

# Disaster Services



**VOLUNTEER TENNESSEE** is the Governor's commission for volunteerism and community service. We are also the state's lead agency for volunteers and donations in times of disaster under the [Tennessee Emergency Management Plan \(TEMP\)](#). We build capacity and sustainability in Tennessee's volunteer sector. Annually, Volunteer Tennessee provides AmeriCorps grants and volunteer center grants to local agencies throughout the state so they can engage volunteers to meet local needs in education, social services, health and wellness, public safety, and the environment. Please check out our resources below and in the left-hand navigation column. For more information, please email [volunteer.tennessee@tn.gov](mailto:volunteer.tennessee@tn.gov).

## **INFORMATION**

The [Get Connected. Get Answers. United Way – 211 Helpline](#) is a free and confidential service helping people find the local resources they need for help in times of crisis and beyond. 211 is a free and confidential service helping people find the local resources they need for help in times of crisis and beyond. Dial 211 or text your zip code to 898-211 to get started.

## **STAY SAFE, STAY INFORMED!**

- [Be Prepared](#)
- [Know Your Alerts](#)
- [Take Action](#)

## **MONITORING A SEVERE WEATHER & FLOODING EVENT**

For updates and forecasts specific to your region, follow your local National Weather Service:

- [NWS Memphis](#)
- [NWS Nashville](#)
- [NWS Morristown](#)
- [NWS Huntsville](#)

## **EMERGENCY SHELTER INFORMATION**

The Tennessee Emergency Management Agency – TEMA maintains a [map of open or established shelters](#) during weather events. The map is frequently updated to reflect the status of county or local shelter operations in Tennessee. [TEMA Shelters Map](#). We encourage Tennesseans to connect with local officials to identify safe places and their operational procedures ahead of a weather event. For further assistance, please contact your [local emergency management agency](#).

- If you have been impacted by the April 2025 severe weather and flooding, there have been several shelters, both American Red Cross managed and independently operated, that have been opened to assist affected Tennesseans.

- To locate Emergency Shelter options by zip code, visit the [American Red Cross](#) or [Salvation Army](#) websites or call **1-800-RED-CROSS**.
- Download the [FEMA Mobile App](#) to find open shelters. Or text **SHELTER** and your zip code (for example, "SHELTER 01234") to 4FEMA (43362).
- **For Spanish Shelter Information - Información del refugio texto REFUGIO y su código postal al 4FEMA (43362).**

### **DISASTER RECOVERY RESOURCES AND PROTECTIVE ACTIONS**

- Do not enter damaged buildings or hazardous locations.
- Hire only licensed contractors and do not pay the total amount before the work is complete. More tips for consumers after a disaster can be found at <https://www.tn.gov/commerce/disasters>
- Avoid downed power lines.
- If your house or property sustained damage, take pictures before cleanup efforts, and contact your insurance company.

### **CRISIS CLEAN UP**

The Crisis Cleanup organization tries to connect survivors who need help, with volunteer groups who can help. The [Crisis Cleanup Hotline](#) is active for the for Tennesseans with storm damage. **Call 615-488-1875** for assistance. Crisis Cleanup can help with fallen trees, drywall, flooding, and appliance removal, tarping, and mold mitigation. All services are at no cost, but work is not guaranteed due to need. At this point, the hotline will remain open until April 18, 2025.

- **For damage assistance, call Crisis Cleanup at 615-488-1875** or contact your Tennessee [local emergency management agency](#).
- **Los sobrevivientes que necesitan asistencia pueden llamar Crisis Cleanup al 615-488-1875.**
- Please visit our [DISASTER RECOVERY RESOURCES](#) page for more information.

### **DISASTER DONATIONS**

In the event of a major disaster, we can assume the public will want to help in any way they can. However, often large quantities of unsolicited donations may be sent or delivered to an affected area whether they are requested or not. These extra or unneeded donations may overwhelm the capability of the local community to distribute them and hinder response operations. We ask that you please **never donate unsolicited goods, such as used clothing, used toys, miscellaneous household items, medicine, or perishable food**. Instead, **monetary donations (check/credit card) are preferred and the most effective way to give** voluntary agencies and faith-based organizations flexibility to provide the aid that is needed.

And please only give to trusted, reputable, voluntary, or charitable organizations, and funds. Donations are also critical even after disasters are no longer in the headlines. We encourage anyone wish to donate, to work with reputable non-profit organizations. Below is information on funds that are working directly with the impacted counties and survivors. Please see our [DISASTER DONATIONS page](#) for more information, or **visit the following reputable Tennessee organizations.**

- [Community Foundation of West TN: Disaster Relief](#)
- [Community Foundation of Middle Tennessee \(CFMT\)](#)

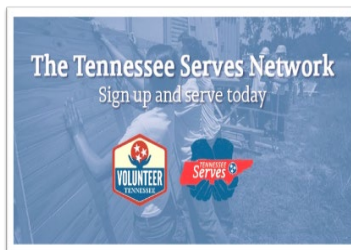
- [West Tennessee Disaster Relief Fund | United Way of West Tennessee](#)
- [United Way of Greater Nashville: Help Support 2025 Disaster Relief Fund](#)

## **DISASTER VOLUNTEER OPPORTUNITIES**

[Tennessee Volunteer Organizations Active in Disasters \(VOAD\)](#) has a list of reputable non-profit organizations on their website.

- Nashville, go to [www.nashvilleresponds.com](http://www.nashvilleresponds.com)
- Clarksville/Montgomery County, go to [www.cmcresponds.org/get-involved](http://www.cmcresponds.org/get-involved)
- Wilson County, go to [www.volunteernetworktn.org](http://www.volunteernetworktn.org)
- To volunteer with an affiliated volunteer organization in Tennessee, check out [www.tnvoad.org/current-members/](http://www.tnvoad.org/current-members/) for a list of organizations.
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## **Tennessee Serves Network**



Volunteer Tennessee strongly encourages potential volunteers to seek training and pre-affiliate with a recognized disaster response organization in advance of a disaster. Potential volunteers can register for disaster-related opportunities through the [Tennessee Serves Network](#). Also, if you are an organization you can post or individuals can find a volunteer opportunity near you, visit the [Tennessee Serves Volunteer Portal](#). Please visit our [Disaster Volunteer Opportunities](#) page for more information.

## **Community Emergency Response Team (CERT)**



Volunteer Tennessee also supports locally led [Community Emergency Response Teams \(CERT\)](#). Don Sowers, our Volunteer Tennessee manager of Disaster Services, is the acting State Community Emergency Response Team (CERT) coordinator for local CERT programs in Tennessee. Volunteer Tennessee facilitates local CERT program formation, guidance, registration, communications, and collaboration. We also act as a liaison to

FEMA for locally led CERT programs in Tennessee.

**CERT training** teaches people about emergencies and disaster preparedness for themselves, their families, neighbors, co-workers, and local communities. CERT programs support and enhance existing response and recovery capabilities, and CERT trained volunteers can participate in local events and efforts to increase the preparedness and resilience of the workplace, schools, and the community. To learn more, please see our [Volunteer Tennessee - Resource Guide to Starting or Revitalizing a Local CERT Program](#). It has several hundred links to training resources, numerous videos, and more information about CERT.

If you are considering forming a local [CERT program](#) for your community, workplace, organization, agency, house of worship, campus, school, or HOA and would like additional information about CERT emergency preparedness training, please contact [don.sowers@tn.gov](mailto:don.sowers@tn.gov) so we can offer our assistance.

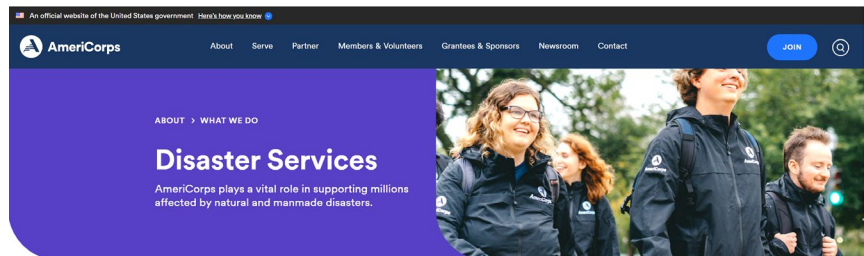
"Thanks for Taking the Time to be Prepared." MC

## [EMERGENCY PREPAREDNESS IN TENNESSEE](#)

### [9/11 Day National Preparedness Month Webinar](#)



Volunteer Tennessee, whose mission is to promote volunteerism and community service in the State of Tennessee, partnered with [AmeriCorps Disaster Service Unit \(DSU\)](#) to present this FREE video of a [9/11 Day Emergency Preparedness Webinar](#), which featured many [tips on personal emergency preparedness](#) and how individuals can [volunteer in times of disaster](#).



AmeriCorps partners with federal, state, and local agencies and nonprofit organizations for disaster preparedness, response, recovery, and resiliency. The Disaster Services Unit leads coordination efforts across all phases of disaster services, providing technical assistance, volunteer management, training support, and more. [Learn more about AmeriCorps' disaster services framework](#).

**To personally prepare for a disaster, please visit our [Volunteer Tennessee - Emergency Preparedness webpage](#) for more information.**