

Updated April 16, 2020



WEST PALM BEACH

# COVID-19 Community Toolbox

[www.WPB.org/COVID19](http://www.WPB.org/COVID19)

West Palm Beach COVID-19 Response Unit

#WPBTogether #WPBCares



The West Palm Beach COVID-19 Community Toolbox is a resource document for residents, families, neighborhoods, and small businesses. In this toolbox you will find important contact information, programs and services, and resources available to assist in the recovery and relief of the COVID-19 pandemic. The Community Toolbox is updated regularly and will be available online for ease of use. Use this guide to easily connect with helpful resources and share with others who are in need.

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## IMPORTANT CONTACT INFORMATION

*In case of a medical, police or fire emergency, please call 911.*

### PALM BEACH COUNTY TESTING SITES

*To be tested, individuals must be preapproved by phone screening and have an appointment. Before arriving to the testing center, please call for a phone screening. If approved for testing, an appointment date and time slot will be provided.*

FITTEAM Ballpark of the Palm Beaches: (561) 642-1000

South County Civic Center: (561) 804-0250

### WEST PALM BEACH

24/7 Hotline: (561) 822-2222

City of West Palm Beach (Main Number): (561) 822-1200

Administration/Mayor’s Office: (561) 822-1400

Housing & Community Development: (561) 822-1250

Vickers House: (561) 804-4970

Emergency Operations Center (EOC): [EOCLogistics@wpb.org](mailto:EOCLogistics@wpb.org)  
*Email if you have resources that can be used for Emergency Operations*

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[Learn more about Census 2020](#)



WEST PALM BEACH

## PALM BEACH COUNTY SCHOOL DISTRICT

General questions-District Helpline (Mon – Fri, 8am – 5pm)	(561) 969-5840
Technical questions-IT Service Desk (Mon – Fri, 6am – 5pm)	(561) 242-4100
Student Mental Health Helpline (Mon – Fri, 8am – 4pm)	(561) 432-6389

## STATE OF FLORIDA AND PALM BEACH COUNTY

State Health Department:	(866) 779-6121
Palm Beach County Hotline:	(561) 712-6400



## FOOD DISTRIBUTION & RESOURCES

### PREPARED FOOD

#### **Palm Beach County School District**

See link for weekly schedule.

Provides ‘Grab and GO’ meal bags FREE to anyone up to age 18. Students are not required to be present, but some form of identification that identifies the student is required.

Phone: (561) 969-5840

Web:

[https://www.palmbeachschools.org/news/what\\_s\\_new/feeding\\_sites\\_open\\_during\\_school\\_closure](https://www.palmbeachschools.org/news/what_s_new/feeding_sites_open_during_school_closure)



## WEST PALM BEACH

### **Hospitality Helping Hands**

Daily 1:00 pm – 6:00 pm

Prepared meals for seniors and unemployed hospitality workers.

Howley's (4700 S. Dixie) and Hullabaloo (517 Clematis)

Web: [www.hospitalityhelpinghands.org](http://www.hospitalityhelpinghands.org)

### **Vita Nova**

Thursdays from 11:00 am – 1:00 pm

Provides 'Grab and Go' meal bags.

The Spot at 2724 North Australian Avenue

Phone: (561) 725-2348

### **FLIPANY (Florida Introduces Physical Activity and Nutrition to Youth)**

Monday through Friday 11:00 am – 1:00 pm

Provides 'Grab and Go' meal backs for children ages 18 and younger.

Web: <https://flipany.org/covid-19-updates>

## **FOOD DISTRIBUTION**

### **Hospitality Helping Hands**

Wednesdays 3:00 pm – 7:00 pm

Grocery distribution while supplies last.

3950 Georgia Avenue

Web: [www.hospitalityhelpinghands.org](http://www.hospitalityhelpinghands.org)

### **Feeding South Florida**

Various times; call for more information.

7th Day Church at 2400 Ware Drive

Phone: (561) 723-0742



## WEST PALM BEACH

### **Palm Beach County Food Bank**

Schedule of various agencies around Palm Beach County that provide food.

Phone: (561) 670-2518

Web: <https://www.pbcfoodbank.org/find-food>

### **Police Athletic League**

Saturdays 9:00 am – 11:00 am

Provides a drive-up, no contact, weeks' worth of groceries to make meals.

720 N. Tamarind

Phone: (561) 835-7195

### **Food Pantry from the Coalition for Independent Living Options, Inc.**

Available by appointment for individuals living with disabilities.

Email or call to set up an appointment.

Phone: (561) 966-4288, ext. 105

Email: [cilo@cilo.org](mailto:cilo@cilo.org)

### **Basics 4 Babies**

Call for availability.

Program that offers formula, baby food, and diapers for children ages birth-3 to families in Palm Beach County.

Phone: (561) 623-2800

Email: [pantry@hmbppbc.org](mailto:pantry@hmbppbc.org)

## **PET/ANIMAL FOOD**

### **Peggy Adams Animal Rescue League**

Appointment must be scheduled.

Program that offers food for dogs or cats.

Web: <https://www.peggyadams.org/what-we-do/peggys-pantry>



WEST PALM BEACH

## RESOURCES/PROGRAMS

### **State of Florida Food Assistance Programs**

Portal to apply for Supplemental Nutrition Assistance (SNAP) or Temporary Cash Assistance for Families with Children (TANF)

Web: <https://www.myflorida.com/accessflorida/>

### **West Palm Beach Eats**

Dine and shop local from home.

Web: <https://www.wpb.org/our-city/west-palm-eats>



## RENTAL & HOUSING ASSISTANCE

### **COVID-19 Rental Eviction and Protection Program**

*City of West Palm Beach*

Provides temporary rental assistance to eligible WPB residents to avoid displacement due to income loss resulting from COVID-19.

Phone: (561) 822-1250

Web: [www.wpb.org/housing](http://www.wpb.org/housing)

### **Eviction Prevention Program**

*Palm Beach County*

Assists eligible individuals/families requiring temporary rental assistance to avoid displacement.

Phone: (561) 904-7900

Web: <http://discover.pbcgov.org/communityservices/Pages/default.aspx>



## WEST PALM BEACH

### **Foreclosure Prevention**

*Palm Beach County*

Financial assistance program for eligible homeowners who are facing foreclosure due to unexpected loss of income.

Phone: (561) 233-3600

Web: <http://discover.pbcgov.org/HES/Pages/Housing-Mortgage-Programs.aspx>

### **Low-Income Home Energy Assistance Program (LIHEAP)**

*Community Action*

Provides financial relief from high-energy costs to prevent service disconnection for eligible families.

Phone: (561) 355-4792

Web:

<http://discover.pbcgov.org/communityservices/communityaction/Pages/Utility-Assistance.aspx>



## RESOURCES FOR RESIDENTS & NEIGHBORHOODS

### **FINANCIAL ASSISTANCE**

#### **Food Assistance Programs**

*State of Florida*

Portal to apply for Supplemental Nutrition Assistance (SNAP) or Temporary Cash Assistance for Families with Children (TANF).

Web: <https://www.myflorida.com/accessflorida/>





### **Low Cost Internet and Computers**

*Internet Essentials by Comcast*

Provides affordable computers and internet connection for eligible households. New customers are allowed two months of free internet service.

Phone: (855) 846-8376

Web: <https://www.internetessentials.com/>

### **Low-Income Home Energy Assistance Program (LIHEAP)**

*Community Action*

Provides financial relief from high-energy costs to prevent service disconnection for eligible families.

Phone: (561) 355-4792

Web:

<http://discover.pbcgov.org/communityservices/communityaction/Pages/Utility-Assistance.aspx>

### **Reemployment Assistance Benefits**

*State of Florida*

The state of Florida provides temporary, partial income replacement benefits and job assistance resources to unemployed workers who qualify for the program.

Phone: (800) 204-2418

Web: <http://www.floridajobs.org/Reemployment-Assistance-Service-Center/reemployment-assistance/claimants/apply-for-benefits>

### **Reemployment Application Assistance**



*City of West Palm Beach Housing and Community Development (HCD)*

Formerly known as Unemployment Assistance, the City's HCD team will assist West Palm Beach residents with completing the Reemployment Assistance application by appointment only.

Web: <https://www.wpb.org/government/housing-community-development>

Phone: (561) 822-1274 (TTY: 800-955-8771)



## **Reemployment Application Assistance**

*Palm Beach County Libraries*

Paper unemployment applications in English, Spanish, and Creole are available to be picked up. Library staff are available to assist applicants by phone, email, and chat.

Web:

<https://askalibrarian.org/local.php?LibraryName=Palm%20Beach%20County%20Library%20System&DepartmentNumber=22876>

## **FOR RESIDENTS AND FAMILIES**

### **Coffee Break**



*City of West Palm Beach Downtown Development Authority*

Weekly live web video show that provides tips and advice from local experts on daily life and community.

Web: <https://www.facebook.com/downtownwpb/live>

Zoom: <https://zoom.us/j/919275704>

### **FREE Digital & Social Media Services for Children, Families and Seniors**



*City of West Palm Beach Mandel Public Library*

Patrons can call or email librarians to ask reference questions or enquire about local resources. You can also follow on Facebook for Virtual Storytimes, Live book recommendations, Art Class tutorials, Trivia Tuesdays, Ask a Librarian, and Book.

Talks: [www.facebook.com/mandelpubliclibrary](http://www.facebook.com/mandelpubliclibrary)

Email: [mpl@wpbcitylibrary.org](mailto:mpl@wpbcitylibrary.org)

Web: [www.wpbcitylibrary.org](http://www.wpbcitylibrary.org)

Online FREE ebooks, eaudiobooks, movies, music, graphic novels and more:

[www.wpb.org/digitallibrary](http://www.wpb.org/digitallibrary)



## WEST PALM BEACH

### **“It Starts in Parks”**



*City of West Palm Beach Parks and Recreation Department*  
Educational DIY arts and crafts video clips.

Link:

[https://www.youtube.com/playlist?list=PLBStMaSddHhwQxQYnavFltxQhRw\\_yMEyh](https://www.youtube.com/playlist?list=PLBStMaSddHhwQxQYnavFltxQhRw_yMEyh)

### **Online Library Resources and Activities**



*City of West Palm Beach Mandel Public Library*

Online DIY crafting tutorials and other virtual library resources.

Web: <https://www.youtube.com/user/MyCityLibrary/videos>

### **“Science in 60 Seconds” Educational Videos**



*City of West Palm Beach Grassy Waters Preserve*

Online educational science videos from the City of West Palm Beach.

Web:

<https://www.youtube.com/playlist?list=PLBStMaSddHhzhGw0K4z95KedAKAy6y4gZ>

### **Digital Learning Information and Resources**

*Palm Beach County School District*

Online-learning information, guides and resources for parents and students.

Web: [https://www.palmbeachschools.org/students\\_parents/digital\\_learning](https://www.palmbeachschools.org/students_parents/digital_learning)

### **Free Diapers for Babies**

*The Cotton Bottom Diaper Bank*

Provides free diapers, wipes, and potty-training kits to families in need.

Phone: (561) 231-0258

Email: [info@cottonbottomdb.org](mailto:info@cottonbottomdb.org)

Web: <http://www.cottonbottomdb.org/how-we-can-help/>

Donate:

[https://www.amazon.com/hz/wishlist/ls/1M9MGV81QGXH3?ref=wl\\_share](https://www.amazon.com/hz/wishlist/ls/1M9MGV81QGXH3?ref=wl_share)



## WEST PALM BEACH

### **Virtual Cultural Experiences, Tours & Classes**

*Palm Beach County Cultural Council*

Although many cultural organizations throughout The Palm Beaches are currently closed to the public, the Cultural Council has provided a list of Virtual Cultural Experiences, Tours & Classes perfect for the whole family to enjoy.

Web: <https://www.palmbeachculture.com/council-news/virtual-palmbeachculture-experiences-tours-classes/>

### **FOR SENIORS**

#### **Serving Our Seniors (SOS)**



*City of West Palm Beach*

Provides temporary assistance for critical needs to low income elderly residents in the city of West Palm Beach. The Program will assist seniors in the event of an emergency and/or financial hardship for eligible activities.

Phone: (561) 804-4970

Web: <https://www.wpb.org/government/available-programs-and-incentives>

#### **Aging and Disability Resource Center (ADRC)**

*Area Agency on Aging/211*

Helpline for seniors ages 60+ for information on food, food stamps, COVID-19 such as testing sites, and questions on Medicare or Medicaid.

Phone: (866) 684-5885

Web: <http://www.youradrc.org/>

#### **Project: VITAL**

*State of Florida Department of Elder Affairs*

Connects Florida Seniors to Their Families Through Virtual Technology to Help Mitigate the Effects of Social Isolation.

Phone: (850) 414-2004

Web: [www.elderaffairs.org](http://www.elderaffairs.org)



## WEST PALM BEACH

### **Report Abuse or Neglect of Vulnerable Adults**

*Florida Department of Children and Families*

Florida Abuse Hotline: (800) 962-2873

Web: <https://reportabuse.dcf.state.fl.us/>

### **Sunshine Daily Telephone Reassurance**

*211 Palm Beach/Treasure Coast*

Sunshine Daily is a program where seniors, or homebound or disabled individuals, can receive a free telephone call to check on their wellbeing.

Phone: Dial 211

Web: <https://211palmbeach.org/sunshine>

## **FOR CHILDREN**

### **Expanded Learning Opportunities**

*Primetime Palm Beach County*

Online learning resources with wide range of hands-on learning experiences.

Web: <https://www.primetimepbc.org/children-youth/elos/>

### **How to Talk to Your Kids About Coronavirus**

*PBS For Kids*

Guide for parents on how they can talk to their children about the coronavirus pandemic.

Web: <https://www.pbs.org/parents/thrive/how-to-talk-to-your-kids-about-coronavirus>

### **Mom's DESK: Directory of Educational Sites for Kids**

A helpful directory for free online educational resources for kids. Updated weekly.

Web: <https://momsdesk.org/>



### Resources for Special Needs Children

*The Child Mind Institute*

Clinical and supportive resources for special needs children and their parents.

Web: <https://childmind.org/coping-during-covid-19-resources-for-parents/>



## BUSINESS RESOURCES

### WEST PALM BEACH PROGRAMS

#### Businesses and Economic Assistance Resource Center



The City of West Palm Beach is providing a comprehensive business and economic resource guide including federal, state, and local assistance programs.

Web: <https://www.wpb.org/our-city/mayor-s-office/covid-19-updates-and-information/covid-19-and-wpb-businesses/businesses-and-economic-assistance-resource-center>

#### Commercial Sanitation Services Suspension Program



Any commercial businesses wishing to suspend sanitation services as a result of the COVID-19 pandemic may email a request, pursuant to Mayor Keith A. James' Executive Order 2020-07.

Email: [publicworks@wpb.org](mailto:publicworks@wpb.org)

Phone: (561) 822-2075

#### COVID-19 Recovery and Assistance Program



The City of West Palm Beach and Downtown Development Authority provides short-term loans to eligible West Palm Beach businesses impacted by COVID-19 mitigation.

Email: [EcoDev@wpb.org](mailto:EcoDev@wpb.org)

Web: <https://www.wpb.org/our-city/mayor-s-office/covid-19-updates-and-information/covid-19-recovery-and-assistance-program>



### **West Palm Beach Eats Promotion**



Promotional efforts to encourage residents to support City businesses through online or phone orders for pickup and delivery. Add your restaurant to the list.

Email: [EcoDev@wpb.org](mailto:EcoDev@wpb.org)

Web: <https://www.wpb.org/our-city/west-palm-eats>

## FLORIDA PROGRAMS

### **Florida Emergency Bridge Loan**

State of Florida short-term, interest-free working capital loans intended to “bridge the gap” between the time of a catastrophe hits and when a business has secured longer term recovery resources.

Phone: (833) 832-4494

Email: [FloridaBusinessLoanFund@deo.myflorida.com](mailto:FloridaBusinessLoanFund@deo.myflorida.com)

Web: <http://floridajobs.org/rebuildflorida/businessrecovery>

### **Reemployment Assistance Benefits**

The state of Florida provides temporary, partial income replacement benefits and job assistance resources to unemployed workers who qualify for the program.

Phone: (800) 204-2418

Web: <http://www.floridajobs.org/Reemployment-Assistance-Service-Center/reemployment-assistance/claimants/apply-for-benefits>

## NATIONAL PROGRAMS

### **Small Business Administration**

Provides funding options made possible by the federal CARES Act including Paycheck Protection, EIDL Loan Advance, SBA Express Bridge Loans, and SBA Debt Relief.

Email: [answerdesk@sba.gov](mailto:answerdesk@sba.gov)

Web: <https://www.sba.gov/funding-programs/loans/coronavirus-relief-options>



WEST PALM BEACH

## FEDERAL SMALL BUSINESS TAX PROVISIONS

Get information on coronavirus (COVID-19) tax relief for businesses and tax-exempt entities.

<https://www.irs.gov/coronavirus/coronavirus-tax-relief-for-businesses-and-tax-exempt-entities>

## LOAN APPLICATIONS ASSISTANCE

People and consultants that can help you make the right decisions for your business at no cost to you.

- [Small Business Development Center at Florida Atlantic University](#)
- [Palm Beach SCORE](#)
- [Florida Women's Business Center](#)
- [Subscribe to SBA emails and updates on available webinars and other resources](#)



## VOLUNTEER TO HELP & STAY CONNECTED

### 5 ways to be a good neighbor

- ✓ Make a phone call to your next-door neighbor
- ✓ Create a neighborhood phone tree to check on the elderly and vulnerable
- ✓ Walk around your neighborhood while social distancing
- ✓ Create a neighborhood resource of supplies and materials to share
- ✓ Stay connected with city updates and share them with your neighbors





## Sign-up to Volunteer to Help



*City of West Palm Beach COVID-19 Response Unit (CRU)*

West Palm Beach has launched a COVID-19 Response Unit to help our city with the long-term recovery and relief efforts associated with the COVID-19 epidemic. As part of this effort, volunteers to assist our most vulnerable residents are needed. If you are interested in volunteering with COVID-19 relief efforts, please visit [www.WPB.org/COVID19](http://www.WPB.org/COVID19).

## Receive the latest news and updates



*City of West Palm Beach*

Phone: (561) 822-1200 (TTY 800-955-8771)

Web: [www.wpb.org](http://www.wpb.org)

## Subscribe to the Insider Newsletter



<https://www.wpb.org/government/communications/insider-newsletters>

## #ClosetDeposit Challenge



*City of West Palm Beach*

The City of West Palm Beach's COVID-19 Response Unit's Housing & Homeless group has launched the #ClosetDeposit Challenge to help some of our city's most vulnerable residents. For those who are able, please consider putting together a care package of essential clothing and hygiene products and dropping them off Tuesdays and Wednesdays, 12pm – 5pm) at VITA NOVA (2724 N. Australian Ave.). #WPBCares #ClosetDeposit

## Coffee Break



*City of West Palm Beach Downtown Development Authority (DDA)*

Weekly live web video show that provides tips and advice from local experts on daily life and community.

Web: <https://www.facebook.com/downtownwpb/live>

Zoom: <https://zoom.us/j/919275704>



## WEST PALM BEACH

### West Palm Beach Together Fund



*City of West Palm Beach*

Donations will be used to satisfy the needs of West Palm Beach citizens and business owners adversely impacted by COVID-19 mitigation. These needs may include meals, housing/rental assistance, and small business assistance.

Web: <https://www.yourcommunityfoundation.org/Donors/Give-to-Donor-Funds?fn=WPB+Together+Fund>



### TRANSLATION SERVICES GENEROUSLY PROVIDED BY

