



Public Notice to Polk County Residents - October 7, 2024

Important Numbers

For Emergency Needs – 911

Welfare Checks / Non-Emergency – 828-722-5025 or 828-722-5026

Informational Hotline – 828-722-5086

County Operations

Polk County Government is operating on a normal schedule beginning today, October 7.

Damage Repair and Information

If your home or property has sustained damage, take clear photos of the damage **before making any repairs**. These photos are crucial for insurance claims and repair assessments. For added accuracy, include a frame of reference in the photos—such as a person, a tape measurer, or another familiar object—to help provide perspective on the extent of the damage.

Disaster Recovery Center

County leaders have contacted FEMA representatives to coordinate Disaster Recovery Center (DRC) plans. This effort will help organize support and resources for residents affected by Hurricane Helene, with more information expected in the upcoming week. **Residents can register for FEMA assistance now by visiting <https://www.fema.gov/assistance/individual/program/road-to-recovery>**. An additional Individual and Public Assistance Information Hotline (919)-605-8105 or FEMA helpline at (800) 621-3362.

Essential Needs Distribution

Starting Monday, October 7, the distribution point will be at Tryon International Equestrian Center (2676 John Shehan Road, Mill Spring, NC) from 10:00 a.m. to 6:00 p.m. From Tuesday, October 8, through Sunday, October 13, the center will be open daily from 12:00 to 4:00 p.m. No more donations for human supplies are needed as the site is at capacity. If you wish to volunteer to distribute supplies, you can sign up at <https://bit.ly/3YcW8jp>.

Food and Nutrition Services

Residents of Polk County enrolled in Food and Nutrition Services (FNS) who Hurricane Helene impacted will automatically receive 70% of their September benefits as a replacement on their EBT cards, with no action required. This applies to 23 Western North Carolina counties, including Polk, and provides over \$24 million in aid to more than 200,000 people. FNS participants can check their balances via the ebtEDGE website, app, or by calling 1-888-622-7328. Additionally, participants can temporarily use benefits to purchase hot food until November 3, 2024.

Stay Alert

After a disaster, scammers often target survivors. Stay alert to protect yourself from fraud. Be cautious of fake contractors by verifying credentials, getting written estimates, and avoiding upfront payments. Watch out for fake charities by verifying organizations before donating. Scammers may pose as FEMA representatives; never share personal information unless you know their identity. FEMA representatives will have proper ID and will never ask for money. To report fraud, email StopFEMAFraud@fema.dhs.gov or call 1-866-223-0814. To report price gouging, contact North Carolina Attorney General at (877) 5-NO-SCAM.

Laundry Services

Laundry services will be available at Polk County High School on Tuesday, October 8, from 1:00 p.m. to 5:00 p.m.

Moving Forward

"In the wake of Hurricane Helene, Polk County stands united in the spirit of rescue and recovery. Together, we will support one another, heal our community, and build a future grounded in hope and resilience." – D. Marche Pittman, Polk County Manager

The Best Way to Send Disaster Documents to FEMA

Uploading your documents online is the fastest and easiest way to send them to us. After you apply for FEMA assistance, you can create an online account and upload documentation. Your online account will have a record of what documents were sent and when they were sent. Download the FEMA app or access the site directly by visiting DisasterAssistance.gov.

•• Online steps to upload documents

Step 1

Visit DisasterAssistance.gov

Step 2

Select check status

Step 3

Login or create your online account

Step 4

Select the correspondence tab

Step 5

Select upload center

Step 6

Follow the online instructions

Four things to include on all documents

Name

Last four digits of your social security number

FEMA Application Number: **XXX-XXXX-XX**

FEMA Disaster Number: **DR-XXXX-STATE**

Other ways to provide FEMA documents

Standard Mail:

P.O. Box 10055 Attn: FEMA

Hyattsville, MD 20782-8055

Fax

1-800-827-8112 (**Cover sheet required**)



FEMA