

# Find support when you need it



When a big event affects our lives and our communities, it's understandable to feel unsettled and unsure about the future. It's important to remember that we're all in this together, and resources are available to help with whatever you are experiencing.

## Get 24/7 support by phone or online:

**855-Here4TN**  
(855-437-3486)  
**Here4TN.com**

Connect with Here4TN to find tools and resources to help you navigate this difficult time. **Help is available for the following:**

- Finding financial assistance
- Applying for disaster relief
- Understanding how to replace important documents
- Connecting you to a counselor to talk about what you've experienced
- And more

## Tips to keep you and your family safe

- Listen to local officials for updates and instructions; evacuate if necessary.
- Check in with family and friends by texting or using social media.
- Return home only when authorities indicate it is safe.
- Watch out for debris and downed power lines.
- Photograph the damage to your property in order to assist in filing an insurance claim.

## Things you can do to recover from a traumatic event

**Talk to someone.** Reach out to friends or family for support. It's one simple way to help process a natural disaster.

**Choose when to connect.** Disconnecting from media may give you time to focus on important things — like your health or stress management.

**Keep things in perspective.** Try to find something you've learned from the negative experience. It may be helpful to gain a broader perspective.

**Focus on your feelings.** Acknowledge your feelings as they occur to you. Self-awareness is an important first step in learning to manage your feelings.

## Creating a communication and action plan

Be prepared for the future by putting together a family communication and action plan. This helps you understand how to contact one another and reconnect in case you get separated, or in case the internet or mobile phones are not available.

1. Collect contact information for everyone in your family and other important information, including doctors, medical facilities, schools and service providers.
2. Share a paper copy of this information with everyone in your family and make sure they carry it with them at all times.
3. Review as a family what you would do to meet up in an emergency. Practice your plan.

For sample plans that you can follow, including plan templates that you can download, visit [ready.gov/make-a-plan](https://ready.gov/make-a-plan).

## Additional national resources

**American Red Cross**  
(emergency assistance and disaster relief):  
[redcross.org](https://redcross.org)

**Centers for Disease Control and Prevention**  
(CDC emergency preparedness):  
[emergency.cdc.gov](https://emergency.cdc.gov)

**FEMA**  
(information about federal assistance):  
[fema.gov](https://fema.gov)



**This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.** This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and is subject to change. Coverage exclusions and limitations may apply.