

VIRGINIA HURRICANE HELENE DISASTER RESOURCES

GENERAL RESOURCES

Virginia Public Inquiry Line

211 or reach out to their local emergency management office.

For individuals near the borders of Virginia, you may need to dial 1-800-230-6977 directly to route to 211 Virginia to avoid the system routing you to 211 NC or TN.

The American Red Cross Disaster Services Relief Hotline

Main line: 1-800-RED-CROSS; 1-800-733-2767

Blue Ridge Piedmont Chapter: 828-322-4151

Appalachia Hurricane Helene Relief Resources ([link](#) – Google sheet)

Appalachia Service Project ([link](#))

Crisis Clean Up ([link](#))

1-844-965-1386- hotline closes Friday, October 25, 2024

FEMA RESOURCES: LISTED BELOW ([link](#))

U.S. Department of Housing and Urban Development (HUD):

Provides support to a nationwide network of housing counseling agencies (HCAs) and certified counselors.

Find a housing counselor ([link](#)).

The Virginia Cooperative Extension Hurricane Helene Resource Page ([link](#))

The Virginia Department of Emergency Management Hurricane Helene Response ([link](#))

Emergency Support Team: 804-267-7600; TTD: 804-674-2417

Tips on Recovering from a Disaster ([link](#))

The Office of the Attorney General of Virginia, Consumer Protection Section ([link](#))

Report price-gouging: 800-552-9963, by email at consumer@oag.state.va.us,

or through [the online complaint form](#).

SNAP Benefits – EBT Replacement

If your EBT card was lost or damaged, call the toll-free EBT customer service help desk at 866-281-2448. If your power has been out for longer than eight hours and SNAP-purchased food spoiled, contact your local Department of Social Services office for additional benefits.

MENTAL HEALTH

The National Disaster Distress Helpline ([link](#))

- A free service with trained counselors available to anyone who is struggling with stress or anxiety. Callers do not have to provide any identifying information.
- Call 800-985-5990; Text “talkwithus” to 66746
- Espanol: Llama o envía un mensaje de texto 1-800-985-5990 presiona “2.”
- Deaf, Hard of Hearing, ASL Callers: Text or call 1-800-985-5990 using your Relay provider.

Better Help ([link](#)): Use voucher code “hurricane-helene-support” to sign up for therapy

FOR INDIVIDUALS WITH DISABILITIES

The Partnership for Inclusive Disaster Strategies ([link](#))

- Mission of equity for people with disabilities and people with access and functional needs throughout all planning, programs, services and procedures before, during and after disasters and emergencies.
- 800-626-4959 text or call; hotline@disasterstrategies.org email

LEGAL ASSISTANCE

The Virginia State Bar ([link](#))

- **Virginia Free Legal Answers** ([link](#)): Ask volunteer attorneys specific legal questions relating to your recovery from Helene.
- **The Virginia Lawyer Referral Service** ([link](#))

Legal Aid

- **Legal Aid Disaster Resource Center** ([link](#))
- **Southwest Virginia Legal Aid Society** ([link](#))
- **Legal Aid Justice Center** ([link](#))
- **Legal Aid Society of Roanoke Valley** ([link](#))

FOR FARMERS

Virginia Cooperative Extension Hurricane Helene Resource Page ([link](#))

United States Department of Agriculture ([link](#)): Assistance for farmers. USDA has resources available through the FSA call center at 877-508-8364, the USDA hotline at 833-ONE-USDA (663-8732), or producers can access program information online at farmers.gov.

FEMA RESOURCES

FEMA aid for residents in Giles, Grayson, Montgomery, Pulaski, Smyth, Tazewell, Washington and Wythe and the city of Galax: Residents and business owners who sustained Helene-related losses can begin applying for individual assistance ([link](#))

- **Contact FEMA Disaster Assistance:** <https://www.fema.gov/> or <https://www.disasterassistance.gov/>, by calling 800-621-FEMA (3362) or by using the [FEMA App](#).
- **FEMA: Disaster Recovery Awareness Training 1.5 hours (AWR-408-W):** In this course, participants will identify key elements of disaster recovery guidance, determine methods for planning a successful recovery, and finally, review recovery assistance available to jurisdictions and the community.
- **FEMA: Emergency Response Resources** ([links](#))
- **FEMA: Disaster Recovery Center (Damascus)** 36 N. Beaver Dam Ave. Damascus (24236)

JURISDICTION-SPECIFIC RESOURCES

The LENOWISCO and Cumberland Plateau Health Districts are offering free tetanus, diphtheria, pertussis (Tdap) vaccines to those who affected by the flooding, are responding to emergency situations or are helping with the recovery. If you're not sure if you need a tetanus vaccine, contact your primary care provider or your local health department. For more information on immunization, visit: www.vdh.virginia.gov/immunization/.

Bland County

AID AVAILABLE

- The Joint Public Service Authority Transfer Station will open every Saturday throughout October to assist residents in Wythe and Bland counties with the disposal of storm-related debris and waste. The station at 169 Kents Lane will operate from 8 a.m. to 1 p.m. on Oct. 5, 12, 19 and 26. Residents are encouraged to limit their disposal to only storm debris and damaged items. Items that can be disposed of include vegetative debris, such as trees and branches, as well as storm-damaged household items (furniture, carpet, flooring, etc.). Hazardous materials and commercial waste will not be accepted.
- Hot showers are available at the Bland Fairgrounds Pavilion and laundry services are also available at the Bland Mission. 276-688-4701.

Danville

DONATIONS COLLECTED

- God's Pit Crew is sending response teams and supplies across the Southeast. Groups of volunteers left Danville on Monday for Valdosta, Georgia, where they will stay until Oct. 13 to help victims of flooding and wind damage.
- Individuals in need of assistance should email ImmediateResponse@GodsPitCrew.org with their name, phone number, address and a brief description of the scope of work that is needed. Those wishing to volunteer can call 434-836-4472 and ask to speak to a representative. To donate, visit GodsPitCrew.org/Donate.

Galax

AID AVAILABLE

- Free bottled water is available at Galax Recreation Center between 8 a.m. and 5 p.m. daily. The restrooms and the portable shower trailer are open 24 hours per day.
- The US Cellular store in Galax continues to serve as a charging station for residents and is now also offering perishable goods and flashlights, while supplies last. The store is at 1011 E. Stuart Drive and is open 10 a.m. to 7 p.m. Monday through Friday, 10 a.m. to 6 p.m. Saturday and noon to 6 p.m. Sunday.

Giles County

AID AVAILABLE

- Giles County has set up [this website](#) with an extensive list of flood-relief resources for residents, including housing, transportation, food and showers. If you know of something that should be included, [email Cora Gnegy with Giles County](#).

Those needing immediate attention should call Giles County Dispatch at 540-921-3842.

DONATIONS COLLECTED / VOLUNTEERS

- **Volunteer signup form:** <https://virginiasmtnplayground.com/> Giles advises: “Please direct all contacts wishing to volunteer to use the form on our homepage. This will help streamline efforts and the communications as we support our community with the cleanup efforts. After completing the form, a Giles County Coordinator will communicate with you on additional details such as location and project.”
- Giles also advises volunteers: “If you are coming to help, please wear closed-toe shoes, probably long pants, wear gloves and other protective gear. Sharp objects, things hidden from view, and heavy items will likely be encountered.”
- **Giles County Disaster Relief Fund:** <https://virginiasmtnplayground.com/> People are able to make contributions to the “Giles County Disaster Relief Fund” at any NBB location or online.

Pulaski County

DONATIONS COLLECTED

- [United Way of Southwest Virginia](#) is handling donations.

AID AVAILABLE

- The Pulaski County Public Service Authority convenience centers at Bagging Plant Road and Mason Street are operating with extended hours. In addition, roll-off containers will be placed near flood-affected areas in Allisonia, Delton, Parrott and Belspring, and a PSA grapple boom truck will be dispatched to pick up storm debris along the New River in these communities.
- PSA convenience centers operating hours (Oct. 1–19):
 - Dublin, 5570 Utility Lane: 8 a.m. to 7 p.m., Monday-Saturday
 - Fairlawn, 7791 Mason St.: 8 a.m. to 7 p.m., Monday-Saturday
 - Roll-off containers:
 - Allisonia: Containers will be placed at Odell Park and Allisonia Boat Launch.
 - Delton: Containers will be placed at the Clarks Ferry Road/Shulls Lane intersection and the Clarks Ferry Road/Ledge Rock Road intersection.
 - Parrott: Containers will be placed at or near the Parrott River Road/Parrott Mountain Road intersection.
 - Belspring: Containers will be placed near the trestle on Depot Road.

- Grapple boom truck schedule: All items for pickup must be placed near the roadside and should not be placed under power lines or low tree limbs. The truck will operate on the following dates for properties along the New River:
 - Allisonia: Oct. 1, 8 and 15
 - Delton: Oct. 2, 9 and 16
 - Parrott and Belspring: Oct. 3, 10 and 17
- For more information, contact the Pulaski County Public Service Authority at 540-674-8720 or visit www.pulaskicounty.org.

Radford

DONATIONS COLLECTED

- Clothing Bank of Radford needs bed sheets and blankets, along with new undergarments, socks and shoes. 2000 West St., Radford.

Smyth County

AID AVAILABLE

- Lifetime Wellness Center: Offering showers to those in need. Please bring a towel if you can. Marion location at 1 Health Way; Saltville location at 345 Palmer Ave.
- Mount Rogers Fire and Rescue: Offering showers, food, water and a place to sleep. 51 Firehouse Road, Whitetop.
- Farmers who have experienced losses, including hay, fences, barns or animals, message Virginia Cooperative Extension: Smyth County on Facebook and include your name, address, description of loss, approximate value and whether you had insurance.

DONATIONS COLLECTED

- Smyth County Public Safety has opened a donation center at Old Wells Fargo Building at 102 E. Main St. in Marion. Donations needed: bottled water, shelf-stable food, cleaning supplies, gas cards, toys/diapers/baby food/formula, travel-sized toiletries, feminine hygiene supplies, tools (shovels, rakes, etc.) Please do not bring clothing. Check Facebook daily for updates on hours.

Tazewell County

AID AVAILABLE

- **Bluefield:** Town dumpsters are available at the following locations:
 - Corner of Reynolds and Dudley Street.
 - Depot Street.
 - Gravel Lot Downtown.
 - Pine Hill Park at the Park.
 - Double Gates Grocery. Double Gates Grocery.
- **Town of Tazewell:** To arrange for pickup of tree debris, call Town Hall at 276-988-2501. The boil-water advisory is still in effect until further notice for Dogwood Road and Buskill Subdivision.
- **Tazewell County:** An emergency shelter is open at the Tazewell County Fairgrounds, Fuller Peery Building, 515 Fairgrounds Road.
- Tazewell County Chamber of Commerce is offering workspaces for local businesses in need of power and internet access.

Washington County/Bristol

AID AVAILABLE

- **Coomes Center:** Hot showers available.
- **Green Cove Community Center:** Generators active.

DONATIONS COLLECTED

- **How to donate to Washington County relief fund:** First Bank and Trust Co. has established two accounts dedicated to collecting funds from the public: one for relief efforts in Washington County, which will be made payable to the county's Disaster Relief Fund, and one to aid Northeast Tennessee, which will be made payable to United Way of East Tennessee Highlands Disaster Relief Fund. All of the donations collected will go to disaster relief funds, the bank says. Individuals who wish to donate can specify which fund they want to contribute to. Donations can be made in the drive-through or inside any First Bank and Trust location in [Virginia](#), [Tennessee](#) and [North Carolina](#). First Bank and Trust will issue checks to both relief funds every Friday for as long as donations are received. First Bank and Trust has also pledged \$100,000 in donations to the affected areas of western North Carolina, Southwest Virginia and northeast Tennessee.
- **Bristol:** The Birthplace of Country Music Museum will serve as a drop-off site for hurricane relief donations. Drop-off is Tuesday through Sunday during regular business hours. Needed items include water, tarps, nonperishable food, batteries, first aid kits, diapers, toiletries, new bath towels, new bedding and blankets, box fans, trash bags, face masks, paper products, baby diapers and formula, and pet supplies.
- **Damascus:** A donation and volunteer coordination center has been established across from Food City near 744 N. Beaver Dam Avenue, Damascus. It is open 10 a.m. to 5 p.m. Monday through Friday. Current needs include towels, sheets, bug spray, baby formula and small propane tanks. Clothes to be taken to Faith In Action. Please be aware that town access will be restricted to town residents and volunteers providing immediate assistance.
- **Glade Spring:** Project YES is coordinating fundraising and volunteer efforts to help area small businesses. Project YES is setting up a fund to help small businesses cover expenses related to losses as a result of the storm. For now, checks can be sent to Project YES at P.O. Box 467, Glade Spring, VA 24340 or brought in person to Town Square Center for Advancement, 137 Town Square Street, or to Glade Spring Town Hall, 113 E. Glade St.
- **Taylors Valley:** Anyone interested in donating to the Taylors Valley Community Relief Fund may do so by mailing a check to PO Box 1044, Glade Spring, VA 24340.

Wythe County

AID AVAILABLE:

- Wythe County is offering in-person assistance to residents who have experienced damages or losses due to Tropical Storm Helene and need help with completing disaster recovery forms. Beginning Monday, the Wythe County Department of Emergency Services will provide FEMA disaster assistance support at its office at 440 W. Franklin St., Wytheville. The office will be open 9 a.m. to 3 p.m. Monday through Friday, 9 a.m. to 3 p.m. Those needing assistance can also contact the office by phone at 276-223-4144 during these hours. Residents may also file for assistance online at DisasterAssistance.gov, by phone at 1-800-621-3362, or through the FEMA app.
- The Joint Public Service Authority Transfer Station will open every Saturday throughout October to assist residents in Wythe and Bland counties with the disposal of storm-related debris and waste. The

station at 169 Kents Lane will operate from 8 a.m. to 1 p.m. on Oct. 5, 12, 19 and 26. Residents are encouraged to limit their disposal to only storm debris and damaged items. Items that can be disposed of include vegetative debris, such as trees and branches, as well as storm-damaged household items (furniture, carpet, flooring, etc.). Hazardous materials and commercial waste will not be accepted.

- The US cellular store in Wytheville continues to serve as a charging station for residents and is now also offering perishable goods and flashlights, while supplies last. The store is Wytheville Commons, 295 Commonwealth Drive, and is open 10 a.m. to 7 p.m. Monday through Saturday and noon to 5 p.m. Sunday.

FOR LAWYERS

The Virginia State Bar

- **Helene Disaster Relief News Item** ([link](#))
- **Sign Up and Provide Immediate Pro Bono Assistance through Virginia Free Legal Answers** ([link](#))
- **Sign Up as a Pro Bono Volunteer** ([link](#))
- **Join the Virginia Lawyer Referral Service** ([link](#))

Additional Resources

- **ABA Standing Committee on Disaster Response and Preparedness** ([link](#))
- **ABA Young Lawyer Division Disaster Legal Services** ([link](#))
- **ABA policies related to disaster preparedness and response** ([link](#))
- **Disaster resources for lawyers & law firms** ([link](#))
- **Legal Aid Disaster Resource Center** ([link](#))

Disaster Relief Attorney Handbooks

- **NC Pro Bono Resource Center Disaster Assistance Manual** ([link](#), Nov. 2018, updated Sept. 2021)
- **Legal Aid of NC Disaster Relief Handbook** ([link](#))
- **Louisiana Disaster Handbook** ([link](#), rev. September 2024)

Disaster Relief Video Trainings for Attorney Volunteers

- **NC CLE in Response to Hurricane Matthew** ([link](#), Dec. 2016, updated Oct. 2020)
- **DLS “Bootcamp” by NC Pro Bono Resource Center** ([link](#), Nov. 2019)
- **Legal Services Corporation “Disaster Counseling” Video Series** ([link](#))