

Hurricane Helene Resource List

On Sunday, September 30, 2024, U.S. Senator Tim Kaine wrote a [letter](#) to President Biden expressing support for an Expedited Major Disaster Declaration for the Commonwealth of Virginia following significant damage caused by remnants of Hurricane Helene. His advocacy was successful and President Biden [approved](#) an Expedited Major Disaster Declaration for Virginia, which will surge federal resources to impacted areas and help Virginia more quickly respond to and recover from Hurricane Helene's impacts. This builds upon President Biden's earlier [approval](#) of a federal emergency declaration for Virginia, which Kaine also [advocated for](#).

Senator Kaine is continuing to work with federal and state agencies to secure resources and assistance to affected Virginians, and encourages Virginians to consider the following resources:

INDIVIDUAL ASSISTANCE

Under the Expedited Major Disaster Declaration, Virginians in Giles, Grayson, Montgomery, Pulaski, Smyth, Tazewell, Washington, and Wythe, and the City of Galax may apply for Individual Assistance. This list may be expanded to additional localities over time. Individual Assistance provides financial support and direct services for eligible individuals and households impacted by a disaster. You can apply for Individual Assistance here:

<https://www.fema.gov/assistance/individual>. The FEMA Helpline is 800-621-3362.

For in-person support in getting connected with resources or completing assistance applications, residents in Giles, Grayson, Montgomery, Pulaski, Smyth, Tazewell, Washington, and Wythe counties and the City of Galax can visit the [Disaster Recovery Center](#) (DRC) in Damascus Monday through Saturday, 8 AM to 6 PM:

Damascus Shopping Mall
736 North Beaver Dam Avenue
Damascus, VA 24236

Additional DRCs are expected to open in the coming weeks in other Southwest Virginia communities.

GENERAL DISASTER SERVICES

Visit *211 Virginia* for information about basic human needs or general disaster support services:

- Dial 211
- Visit www.211virginia.org.
- Some 211 callers are being routed to emergency response offices in different states. Those people should call 1-800-230-6977.
- The Virginia Department of Emergency Management (VDEM) advises that the best first place to call for disaster-impacted people is their local VDEM office. Every county has one, and the list can be found here: <https://lemd.vdem.virginia.gov/Public/Default.aspx>.

SHELTER AND SUPPLIES

Contact your local emergency management office for details on local sheltering operations and supply needs. You can find their contact information here:

<https://lemd.vdem.virginia.gov/Public/>.

PLEASE VISIT WWW.KAINE.SENATE.GOV/HELENE FOR THE MOST UP-TO-DATE RESOURCES.

Eligible displaced FEMA recipients may receive priority housing placement. More information is available here: https://www.rd.usda.gov/sites/default/files/factsheet/mfh_priorityhousingdisplacedfactsheet.pdf.

FOOD ASSISTANCE

For those who need help accessing food, please visit: <https://www.fns.usda.gov/da/individuals>.

DISASTER RECOVERY

For tips on recovering from a disaster, please visit: www.ready.gov/recovering-disaster.

ROADWAYS

For roadways, the public should report any concerns such as flooding, downed trees or road hazards to VDOT's 24-hour Customer Service Center by visiting my.vdot.virginia.gov or calling 800-FOR-ROAD (367-7623).

CLEANUP / DEBRIS MANAGEMENT

For those who need help with cleanup/debris management you can contact the cleanup hotline for Hurricane Helene at 1-844-965-1386.

STATE PRICE GOUGING PROTECTIONS IN EFFECT

Virginia's Anti-Price Gouging Act prohibits a supplier from charging "unconscionable prices" for "necessary goods and services" following a declared state of emergency.

Items and services covered by these protections include, but are not limited to, water, ice, food, generators, batteries, home repair materials and services, and tree removal services.

If you are impacted by price-gouging, you are encouraged to file a complaint with the Consumer Protection Section of the Attorney General's office:

- By phone at 800-552-9963
- By email at consumer@oag.state.va.us
- Through the online complaint form at <https://www.oag.state.va.us/consumer-protection/index.php/file-a-complaint>

POWER OUTAGES

Access to general power outage data can be found at: <https://poweroutage.us/area/state/virginia>.

The Appalachian Power outage map can be found here: <https://d2oqlp3li76tyy.cloudfront.net/external/default.html>.

To report an Appalachian Power outage, click here: <https://www.appalachianpower.com/outages/report/>.

To sign up for outage alerts, click here: <https://www.appalachianpower.com/account/settings/notifications/>.

HOUSING REPAIRS

For more information on housing repair loans and grants for damages caused by Hurricane Helene, click here:

<https://www.rd.usda.gov/programs-services/single-family-housing-programs/single-family-housing-repair-loans-grants-presidentially-declared-disasters-pilot>.

SMALL BUSINESS ADMINISTRATION (SBA) LOANS

Low-interest disaster loans from the U.S. Small Business Administration (SBA) are available to businesses and residents in Giles, Grayson, Montgomery, Pulaski, Smyth, Tazewell, Washington, and Wythe counties and the City of Galax.

There are three types of loans available to businesses and residents in Giles, Grayson, Montgomery, Pulaski, Smyth, Tazewell, Washington, and Wythe counties and the City of Galax:

- **SBA Business Physical Disaster Loans:** Loans of up to \$2 million to repair or replace disaster damaged property owned by a business, including real estate, inventories, supplies, machinery, equipment, and other business assets. Businesses of any size are eligible. Private, non-profit organizations, such as charities, churches, private universities, etc., are also eligible. The deadline to apply is December 2, 2024. More information is available here: <https://www.sba.gov/funding-programs/disaster-assistance/physical-damage-loans>.
- **SBA Home and Personal Property Loans:** Loans available to homeowners and renters to repair or replace disaster-damaged or destroyed real estate. Eligible homeowners may apply for loans up to \$500,000 to repair or replace their primary residence, and eligible renters and homeowners may apply for loans up to \$100,000 to repair or replace personal property, such as clothing, furniture, cars, and appliances damaged or destroyed in a disaster. More information is available here: <https://www.sba.gov/funding-programs/disaster-assistance/physical-damage-loans>.
- **SBA Economic Injury Disaster Loans (EIDLs):** Working capital loans to help small businesses, small agricultural cooperatives, small businesses engaged in aquaculture, and most private, non-profit organizations of all sizes meet their ordinary and necessary financial obligations that cannot be met as a direct result of the disaster. These loans are intended to assist through the disaster recovery period. The deadline to apply is July 1, 2025. More information is available here: <https://www.sba.gov/funding-programs/disaster-assistance/economic-injury-disaster-loans>.

Small businesses and most private nonprofit organizations in the following adjacent counties are also eligible to apply for EIDLs: Bland, Buchanan, Carroll, Craig, Montgomery, Pulaski, Russell, and Scott counties and the City of Bristol.

FARMERS AND RANCHERS

The Farm Service Agency (FSA) should serve as the primary point of contact for all farmers and ranchers impacted by Hurricane Helene. To find a list of USDA disaster assistance programs, click here: <https://www.farmers.gov/sites/default/files/2022-07/farmersgov-disaster-assistance-brochure-07-21-2022.pdf>.

PLEASE VISIT WWW.KAINE.SENATE.GOV/HELENE FOR THE MOST UP-TO-DATE RESOURCES.

To find your local USDA Service Center, visit <https://www.farmers.gov/working-with-us/service-center-locator>.

You can reach the Farm Service Agency Call Center at 877-508-8364.

VOLUNTEER / DONATE

People wishing to volunteer or donate should consult lists of reputable orgs available at www.virginiavoad.org. You should NOT show up or donate goods spontaneously, as uncoordinated actions outside of organized relief efforts will pull the attention of emergency responders away from urgent needs.

The United Way of Southwest Virginia has set up a volunteer, donation, and resource needs center at 744 N. Beaver Dam Ave., Damascus, VA 24236 (across from Food City). The hours of operation are Monday-Friday from 10:00 AM to 5:00 PM. Individuals can also text DONATE to 247-211 to get an updated list of current needs at the donation center.

RUMOR RESPONSE

We understand there are various rumors being spread regarding available aid and resources for Virginians in the aftermath of Hurricane Helene. FEMA has set up a rumor webpage to clarify their role in recovery and how you can best access resources. Visit [Hurricane Helene: Rumor Response](#) for more information.