



Local Resources: West North Carolina Storm Support

Last updated: Sunday, September 29, 2024 8:58pm Eastern

Current Conditions

Weather, Power, Roads

[Weather Flood](#)

[Gauges](#)

[Power Outages](#)

[Road Conditions](#)

NCDOT 9/29 1:56PM Update: All Roads in WNC should be considered closed. I-40 and I-26 are impassable in multiple locations. Travel in this area for non-emergency purposes is hindering needed emergency response.

Evacuation and Shelter

[EvacuationOrders](#)

[EvacuationRoutes](#)

[Shelters](#)

- [Asheville Shelters \(as of 9/28\)](#)
 - General public shelter at WNC Agricultural Center – 1301 Fanning Bridge Road, Fletcher, NC at capacity as of the time of this writing.
 - General public shelter at AB Tech – 6 Fernihurst Drive, Asheville, NC 28801 (use Victoria Road entrance)
 - Medical emergency shelter at AB Tech – 10 Genevieve Circle, Asheville, NC 28801

Boil Water Advisories

[What to Do](#)

Rescue

U.S. Coast Guard Sector North Carolina If you are in need of rescue in WNC, contact the NC Search and Rescue Center at 211 or 1-888-892-1162

This guide should not be used in place of reaching out to your local emergency services.



EAP = Employee Assistance Program

livetheorangelife.com/carelon

888-275-0021 | TTY 711

Para Español livetheorangelife.com/carelonspa

Communications

General Communications Resources

- [Find a Comcast Wi-Fi Hotspot near you](https://finder.wifi.xfinity.com): finder.wifi.xfinity.com
- T-Mobile Access Increase in WNC
 - “T-mobile is bringing SatCOLT (satellite cell on light trucks) to Asheville. These SatCOLTs provide cellular voice and data, along with Wi-Fi (so people can use Wi-Fi calling no matter their carrier).
 - Our crews have overcome extremely challenging conditions and limited site access to restore 132 sites and position 149 portable generators in the last 24 hours and their work will continue today. In addition to the SatCOLT in Hendersonville, we’ve activated another at the Tractor Supply Co. in Asheville and are working to place others at the Mission Hospital in Asheville, the Cherokee County Emergency Operations Center (EOC) in Murphy and in Cherokee to support the Eastern Band of Cherokee Indians.”
 - Source: <https://www.t-mobile.com/news/network/hurricane-helene?>

Black Mountain

- Town-wide curfew September 29th evening beginning at 8:00pm
- Town public meeting Monday, September 30 at Town Square at 3:00pm
 - Will include updates from Town officials, Police, Fire and Public Safety Departments

Haywood County

- **Haywood County Radio Updates:** WPTL FM 101.7

Buncombe County

- Verizon (City of Asheville)
 - In light of minimal ability for cellular service, the City of Asheville is partnering with Verizon to deliver a temporary cellular satellite trailer to the Family Justice Center at 35 Woodfin Place. This tower will offer an opportunity for limited cellular reception within several city blocks of where it is parked. The tower will be operational late Sunday afternoon, September 29.
- Starlink Access in Asheville :
 - SPOT 1:
 - DoubleTree Hilton Downtown
 - 199 Haywood
 - SSID: SORTOR STARLINK



- Pass: ncstrong
- SPOT 2:
 - Asheville Shelter
 - Ferguson Building
 - 340 Victoria Rd
 - SSID: HALL STARLINK
 - Pass: ncstrong
- SPOT 3:
 - TownePlace Suites Asheville - West on Bear Creek Road.
 - Login: TownePlace Starlink
 - Password: townepace

Recovery and Disaster Assistance

[Preparation and Recovery Guide](#)

County-by-county cleanup information to come

Find Missing Person(s)

General WNC

- NC Residents call NC211 (non-residents call 1-888-892-1162) to report a missing person or request a welfare check, press 1 once you are connected to reach an operator. Have all information available (name, location, health conditions, etc.) to complete the request. Call volumes are high, but operators are processing requests as quickly as possible. ([NC Emergency Management](#))
- Call 1-800-RED-CROSS (1-800-733-2767) if you are unable to locate a friend or family member and that person:
 - Has a serious, pre-existing health, mental health condition or Functional and Access Need.
 - Is a member of the military-connected community (active duty, reserve, guard, retiree, veteran, or immediate family member).
 - Or you shared the same residence within the disaster impact area, or have recently been in contact with someone (within the past year) but are unable to reach them because of the disaster.
- Facebook Group for Missing Persons (Eastern TN and WNC):
 - [Missing People in East TN & Western NC due to flooding](#)



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Buncombe County Missing Persons

- Contact the Register of Deeds: register@buncombecounty.org or 828-250-4303 with requests. They are maintaining a spreadsheet and doing active welfare checks on 9/29 and 9/30.

If You Need Food and Supplies

Asheville	The Fresh Market parking lot at 944 Merrimon Ave, Asheville, N.C.	Water as of 9/29 at 7:06pm (Source: WLOS)
	The Fresh Market parking lot at 1378 Hendersonville, Rd, Asheville, N.C	The Fresh Market will distribute free bottled water at Asheville locations.
		Following the impact of Hurricane Helene, the Fresh Market will be distributing free bottled water in the parking lot of their Asheville locations to those in need.
	Black Bear BBQ 800 Fairview Rd Suite C8, Asheville, NC 28803	Food distribution from 6:00pm on 9/29 until it runs out.
	Bears BBQ 135 Coxe Avenue	Monday, 9/30 at 12:00pm ET (noon) free food from World Central Kitchen
	Rosetta's 68 N Lexington Ave, Asheville, NC 28801	Reopening as a soup kitchen on Monday, 9/30
Black Mountain	Cousins	Cousins in Black Mountain 9/29 (uncertain time frame) is giving away food
Boone	Hunger & Health Coalition, Inc. 141 Health Center Dr. Ste C Boone, NC Open 9am-4pm	Beginning Monday 9/30/24, distributing what they have. Working with partners to gather food, water, meals, and medicine supplies. Some allergen friendly food available and protein



	Monday-Friday Open to Everyone Follow on their social media and website	supplements as supplies last
Boone	Hospitality House Food Pantry 338 Brook Hollow Rd. Boone, NC 7 days a week 12pm-4pm	Food Pantry
Weaverville	Prescription Pad Pharmacy 3 N Main St Weaverville, NC 28787	Open for medical needs
Swannanoa	Harley Davidson 20 Patton Cove Rd Swannanoa, NC 28778 First Baptist Church 503 Park Street Swannanoa, NC 28778	Food being dropped at these sites via task force helicopters as of 9/29 Buncombe County Briefing
Canton (as of 9/29 at 5:44pm ET)	Canton Plaza (off New Clyde Highway)	“Haywood County officials say a water tanker is now stationed at the Canton Plaza (off New Clyde Highway) for those in need of water. Individuals are asked to bring their own containers. <ul style="list-style-type: none"> • The tanker is available now until 7 pm. • Limit: 1 gallon per person per day.” Source: https://www.facebook.com/News13/posts/breaking-a-water-tanker-is-available-in-canton-until-7-pm-tonight-bring-your-own/832648305738571



Industry-Specific Support

- Food and Beverage Workers:
 - If you are a food and beverage worker affected by Hurricane Helene, please apply for emergency relief funding through Southern Smoke Foundation. The process is anonymous, and they fund awardees as quickly as they can
 - southernSmoke.org/emergency-relief/

Cleanup Assistance

- **Crisis Cleanup** <https://crisiscleanup.org>
 - Hotline 844-964-1386 (closes 10/25/2024)
 - Visit [this link](#) for flyers and social media posts to share with community.
 - Will connect you with volunteers from local relief organizations, community groups and faith communities who may be able to assist with muck out, trees, tarp, and debris. Volunteers will bring the tools and equipment necessary to complete the work.
 - All services are free, but service is not guaranteed due to the overwhelming need. The hotline cannot assist with social services such as food, clothing, shelter, insurance, or questions about FEMA registration.
- Per Buncombe County Briefing (Sunday, 9/29): [Transfer Station at Hominy Creek](#) is closed and collections put on hold.

FEMA Guidance

- Maintain documentation of debris clean-up. This can be pictures of debris prior to clean-up efforts and post clean-up efforts.
- Separate debris into 5 piles, as applicable:
 - Construction Debris (i.e. drywall, building materials, carpet, etc.)
 - Vegetative Debris (i.e. limbs, branches, plants, etc.)
 - Large appliances
 - Hazardous waste (i.e. oil, cleaning supplies, etc.)
 - Electronics
- Place debris curbside. If your street experienced any wash-outs, and a ditch was formed next to the curb, do not place debris inside the ditch. Rather, place debris as close to the curb as possible.

By County:

Watauga County (updated 9/29 2:10pm)

- Beginning 9/2/9, "SDR" trucks will be in Watauga county. SDR is a debris removal company that specializes in disaster removal, and has contracted its service to Watauga County and the Town of Boone to assist with cleanup.
- Residents should follow FEMA Guidance.
- Watauga County's landfill and convenience stations will be closed the week of October 1st. Individual community members will not be able to access the Watauga County landfill.

Emotional Distress Support

- **Disaster Distress Hotline:** A Disaster or tragedy often brings out strong emotions, such as anxiety, worry and anger, and people may want help in dealing with their feelings. The Helpline provides confidential counseling, referrals, and other support, 24 hours a day, seven days a week.
 - 1-800-985-5990 (24 hours a day/7 days a week)
 - [CDC Link](#)

