

Updated April 16, 2020



WEST PALM BEACH

COVID-19 Community Toolbox

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 (561) 804-0250 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

Economic Development – for Help: (561) 822-1250

Community Development – for Help: (561) 822-1250

Vickers House: (561) 804-4970

Emergency Operations Center (EOC)

If you have resources that can be used for Emergency Operations, please email those requests to EOCLogistics@wpb.org.

[Subscribe to West Palm Beach eNotifications for additional updates](#)

[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

PALM BEACH COUNTY

Health Department:	(866) 779-6121
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



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

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

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

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@hnhbpbpc.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

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

Energy/Utility Assistance



City of West Palm Beach

Suspend West Palm Beach sanitation services and/or reduce or suspend services.

Email: publicworks@wpb.org

Phone: (561) 822-2075



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>



WEST PALM BEACH

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

Email: mpl@wpbcitylibrary.org

Web: www.wpbcitylibrary.org

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

www.wpb.org/digitallibrary

“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

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



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

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

Donate:

https://www.amazon.com/hz/wishlist/ls/1M9MGV81QGXH3?ref=wl_share

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/>



WEST PALM BEACH

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

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

Phone: (561) 822-2075



WEST PALM BEACH

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

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

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

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

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

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.

Receive the latest news and updates

City of West Palm Beach

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

Web: 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



WEST PALM BEACH

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 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>

