



Public Notice to Polk County Residents: 2024_1003

Important Numbers

For Emergency Needs – **911**

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

Informational Hotline – **828-722-5086**

Damage Repair and Information

As we move forward, we know many are eager to begin repairs and restore a sense of normalcy. Our responders have already begun assessing the overall damages and documenting the situation. We encourage you to take detailed photos and document all personal damages and necessary repairs.

To begin the assistance claim process, please visit [FEMA's Road to Recovery Assistance Program](#).

We will continue to provide additional information as it becomes available and will bring in both state and federal experts to ensure our community has access to all available disaster assistance.

Thank you for your patience and cooperation as we navigate this together.

Essential Needs Distribution

The following drive-through locations will be open to distribute water and basic food. Distribution will be on a first-come, first-served basis and will continue on a day-to-day basis per availability and need.

Distribution Locations | October 4th | Time: 1:00 PM - 5:00 PM

Tryon Equestrian

25 International Blvd, Mill Spring, NC

Tryon Town Hall

301 N Trade St, Tryon, NC

Columbus Town Hall

95 Walker St, Columbus, NC

Saluda Elementary Bus Parking Lot

214 E Main St, Saluda, NC

Sunny View Elementary

86 Sunny View School Rd. Mill Spring, NC 28756

Maximizing the Impact of Donations and Volunteer Efforts

To ensure that all donations and volunteer support are used effectively, we kindly request that you coordinate through BEOC@NCDPS.Gov. This will help us manage resources properly and maintain a safe, efficient response. Please help spread the word: **Unsolicited donations cannot be accepted** due to logistical challenges and safety concerns. Your cooperation allows us to focus on what matters most—assisting those in need.

Meals on Wheels

We are dedicated to ensuring that all clients registered for Meals on Wheels in Polk County receive not only meals but also physical contact during each delivery. Our priority is to provide consistent support, care, and essential nutrition to every client.

Landfill

Open Monday – Friday 8 AM – 4:30 PM / Saturday 8 am – 4:00 pm

Residential Trash - \$10.00 Service Fee Waived October 1st through October 8th

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.”

Survivors' Road to Recovery

1 File Your Insurance Claim

If you have insurance, please file a claim as soon as possible. (flood, homeowner's, renter's, auto, etc.).

2 Apply to FEMA

Assistance may include money for temporary housing, home repair and other disaster-related needs.

Ways to Apply

Online: disasterassistance.gov

Call: 800-621-3362 (711/VRS)

In-Person: Visit your nearest Disaster Recovery Center.

You can find a DRC near you by visiting: fema.gov/drc

4 Apply to Small Business Administration

An SBA Loan is a low-interest loan to help cover disaster-caused damage or for mitigation to help prevent future storm damage.

***They must be paid back.**

- If you do not qualify for a loan, you are referred back to FEMA because you may be eligible for assistance with Personal Property, Transportation, or a Group Flood Insurance Policy. Other types of FEMA assistance are not impacted by a referral to the SBA.
- If you are referred to the SBA you must complete an application before you can be considered for this assistance from FEMA.
- You don't have to accept an SBA loan offer; however, if you are approved and you do not accept it, you will not be referred back to FEMA for these types of assistance.

5 Receive FEMA Decision

FEMA will contact you with an eligibility decision and provide you with a direct deposit or treasury check for eligible funds, along with instructions on how to appeal if you disagree with FEMA's decision or amount provided.

FEMA Home Inspection Completed

Some types of FEMA assistance do not require an inspection. If an inspection is needed, you will be contacted by phone to schedule an appointment. FEMA will contact you if more information or documentation is needed.



FEMA

Survivors can always call FEMA at 800-621-3362 if they have questions or need more information.