

SBA Loans

Through Aug. 30, 2025, businesses and residents can get help applying for low-interest disaster loans from the U.S. Small Business Administration (SBA) at the Disaster Loan Outreach Centers.

- **Orange County:** 203 South Greensboro St., Carrboro
Hours are M-F; 8:30 a.m. – 5 p.m.; 10 a.m. – 2 p.m. on Saturday
- **Alamance County:** 319 N. Graham-Hopedale Road, Burlington
Hours are M-F; 8 a.m. – 5 p.m.; 10 a.m. – 2 p.m. on Saturday
- **Durham County:** 221 Milton Road, Durham
Hours are M-F; 10 a.m. – 5 p.m.; 10 a.m. – 2 p.m. on Saturday

Walk-ins are accepted, or in-person appointments may be scheduled in advance at appointment.sba.gov.

Online applications will be accepted until September 23, 2025, for physical damage and April 27, 2026, for economic injury at lending.sba.gov.

Individual Assistance Grants

Governor Josh Stein has declared Tropical Storm Chantal a Type I State Disaster, which allows North Carolina to activate state-funded individual assistance grants for people affected by the storm. These grants may be used for needs such as temporary housing and rental assistance, replacement of personal property, medical or dental expenses, or funeral or burial expenses resulting from the emergency.

To be eligible for State Individual Assistance, applicants must visit one of the disaster recovery centers that have been set up in impacted communities through August 30:

- **Orange County:** 203 South Greensboro St., Carrboro
Hours are M-F; 8:30 a.m. – 5 p.m.; 10 a.m. – 2 p.m. on Saturday
- **Alamance County:** 319 N. Graham-Hopedale Road, Burlington
Hours are M-F; 8 a.m. – 5 p.m.; 10 a.m. – 2 p.m. on Saturday
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For general individual assistance information inquiries, survivors can call the North Carolina Emergency Management individual assistance hotline at 919-825-2378. For more information, visit ncdps.gov/chantal.

General Resources

- **American Red Cross**
www.redcross.org/local/north-carolina.html
919-489-6541 or 800-RED-CROSS (800-733-2767)
24 hours a day



- **Orange County Planning and Inspections**
For inspections, erosion control, stormwater, stream buffer and floodplain issues.
www.orangecountync.gov/792/Planning-Inspections

Cleanup

- **Crisis Cleanup**
Connect with volunteers from local relief organizations for help with cleanup, trees, tarping and debris removal. monkeylink.co/244971 or 910-218-1569
- **North Carolina Forest Service**
Tree hazard assessments for trees on private property.
www.ncagr.gov/divisions/nc-forest-service
- **Team Rubicon**
Veteran-led organization that provides cleanup services, debris management, roof tarping and tree work. Get information on crisis cleanup and from FEMA on cleanup.
teamrubiconusa.org

Insurance

- **FEMA: National Flood Insurance Program**
Learn how to start your flood insurance claim if you are a policyholder.
www.floodsmart.gov/recover/start-a-claim
- **Insurance Claims Assistance**
Legal Aid of North Carolina: www.legalaidnc.org or 866-219-5262
legalaidnc.org/resource/insurance-claims-and-appeals/
- **North Carolina Department of Insurance**
Learn about public insurance adjusters and get help navigating insurance claims and filing complaints against insurance companies.
www.ncdoi.gov

Basic Needs

- **Triangle Mutual Aid has an ongoing Google Document**
Updated information on shelter, water, food donations and other resources. www.orangecountync.gov/TMA
- **Diaper Bank of North Carolina**
Free diapers, pull-ups, wipes, baby formula, adult care and feminine products. 919-886-8085 or info@ncdiaperbank.org
www.ncdiaperbank.org

Diaper Bank products are distributed at these locations:

- **Durham Community Food Pantry**
2020 Chapel Hill Road, Suite 30 in Durham, 919-286-1964
- **El Centro Hispano** (open to current clients only)
201 West Weaver St. in Carrboro, 919-945-0132
- **Orange County Department of Social Services**
113 Mayo St. in Hillsborough, 919-245-2800
- **Orange County Health Department** (open to current clients only)
Whitted Human Services Center, 300 West Tryon St. in Hillsborough, 919-245-2400
- **PORCH**
104 N.C. 54, Suite R, Private Mailbox 247 in Carrboro, 919-338-9505

Food

- **Food Bank of Central & Eastern North Carolina**
2700 Angier Ave., Suite A in Durham, 919-956-2513
foodbankcenc.org
- **Meals on Wheels Orange County, NC**
919-942-2948 or operations@mowocnc.org
www.mowocnc.org
- **N.C. Cooperative Extension**
Updated list of food distributions, pantries and other food security support resources in Orange County.
orange.ces.ncsu.edu/foodsecurity/find-food-in-orange-county
To have your program added, contact Jonathon Smith: jonathon_smith@ncsu.edu, 919-245-2057 or orange.ces.ncsu.edu.
- **Orange Congregations in Mission**
919-732-6194 or ocim300mill@mindspring.com
www.ocimnc.org

Health Information

- **Disaster Recovery Health and Safety**
Information and resources to assist you after severe weather or other disasters.
www.ncdhhs.gov/assistance/disaster-recovery-health-and-safety
- **Guidance on Disinfecting Water Wells**
Download English and Spanish versions:
www.ncdhhs.gov/assistance/hurricane-helene-recovery-resources/hurricane-helene-recovery-communications-toolkit#WellDisinfection-7457

- **Mosquito Bites and Vector-Borne Diseases**
Guidance on how to reduce mosquito exposure and stay safe from illnesses like West Nile and dengue after flooding.
www.ncdhhs.gov/assistance/disaster-recovery-health-and-safety
- **Orange County Health Department**
Recovery disaster information and health and Family Success Alliance services
www.orangecountync.gov/204/Health-Department
- **Water Restoration Guidance**
Download English and Spanish versions:
www.ncdhhs.gov/assistance/hurricane-helene-recovery-resources/hurricane-helene-recovery-communications-toolkit#WaterRestoration-7473

Housing

Orange County residents facing a housing crisis as a result of Tropical Storm Chantal can call 919-245-2800 from 8 a.m. to 5 p.m. weekdays to speak with a social worker about local support that may be available. Most resources require a financial eligibility determination, and documentation of damage will be needed.

- **Habitat for Humanity of Orange County, North Carolina**
Home repair. www.orangehabitat.org
- **Housing/Partnership to End Homelessness**
Housing resources and referrals.
www.ocpehnc.com
- **North Carolina Housing Search**
A free service to list and find housing. 877-428-8844 (toll free) 9 a.m.-8 p.m. weekdays. Dial 7-1-1 for teletypewriter.
NCHousingSearch.org.

How to Help with Recovery

The best way to support recovery efforts is by donating to trusted disaster relief efforts.

- **N.C. Voluntary Organizations Active in Disaster (VOAD)**
Coordinates and trains volunteers to safely assist with storm cleanup and to provide other emergency services.
www.ncvoad.org/donate
 - **Orange County Arts Commission**
Financial support is needed to rebuild.
artsorange.org/give
 - **Tropical Storm Chantal Community Giving Fund**
Supports local recovery efforts across Orange County and the towns of Carrboro, Chapel Hill and Hillsborough.
www.orangecountync.gov/ChantalFund
- Unplanned volunteers and donations can slow recovery. To volunteer, register with groups like:
- **N.C. Voluntary Organizations Active in Disaster**
www.ncvoad.org

- **Red Cross**
www.redcross.org/local/north-carolina.html
- **Team Rubicon**
teamrubiconusa.org

Neighbors helping neighbors is always encouraged.

Be cautious of scams or suspicious offers. Volunteers should show their credentials. They should not ask you for personal, sensitive information.

Human Services

- **Alliance Health**
877-223-4617 (available 24 hours)
- **Disaster Distress Helpline:**
800-985-5990
- **El Futuro**
919-688-7101 or elfuturo-nc.org
- **Freedom House Recovery Center**
866-275-9552 or 919-967-8844
freedomhouserecovery.org
- **Mental Health**
Crisis 988 Lifeline
Text or call 988 or chat www.988lifeline.org

Tipping Fees

Through Aug. 9, 2025, Orange County Solid Waste has waived all tipping fees at waste and recycling centers for demolition and construction debris from properties directly impacted by Tropical Storm Chantal.

For more information, go to **ReadyOrange.org**

