



## Hurricane Helene Resources

***September 25, 2024***

*“Helene became a hurricane Wednesday after the huge storm rapidly strengthened in the Caribbean Sea and moved north along Mexico’s coast on a path toward the U.S., leading residents to evacuate, schools to close, and officials to declare emergencies in Florida and Georgia.” [Via AP News](#)*

### National Resources

#### **National Weather Service**

Updated information on current weather conditions, hurricane warnings, tropical storm watch can be found [here](#).

#### **National Hurricane Center and NOAA**

For the most up-to-date and accurate information on the path of the hurricane, visit the website [here](#).

#### **211 United Way**

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

#### **American Red Cross**

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

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



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

## Florida Resources

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

Governor Ron DeSantis declared a state of emergency ahead of the storm for 61 counties. The Governor provides information on current state of emergencies and potential impacts of hurricanes and tropical storms. Visit the governor's website [here](#) for updates on executive orders and declarations.

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

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

- Evacuation Orders: <https://www.floridadisaster.org/evacuation-orders/>
- Counties have begun their preparation efforts including measures like sandbag stations. For updates on county resources available visit [www.FloridaDisaster.org/Counties](http://www.FloridaDisaster.org/Counties) for a list of all available counties.
- For assistance in finding shelters near you and transportation support call: 800-729-3413
- Follow FDEM on [X](#), [Instagram](#), and [Facebook](#) for updates

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

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

### **211 Florida**

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



### **American Red Cross**

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

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

### **Florida 511**

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

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

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

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

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

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

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

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

### **Florida Commerce**

Florida Commerce is communicating and coordinating with private sector partners, encouraging them to review their emergency plans for their businesses and prepare their employees in advance



of the weather event. Updates on business closures and business resources are consistently being updated at their website [here](#).

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

You can speak directly with individuals who can help you review your policies to understand your coverage, help you file claims for damage and offer assistance in the event that you are having trouble communicating with your insurance company. Call 1-877-693-5236, Monday – Friday, 8:00 a.m. – 5:00 p.m. EST.

### **Activate Hope**

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

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

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

### **Disaster Legal Aid**

Phone: 833-513-2940

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

### **United Methodist Disaster Recovery**

Phone: 855-228-3862

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

### **Crisis Clean Up**

Phone: 844-965-1386

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

### **Free WiFi Hotspots:**

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



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

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

### **Visit Florida**

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

## Georgia Resources

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

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

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

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

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

### **211 Georgia**

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

### **American Red Cross**

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

- [Southeast Georgia](#): Servicing 18 counties on the coast



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

### **Explore Georgia**

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

### **Georgia Hotels & Lodging**

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

### **511 Georgia**

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

### **Georgia Department of Education**

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

### **Georgia Department of Aging**

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

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

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

For more information and a list of available parks, please visit <https://gastateparks.org/Alerts>



### **Crisis Cleanup**

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

## **Additional Assistance and Donations**

### **Volunteering and Monetary Donations**

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

### **Pet Relief Agencies**

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



---

## General Hurricane and Tropical Storm Resources

### **Gas Buddy**

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

### **Pet-friendly Accommodations**

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

### **Airbnb**

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

### **Ready.Gov**

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

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

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

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

To Register for FEMA Disaster Assistance:

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

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

For those with flood insurance through the National Flood Insurance Program (NFIP), FEMA has established hotlines to expedite claims processing and provide guidance on next steps. For more





information about flood insurance claims, visit [www.floodsmart.gov](http://www.floodsmart.gov) or call the NFIP Helpline at 1-800-427-4661.

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

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

### **CARe Inc.**

- CARe is short for Community Assisting Recovery. Their mission is to provide free comprehensive information about disaster recovery, including the insurance claim process, to disaster survivors so they may effectively reestablish their homes and communities.
- All CARe volunteers and staff have lost their homes and successfully recovered. They understand the needs of disaster survivors. It is the passion for "paying it forward" that draws survivors to help survivors of the next disaster. To learn more about their services, please visit their [website](#).

## Mental Health Resources

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

This helpline, through the Substance Abuse and Mental Health Services Administration (SAMHSA), can provide immediate crisis counseling to anyone who is experiencing emotional distress related to any natural or human-caused disaster. The help line is available 24 hours a day, 7 days a week at (800) 985-5990. You can also reach them via text message by texting "TalkWithUs" to 66746. You can find more information online [here](#).

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

Visit the website [here](#).

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

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



## **Crisis & Disaster Resources**

---

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

## **Resources For Living**

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

©2024 Resources For Living