serpentine Ave., Hot Springs, NC 28743
 - ⇒ Daily hours: 12:00-5:00 p.m.
 2. The Pearl Institute: 55 Academy St., Waynesville, NC
 - ⇒ Daily hours: 12:00-6:00 p.m. (Monday-Friday)
 - ⇒ Free telehealth appointments are also available.
 - ⇒ To book a telehealth appointment, you can email info@pearlpsychedelicinstitute.org or call/text (828) 400-7091
 3. Community Support Group
 - ⇒ The first of a series of free support groups occurred on Monday, October 14, to help the community manage the aftermath of Hurricane Helene.
 - ⇒ Regular group sessions will be occurring through the end of December at the following locations:
 - ⇒ 221 Mills Ave., Brevard, NC 28712
 4. Mary C. Jenkins Community & Cultural Center
 - ⇒ Hosted by the City of Brevard, AARP, and Blue Ridge Community College
 - ⇒ 9:00 to 11:00 a.m. on October 21 and 28
 5. 45 Oak Park Dr., Brevard, NC 28712
 - ⇒ Blue Ridge Community College, Brevard Campus, Room 140
 - ⇒ 9:00-11:00 a.m. on November 4, 18, 25; December 2, 9, 16
- All University of North Carolina System students have access to free mental health through their university.
- Please monitor your student email for more information on how to access these services.
- The following orthopedic urgent care locations are open from 8:00 a.m. to 4:00 p.m. daily, physical therapy appointments are also available at each of these locations:
 1. EmergeOrtho Hendersonville: 800 Fleming St., Hendersonville, NC 28791
 2. EmergeOrtho Arden (South Asheville): 2585 Hendersonville Rd., Arden, NC 28704
 3. EmergeOrtho Waynesville: 9 Haywood Office Park, Ste. 102 and 103, Waynesville, NC 28785
 4. EmergeOrtho Brevard: 89 Hospital Dr., Ste. A, Brevard, NC 28712
 5. EmergeOrtho Weaverville: 159 Weaver Blvd., Weaverville, NC 28787

Resources for Veterans

- Outpatient clinics have rescheduled 66 percent of the appointments that were cancelled due to Hurricane Helene, with more being rescheduled every day.
- The U.S. Department of Veterans Affairs launched a new web page with disaster relief resources, providing a single place for veterans and their caregivers to access VA resources on health care, housing, benefits payments, insurance, and more.
- You can access the web site via [this link](#).
- The VA has established a Veterans Disaster Response Hotline, which is available 24/7 at 1(800) 507-4571.
- If you or a veteran you know needs immediate housing assistance after Hurricane Helene, please call the National Call Center for Homeless Veterans at (877) 424-3838.
- The call center is open 24/7.
- If you have a VA-backed home loan and are unable to make your mortgage payments, please contact your mortgage servicer.

- You can also call the VA at (877) 827-3702, Monday-Friday, 8:00 a.m. to 6:00 p.m.
- Home loan servicers are allowed to put a 90-day pause on foreclosures and encouraged to waive late charges for VA-guaranteed home loans after a disaster.
- Legionnaires, Sons of the American Legion members and Legion Posts that have been displaced from their primary residence due to damage sustained during Hurricane Helene may be eligible for financial assistance through the American Legion.
- Legionnaires and Sons of the American Legion members may be eligible for up to \$3,000.
- Legion Posts may be eligible for up to \$10,000.
- To learn more or to request assistance, please use [this link](#).
- Applications must be submitted within 90 days of the disaster: Dec. 26, 2024.
- The Charles George VA Medical Center in Asheville and Master Sergeant Jerry K. Crump VA Clinic in Forest City are open for essential and emergency services.
- Veterans can:
 - ⇒ Visit the Asheville VA Hospital pharmacy for medication refills or:
 - ⇒ Call the Regional Clinical Contact Center at (855) 679-0074 and press 1 for pharmacy representatives.
- Local pharmacies in the VA's community care network will also fill written prescriptions, or prescriptions as they appear on an active VA prescription bottle that is not older than six months and has available refills, to provide a 30-day supply.
- Hickory, Forest City and Franklin outpatient VA clinics are now operating regularly.
- Due to the damage and personal losses caused by Hurricane Helene to the staff of the VA, it will take some time to bring staffing to full capacity.
- Please be patient as the VA works to rebuild their workforce.

Resources for Farmers

- The United States Department of Agriculture has put together a list of resources for farmers and other agricultural industry members.
- If your agricultural operation has been impacted by Hurricane Helene, you can review [this link, farmers.gov](#), for emergency and disaster assistance programs.
- Ag supplies can be picked up by farmers in need from any of the following distribution centers (including non-NC-11 locations for farmers who may be closer to an out-of-district distribution center):
 1. Avery County
 - ⇒ Mitchell-Avery County Center
 - ⇒ 6880 Linville Falls Hwy., Newland, NC 28657
 - ⇒ Daily hours: 9:00 a.m. - 5:00 p.m. (Monday-Friday); 10:00 a.m. - 4:00 p.m. (Saturday)
 2. Buncombe County
 - ⇒ Mills River Station
 - ⇒ 74 Research Dr., Mills River, NC 28759
 - ⇒ Daily hours: 8:00 a.m. - 5:00 p.m. (Monday-Friday)
 3. Caldwell County
 - ⇒ Caldwell County Fairgrounds
 - ⇒ 2461 Fairground Rd., Lenoir, NC 28645
 - ⇒ Daily hours: 10:00 a.m. - 5:00 p.m. (Wednesday and Saturday only), or by appointment
 4. McDowell County
 - ⇒ Marion - McDowell County
 - ⇒ 188 Ag Services Dr., Marion, NC 28752
 - ⇒ Daily hours: 9:00 a.m. - 5:00 p.m. (Monday-Saturday)
 5. Haywood County
 - ⇒ Smokey Mountain Event Center
 - ⇒ 758 Crabtree Dr., Waynesville, NC 28785
 - ⇒ Daily hours: 9:00 a.m. - 5:00 p.m. (Monday-Friday)
 6. Watauga County
 - ⇒ Watauga County Extension
 - ⇒ 5715 U.S. Highway 421 N., Vilas, NC 28692
 - ⇒ Daily hours: 10:00 a.m. - 6:00 p.m. (Monday, Wednesday, and Friday) - NO HAY
 - ⇒ 1:00-6:00 p.m. (Tuesday and Thursday) - HAY ONLY

Power

- Roughly 6,200 customers remain without power in Western North Carolina.
- Up from less than 5,500 customers yesterday.
- The majority of remaining power outages are concentrated in Western North Carolina, with the highest percentage of outages being reported in Yancey County.
- Around 2,500 Duke Energy customers are without power.
- This is up from around 900 yesterday.
- Roughly 3,600 co-op customers remain without power.
- Local co-ops are utilizing their full teams to restore energy and have more than 500 reinforcements from more than 30 electric cooperatives across 11 states.
- French Broad Electric is averaging over 100 pole replacements per day.
- Prior to Helene, the most replaced poles in any given time were the replacement of 120 poles over a seven-day period in 2009.
- To date, FBE has replaced more than 1,200 poles, and they still have hundreds left to do.
- More co-op crews arrived yesterday, October 21, to provide additional support, including to help replace broken poles and wires.
- NCDOT crews are still coordinating closely with power companies to ensure service is being restored as quickly as possible, including along private roads, keeping in mind that cold months are approaching fast.
- For more information on Duke Energy's power restoration efforts, you can review the following links:
- Complex Repair & Disaster Rebuild Zones Map: [duke-energy.com/info/carolinas-restoration](https://www.duke-energy.com/info/carolinas-restoration)
- Outage Map: [duke-energy.com/outages](https://www.duke-energy.com/outages)
- Outage Alerts: [duke-energy.com/outages/alerts](https://www.duke-energy.com/outages/alerts)
- Generator safety: [duke-energy.com/outages/generators](https://www.duke-energy.com/outages/generators)
- Power restoration process: [duke-energy.com/outages/restoring-your-power](https://www.duke-energy.com/outages/restoring-your-power)

Roads

- Western North Carolina is FULLY OPEN to visitors!
- Please come visit!
- A portion of the Blue Ridge Parkway is reopening TODAY!
- The National Park Service will has opened from milepost 285.5 at Bamboo Gap to milepost 305 at Beacon Heights (near Grandfather Mountain).
- NCDOT staff have transitioned to temporary repairs and reconstruction of damaged roadways.
- The state has reopened 818 roads and are only reporting 468 road closures.
- More than 2,000 DOT employees are working in Western NC, including 375 units from Central NC and 70 from Kentucky.
- NCDOT has established a new Road Reopening Dashboard for folks to keep track of progress made by the department.
- You can use [this link](#) to access the dashboard.
- The dashboard is also linked on DriveNC.gov.
- To monitor road conditions in and around NC-11, use [drivenc.gov](https://www.drivenc.gov).
- The website tracks NCDOT-managed road conditions in real time.
- NC DMV has reopened 14 of the 16 driver license offices that were closed due to Hurricane Helene.
- The following DMV offices are open for walk-in services in or near NC-11, Monday through Friday from 8:00 a.m. to 5:00 p.m., closed between 11:30 a.m. through 1:00 p.m. for a lunch break:
 1. Buncombe County: 1624 Patton Ave., Asheville, NC 28806
 2. Cherokee County: 1440 Main St., Andrews, NC 28901
 3. Haywood County: 290 Lee Rd., Clyde, NC 28721
 4. Henderson County: 125 Baystone Dr., Hendersonville, NC 28791
 5. Jackson County: 876 Skyland Dr., Ste. 2, Sylva, NC 28779
 6. Macon County: 16 Patton Ave., Franklin, NC 28734
 7. Madison County: 1685 NC Highway 213, Marshall, NC 28753
 8. McDowell County: 3975 NC 226 S., Marion, NC 28752

9. Rutherford County: 596 Withrow Rd., Forest City, NC 28043
10. Swain County: 2650 Governors Island Rd., Bryson City, NC 28713
11. Transylvania County: 50 Commerce St., Ste. 4, Brevard, NC 28712

- All but five license plate agencies have reopened.
- Air traffic has sustained at 300 percent above pre-hurricane levels in Western NC.
- NCDOT's aviation division continue to work to make sure flight operations are safe coming into and out of airports, including by:
 - Scheduling landing/unloading times and aircraft parking so aircraft are spaced out and to reduce the risk of incidents.
 - Establishing a first of its kind "corridors in the sky" to separate civilian and military aircraft in the air.
 - Having search and rescue partners use short, time and location specific restrictions on air operations to enhance safety when multiple helicopters are engaged in search and rescue efforts.
 - The state of North Carolina is NOT turning away civil aviation support so long as it has been coordinated through the proper channels with NC Emergency Management.
 - If you or someone you know is interested in providing civil aviation support and don't know where to coordinate your efforts, please call my office and we will help you get in touch with the right folks.
 - NCDOT has launched a detour map to show motorists how to get around closures on I-26 and I-40 at the Tennessee border.
 - You can access the map [here](#).

Internet Access

- The fiber line has been restored from Lake Lure to Chimney Rock, restoring communication capabilities to the area for the first time since Hurricane Helene hit our mountains.
- Internet providers are working with local energy and cell providers to restore service for customers across Western North Carolina.
- Fiber repair crews are also pairing with electric utility crews in the field to assist with any accidental fiber cuts.
- Internet providers including Optimum and Spectrum are working around the clock to restore service for customers. However, part of the network's infrastructure was destroyed by mudslides and collapsed bridges making restoration a lengthy process.
- As a result, some impacted areas will require a rebuild of the network from scratch.
- To mitigate the lack of service, Optimum, formerly Altice USA, has set up an Optimum Wi-Fi Trailer that is open from 8:00 a.m. to 8:00 p.m. at the following locations:
 1. 717 S. Grove St., Hendersonville, NC 28792
 2. 1800 Four Seasons Blvd., Hendersonville, NC 28792
- The following locations are offering free public wi-fi:
 1. First Baptist Church - Weaverville: 63 N. Main St, Weaverville, NC 28787
 2. Downtown Franklin
 - ⇒ The Town of Franklin has free wi-fi on the town hill area in downtown.
 3. Transylvania County Library - 24/7: 212 S. Gaston St., Brevard, NC 28712
 4. The Yard Brevard: 284 Railroad Ave., Brevard, NC 28712
 5. Brevard Visitor Center: 175 E. Main St., Brevard, NC 28712
 - ⇒ Available daily from 9:00 a.m. - 5:00 p.m.
 6. The Vine Anglican Church - and free coffee: 1055 Lee Rd, Clyde, NC 28721
 - ⇒ Available daily from 12:00-5:00 p.m.

Cell Service

- Roughly 94 percent of all cellular sites in Western North Carolina have been repaired and are now in service.

- The remaining areas require significant infrastructure reconstruction.
- Cell service providers have implemented disaster roaming for any phone located in Western North Carolina to maximize phone service for all users.
- Disaster roaming allows users to connect to any mobile network during a disaster when other networks are down.
- This allows users to access emergency services, such as 911, even when their own network is out.
- If you have service one moment, but experience a reduction in service the next, try restarting your phone to jumpstart disaster roaming again.
- UpCycle Tech in Transylvania County is offering free computers and phones for use at the following location: 470 Asheville Hwy., Brevard, NC 28712
- AT&T has deployed its Mobile Connectivity Center to the following location: Sam's Club: 645 Patton Ave., Asheville, NC 28806
- The Mobile Connectivity Center is an air-conditioned mobile unit open to the public, equipped with laptops, charging stations and wi-fi.
- The public can use the center for various needs including contacting your insurance company, filling out paperwork or connecting with loved ones.
- Verizon has deployed Wireless Emergency Communication Centers to help hurricane survivors stay connected to their friends, family and other important contacts.
- Wireless Emergency Communication Centers are generator-powered mobile units that have device charging and computer workstations, along with wireless phones, tablets, and other devices available for use.
- Verizon's Wireless Emergency Communication Centers have been set up at the following locations:
 1. A-B Technical Community College: 340 Victoria Rd., Asheville, NC 28801
 2. Asheville YMCA: 30 Woodfin St., Asheville, NC 28801
 3. Family Justice Center: 35 Woodfin St., Asheville, NC 28801
- Verizon also has charging stations at the following locations:
 1. YMCA of Western North Carolina: 348 Grace Corpening Dr., Marion, NC 28752
 - ⇒ Two charging stations at this location
 2. WNC Agricultural Center: 761 Boylston Hwy., Fletcher, NC 28732
 - ⇒ Three charging stations at this location
 3. A-B Technical Community College: 340 Victoria Rd., Asheville, NC 28801
 - ⇒ One charging station at this location
- T-Mobile has set up satellite cellular on light trucks (SatCOLTs), providing cellular voice and data along with wi-fi and charging stations at the following locations:
 1. Asheville Middle School: 211 S. French Broad Ave., Asheville, NC 28801
 2. Dr. Wesley Grant Sr. Southside Community Center: 285 Livingston St., Asheville, NC 28801
 3. First Baptist Church: 130 Montreat Rd., Black Mountain, NC 28711
- Additional T-Mobile satellite cell on trucks are located in Hendersonville and at a Tractor Supply Co. in Asheville, with others planned for Mission Hospital in Asheville, Cherokee County Emergency Operations Center in Murphy, and in Cherokee.

North Carolina National Guard & Department of Defense

- As requests from some counties are decreasing, NC National Guard assets are **NOT** standing down, they are instead being reallocated to other areas.
- More than 3,100 National Guard soldiers and airmen, active-duty service members, and Emergency Management Assistance Compact units (National Guard units from 12 different states) are deployed across Western North Carolina to provide support.
- This includes:
 - ⇒ Almost 1,300 vehicles
 - ⇒ 10 helicopters
- As search and rescue needs diminish and roads are being cleared and restored, the need for aerial

support is decreasing and ground vehicles are becoming an increasingly more effective means of support.

- The National Guard has distributed more than 12,200 tons of commodities to Western North Carolina.
- Highlights from the last 24 hours:
 - ⇒ Completed relocation of palletized goods from Asheville airport.
 - ⇒ Completed culvert cleanout and cleared more than 74 cubic yards of debris by hand in Madison County.
 - ⇒ Continued large scale consolidation of palletized goods and continued assembly and delivery of 450 generators in support of Samaritan's Purse in Yancey County.
- Although airspace is limited due to ongoing missions by the National Guard and Department of Defense, a process has been established for private pilots seeking to fly in humanitarian relief to coordinate with local authorities.
- If you are looking to fly in resources and don't know where to turn, call my office and we will get you in contact with the right coordinators.
- Here are a few key phone numbers from the NCNG:
 - ⇒ HOTLINE: 888-892-1162
 - ⇒ Emergency management watch: 919-733-3300
 - ⇒ Donated goods: 919-825-2474
- These lines have very high call volumes. If you do not get through the first try, keep calling.

Asheville Regional Airport

- Asheville Regional Airport closed mid-day on Friday, September 27, due to risk of flooding.
- Commercial flights at Asheville Regional Airport have resumed.
- If you parked your car in an Asheville Regional Airport lot and could not retrieve the vehicle due to the storm, great news - none of the airport's lots flooded and all cars are fine.
- Stay safe and pick up your car when you are able.

PLEASE NOTE:

- No general aviation pilots are allowed to land at Asheville Regional Airport without prior clearance from FEMA to ensure the safety of aircraft and personnel.
- Supply deliveries by civilian pilots ARE permitted to land at Asheville Regional Airport so long as they have prior clearance from FEMA.
- FEMA is not turning away any pilot that has gone through the proper channels to coordinate delivery and ensure the safety of his fellow aircraft and personnel.

Federal Nutrition Programs

- The U.S. Department of Agriculture Food and Nutrition Service has approved flexibilities due to the impacts of Hurricane Helene.
- SNAP
 - ⇒ North Carolina was granted a waiver for the 10-day reporting requirement for the replacement of food purchased with SNAP benefits lost because of the hurricane.
 - ⇒ This waiver provides additional time beyond the standard 10-day time frame for households to report food losses and receive replacement benefits for food that was destroyed and previously purchased with SNAP benefits.
- D-SNAP
 - ⇒ People living in the 25 major disaster declared Western NC counties and members of the Eastern Band of Cherokee Indians impacted by Hurricane Helene can apply to receive a one-time benefit to help buy food through the Disaster Supplemental Nutrition Assistance Program (D-SNAP).
 - ⇒ Pre-registration is available by using ePASS pre-registration tool.
 - ⇒ For the tool and more information, visit epass.nc.gov/.
 - ⇒ To be eligible, applicants must:

- ◇ Have suffered losses/damages related to Hurricane Helene, such as damage to property or loss of income.
 - ◇ Have proof of identity and proof of residency.
 - ◇ Not currently receiving benefits through the Food and Nutrition Services (FNS).
 - ◇ People receiving FNS can also get extra help to buy food but do not need to fill out a D-SNAP application.
 - ◇ Certain income and resource limits may apply.
- **Child Nutrition**
 - ⇒ The North Carolina Department of Public Instruction was approved for a waiver pertaining to the child nutrition programs.
 - ⇒ Under the waiver approval, NCDPI's local program operators may:
 - ◇ Serve meals in a non-congregate setting
 - ◇ Adjust the time of meal service
 - ◇ Allow parent pick-up
 - ◇ Allow service of meals at school sites
- **Food and Nutrition Services Program**
 - ⇒ People and families in North Carolina who are enrolled in the Food and Nutrition Services program can now use their EBT card to purchase hot food.
 - ⇒ This flexibility will remain in effect until November 3.
- **Special Supplemental Nutrition Program for Women, Infants, & Children (WIC)**
 - ⇒ Families participating in WIC who may have relocated to a new area can go to any NC WIC agency to:
 - ⇒ Have a new eWIC card issued
 - ⇒ Request replacement breastfeeding supplies or breast pumps
 - ⇒ Request replacement food that was purchased with current WIC benefits and lost due to Hurricane Helene

For NC-11 Medical Providers

- If you own a medical practice in NC-11 and are experiencing financial hardship due to Hurricane Helene, the North Carolina Medical Society is reactivating its Financial Recovery Program (FRP) to help you recover and open your doors again.
- For more information on the disaster relief fund, you can visit [this link](#).
- Details on how medical practices can qualify and apply for funds will be coming soon.
- The Department of Health and Human Services through the Centers for Medicare & Medicaid Services (CMS) has made available:
 - Accelerated payments to Medicare Part A providers affected by Hurricane Helene
 - Advance payments to Medicare Part B suppliers affected by Hurricane Helene

For Local Government Resource Requests

- For county leaders: This is a reminder to make sure your Emergency Operation Center has submitted the request for gasoline, food, water, cell service deployables, etc. with North Carolina Emergency Management to have your request processed and resources delivered.
- My office stands ready to assist with checking the status of your request if the county or municipality has not heard back from NC Emergency Management within 24 hours.

Disaster Unemployment Assistance (DUA)

- The deadline to apply for Disaster Unemployment Assistance benefits is Dec. 2, 2024 for all counties other than Swain, Graham and Cherokee counties.
- Swain County's deadline is Dec. 9, 2024.
- Disaster Unemployment Assistance benefits are now available for Western North Carolinians in counties with a major disaster declaration, including:
 - ⇒ Buncombe

- ⇒ Clay
- ⇒ Haywood
- ⇒ Henderson
- ⇒ Jackson
- ⇒ Macon
- ⇒ Madison
- ⇒ McDowell
- ⇒ Polk
- ⇒ Rutherford
- ⇒ Swain
- ⇒ Transylvania
- ⇒ Yancey

- If your employment has been lost or interrupted because of Hurricane Helene, you may be eligible for Disaster Unemployment Assistance.
- File an application for DUA:
 - ⇒ File at des.nc.gov, or Call over the phone at (919) 629-3857
- A toll-free legal aid hotline is now available for low-income survivors with disaster-related legal questions: (866) 219-5262.

For Individual Assistance through FEMA

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

North Carolina received a Major Disaster Declaration for the following counties: Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Polk, Rutherford, Swain, Transylvania and Yancey counties and the Eastern Band of Cherokee Indians.

People with damage to their homes or personal property who live in one of the above-listed counties should apply for Individual Assistance through FEMA, which may include upfront funds to help with essential items like food, water, baby formula and other emergency supplies.

Funds may also be available to repair storm-related damage to homes and personal property, as well as assistance to find a temporary place to stay.

Individual Assistance provides financial aid and services to eligible individuals and households that have been affected by a disaster to assist with the recovery process. Individuals can officially begin applying for Individual Assistance online at www.DisasterAssistance.gov, or by calling the application phone number at 1-800-621-3362 (TTY: 800-462-7585) between 7:00 a.m. and 10:00 p.m. EST.

Find steps to help you replace important documents that were lost or damaged in the storm: www.fema.gov/disaster/4827/news-media

- If you were initially denied for Individual Assistance, please see below for useful tips to help you file an appeal with FEMA:
 1. Understand why FEMA denied your claim before writing the appeal.
 2. It could be as simple as a missing document, which you can submit with your appeal.
 3. Read FEMA's letter from beginning to end to completely understand what the agency needs from you.
 4. Make sure you provide evidence for your appeal. Depending on your situation, documentation may include:
 5. A copy of your flood insurance declaration page.
 6. Proof of occupancy, which could be an employer statement, lease, utility bill, credit card statement, or other recent, formal document that states your address.
 7. Proof of ownership, which might include your mortgage or insurance documents, tax receipts, deed, etc.
 8. Can't write the appeal yourself?

9. I recommend having a trusted friend, family member, or lawyer write it for you.
 10. Know your deadline.
 11. You have **60 days** from the date of your FEMA determination letter to appeal.
 12. Circle the deadline on your calendar or write yourself a note to keep the date in the forefront.
 13. Once FEMA reviews your letter, you may receive a phone call or a follow-up letter asking for more documentation.
 14. Don't forget to sign your appeal letter!
- Once signed, there are three ways to submit your appeal:
 1. Fax it to (800) 827-8112
 2. Send it by mail to: FEMA Processing Service Center, P.O. Box 10055, Hyattsville, MD 20782
 3. Upload all appeal documents to your disasterassistance.gov account.
 4. Include your application number on every page of the documents you submit.
 5. Expect a decision letter to your appeal within 90 days.

To Connect with a Loved One

- Residents trying to connect with family members may call NC 211 (or 1-888-892-1162 if calling from out-of-state) to report missing loved ones or request a welfare check.
- People in the impacted areas can indicate that they are safe by reporting themselves safe through Red Cross Reunification by calling 1-800-RED-CROSS (1-800-733-2767).
- Please only use 911 for life-threatening emergencies so the lines remain open for critical situations.
- If you are still trying to locate a friend or family member, please complete [this form, linked here](#), to notify local officials of their missing status.
- The form was created by Buncombe County but information is being shared amongst all counties.
- **Regardless of which county your loved one was last known to be in, you can still submit the form.**
- **Buncombe County will share the information with the appropriate officials to initiate search and rescue efforts.**
- **United Way is also fielding missing person/welfare check requests.**
- Text PERSON to 40403 to add a loved one to search and rescue efforts or fill out [this form](#).

Resources for Utility & Other Status Updates

For information on the status of utilities, debris sites, etc., we want to share the following resources. As communications are restored and more information becomes available, these sites will continue to be updated.

Drinking Water Systems: [Public Water Supply Situation Report Tracking](#)

Debris Disposal Sites: [Active Temporary Debris Disposal Sites](#)

NCDEQ [Situation Report Tracking System](#)

NCDPS [Hurricane Helene - Storm Information](#)

NCDPS [County Emergency Management Agencies](#)

[How to Apply for FEMA Assistance After Hurricane Helene](#)

Free Legal Assistance

- Legal Aid of North Carolina stands ready to provide free advice and legal counsel regarding natural disaster needs, including legal representation if necessary, including for civil legal issues involving:
 - ⇒ Filing FEMA claims and appeals (a process which can be overwhelmingly bureaucratic and burdensome)
 - ⇒ Replacement of lost or destroyed legal and government documents, including driver's licenses and identification cards
 - ⇒ Medical and insurance claims
 - ⇒ Home repair contracts
 - ⇒ Utility disputes related to restoration of services
 - ⇒ Consumer protection issues like construction fraud, price-gouging on repairs and identity theft
 - ⇒ Housing issues such as unlawful eviction and foreclosures

- ⇒ Bankruptcy
- ⇒ Probate and clearing title for survivors living in generational homes without a clear title
- ⇒ Family law cases and children in need of services (unfortunately, domestic violence tends to rise following a natural disaster)
- If you need civil legal assistance, please contact Legal Aid of North Carolina via the following toll-free hotline:
 - ⇒ (866) 219-LANC or (866) 219-5262
 - ⇒ The hotline is available from:
 - ⇒ 8:30 a.m. to 1:30 p.m., Monday through Friday; and 5:30 p.m. to 8:30 p.m. on Monday and Thursdays.
 - ⇒ Constituents can also apply online at legalaidnc.org/get-help/ between 1:00-4:30 p.m., Monday - Friday.

IRS Guidance for Taxpayers Impacted by Hurricane Helene

- Extension of certain tax filing deadlines:
 - ⇒ IRS has extended various filing deadlines for taxpayers in impacted areas, including 2024 individual/business returns, certain quarterly estimated income tax payments, and certain payroll/excise taxes.
 - ⇒ [Click here for the full list of extensions and respective dates](#)
 - ⇒ [Click here for more information from the IRS on disaster assistance](#)
- Tax relief for qualified payments, disaster-related losses:
 - ⇒ IRS released provided guidance to taxpayers on how to address disaster-related losses in their 2024 tax return, as well as providing guidance on how qualified disaster relief payments - like government assistance payments - are generally excluded from gross income.
 - ⇒ [Click here for a general walkthrough of these policies \(under header "Additional tax relief"\)](#)
 - ⇒ [Click here for more information on tax treatment of disaster-related losses](#)
 - ⇒ [Click here for more information on tax treatment of qualified disaster relief payments](#)
- Disaster payments are usually tax-free:
 - ⇒ Qualified disaster relief payments are generally excluded from gross income.
 - ⇒ In general, this means that affected taxpayers can exclude the following payments from a government agency from their gross income. Amounts received for:
 - ⇒ Reasonable and necessary personal, family, living or funeral expenses.
 - ⇒ The repair or rehabilitation of your home.
 - ⇒ The repair or replacement of your home's contents.
- You may be eligible for a disaster loss deduction:
 - ⇒ In some instances, individuals and businesses in a federally declared disaster area can qualify for a casualty loss tax deduction.
 - ⇒ The deduction is available for damaged or destroyed property not covered by insurance or other reimbursement and can result in a larger refund.
 - ⇒ Taxpayers can choose to claim the deduction on either the return for the year the loss occurred (in this instance, the 2024 return normally filed next year), or the return for the prior year (the 2023 return filed this year).
 - ⇒ For individual taxpayers, the deadline for making this election is Oct. 15, 2025.
- The IRS also has a special hotline specifically dedicated to taxpayers with disaster-related tax questions. Disaster victims can call the agency's disaster hotline at (866) 562-5227.

Shelters

- For those unable to evacuate to a safe location or in need of a place to go, the following shelters are currently open and available as of today:
 - ⇒ Buncombe County
 1. A-B Technical Community College: 340 Victoria Rd., Asheville, NC 28801
 2. Gold's Gym: 801 Fairview Rd, Asheville, NC 28803
 3. WNC Agricultural Center: 1301 Fanning Bridge Rd., Fletcher, NC 28732
 - ⇒ Haywood County
 1. Haywood County Government Armory: 285 Armory Dr., Clyde, NC 28781
 - ⇒ Henderson County

1. Henderson County Recreation Center: 708 S. Grove St., Hendersonville, NC 28792
- ⇒ McDowell County
1. McDowell County Senior Center: 100 Spaulding Rd., Marion, NC 28752
- ⇒ Rutherford County
1. Rutherfordton Presbyterian Church: 252 N. Washington St., Rutherfordton, NC 28139
- ⇒ Transylvania County
1. Transylvania Parks & Rec: 1078 Ecusta Rd., Brevard, NC 28712
- ⇒ Yancey County
1. Blue Ridge Elementary: 910 Cane River School Rd., Burnsville, NC 28714

Carolina Cruiser mobile office hours

- In keeping with my office's motto of being "First in Constituent Services" and to help constituents post-Hurricane Helene, my office has resumed Carolina Cruiser mobile office hours.
- Folks can stop by to share their thoughts on issues that matter to them or ask for assistance with federal agencies.