

## Disaster Services



**VOLUNTEER TENNESSEE** is the Governor's commission for volunteerism and community service, and the state's lead agency for volunteers and donations during disasters under the [Tennessee Emergency Management Plan \(TEMP\)](#). We build capacity and sustainability in Tennessee's volunteer sector, providing AmeriCorps and volunteer center grants to local agencies to address needs in education, social services, health, public safety, and the environment. For more info please email [volunteer.tennessee@tn.gov](mailto:volunteer.tennessee@tn.gov)



**CERT training** teaches people about emergencies and disaster preparedness for themselves, their families, neighbors, co-workers, fellow students, 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 their homes, workplace, schools, houses of worship, and the community. Learn about [local CERT programs in Tennessee](#).

### ➤ Winter Weather Emergency: Shelters & Resources

Due to severe winter weather, Governor Bill Lee declared a State of Emergency on January 22, 2026. Below are resources for those affected by snow, sleet, and freezing rain.

#### [TEMA Sheltering - Warming Centers List](#)

**WARMING CENTERS** The Tennessee Emergency Management Agency (TEMA) has developed a list of shelters established by local counties for those who may be in need. TEMA will update this website regularly through the winter weather system, as needed. For further assistance, please contact your [local emergency management agency](#).

- To locate additional Emergency Shelter options by zip code, visit the [American Red Cross](#) or [Salvation Army](#) websites or call **1-800-RED-CROSS**.
- See [DisasterAssistance.gov](#) or download the [FEMA Mobile App](#) to find open shelters. Or text 4FEMA (43362). Type **SHELTER** and your **zip code** (For example, if you lived in Nashville type SHELTER 37203 in your text to locate a shelter).
- **Spanish Shelter Information - Información del refugio texto REFUGIO y su código postal al 43362.**

### ➤ Traffic & Weather Updates

#### [TDOT - SmartWay](#)



SmartWay provides up-to-date [traffic information map](#) on our highway system. This system includes TN511, the TDOT - HELP

program and Intelligent Transportation System help keep Tennessee traffic moving so motorists are safe and efficient in their travels.

## National Weather Service (NWS)

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

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

## ➤ **Education - Links for School Closings**

- **East TN:** <https://www.wbir.com/closings>
- **Upper East TN:** <https://www.wjhl.com/weather/closings/>
- **Middle TN:** <https://www.newschannel5.com/weather/school-closings-delays>
- **West TN:** <https://wreg.com/weather/closings>

## ➤ **Get Help - Disaster Recovery Resources**

### CRISIS CLEANUP



The graphic is for Crisis Cleanup's Jan 2026 Winter Storms Home Cleanup Hotline. It features the Crisis Cleanup logo at the top left. The main text reads "JAN 2026 WINTER STORMS HOME CLEANUP HOTLINE (844) 965-1386". Below this, it says "If you need assistance with damage from the Jan 2026 Winter Storms, call the number above to ask for help. We will connect you with volunteers from local relief organizations, community groups and faith communities who may be able to assist with: Cut fallen trees, Pile debris & garbage at curb, Tarping roofs, Muck out". It also includes a small illustration of people and a house. At the bottom, it says "All services are free, but service is not guaranteed due to the overwhelming need. This hotline will remain open through February 13, 2026." and "PLEASE NOTE: This hotline CANNOT assist with social services such as food, clothing, shelter, insurance, or questions about FEMA registration. Volunteers work free of charge and provide the tools and equipment necessary to complete the work."

Crisis Cleanup is a volunteer organization which tries to connect survivors who need help with local volunteer groups who can help. The [Crisis Cleanup Hotline](#) is active for the for Tennesseans with 2026 winter storm damage. **Call 844-965-1386** for assistance. Crisis Cleanup volunteers can help with fallen trees, drywall, flooding, 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 February 13, 2026.

**Los sobrevivientes que necesitan asistencia pueden llamar Crisis Cleanup al 844-965-1386.**

### United Way - 211 Helpline

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.

### 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.
- Please see this [Tennessee - Disaster Recovery Resources](#) - PDF

## ➤ 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 who wishes 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 Volunteer Tennessee [DISASTER DONATIONS](#) webpage 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 East TN Highlands – Disaster Relief](#)

## ➤ Disaster Volunteer Opportunities



### [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.



[HandsOn](#) volunteers meet community needs through service. On their website you will find hundreds of ways to volunteer, more than two hundred nonprofits and community organizations looking for your help, and much more!



[Tennessee Volunteer Organizations Active in Disasters \(VOAD\)](#) has a [How to Help webpage](#) and to volunteer with an affiliated volunteer organization, please check out their [list of recognized organizations in Tennessee](#).

## ➤ Emergency Preparedness & Training



### 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, fellow students, 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 their homes, workplace, schools, houses of worship, 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](#) or 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."

### TN Department of Military - TEMA Prepare



- [Tennessee Threats](#)
- [Make a Plan](#)
- [Build a Kit](#)
- [Kids Preparedness](#)
- [Contact Your Local EMA](#)
- [Technical Hazards](#)
- [Be Informed](#)
- [TEMA Accessible](#)
- [Ready To Recover](#)

### 9/11 Day National Preparedness Month Webinar - Video



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

**Thank you for taking the time to be prepared and help fellow Tennesseans.**

For questions or more information, contact [volunteer.tennessee@tn.gov](mailto:volunteer.tennessee@tn.gov).