



Hurricane Helene: Need to Know Information\Updated 10/28/2024

**BUNCOMBE COUNTY AND ASHEVILLE CITY ARE ON BOIL WATER NOTICE.
IF POSSIBLE, USE BOTTLED WATER FOR CONSUMPTION OR BOIL ALL WATER FOR DRINKING,
COOKING, BRUSHING TEETH FOR AT LEAST 1 MINUTE**

Elections

Registered voters can vote at any Early Voting location beginning Thursday, Oct. 17 through Nov. 2. Check [buncombeready.org](https://www.buncombeready.org) for updated sites and times.

- Bring a valid photo ID to vote. Free photo IDs are available at the county's Elections Office, 59 Woodfin Place, Asheville.
- See your sample ballot at [buncombecounty.org/governing/depts/election](https://www.buncombecounty.org/governing/depts/election)

Need Assistance? Call 211 for the most updated information.

- **Eblen Charities:** 23 Hamilton St 28801 or [eblencharities.org](https://www.eblencharities.org) is accepting requests for rent, mortgage, utility (electric, natural gas, water), eyeglasses, medication and gasoline assistance.
- **Goodwill Industries:** 1616 Patton Avenue, Asheville offering Good Neighbor vouchers for survivors for clothing and household goods. These vouchers can be used at any Goodwill Industries of Northwest North Carolina retail store and don't expire.
- **Pisgah Legal Services:** offers free legal assistance with FEMA and Disaster Benefits applications, housing and evictions issues, consumer protections, and domestic violence and custody issues. You can apply online for services at www.pisgahlegal.org or call 828-253-0406
- **Crisis Clean-Up hotline.** Survivors who need help cleaning up damage from Hurricane Helene can call 844-965-1386. Crisis Clean-Up will connect you with volunteers from local relief organizations, community groups, and faith communities who may be able to assist with muck out, trees, tarps, and debris. The hotline is open through Friday, Nov. 1
- **United Way:** call 211 or visit [unitedwaync.org](https://www.unitedwaync.org)

Missing Work? Apply for Disaster Unemployment Assistance

- Disaster Unemployment Assistance Hotline English 919-629-3857 and Spanish 919-276-5698 , Monday - Friday 8 a.m. - 7 p.m.; Saturday 8 a.m. - 5 p.m.; Sunday Noon - 4 p.m.
- Following a federal disaster declaration because of Hurricane Helene, DUA benefits are available. The deadline to apply is December 2.

Trash, Recycling, and Solid Waste

- WastePro is operating daily routes for both trash and recycling pickup where roads are safe.
- Drop off Residential Bagged Trash. No storm debris!
 - County Landfill: 85 Panther Branch Road, Alexander
 - Hominy Creek Transfer Station: 190 Hominy Creek Rd, Asheville, NC 28806

Shelters

- **Former Gold's Gym (recommended for families with kids):** 1815 Hendersonville Rd, Asheville
- **WNC Agricultural Center (pet friendly):** 775 Boylston Hwy, Fletcher



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FEMA

- Apply for assistance at **disasterassistance.gov** or call the FEMA helpline: **800-621-3362**
- **Disaster Recovery Center:** There is a new Disaster Recovery Center located at **Cane Creek Pool, 590 Lower Brush Creek Rd., Fairview, NC.** 8 AM-7PM Monday-Sunday.
- Mobile Disaster Recovery Centers (M-DRCs) provide in-person support.
 - **Buncombe County Sports Park (Parking Lot)**
 - 58 Apac Dr. Asheville, NC 28806
 - Open: Oct. 28 – 31, 8 a.m. – 5 p.m.
- Additional in-person FEMA Assistance locations are available daily. Check BuncombeReady.org for sites.

Water and Food Distribution:

- **Sky Lanes Bowling Alley:** 1477 Patton Avenue, Asheville, 7AM-7 PM
- **Black Mountain Ingles:** 550 NC-9, Black Mountain, 28711, Noon – 4 PM, 6PM-8PM
- **Swannanoa Ingles:** 2299 US 70, Swannanoa, 7 AM – 7 PM
- **Linwood Crump Shiloh Community Center:** 121 Shiloh Road, Asheville, 9 AM – 7 PM
- **Pack Square Park:** 70 Court Plaza, 7 AM – 7 PM
- **Buncombe County Sports Park:** 58 Apac Dr. Candler, 7 AM – 7 PM
- **Fairview Ingles:** 225 Charlotte Hwy, Asheville Noon- 4PM

Showers, Laundry, Restrooms, Food, and Water (Free and open to the public)

Community Care Stations: Open 7 a.m.-7 p.m.	Services Available
<ul style="list-style-type: none"> • Asheville: AC Reynolds High School: 1 Rocket Drive * Free medical care available • Asheville: 980 Brevard Rd (At Home Store parking lot) • Asheville: Big Lots/Innsbrook mall, 85 Tunnel Road • Asheville: Buncombe County Sports Park, 58 Apac Dr. * Free medical care available • Asheville: Bethel United Methodist, 1050 Riceville Road • Swannanoa: Ingles, 2319 US Hwy 70 • Swannanoa: Owen Pool, 117 Stone Dr, Swannanoa, NC 28778 • Weaverville: Morgan Hill Baptist Church, 594 Barnardsville Highway 	Showers, laundry, charging, food, WiFi, and water.

Important Phone Numbers:

Call 911 for life-threatening emergencies

- **One Buncombe Call Center: 24/7: (828) 250-6100 (all things Hurricane Helene)**
- Non-Emergency Issues: (828) 250-6650
- Power Outages Duke: (800) 228-8485
- Sign up for BC Alerts by texting BCAlert to 99411
- North Carolina Attorney General's Office hotline to report scams and fraud **call (877) 5-NO-SCAM**
- **Mental Health Resources:** Call or text 988
- Disaster Distress Helpline: 800-985-5990
- NC Peer Warmline 855-PEERS-NC
- VAYA Behavioral Health Crisis Line 800-849-6127



**** El Condado de Buncombe y la Ciudad de Asheville están bajo aviso de hervir el agua. Si es posible, utilice agua embotellada para consumo. De lo contrario, hierva toda el agua destinada para beber, cocinar o cepillarse los dientes durante al menos 1 minuto.**

. ¿Necesita ayuda? Llame al 211 para obtener la información más actualizada.

- **Eblen Charities:** 23 Hamilton St 28801 o eblencharities.org acepta solicitudes de alquiler, hipoteca, servicios públicos (electricidad, gas natural, agua), anteojos, medicamentos y asistencia con gasolina.
- **Goodwill Industries:** 1616 Patton Avenue, Asheville, que ofrece vales de Buen Vecino a los sobrevivientes para ropa y artículos para el hogar goodwillhurricanerelief.org. Estos cupones se pueden utilizar en cualquier tienda minorista de Goodwill Industries of Northwest North Carolina y no caducan.
- **Pisgah Legal Services:** ofrece asistencia legal gratuita con FEMA y solicitudes de Beneficios por Desastre, cuestiones de vivienda y desalojos, protección al consumidor y cuestiones de violencia doméstica y custodia. Puede solicitar servicios en línea en www.pisgahlegal.org o llamar al 828-253-0406
- **United Way:** llame al 211 o visite unitedwaync.org

FEMA:

- Solicite asistencia en disasterassistance.gov o llame a la línea de ayuda de FEMA: 800-621-3362
- Centro de Recuperación por Desastre: Hay un nuevo Centro de Recuperación por Desastre ubicado en **Cane Creek Pool, 590 Lower Brush Creek Rd., Fairview**, Carolina del Norte. 8 a. m. a 7 p. m. de lunes a domingo.
- Los Centros Móviles de Recuperación de Desastres (M-DRC) brindan apoyo en persona.
 - Parque deportivo del condado de Buncombe (estacionamiento)
 - 58 Apac Dr. Asheville, Carolina del Norte 28806
 - Abierto: del 28 al 31 de octubre, de 8 a. m. a 5 p. m.
- Ubicaciones adicionales de asistencia de FEMA en persona están disponibles diariamente. Consulte BuncombeReady.org para conocer los sitios.

Elecciones

Los votantes registrados pueden votar en cualquier lugar de votación anticipada a partir del jueves 17 de octubre hasta el 2 de noviembre. Visite buncombeready.org para conocer los sitios y horarios actualizados. Recuerde traer una identificación con fotografía válida para votar. Vea su boleta de muestra en buncombecounty.org/governing/depts/election

Refugios:

- Antiguo Gold's Gym (Novant Health): 1815 Hendersonville Rd, Asheville.
- Centro Agrícola de WNC: 775 Boylston Hwy, Fletcher.



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Basura, Reciclaje y Desechos Sólidos:

- Waste Pro opera tanto la basura como el reciclaje WastePro opera rutas diarias para la recolección de basura y reciclaje donde las carreteras son seguras. recoja rutas diarias donde las carreteras sean seguras.

Entrega de basura residencial en bolsas. ¡No escombros de tormenta!

- Vertedero del Condado: 85 Panther Branch Road, Alexander.
- Estación de Transferencia de Hominy Creek: 190 Hominy Creek Rd, Asheville, NC 28806.
- Los sitios de entrega diaria cambian diariamente. Consulte el Facebook del Condado de Buncombe para actualizaciones.

Distribución de Agua y Alimentos:

- **Sky Lanes Bowling Alley:** 1477 Patton Avenue, Asheville, 7AM-7 PM
- **Black Mountain Ingles:** 550 NC-9, Black Mountain, 28711, Noon – 4 PM, 6PM-8PM
- **Swannanoa Ingles:** 2299 US 70, Swannanoa, 7 AM – 7 PM
- **Linwood Crump Shiloh Community Center:** 121 Shiloh Road, Asheville, 9 AM – 7 PM
- **Pack Square Park:** 70 Court Plaza, 7 AM – 7 PM
- **Buncombe County Sports Park:** 58 Apac Dr. Candler, 7 AM – 7 PM
- **Fairview Ingles:** 225 Charlotte Hwy, Asheville, Noon-4 PM

Duchas y Baños (Gratis, abiertos al público):

Estaciones de Atención Comunitaria: Abiertos 7 a.m.-7 p.m.	Servicios Disponibles
<ul style="list-style-type: none"> • Asheville: AC Reynolds High School: 1 Rocket Drive *atención médica gratuita* • Asheville: 980 Brevard Rd (At Home Store parking lot) • Asheville: Big Lots/Innsbrook mall, 85 Tunnel Road • Asheville: Buncombe County Sports Park, 58 Apac Dr. *atención médica gratuita* • Asheville: Bethel United Methodist, 1050 Riceville Road • Swannanoa: Ingles, 2319 US Hwy 70 • Swannanoa: Owen Pool, 117 Stone Dr, Swannanoa, NC 28778 • Weaverville: Morgan Hill Baptist Church, 594 Barnardsville Highway 	<p>Duchas, lavandería, carga de electronicos, comida, WiFi, y agua.</p>

Números de Teléfono Importantes:

- Llame al 911 para emergencias que pongan en riesgo la vida
- Centro de Llamadas de One Buncombe: 24/7: (828) 250-6100
- Problemas no urgentes: (828) 250-6650.
- Corte de electricidad con Duke: (800) 228-8485.
- Gas natural con Dominion: (866) 366-4357.
- Línea directa de la Oficina del Fiscal General de Carolina del Norte para denunciar estafas y fraudes: llame al (877) 5-NO-SCAM
- Recursos de Salud Mental:
 - Llame o envíe un mensaje de texto al 988.
 - Línea de Ayuda para Desastres: 1-800-985-5990.
 - Línea de Ayuda NC Peer: 855-PEERS-NC.

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