

## Hurricane Helene Recovery: Community Resources for North Florida

Below are community and state resources for people recovering from Hurricane Helene.  
Please refer back to this document as information changes.

If you need help with this list or understanding what resources are available in your community, please call our **Florida Blue Center community specialists**. We can help with community and social services like food programs, transportation services, financial and housing assistance programs, community support resources, and many other types of relief programs.

**We're ready to help members and everyone in the community.** Visit one of our local [Florida Blue Centers](#) or call 1-877-352-5830, Monday – Friday, 9 a.m. – 7 p.m. or Saturday, 9 a.m. – 4 p.m.

### Resources North Florida Region

Here are important resources for North Florida residents:

- [FEMA](#)
- [American Red Cross – North Florida Region](#)
- [Ready.gov](#)
- [CDC: Natural Disasters and Severe Weather](#)
- [Meal on Wheels – Find a Provider](#)
- [Feeding the Gulf Coast](#)
- [211 United Way of West Florida](#)
- [United Way Big Bend 211](#)
- [Florida Disaster](#)
- [St. Johns County Emergency Information](#)
- [Duval County Emergency Information at JaxReady.com](#)
- [Jacksonville Beach Disaster-Preparation-Kits](#)
- [Clay County Emergency Management | Phone: 877-252-9362](#)
- Escambia County 850-471-6400
- [Emergency Management \(myescambia.com\)](#)
- [Franklin County Emergency Management](#)
- [Wakulla Emergency Management](#)
- [Sandbags \(Bay, Gulf, Okaloosa, Jackson\)](#)

### Crisis Cleanup

If you need assistance with hurricane damage, call the **Crisis Cleanup Hotline** at 1-800-451-1954. You will be connected to volunteers from local relief organizations, community groups and faith communities.

### Mental Health Resources

Call or text the [Disaster Distress Helpline](#) at **1-800-985-5990**. The national hotline provides free 24/7, crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster.

Family Resource Support Center **1-850-300-HOPE (4673)** to speak to a Hope Navigator.

- The Family Resource Support Center serves as a central hub for the community to access needed resources and supports. The center has staff on site, including Hope Navigators, behavioral health partners who specialize in disaster recovery response, and public benefit eligibility specialists to help individuals and families. The Department will continue to work with local organizations and partners across the state to expand the array of resources that are available to help meet the needs of impacted families.

### Clay County Resources

Here are some important links for Clay County:

- [Clay County Emergency Management](#) | Phone: **877-252-9362**
- Report power outages to [MyClayElectric.com](#) or call **888-434-9844**
- report downed power lines, trees, damage, and get information 24/7: **877-252-9362**
- [Clay Emergency Management Facebook page](#)

**Clay County** provides hurricane and storm shelters as part of its comprehensive response to help individuals, families and communities respond to and recover from disasters.

- **Lake Asbury Junior High:** Special needs shelter — 2851 Sandridge Rd, Green Cove Springs
- **Keystone Heights High School:** General population and pet-friendly shelter — 900 S.W. Orchid Avenue, Keystone Heights
- **Wilkinson Elementary School:** General population — 4965 County Road 218 Middleburg, Florida 32068
- **Orange Park High School:** General population and pet-friendly shelter — 2300 Kingsley Ave, Orange Park

Please keep in mind that the only pets allowed are dogs, cats, rodents (such as hamsters and gerbils), rabbits, and birds. The ADA allows a miniature horse, as long as it provides a service connected to the owner's disability.

### SANDBAGS

Sandbag locations will be open at 7 a.m. Tuesday as weather permits.

Sandbags are limited to 10 per resident. Bags are first come, first served and have a limited supply. The county will refill the sites as needed. You will have to fill up your own bags. Shovels are not provided. Residents should bring their own to fill their bags.

The county will continue to offer bags until they are gone or if it becomes unsafe for our employees to be in the conditions. The county will refill the sites as needed.

Locations:

- **Fleming Island:** Eagle Harbor Soccer Complex, 4387 Lakeshore Drive
- **Green Cove Springs:** Old fire station, 25 Roderigo Avenue
- **Keystone Heights:** City Hall for bags at 555 South Lawrence Boulevard and Keystone Heights Cemetery for sand on State Road 100
- **Orange Park:** Orange Park Athletic Association fields, 1086 From hart Road
- **Middleburg:** Omega Park, 4317 County Road 218

## Dixie County Resources

**Here are some important links for Dixie County:**

### **PRIMARY SHELTERS**

Dixie County High School opens as a shelter location August 29 at 9am. For pet-friendly shelters, please refer to the Alachua County information above.

The Red Cross will be on hand at the shelter to provide cots, minor snacks and drinks. Residents should bring their own bedding and clothing.

### **SPECIAL NEEDS SHELTERS**

For special needs shelter, Bell Middle/High School will open August 29 at 9am. People need to pre-register for this shelter prior to arriving by contacting the Dixie County Health Department.

<https://www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/disaster-response-resources/spns-index.html>

### **SANDBAGS**

Sandbag stations:

Dixie county Road Department at 149 SE 309 St, Cross City. There is a limit of 50 per household.

### **EMERGENCY FOOD PANTRY LOCATIONS**

**Catholic Charities-** Provides services including adoptions, counseling, healing & growth, respite programs, emergency assistance, food pantry and clothes closet. Locations in High Springs and Gainesville and serves Alachua, Bradford, Dixie, Gilchrist, Levy and Union counties.

Visit [www.Catholiccharitiesgainesville.org](http://www.Catholiccharitiesgainesville.org)

**Angel Food Ministries-** Provides food relief and financial support to communities throughout the United States. Food is available in a quantity that can fit into a medium size box at \$30 per unit with no income requirements. For more information and to find the pick-up location closest to you call 770-267-7015 or 1-888- 819-3745.

Visit [www.angelfoodministries.com](http://www.angelfoodministries.com)

**Tri-County Outreach-** Provides food, clothing and furniture to those in need. For more information call 352-493-2310. 708 N. Main Street Chiefland, FL 32693

**Suwanee River Economic Council-** Assists with many services including utilities, home repairs, emergency food, transportation, prescription assistance and respite care. For more information call: Dixie: 352-498-5018 Gilchrist: 352-463-2940 Levy: 352-493-6709 Toll Free: 1-800-597-7579

**United Christian Services of Dixie County-** Provides services including a food pantry, clothes closet, gas vouchers, medicine, some lodging and utility/rent assistance to residents

of Dixie county. For more information call 352- 498-3769. 185 SE 259 Street Cross City, FL 32628.

<https://dixieemergency.org/emergency-management/>

### Duval County Resources

- [Duval County Emergency Information at JaxReady.com](#)
- [Evacuation Shelters](#)
- [Storm debris cleanup](#)

### Duval County Resources

**Here are some important links for Duval County:**

**Duval County** provides hurricane and storm shelters as part of its comprehensive response to help individuals, families and communities respond to and recover from disasters. For registration and information on Special Needs Shelters, please **call 904-630-2489**.

#### GENERAL SHELTERS

Duval County provides general population shelters for North Floridians who have been evacuated from their homes, for those who live in low-lying areas, and for others seeking shelter from a storm. Shelters are alcohol, drug and weapon free. Individuals should come prepared with supplies. **ID cards are not required to enter shelters.**

The 6 shelters will be at:

- Chimney Lakes Elementary
- LaVilla Middle School
- Ocean Way Elementary
- Landmark Middle School
- Atlantic Coast High School
- The Legends Center

Shelters and can accommodate those with special needs. People can check in at any time. There is no cut off and they won't turn you away

#### SPECIAL NEEDS SHELTERS

Duval County strongly encourages residents who require a Special Needs/Medical Shelter during an emergency to please call 6302489. JTA will be offering free transportation to shelters starting at 12:00 p.m. on Tuesday. Take any JTA bus that is marked **Evacuation Shuttle**.

- Atlantic Coast High School

#### PET-FRIENDLY SHELTERS

- Chimney Lakes Elementary
- Landmark Middle School

Duval County anticipates opening pet-friendly shelters during an emergency and reminds families to include pets in their hurricane prep plans:

- Ensure pet vaccinations are current.

- Consider microchipping pets if not already done so to ensure you can find pets in the event you are separated.
- Have a copy of your pet's medical records, which should be included in your "Pet Disaster Kit."
- Arrange for a safe place to stay that permits pets.
- Research places that are pet friendly. (Note – animals are not allowed in Red Cross Shelters, except for service animals, so you may want to stay with a friend or relative, or motel/hotel that is pet-friendly).
- If possible, PLEASE do not leave pets behind during an evacuation or emergency.
- With pending serious weather, bring all households pets inside.

For pet-friendly shelters, individuals are asked to bring a carrier, copy of medical records to ensure pets are current on vaccines, food, water and any necessary medications and identification for the pet.

- [Sandbag Locations](#) — St. Johns County.
- [Sandbag Location](#) --- Duval County

### Escambia County Resources

Here are some important links for Escambia County:

- [Sandbag Locations](#)
- [Evacuation Shelters](#)
- [Escambia County Special Needs Shelter](#)
- [Food Pantries](#)
- [Services for after the storm](#)

**Escambia County** provides hurricane and storm shelters as part of its comprehensive response to help individuals, families and communities respond to and recover from disasters.

### Leon County Resources

Here are some important links for Leon County:

- [Leon County Emergency Management](#) – The Division of Emergency Management coordinates emergency management activities, services, and programs within the county and serves as liaison to the Florida Division of Emergency Management and other local emergency management agencies and organizations. Call **850-606-3700**.
- [LeonReady.com](#). County's 2023 Disaster Survival Guide, a full list of disaster supplies for your disaster bucket, and so much more, to increase your readiness.
- [Sign up for Leon County Emergency alerts](#)
- [View Leon County Disaster survival guide](#)
- Download the [Leon County Citizens Connect Mobile App](#) for information about shelter locations, road closures and service changes
- **Listen to 88.9 WFSU-FM** for the most up-to-date information from local public safety officials
- iHeartRadio will also provide updates on the following stations: WFLA-FM 100.7, WFLF-FM 94.5, WTNT 94.9, KISS-FM 107.1, X-FM101.5, and The Beat-FM 105.3.
- **Call 2-1-1 Big Bend** for community information, services and support any day of the year (850-617-6333).
- For updates on City of Tallahassee Utilities and other City services, visit [Talgov.com](#).

**Sandbag Locations**- Starting Monday, September 23<sup>rd</sup> at 12:00pm. Leon County will staff the following sites to assist residents from 8am-5pm in quickly filling sandbags.

- **Northeast Branch Library: 5513 Thomasville Rd.**
- **Apalachee Regional Park: 7550 Apalachee Pkwy.**
- **Fred George Park: 3043 Capital Circle NW**
- **Intersection of Oak Ridge Rd. and Rancho Rd.**
- **Fort Braden Community Park: 15000 Blountstown Hwy**
- **Jack McLean Community Center: 700 Paul Russell Rd.**
- **Mike Blankenship Skate Park: 2909 Jackson Bluff Rd.**
- **Northwood Parcel: 1940 North Monroe Street, near El Jalisco**

Sandbags are limited to 25 bags per household.

### **SHELTERS**

- **Fort Braden Elementary: 15100 Blountstown Hwy**
- **Chiles High School: 7200 Lawton Chiles Lane**
- **Rickards High School: 3013 Jim Lee Road**
- **Lincoln High School: 3838 Trojan Trail**
- **Rickards High School: 3013 Jim Lee Rd**
- **Godby High School: 1717 W Tharpe St,**
- **Sail High School: 2006 Jackson Bluff Rd**
- **Fairview Middle School: 3415 Zillah St**

\* Please note, Chiles High School and Rickards High School are the recommended pet accessible locations. All other shelters are pet accessible with limited accommodations. View a [map of the locations here](#).

When evacuating from a hurricane and seeking shelter, it's crucial to be well-prepared to ensure the safety and well-being of both you and your pets. Always prioritize the most essential items as space may be limited.

If you have special needs, please contact the Leon County Citizens Information Line at 850-606-3700.

### **Levy County Resources**

**Here are some important links for Levy County:**

#### **PRIMARY SHELTERS**

- **Williston Elementary School- 801 South Main Street Williston  
Capacity: 775**

- Williston Middle High School- 350 Robert Philpot Way Williston, FL  
Capacity: 800

### **SECONDARY SHELTERS**

- Chiefland Elementary School- 1205 NW 4th Ave Chiefland, FL  
Capacity: 820
- Chiefland Middle School- 811 NW 4th Drive Chiefland, FL  
Capacity: 800
- Joyce Bullock Elementary School- 130 SW 3rd St Williston, FL  
Capacity: 775

The Red Cross will be on hand at the shelter to provide cots, minor snacks and drinks. Residents should bring their own bedding and clothing.

### **SPECIAL NEEDS SHELTERS**

Bronson Elementary School (Special Needs Only)- 400 Ishie Avenue Bronson, FL  
Capacity: 800

<https://snr.flhealthresponse.com/Home/Index>

### **PET FRIENDLY SHELTER**

Bronson Middle/High School-351 - Ishie Ave. (C32) Bronson, FL  
Capacity: 800

\*\*\*Citizens with animals that need to be sheltered need to bring a crate, food, bottled water (1 gallon jug per animal) and any medications. Owners must provide Rabies vaccine certificate and proof of distemper parvo/ feline distemper vaccine. Levy County Animal Services will provide vaccines for addition \$10.00 per vaccines. All animals will be sheltered at the Levy County Animal Control shelter if you cannot provide proof of vaccinations. Citizens who have pet questions should call (352) 486-5138.

### **SANDBAGS**

Sandbag stations:

- Gulf Hammock Fire Station
- Cedar Key Community Center
- Rosewood Baptist Church
- Yankeetown Water Plant
- Inglis Municipal Building
- Bronson Town Hall
- Chiefland Maintenance Yard
- Fowler's Bluff Fire Station
- Morriston Fire Station 11
- Fanning Springs Fire Station
- Empty lot across from the Williston Police Department

### **EMERGENCY FOOD PANTRY LOCATIONS**

**First United Methodist Church of Williston-** Provides a food pantry. Serves: City of Williston, Morriston, and immediate surrounding areas. One visit every three months per



household for food pantry services. Pantry Hours: Tuesday and Thursday 9:00am - 12:00pm  
For more information, please call **(352) 528-3636**.

**Bronson United Methodist Church-** Provides a food pantry. Serves: Levy County Pantry  
Hours: The 1st Friday of every month 9:00am Once a month on a Thursday in the parking lot  
Catholic Charities 12:30pm For more information, please call. **(352) 372-0294**

**Tri-County Outreach Food Pantry Chiefland-** Food Pantry for the needy. Hours: Monday -  
Thursday 10:00 am - 3:00 pm Onsite Thrift Store Hours: 10:00 am - 3:00 pm For more  
information, please call **(352) 493-2310**.

**Unity of Life Foundation-** Unity of Life Foundation, a food bank. Serves: Levy County  
Florida. The program's focus is to identify and utilize resources for food, clothing and shelters  
in order to eliminate hunger, homelessness and poverty among low-income individuals and  
families. Please call **(562) 225-0566**.

**Love Levy Community Help Center- Morriston Baptist Church-** Love Levy has a clothes  
closet and food pantry to help those who come. We do not charge for any of our services. We  
also offer references for other help centers in the area as we are made aware of them. Love  
Levy Hours: The 4th Sunday of the month 2:00pm - 4:30pm For more information, please call  
**(352) 528-4080**.

<https://www.levydisaster.com/>

### St. Johns County Resources

**Here are some important links for St. Johns County:**

- [St. Johns County Emergency Information](#)
- [Sandbag Locations](#) — No Sandbag locations for Jacksonville. Just St. Johns County.
- [Evacuation Locations](#)
- Register for Nixle Alerts by **texting StJohnsEOC to 888777**
- Monitor [sjcfl.us/hurricane](http://sjcfl.us/hurricane) for all storm-related updates
- Call the St. Johns County Emergency Management Citizen Information Line at 904-824-5550 with any storm-related questions.
- Questions about FEMA IHP (individuals and household program)? Call the FEMA disaster helpline at **1-800-621-FEMA**. Hearing/speech impaired, call TTY 1-800-462-7585

### St. Johns County Resources

**Here are some important links for St. Johns County:**

**St. Johns County** provides hurricane and storm shelters as part of its comprehensive response to help individuals, families and communities respond to and recover from disasters.

#### GENERAL SHELTERS

St. Johns County provides general population shelters for North Floridians who have been evacuated from their homes, for those who live in low-lying areas, and for others seeking shelter from a storm. Shelters are alcohol, drug and weapon free. Individuals should come prepared with supplies. *ID cards are **not** required to enter shelters.*

St. Johns County will open two storm shelters to the public at 5 p.m. Tuesday

- Solomon Calhoun Community Center 1300 Duval St., St. Augustine General Population and Pet Shelter



- St. Johns County Health and Human Services Building 200 San Sebastian View, St. Augustine Special Medical Needs Shelter

### **SPECIAL NEEDS SHELTERS**

- St. Johns County Health and Human Services Building 200 San Sebastian View, St. Augustine Special Medical Needs Shelter

### **PET-FRIENDLY SHELTERS**

- Solomon Calhoun Community Center 1300 Duval St., St. Augustine General Population and Pet Shelter

St. Johns County pet-friendly shelters during an emergency and reminds families to include pets in their hurricane prep plans:

- Ensure pet vaccinations are current.
- Consider microchipping pets if not already done so to ensure you can find pets in the event you are separated.
- Have a copy of your pet’s medical records, which should be included in your “Pet Disaster Kit.”
- Arrange for a safe place to stay that permits pets.
- Research places that are pet friendly. (Note – animals are not allowed in Red Cross Shelters, except for service animals, so you may want to stay with a friend or relative, or motel/hotel that is pet-friendly).
- If possible, PLEASE do not leave pets behind during an evacuation or emergency.
- With pending serious weather, bring all households pets inside.

For pet-friendly shelters, individuals are asked to bring a carrier, copy of medical records to ensure pets are current on vaccines, food, water and any necessary medications and identification for the pet.

- [Sandbag Locations](#) — No Sandbag locations for Jacksonville. Just St. Johns County.

### **Taylor County Resources**

**Here are some important links for Taylor County:**

#### **PRIMARY SHELTERS**

Mandatory evacuation orders in effect for people who reside in mobile homes or sub-standard housing.

#### **Comfort Sites**

**These comfort sites remain open during daylight hours:**

- **3710 Alton Wentworth Rd**

- **1313 1st Ave North**
- **Keaton Beach Boat Ramp**
- **2128 S. Byron Butler Pkwy**
- **10400 Fish Creek Rd**

### **Food Sites**

**These food sites remain open today:**

- **Walmart—1900 S Jefferson St**
- **Marina at Dead Man's Bay--104 1st Ave S**
- **Winn-Dixie Red Cross--2057 S Byron Buttler**
- **Rose Head Park (evenings)--618 S Washington St**
- **Steinhatchee Fish Company—1503 Rives Ave**
- **Bird Rack—16260 Beach Road**

### **SPECIAL NEED SHELTERS**

<https://www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/disaster-response-resources/spns-index.html>

### **Pantries**

TCFR pantries are open to serve the community 40 hours a week. Hours are Monday through Friday 8:30am to 4:30pm. Our pantry is the only full-time pantry to serve Taylor County.

<https://tcfamilyresources.org/pantries/>

\*First Assembly of God of Perry Florida, 828 W Julia St, 32347, (850)584-7349, 3rd Saturday, 9am

\*Stewart Memorial AME Church, 1113 W Hampton Springs Ave, 32348, (850)233-3370, 3rd Saturday, 1pm

\*Sowers of the Seed, 804 1st Ave SE, 32359, (850)295-3787, 1st Tuesday, 9am-12pm

[https://www.taylorcountygov.com/residents/emergency\\_operations\\_center.php](https://www.taylorcountygov.com/residents/emergency_operations_center.php)



**Get Connected. Get Help.™**

**Call:** 211

**Text:** Your zip code to 898211

**Chat:** [online here](#)

United Way's 2-1-1 is Central Florida's 24/7/365 information and assistance hotline during natural disasters, and throughout the year, for connecting with community resources, like:

- Shelter information and housing assistance
- Sandbags, tarps and other storm supplies
- Evacuation routes and road closures
- Food, clothing and hygiene locations
- Special needs registry and medical supplies
- Emotional and crisis support

To search for resources in your area using our online database, visit [UW211Help.org](http://UW211Help.org).

## After Storm Resources Information

### Emergency food pantry locations

**Phone:** 407-295-1066

**Website:** [Feed Hope Now](#)

### Red Cross Shelters

**Phone:** 407-894-4141 (local) or 800-733-2767 (Toll Free National)

**Website:** [Red Cross: Find an open shelter](#)

## **FEMA Federal Emergency Management Agency**

**Apply for assistance:** [DisasterAssistance.gov](https://www.disasterassistance.gov)

**Phone:** 800-621-3362

**Website:** [FEMA.gov](https://www.fema.gov)

**Twitter:** [@FEMA](https://twitter.com/FEMA)

## **Utility Service Provider: Florida Public Service Commission**

Program provides an [online locator tool](#) for public, private and city utility providers. for public, private and city utility providers.

## **Volunteers Needed**

Volunteers are needed to staff our state's shelters and support other disaster relief organizations.

- Heart of Florida United Way – Disaster Response Team. [Sign up here.](#) .
- Volunteer Florida – Disaster Action Team Responders, Disaster Mental Health Services, and Food Banks. [Sign up here.](#)

## **Disaster Distress Helpline**

Provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. **Call 800-985-5990 or text TalkWithUs.**

## **Veteran Assistance**

**Taylor County Veterans in need of healthcare or other services visit address below:**

**1224 N. Peacock Ave., Perry, Florida 32347**

**Mosquito Control: (850) 838-3539**

# **Florida Hurricane Resources**

## **Florida Disaster State Emergency Response Team (SERT)**

**Website:** [FloridaDisaster.org](https://www.floridadisaster.org)

**Phone:** 1-800-342-3557

**Twitter:** [@FLsert](https://twitter.com/FLsert)

**Facebook:** [@FloridaSERT](https://www.facebook.com/FloridaSERT)

**Alerts:** Text **FLPrepares** to 888777 to have alerts sent straight to your phone

## **FEMA Federal Emergency Management Agency**

**Phone:** 1-800-621-3362

**Website:** [FEMA.gov](https://www.fema.gov)

**Twitter:** [@FEMA](https://twitter.com/FEMA)

## **Florida Special Needs Registry**

**Website:** [FloridaDisaster.org/snr/](https://www.floridadisaster.org/snr/)

HYPERLINK "https://snr.floridadisaster.org/SignIn?ReturnUrl=%2f" **Phone:** 800-374-9689

**Special needs by county:** [FloridaDisaster.org/disability/specialneeds](https://www.floridadisaster.org/disability/specialneeds)

<https://florida>

## Additional Resources

5-1-1

Contact 5-1-1 for information about traffic and evacuation routes.

**Call:** 5-1-1

**Website:** [fl511.com](https://fl511.com)

**Twitter** [@fl511\\_central](https://twitter.com/fl511_central)

**Text alerts:** [fl511.com/personalizedservices](https://fl511.com/personalizedservices)

**App:** [Find here](#) Find here

### GasBuddy

Check GasBuddy for live updates on fuel availability

**App:** [GasBuddy.com/app](https://GasBuddy.com/app)

### Price Gouging Hotline

Report instances of price gouging on hurricane supplies

**Phone:** 1-866-966-7226

### Ready.Gov

Step-by-step plan on how to prepare from days to hours before a hurricane: [Ready.gov/hurricanes](https://Ready.gov/hurricanes)