



COUNTY RESOURCES

Shelter

-Ashe County High School is the official Hurricane Shelter

Reunification Services

-To find a loved one – 1-800-REDCROS (1-800-733-2767) or 211

Debris & Clean-Up

Convenience Centers & Landfill

****take photos of damages BEFORE cleaning up and keep receipts for costs associated – this may be needed for assistance later****

-Open 7am-7pm: Baldwin, 163, 16, Bina, and Bare Creek
-Landfill open 8am-4pm (regular business hours)
-Dogget Road Recycling Center 8a-6p (closed Tue., Wed., Sun.)

-Crisis Cleanup (844-965-1386) – for help with debris removal, muck out, tree surgery, roof tarping

-Remember to protect yourself – wear goggles, gloves, masks, etc. Open all doors & windows for ventilation. Use fans & dehumidifiers to remove moisture. Don't mix cleaners – it can create toxic vapors (DO NOT mix bleach & ammonia!). Clean with water and a detergent & dry the area right away. Don't try to hide mold- paint and caulk over mold doesn't prevent it from growing.

-CAUTION: With the amount of storm debris brought on by Hurricane Helene and North Carolina on the cusp of fall wildfire season, the N.C. Forest Service is reminding the public to think ahead and be cautious when burning outdoors.

-Closed: Riverview

Sorting Debris for the Landfill

Before taking your debris to the landfill, please sort as follows:

- white goods/appliances, refrigerators, stoves, metal, etc.
- tires
- batteries
- yard debris - stumps, brush, logs, etc.

Please no hazardous waste materials - paint, pesticides, liquid waste, etc.





-WELL WATER TESTING. For well water testing, contact 828-795-1970 or EH@apphealth.com



HAS YOUR WELL OR SPRING FLOODED?

Flooding and excessive rains, like that experienced from Hurricane Helene in our area, can cause water in your private well or spring to become contaminated. If your well or spring has flooded, disinfect and test before you use it.

**Request a disinfection and test kit at no cost to you.
Complete the interest form or call us.**

Interest Form: t.ly/qms7s



(828) 795-1970 | eh@apphealth.com

Fiber Optics How to Report a Cut Line

If you encounter a cut line, or accidentally sever a fiber optics cable during cleanup efforts, please text **FIBER to 41444** to expedite service restoration.

THANK YOU!



****Please be careful not to cover up exposed fiber lines with debris, etc. when cleaning up****





Recovery Resources

-Ashe County Department of Social Services (336-846-5719)

Food & Nutrition Services

-HOT MEAL PURCHASES: Those who are signed up for Food & Nutrition Services can now use their benefits to purchase HOT MEALS. Starting Friday, October 4, 2024, people and families in North Carolina who are enrolled in the Food and Nutrition Services (FNS) program can use their benefits to purchase hot food with their EBT cards, including food prepared for immediate consumption, from authorized Electronic Benefits Transfer (EBT) retailers using their EBT card. All authorized EBT vendors in the state have been notified about this change, which will remain in effect until Nov. 3, 2024.

-FOOD LOSS REPORTING: Those enrolled in Food & Nutrition Services are being provided additional time to report a food loss as a result of Hurricane Helene to their local Department of Social Services office due to displacement, transportation issues or other storm-related hardships through October 26, 2024.

-REPLACEMENT FUNDS: Those enrolled in Food and Nutrition Services received replacement benefits on their Electronic Benefit Transfer (EBT) cards due to power outages as a result of the hurricane. Participants are to receive 70% of their total monthly September benefit back on their EBT card. The benefit replacement is automatic and does not require action from the FNS participant.

Financial Assistance

-FEMA applications are now open for NC (Help line: 1-800-621-3362, online: www.disasterassistance.gov)

-FEMA Serious Needs Assistance (also called Disaster Survivor Assistance) is an upfront, flexible payment of \$750 to help pay for essential items like food, water, medication, and other emergency supplies. There are other forms of assistance that you may qualify to receive once you apply. You need only to apply with FEMA once. ****There are FEMA representatives coming door-to-door throughout our County to help you apply for this assistance. PLEASE do not turn them away. Check their ID to ensure they are official.****

-FEMA has **transitional sheltering in hotels** for those displaced. You do not need to request this; once you have completed the application, they will notify you if you are eligible for this assistance.

-FEMA assistance does not replace insurance and cannot restore your home to its pre-disaster condition. But FEMA may be able to provide **help for uninsured or underinsured costs**. File your insurance claim, then apply to FEMA. FEMA's disaster assistance offers new benefits that provide flexible funding directly to survivors. In addition, a simplified process and expanded eligibility allows access to a wider range of assistance and funds for serious needs.





-For **private wells and septic systems**, FEMA may reimburse you for the cost of a professional, licensed technician to visit your home and prepare an estimate detailing the necessary repairs or replacement of your disaster-damaged systems. FEMA may also pay for the actual repair or replacement cost of your septic system or well, which typically are not covered by homeowner's insurance. At the time of your home inspection, let the FEMA inspector know you have a private well and/or septic system that may have been damaged by the hurricane.



Disaster Assistance



DisasterAssistance.gov

4 Ways To Apply

Online: DisasterAssistance.gov

Mobile: Through the [FEMA app](#)

Call: (800) 621-3362 | 711 or Video Relay Service (VRS)



In Person:

Visit a Disaster Recovery Center - fema.gov/drc

GET ASSISTANCE WITH YOUR APPLICATION!

FEMA Disaster Field Office at The Roop Building
209 S Big Horse Creek Rd., Lansing
Open 10am-430pm

Please have the following available:

- Your address with **zip code**
- Condition of your damaged home
- **Insurance information**, if available
- **Social Security number**
- **Phone number** where you can be contacted
- **Address** where you can get mail or **email** address to receive electronic notifications

Direct Deposit: Disaster assistance funds can be sent directly to your bank account. Please provide your bank account type, account number and bank routing number.

Stay in touch with FEMA: When you apply, you will receive a FEMA registration number. Save it. You will need the number whenever you contact FEMA.

Disaster assistance is available without regard to race, color, religion, national origin, sex, age, disability, English proficiency, or economic status.

DID YOU KNOW??? If you received a letter from FEMA saying you're ineligible for disaster assistance, you can file an appeal within 60 days from the date of your determination letter? It is important to submit the appeal as you are likely missing information or something small to become eligible.





FEMA Fact Sheet 004 DR-4827-NC

What to Expect After Applying With FEMA

Keep important steps in mind when navigating your FEMA assistance process:

Don't wait to start cleanup. Take photos of any damage, make a list of your losses and keep all receipts to verify expenses caused by the disaster.

File an insurance claim. Applicants who are insured for the disaster damage to their home must provide an insurance settlement or benefit documents to FEMA before being considered for federal assistance.

Apply with FEMA. Homeowners and renters in North Carolina Counties with uninsured or underinsured damage caused by Tropical Storm Helene are encouraged to apply for FEMA disaster assistance. Go online to [DisasterAssistance.gov](https://www.disasterassistance.gov), use the [FEMA mobile app](#) or call 800-621-3362. If you use a relay service such as video relay service, captioned telephone service or others, give FEMA your number for that service.

Schedule your home inspection. After you apply, you will be contacted by a FEMA inspector to schedule an appointment. Be sure to answer the phone. The inspector's phone number may be from out of state or show up on caller ID as "unavailable." During the scheduling process you may also identify if you require a reasonable accommodation, services including translation and ASL interpreters, are available to ensure effective communication with survivors.

Gather information for the inspection. Be prepared to show the inspector your photo identification; [proof of ownership or occupancy](#); a list of household occupants living in the home at the time of the disaster; all disaster-caused damage to the property; and your insurance policy. If you have photos of disaster damage or repair receipts, have those available too.

WHAT to EXPECT after YOU APPLY for FEMA ASSISTANCE

WITHIN 10 DAYS AFTER APPLYING

A FEMA inspector may call you to set up a time and date to perform the inspection at the damaged address. Be sure to have your application number available.

DURING THE INSPECTION

Inspectors will...

- Observe social distancing guidelines,
- Show you their credentials,
- Ask to see a photo ID,
- Ask to see documents to verify the home ownership or occupancy if FEMA has been unable to verify,
- Walk around the interior and exterior of your home if feasible,
- Document damage.

Inspectors won't...

- Decide if you will receive assistance,
- Ask for money, bank account information, or credit card information.

BE READY TO...

Have your FEMA application number handy,

- Show your photo identification,
- Show proof of ownership or occupancy if requested by the inspector,
- List all household occupants living in the home at the time of disaster,
- Discuss disaster-caused damage to both your home and personal property,
- Show your insurance policy and any additional documents requested by the inspector.

If you have insurance, contact your insurance agent.

WITHIN 10 DAYS AFTER THE INSPECTOR'S VISIT

- You will receive a letter or electronic correspondence explaining FEMA's decision.
- If you are determined eligible for assistance, you may receive a U.S. Treasury check or Direct Deposit.

If you have questions after your inspection, please call FEMA's Helpline at 800-621-3362.





What to Expect After Applying With FEMA

Meet with the inspector. The inspection includes looking at disaster-damaged areas of your home and reviewing your records. FEMA inspectors will carry an official photo ID and will never ask for bank information. They will also never ask for money and never require payment in any form.

After arriving, the inspector will ask to verify the applicant's name, address, contact information, occupancy, ownership status and insurance coverage.

Post-inspection. You will receive a letter explaining FEMA's eligibility decision within 10 days after the inspector's visit. Be sure to read it closely; it may explain additional steps needed to continue with the process. If you are determined eligible for assistance, you may receive a U.S. Treasury check or direct deposit based on what you selected during your application.

Disaster Unemployment

Our region has been approved for disaster unemployment assistance for those unable to work related to the storm. DUA is a federal unemployment program that provides temporary payments for people who, as a direct result of Hurricane Helene:

- No longer have the job that provided their primary source of income.
- Are unable to reach their place of unemployment.
- Cannot work because of an injury caused by the storm.
- Were unable to begin employment or self-employment due to the storm.
- Have become the major supplier of household income due to a storm-related death of the previous major supplier of household income.

The **deadline to apply is Dec. 2, 2024**. DUA is available in our county for weeks of unemployment effective Sept. 29, 2024, and may last for up to 26 weeks (or through March 29, 2025). Eligibility for DUA is determined weekly, and you must continue to be out of work as a direct result of the disaster each week to get unemployment benefits.





Farmer Assistance

The North Carolina Department of Agriculture and Consumer Services (NCDA&CS) is helping to connect farmers who have lost their feed supply during the disaster with others who have hay or feed to donate.

2024 Hurricane Helene Livestock Assistance Form: <https://go.ncsu.edu/livestockdisasterhelp>

**AGRICULTURE
EMERGENCY
RESOURCES**
**TEXT: NCFARMAID
TO: 888777**

*By opting in, you agree to receive texts from the North Carolina Department of Agriculture & Consumer Services containing hurricane relief resources. You may opt out at any time.
In partnership with ReadyWake! Alerts*



Legal Services

Legal Aid of North Carolina can assist with FEMA applications and appeals as well as long-term assistance with homeowners insurance policies, mortgage and/or foreclosures, eviction and lease terminations for renters, and more. Scan the QR code below or call 866-219-5262 for more information.

Find
More
Online





WI-FI Calling/Internet

Cell/Internet Service (enable Wi-Fi calling on your mobile device before leaving a service area)

If you do not have cell or internet service, we have Starlink Wi-Fi available in the following areas:

- Pond Mountain Volunteer Fire Department: SSID: PondMTNFD, Password: Emergency
- Lansing Volunteer Fire Department: SSID: LansingFD, Password: Emergency
- Warrensville Volunteer Fire Department, SSID: WarrensvilleFD, Password: Emergency
- Glendale Springs Volunteer Fire Department, SSID: Starlink - Glendale Springs, Password: Station16
- Fleetwood Volunteer Fire Department, SSID: Starlink – Fleetwood, Password: Fleetwood2024
- Todd Volunteer Fire Department, SSID: Starlink - Todd VFD, Password: Todd2024

For information and materials for distribution, please contact the Public Information Officer at 336-977-4725.

Official updates and news can be found on the Official Site Ashe County NC Facebook page, the Ashe County Department of Social Services Facebook page, and the Ashe County Emergency Management Facebook page.

This is an official communication. As this emergency situation rapidly changes, it is essential to distribute and share official, accurate information. For any disaster recovery needs, please contact Emergency Management at 336-846-5522.

