

Juneau Winter Storm Resource Guide

January 2026

Local Resources

The City and Borough of Juneau (CBJ) Emergency Management

The City and Borough of Juneau Emergency Management prepares for, responds to, and recovers from disasters by coordinating city resources, managing emergency alerts, and communicating vital safety information to the public. The department issues emergency alerts and updates through the CBJ website, social media, and the CBJ emergency alert system. The website offers information regarding current emergency shelters, hazardous conditions and road closures, current evacuations, avalanche advisories, flood prevention, and snow removal. Visit the Flood Recovery Page for current information on debris disposal, to report damage, to register for temporary housing and more. Click [here](#) for news updates regarding the winter storm.

- Address: 155 Heritage Way, Juneau, Alaska 99801
- Community Emergency Response Team: 907-586-0371
- Website: <https://juneau.org/emergency>
- Flood recovery page: <https://juneau.org/emergency/flood-recovery>
- Avalanche information: <https://juneau.org/emergency/current-advisory>
- CBJ Alerts: <https://public.alertsense.com/SignUp/?RegionId=2223>

Alaska Division of Homeland Security and Emergency Management

The Alaska Division of Homeland Security and Emergency Management (DHS EM) protects Alaskans by coordinating statewide efforts to prevent, protect against, respond to, and recover from disasters. The DHS EM will provide information on presidential disaster declarations, which allows for FEMA assistance to be utilized. Additionally, the DHS EM has information regarding financial assistance such as Individual Assistance or Temporary Housing during a declared disaster.

- Website: <https://ready.alaska.gov/Recovery>

Crisis & Disaster Resources

Tlingit and Haida Emergency Management Services

During a state of emergency, Tlingit and Haida Emergency Services activates its Tribal Emergency Operations Center (TEOC) to coordinate a swift response, provide immediate aid to tribal citizens and communities in Southeast Alaska, and coordinate with federal, state, and local partners for both immediate relief and long-term recovery. Click [here](#) to read the declaration of emergency in Juneau.

- Phone: 907-463-7730
- Toll-free: 800-344-1432 ext. 7730
- Website: <https://tlingitandhaida.gov/service/public-safety-2/>

Juneau Glacial Flood Dashboard

The Juneau Glacial Flood Dashboard is a comprehensive resource about glacial lake outburst floods (GLOFs) from Suicide Basin. The page provides an interactive view of the flood inundation maps, information about flood forecasting, history of past outburst flood events, and an understanding of how outburst floods originate from Suicide Basin, including how they form, what triggers them, and how they can impact the Juneau area.

- Website: <https://juneauflood.org/#/home>

Alaska 511

Alaska 511 is the state's official, free traveler information system providing real-time road conditions, traffic incidents, construction updates, and weather alerts via phone, website, and mobile app. Additional features such as route planning, camera views, and custom alerts for specific roads that may be impacted by weather and avalanches.

- Dial 5-1-1 to get connected.
- View the website for maps and camera feeds: <https://511.alaska.gov/>
- Mobile app information: <https://511.alaska.gov/about/mobileapp>

American Red Cross of Alaska

American Red Cross provides immediate relief such as shelter, food, and supplies, using specialized methods for remote areas (like airlifts) and offers financial aid for urgent needs. The Red Cross also helps with locating loved ones and focuses on community preparedness through education and training for extreme cold, power outages, and isolation. The agency coordinates with local partners to reach vulnerable populations across the state. Call the local Juneau chapter for immediate assistance at the number below or visit the website [here](#).

Crisis & Disaster Resources

- Address: 5636 Glacier Highway
Juneau, AK 99801
- Phone: (907) 646-5467
- After hours: 800-733-2767 (24 hours)
- Website: <https://www.redcross.org/local/alaska.html>

United Way of Southeast Alaska (UWSEAK)

United Way of Southeast Alaska coordinates community partners and resources to help residents recover from disaster. UWSEAK facilitates aid and connects people in need with appropriate local resources such as financial assistance, affordable housing, and disaster relief. Find information on disaster relief such as emergency shelters, warming centers, financial assistance, human and social services, and more.

- Phone: 907-713-4493
- Website: <https://unitedwayseak.org/>
- Social media updates: <https://www.facebook.com/UnitedWaySEAK>

Consumer Services at the Alaska Division of Insurance

If you experience an insurance related claims handling issue after a disaster, residents are encouraged to contact Consumer Services at the Alaska Division of Insurance with concerns. Consumers can file a complaint [here](#). Additionally, the Division of Insurance has information regarding [disaster preparedness](#), including a [post-disaster claims guide](#), information for [business owners](#), and other preparedness and recovery resources.

- Phone: 907-269-7900
- Website: <https://www.commerce.alaska.gov/web/ins/>

Warming Centers

In cold weather, a warming center is a temporary shelter or facility that opens to provide a warm and safe space for people to escape dangerously low temperatures and potentially life-threatening conditions like hypothermia. These centers are typically activated during periods of extreme cold or inclement weather, offering relief from freezing temperatures and a place to stay warm. They are also available to residents to escape the cold if they experience a power outage. Some may offer transportation services to get to the center. See below regarding local warming centers.

Crisis & Disaster Resources

- **St. Vincent de Paul Juneau Warming Center:** Open nightly from October 2025 through April 15, 2026. Transportation is available each night with a van leaving the Teal Street bus stop between 9 p.m. and 9:30 p.m., and additional rounds downtown at 10, 11 p.m., and midnight. Anyone needing a ride during shelter hours can call the number below.
 - Address: 1325 Eastaugh Way, Juneau, AK 99801
 - Phone: 907-500-2222
 - Website: <https://svdpjuneau.org/get-support/cold-weather-emergency-shelter/>

National Weather Service - Juneau

Visit the National Weather Service webpage for information on critical, localized weather, water, and climate information, including detailed forecasts, watches, and warnings. Information regarding severe weather, flooding from glacial lakes like Suicide Basin, and storms, and specific data regarding river levels and flood risks can be found on the webpage.

- Website: <https://www.weather.gov/ajk?story=2>

Local Mental Health Supports

NAMI Juneau

National Alliance on Mental Illness (NAMI) Juneau is a non-profit organization that provides education, support, and advocacy for individuals affected by mental health conditions and their families. The organization hosts a variety of free, peer-led support groups for both individuals living with mental illness (NAMI Connection) and their family members/caregivers (NAMI Family Support Group). NAMI will assist in navigating the mental health system in Juneau, including help with finding crisis care, psychologists and psychiatrists, support groups and more. More information may be found on their website or you may call for direct support.

- Address: 8711 Teal Street, Suite 200, Juneau, AK 99801
- Phone: 907-463-4251
- Website: <https://www.namijuneau.org/>
- Juneau Mental Health resources by NAMI: <https://www.juneaumentalhealth.org/>

JAMHI Health and Wellness

Crisis & Disaster Resources

JAHMI provides medical, behavioral health (mental health & substance use), and community support services, including 24/7 crisis care, housing, and treatment for co-occurring disorders. JAHMI serves everyone regardless of insurance or ability to pay through a sliding fee scale. To begin services, you will need to complete an assessment with a clinician. Walk-ins are welcome Monday through Thursday 8:00 a.m. to 1:00 p.m. Please see the website for more information.

- Address: Multiple campuses. Please see website.
- 24/7 emergency assistance: 907-463-3303
- Website: <https://www.jamhihealthandwellness.org/>

Tlingit and Haida Community & Behavioral Services, Juneau

This agency provides mental health support for tribal citizens living in Juneau. Services include crisis assistance, mental health treatment for individuals, groups and families, addiction support and treatment, and assessments. Please call for information about services and support.

- Address: 400 Willoughby Avenue, Juneau, AK 99801
- Phone: 907-463-7305
- Website: <https://cbs.ccthita-nsn.gov/>

SouthEast Alaska Regional Health Consortium (SEARHC)

SEARHC provides mental health care, including individual/family therapy, substance abuse treatment with medication-assisted options, case management, psychiatric care, and a Collaborative Care Program (CCP) for mild-to-moderate depression/anxiety. Services are available to adults and youth throughout the Juneau area.

- Address: There are multiple locations. Please see the website.
- 24/7 helpline: 877-294-0074
- Website: <https://searhc.org/service/behavioral-health/>

Alaska Behavioral Health

Alaska Behavioral Health provides comprehensive mental health and substance use services for children, teens, and adults across Alaska, acting as the state's largest community behavioral health center. Services include telehealth and in-person therapy, youth programs, crisis intervention, medication management, psychiatric care, residential treatment and more. Alaska Behavioral Health offers information regarding Seasonal Affective Disorder and how to manage it – click [here](#) for more information.

- Phone: 907-563-1000
- Website: <https://alaskabehavioralhealth.org/>

Crisis & Disaster Resources

Seasonal Affective Disorder (SAD)

Seasonal Affective Disorder (SAD) is a type of depression linked to seasonal changes, most commonly starting in fall/winter with less sunlight and lifting in spring/summer. The following resources offer articles, information and resources regarding how to navigate and manage SAD, including information on light therapy.

- **National Institute of Mental Health**

The National Institute of Mental Health (NIMH) is the U.S. government's lead agency for research on mental illnesses, aiming to transform understanding, treatment, and prevention of mental health conditions. Click [here](#) for information regarding managing SAD.

- **Substance Abuse and Mental Health Services Administration (SAMHSA)**

SAMHSA is a U.S. federal agency that leads public health efforts to improve behavioral health by preventing substance abuse and treating mental illnesses. Click [here](#) to view their information page regarding SAD.

- **Mental Health America**

Mental Health America is a non-profit dedicated to promoting mental health, well-being, and preventing mental illness through public education, advocacy, research, and community-based services. Click [here](#) to view resources regarding managing SAD.

- **U.S. Department of Veterans Affairs**

This agency provides comprehensive benefits and services to military veterans, their families, and survivors, including behavioral health care. Click [here](#) to view information specific to veterans experiencing SAD.

Disaster & Recovery Resources

Ready.Gov

Ready.gov is a national public service campaign designed to educate people to prepare for, respond to, and mitigate emergencies, including natural and man-made disasters. For information about [power outages](#), [tips for driving in winter weather](#), and more, visit the website [here](#).

- Emergency Alerts: Click [here](#) to learn about the various forms of emergency alerts available.

Crisis & Disaster Resources

Federal Emergency Management Agency (FEMA)

If and when an area has become eligible for disaster assistance, that information will become available on the disaster assistance site. You may enter your zip code to see if your area has been declared for individual disaster assistance. If it has, you may find your local DRC (Disaster Recovery Center), apply online for assistance, and find other local resources.

- To Register for FEMA Disaster Assistance:
Online: www.disasterassistance.gov
Phone: 800-621-3362, TTY 800-462-7585
Please note, your area must first officially be declared a disaster area before FEMA can get involved.
- Visit the FEMA website for information [here](#).
- To find open shelters near you, text SHELTER and your zip code to 4FEMA (43362).
Example: Shelter 01234 (standard text message rates apply).

In addition, you can find local resources in your state (including your state's emergency management organization) by visiting <https://www.fema.gov/locations> and entering your city and state or zip code. Once the page returns results, scroll down until you see "Links and Resources". Please note, information will vary by state.

Disaster Assistance

DisasterAssistance.gov is a website that helps people apply for and receive federal assistance after a disaster. It also provides information and support to help with recovery following disasters including extreme winter weather, hurricanes, floods, or other natural disasters. Visit the website [here](#). The website has information on federal, state and local supports, grants and government assistance, community resources, help for [veterans](#) and individuals with [disabilities](#), [housing](#) and financial assistance; and more.

Veteran Affairs (VA) Home Loans - After a Disaster:

If you are a veteran and need help making your mortgage payment after a disaster, VA can help in the following ways:

- Ask loan holders to put a 90-day freeze on foreclosure.
- Encourage holders to waive late charges.

Crisis & Disaster Resources

VA may also be able to work with your servicers or loan holder to apply pre-payments already made to your upcoming payment. Click [here](#) for more information or call the VA at 844-698-2411.

HUD Disaster Relief Options for FHA Homeowners

The U.S. Department of Housing and Urban Development (HUD) offers relief assistance for homeowners with a mortgage insured by the Federal Housing Administration (FHA). If your home or your ability to make your mortgage payments is impacted by a Presidentially Declared Major Disaster Area, you may qualify for relief assistance to help you keep your home. Click [here](#) and [here](#) for more information from HUD or connect with a [HUD-participating housing counseling agency](#) by calling 800-569-4287.

U.S. Small Business Administration

The Small Business Administration (SBA) loans money to homeowners and renters whose homes were damaged in a disaster. You may be eligible even if you do not own a business. To qualify for an SBA home loan your home must be in a presidentially declared disaster area, the loan must be for your primary home, and the loan cannot duplicate benefits from insurance policies or benefit programs. Before applying for an SBA disaster loan, you must register with FEMA. Visit the SBA website [here](#) to learn more.

Rebuilding After Winter Storm Damage

- **Recovery after a disaster:** Ready.gov has a guide regarding how to return home after a natural disaster including filing an insurance claim, replacing documents, safety issues and more. FEMA offers a list of programs to support recovery after a natural disaster [here](#).
- **Insurance information:** The Insurance Information Institute website has a cold weather survival guide for homeowners which can be found [here](#). Additionally, click [here](#) to view a guide on settling insurance claims after a disaster.
- **Legal Aid:** DisasterAssistance.gov offers a legal aid program that provides free legal help to those who have been impacted by a natural disaster. The program information can be found [here](#). Additionally, there is a resource list for survivors of natural disasters found [here](#).
- **Financial assistance after a disaster:** USA.gov has an information guide regarding how to get emergency financial help from the government if you have been affected

Crisis & Disaster Resources

by a natural disaster. Click [here](#) for more information regarding [help with bills](#) after a disaster, how to apply for loan assistance, unemployment benefits and more.

- **Power Outages:** Ready.gov has a power outage tip sheet with information on how to prepare yourself during an outage, generator safety, and returning home after a power outage. Click [here](#) to view more.

National Mental Health Resources

SAMHSA's Disaster Distress Helpline

This helpline, through the Substance Abuse and Mental Health Services Administration (SAMHSA), can provide immediate crisis counseling to anyone who is experiencing emotional distress related to any natural or human-caused disaster. The help line is available 24 hours a day, 7 days a week at (800) 985-5990. You can also reach out via text message by texting "TalkWithUs" to 66746. You can find more information online [here](#). Click [here](#) for SAMHSA's disaster behavioral health resources. Click [here](#) for SAMHSA's survivors of disasters resource portal.

SAMHSA Behavioral Health Treatment Services Locator

Visit the website [here](#).

The Behavioral Health Treatment Services Locator provides information and a search tool for behavioral health and substance abuse/addiction services in the United States and U.S. Territories. You can access the free and confidential treatment provider search tool using the link listed above. After completing the search criteria, you can view a list of treatment providers and detailed information about each provider.

You may also call (800) 662-4357 to receive free and confidential information about mental health and substance abuse treatment services in your area. This line is available 24 hours a day and 7 days a week.

Veterans Crisis Line

If you are a Veteran in crisis – or you're concerned about one – free, confidential support is available 24 hours a day, 7 days a week.

The Veterans Crisis Line is available by phone, text, or chat:

Crisis & Disaster Resources

- Dial 988 then Press 1.
- Send a text to 838255.
- [**Chat online**](#)
- Support for deaf and hard of hearing: Call 1-800-799-4889

National Center for PTSD:

The National Center for PTSD (NCPTSD) offers many resources for survivors of natural disasters, including:

- [**Self-Care After Disasters**](#)
- [**PTSD Coach App**](#)

If seeking information on how to honor losses, practice helpful thinking, and build resilience, click [here](#). The NCPTSD also offers other resources, including information on practical help, such as food safety, medical care, and shelter, crisis counseling and skill-building, and Trauma-focused treatment. Visit the website [here](#) for more information.

9-8-8 Lifeline

The 988 Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24/7, 365 days a year. 9-8-8 is trained to assist with disaster distress and offers resources and guidance for survivors.

- Dial or text: 9-8-8
- Online chat: <https://988lifeline.org/chat/>
- Click [here](#) to view the disaster resources page

The National Child Traumatic Stress Network

The National Child Traumatic Stress Network has online resources for families, parents, and young children about coping with traumatic experiences and stressors, including natural disasters. For more information, please visit their website [here](#).

National Alliance on Mental Illness - NAMI

NAMI is a non-profit organization that provides education, support, and advocacy for

Crisis & Disaster Resources

people affected by mental illness including support groups, peer-support, advocacy, and help navigating the mental health care system.

- Phone: 800-950-6246
- Text 'helpline' to 62640
- Chat online [here](#)
- Website: <https://www.nami.org/>

This guide provides referrals to resources. It does not endorse or recommend the resource providers. While every effort is made to maintain current provider information, information may change without notice.

Resources For Living

The EAP is administered by Resources For Living, LLC. This material is for informational purposes only. Information is not a substitute for professional health care and is not meant to replace the advice of health care professionals. Contact a health care professional with any questions or concerns about specific health care needs.

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