



HURRICANE HELENE RECOVERY RESOURCES & INFORMATION

Updated October 3, 2024 – 5pm
Aggregated from numerous sources

MAHEC PATIENT/CUSTOMER INFO

- For MAHEC patients with acute/urgent primary care needs: A walk-in clinic is now available, no appointment necessary, at MAHEC Family Health Center at Enka-Candler, Monday through Friday, 8:30am - 5pm. *All other MAHEC locations are closed until further notice. Watch for more information as power and water outages are restored. If you had a routine appointment scheduled, we will reach out to you to reschedule.*
- Pregnant women at 36+ weeks as well as families with young children, especially newborns, are urged to evacuate WNC. This is a medical recommendation due to the lack of clean water, which is likely to continue for several weeks, according to officials with the City of Asheville water system.
- All in-person Continuing Professional Development events are canceled or taking place virtually; watch for more information.

HOW TO GET MEDICATIONS REFILLED

List of Pharmacies Open in Western North Carolina

- The North Carolina Board of Pharmacy is maintaining a [list of pharmacies in western NC](#) that are open.
- The list is being updated by the Board of Pharmacy every 30 minutes.

Obtaining Prescription Refills

- Emergency rules allow people to go to any open pharmacy with their prescription bottles to get a 30- or 90-day refill on their medications.
- These rules also allow the pharmacy to refill the prescription *even if there are no remaining refills indicated.*
- These types of emergency refill procedures cannot be used to fill prescriptions for Schedule II controlled substances which include pain medications containing hydrocodone or oxycodone and ADHD medications like Adderall and Ritalin.
- All health insurance plans that are licensed to operate in the state are legally responsible to allow and cover prescriptions that are otherwise being filled “too soon” by people who reside in an area that is subject to an emergency declaration.
- It is okay for someone other than the patient to pick up the prescription. Some medications may require the person picking up the medication to have a copy of the patient’s ID, but this is not the case for most medications.

DIALYSIS LOCATIONS

- DaVita Kidney Care nurses are reaching out to patients to coordinate care
- DaVita Greer South – 8080 Brushy Creek Road, Greer, SC 29650
- DaVita Wofford at Home – 8024 White Ave, Spartanburg, SC 29303
- Davita Arden Dialysis Center, 2621 Hendersonville Road
- Davita Waynesville Dialysis Center, 11 Park Terrace Drive
- Davita Weaverville Dialysis, 329 Merrimon Avenue
- Davita Hendersonville Dialysis Center, 1250 7Th Ave East

- Davita Biltmore Home Training, 10 McDowell Street Suite 110
- Davita Asheville Kidney Center, 1600 Centre Park Dr
- Fmc Bma Of Burke County Inc, 814 West Union St

OXYGEN LOCATIONS

Lincare – must bring empty tanks and already be established with Lincare

- Asheville Lincare – 103 Elk Park Drive, Asheville
- Greenville Lincare – 355 Woodruff Road, Greenville

URGENT CARE LOCATIONS

Mercy Urgent Care locations open for community members with non-life-threatening illnesses and injuries:

- Mercy Urgent Care Weaverville, 61 Weaver Blvd; open 8:30am – 6pm
- Mercy Urgent Care West Asheville, 1201 Patton Ave; open 8:30am – 6pm
- Mercy Urgent Care Waynesville, 120 Frazier St, Suite 6; open 8:30am – 6pm
- Mercy Urgent Care Brevard, 22 Trust Ln; open 9am – 5pm
- Mercy Urgent Care Columbus, 140 West Mills St; open 8:30am – 5pm

SHELTERS

- **General public shelter:** AB Tech - 6 Fernhurst Drive, Asheville (use Victoria Road entrance)
- **General public shelter:** Former's Gold's Gym, 1815 Hendersonville Rd, Asheville. Location has a playroom for children, so it may be more suitable for families. No pets are allowed at this location.
- **Medical emergency shelter** for individuals who are dependent on medical equipment requiring power: AB Tech - 10 Genevieve Circle, Asheville. MAHEC providers and staff are providing 24/7 medical coverage for people in this shelter.
- **Corpening Memorial YMCA**, Marion – Open 24/7 as an emergency shelter with shower access 9am-12pm. Open to the public for showers 2-6pm.
- **Red Cross list of shelters:** <http://www.redcross.org/get-help/disaster-relief-and-recovery-services/find-an-open-shelter.html>
- **Others** can be found here: <https://www.readync.gov/stay-informed/open-shelters>

More opportunities

- **Reuter Family YMCA**, Biltmore Park Asheville - open to the public for showers 10am-5pm daily

WATER DISTRIBUTION ***Some also offering food***

- Pack Square Park - 70 Court Plaza, Asheville – *bring own container if available*
- Asheville Middle School - 211 S. French Broad Ave, Asheville. Drive thru, 1 case bottled water/family per day.
- William W. Estes Elementary School - 275 Overlook Road, Asheville ***Also offering food***
- Sand Hill Elementary - 154 Sand Hill School Road, Asheville (enter via Acton Circle) ***Also offering food***
- North Windy Ridge Intermediate School - 20 Doan Road, Weaverville ***Also offering food***
- Fairview Elementary School - 1355 Charlotte Highway, Fairview ***Also offering food***
- Cane Creek Middle, 570 Lower Brush Creek Road, Fletcher ***Also offering food***
- Leicester Elementary, 31 Gilbert Road, Leicester ***Also offering food***
- Estes Elementary, 275 Overlook Rd, Asheville – *bring own container*
- Etowah Elementary, 320 Etowah School Road, Etowah
- Rugby Middle, 3345 Haywood Rd, Hendersonville
- East Henderson High, 150 Eagle Pride Dr, East Flat Rock
- North Henderson High, 35 Fruitland Rd, Hendersonville

- Mills River Town Hall, 124 Town Center Drive, Mills River
- Fletcher Town Hall, 300 Old Cane Creek Rd, Fletcher
- [Other counties & community sites](#) – Information collected by WLOS

More on water

- Full restoration may take weeks. If you have running water, fill bathtubs and other available containers in preparation for loss of service. A boil water advisory remains in effect for customers who have water.
- If you use a private well that was flooded, Buncombe County Heath Dept. recommends avoiding consumption until the water has been tested for contamination. They recommend boiling water before consumption, even if the well wasn't flooded, until testing is complete. More here on water safety: [EPA](#).

FOOD DISTRIBUTION SITES

- **Asheville Middle School**, 211 S. French Broad Avenue, Asheville – Ready-to-eat meals + water
- **Linwood Crump Shiloh Community Center**, 121 Shiloh Road, Asheville – Ready-to-eat meals + water
- **Biltmore Baptist Church**, 35 Clayton Rd, Arden – also offers other resources
- **First Baptist Church**, 63 North Main St.. Weaverville, while supplies last
- **Pigeon Community Center**, 450 Pigeon St., Waynesville – daily meal at 2pm + other resources including power, charging stations, shovels, pet food
- **First United Methodist Church**, 566 S. Haywood St, Waynesville – Food/clothing/shower access 9am – 12pm
- **MANNA Food Bank at WNC Farmers Market** – Food/water, daily 1-4pm through 10/5
- **Walmart**, 250 Highlands Square Dr, Hendersonville – offering hot meals
- **Home Depot**, 795 Fairview Rd, Asheville - meals, hygiene kits, water and more

More opportunities

- **Free ice** at the Home Depot, 795 Fairview Rd, Asheville, until supplies run out. 7lb bags.

CELLULAR & INTERNET SERVICE

- **Verizon**: Temporary towers are available at the Family Justice Center at 35 Woodfin Street, Asheville, and Groce United Methodist Church, 954 Tunnel Road, Asheville.
- **T-Mobile**: Satellite cellular on trucks with cell voice/data + wi-fi and charging stations: Asheville Middle School, 211 S French Broad Ave; Dr. Wesley Grant Southside Community Center, 285 Livingston St, Asheville
- **AT&T**: Public mobile connectivity & charging station at Sam's Club, 645 Patton Ave, Asheville
- **Enka-Candler Public Library**, 1404 Sand Hill Rd, Candler - Wi-Fi available in parking lot; PW: readmore
- **Tips**: As cellular service continues to be restored, periodically turn off your phone, then turn it back on; this will help recalibrate. For iPhone users only: [Instructions for using satellite](#) when cell svc unavailable (IOS 18).

OTHER RESOURCES & TIPS

- **Voting**: If you had to evacuate and need a NC absentee ballot: <https://votebymail.ncsbe.gov/app/home>
You can request the ballot be delivered to your new location. If you have already requested a ballot, contact your county board of elections to cancel that ballot and have one reissued to your new location.
- **Power Outages**: <https://outagemap.duke-energy.com/#/carolinas>
- **Fire Prevention**: If you have no power, Asheville Fire Dept urges you to turn the breakers off at the main panel to prevent a power surge and risk of fire when power returns.
- **Missing Persons**: To report a missing person, use this form: <https://forms.gle/ovyjJ9zfdUcJVHDw6>
- **Disaster Unemployment Assistance**: <https://www.des.nc.gov/>

- **FEMA:** Applications for the Individual Assistance Program, which includes money for emergency housing at hotels, immediate recovery needs and more - call 800-621-3362 or visit [DisasterAssistance.gov](https://www.fema.gov/disaster/assistance) for more information or to get started on an application.
- **Disaster recovery info in NC:** <https://www.ncdps.gov/our-organization/emergency-management/disaster-recovery>
- **Info on financial assistance and housing** following a disaster: <https://www.usa.gov/hurricane-helene>
- **Road Closures:** <https://drivenc.gov/>
- **Gas stations, grocery stores, etc:** Map may be helpful to monitor which are open: <https://helenehelpasheville.usahidi.io/map>

HELPFUL NUMBERS & TEXT ALERTS

- **Non-Emergency Issues:** 828-250-6650
- **Downed Power Lines:** 9-1-1
- **Power Outages/Duke:** 1-800-228-8485
- **Issues with Natural Gas/Dominion:**1-866-366-4357
- **NC Crisis Cleanup line:** 844-965-1386
- **Legal Aid Hotline** (can help with FEMA applications and appeals, replacement of lost/destroyed legal and gov't documents, including driver's licenses): 866-219-5262
- **Buncombe County Alerts:** Sign up for emergency alerts by texting "BCAlert" to 99411
- **Asheville Alerts:** To receive updated information, sign up for AVL Alerts, at www.ashevillenc.gov
- **Free info on health and human services** and resources: Call 211 or visit nc211.org

VOLUNTEER & DONATION OPPORTUNITIES

- **New - Donation Drop-off Site:** Harrah's Cherokee Center, 87 Haywood St. Asheville, at the front door, 9am-5pm daily. Accepting small donations - water, nonperishables, personal care, infant care, pet food/ supplies, disposable plates/utensils, clothing, cleaning supplies, buckets. No refrigerated or flammable items.
- **Blue Ridge Public Radio:** Comprehensive list of a wide variety of opportunities
- **BuncombeReady.org:** Info on financial and non-financial donations, and volunteer opportunities
- **Henderson County Helene Relief**
- **Find Recovery Groups:** [North Carolina Voluntary Organizations Active in Disaster list](#) or find a [group to volunteer with](#). There is also a [national directory with organizations](#) that are helping.