

Resources and Information for Polk County during COVID-19 Emergency

DACCO Behavioral Health <https://www.dacco.org/>

Clinic hours are 5:30am-2 pm with walk-in intakes on Tuesday and Thursday 7-9 am. Precautions include limiting clinic capacity to 9 patients at a time while social distancing and also completing a screening with patients to determine if symptoms are present. Patients deemed at an appropriate level of treatment may be given additional medications to take home in order to limit their clinic visits. Afterhours number (813)-384-4010 for patients with any questions/concerns.

Lakeland Regional Health (LRH) / Behavioral Health <https://mylrh.org>

Inpatient Services Baker Act Receiving Facility

24/7 7 days a week providing assessments and admissions, children and adults. Patients to present to the LRH Emergency Department.

Outpatient Clinic

Providing telehealth new patient psychiatrist and therapy appointments, for children and adults, via any laptop or smart phone: 863.687.1222

Peace River Center <https://www.peacerivercenter.org/>

Mobile Crisis Response Team (MCRT) is a free 24-hour community resource available to anyone experiencing emotional distress due to COVID-19. The free 24-hour Crisis Line is (863)519-3744 or (800) 627-5906.

In addition to higher levels of general anxiety and depression, these stressful times can cause a spike in domestic disputes and sexual assault. Services are available by calling the **Victim Services** Crisis Lines: (863) 413-2700 (Polk) or (863) 386-1167 (Hardee/Highlands). Victim Services advocates are also set up with telehealth access to continue to provide interventions and safety planning.

Telehealth for psychiatry and primary care. Outpatient and Substance Use providers and therapists are set up with access to telehealth capability so that clients can connect with their provider without having to be face to face. Clients health is screened prior to any in-office visits. To inquire about our telehealth options for psychiatric or primary care needs, please contact our Access to Care at (863) 248-3311.

Recovery Services staff are also utilizing web based tools to connect and provide services and engagement during social isolation which can intensify anxiety and depression.

Both of Peace River Center's **Lakeland and Bartow Crisis Campus** remain open and operate 24/7. Patient visitation has been modified to ensure the health and safety of our staff and patients.

Tri-County Human Services

Provides Polk, Highlands and Hardee Counties with substance use disorder and/or mental health treatment including medical Detox unit. During the Stay-at-Home order, available services and contact information for TCHS programs are:

- **DETOXIFICATION SERVICES**

For those individuals who are in crisis due to a substance use disorder they should contact the Detox center listed below. No appointment is needed to gain admission into the program.

Tri-County Detoxification Center

Located at: 2726 Hwy 60 E in Bartow, FL 33830

Phone: 863-533-4139

Hours: 24/7 Everyday

- **RESIDENTIAL PROGRAM SERVICES**

Through April 30th, the Detox facility will be the access point for referrals to our other residential programs. Residential programs are available, for informational purposes, daily during normal business hours of 8:00AM to 5:00PM. For additional information regarding residential programs and services contact them direct as listed below:

RASUW Center for Women (Bartow)	Supervisor: Leeann Irving	863-533-5860
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Agape House (Winter Haven)	Supervisor: Pam Freeman	863-299-7003
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New Beginning/ Men (Bartow)	Supervisor: Liz Cutting	863-519-8486
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New Beginning /Women (Lakeland)	Supervisor: Sheila Purdue	863-937-8238
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Florida Center /Dual Disorders (Avon Park)	Supervisor: Mabel Castillo	863-452-5376
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For further assistance related to residential services call:

Residential Program Director: Nelda Jackson PH: 863-397-8160

- **OUTPATIENT COUNSELING SERVICES**

For individuals seeking treatment for Substance Use Disorders and/or Mental Health clinical services. Outpatient services are available through telemedicine video via laptop or smartphone. To schedule an appointment and to provide telemedicine services please contact one of our outpatient locations listed below by phone.

Hours of operations: 8:00AM – 5:00PM Monday – Friday

Lakeland Outpatient	5421 Hwy 98 South, Highland City	PH: 863-701-7373
Winter Haven Outpatient	650 Ave K NW, Winter Haven	PH: 863-294-7900
Wauchula Outpatient	115 K.D. Revell Rd, Wauchula	PH: 863-773-2226
Highlands Outpatient	100 W. College Ave, Bldg. E., Avon Park	PH: 863-452-1128

If you need further assistance for outpatient services, please contact:

Outpatient Program Coordinator: Ashley Reckord PH: 863-513-3150

- **PSYCHIATRIC AND COUNSELING SERVICES**

For individuals, families, adolescents and children seeking treatment for mental health issues and need a psychiatrist, medication or clinical counseling services. To schedule appointments and provide telemedicine services Program locations are:

Meadowbrook Psychiatric and Counseling Center

Hours of operation: 8:00AM – 7:00PM Monday – Friday

Located at:	1801 Crystal Lake Dr, Lakeland	PH: 863-709-8543
	100 W. College D. Bldg. A, Avon Park	PH: 863-452-1128

If you need further assistance for Meadowbrook Psychiatric services, please contact:

Program Coordinator: Michael Kyser PH: 863-397-8003

- **DUI LICENSE RECOVERY SERVICES**

For those individuals needing services to regain their driver's license due to a charged DUI. For scheduling appointments and conducting classes by video conferencing from your home.

DUI Center

Hours of operation: 8:00AM – 5:00PM Monday - Friday

Located at: 1811 Crystal Lake Dr. Lakeland PH: 863-701-1919.

If you need further assistance for DUI services, please contact:

Program Supervisor: Phyllis Talbot PH: 863-640-2809

- Other Services available:

Supportive Housing, and Medication Assisted treatment

Contact Becky Razaire PH (863)899-9538

Prevention, Jail Alternative to Substance Abuse (JASA), and Integrated Behavioral Health contact Heather Kaufmann PH (863)209-3058

Administration open Monday – Friday 8:00am – 5:00pm

Contact Donn VanStee PH: 863-709-9392

United Way of Central Florida

- 211: source of human and social services information; available 24/7
 - Access 211
 - Online resources:
<https://www.navigateresources.net/211CommunityResources/>
 - Phone: 888-370-7188
 - Email: uw211help@gmail.com
 - Text: text your zip code to 898-211
 - 211 Provides information about:
 - supplemental food & nutrition programs
 - clothing, shelter & housing options
 - financial assistance
 - emergency information & natural disaster relief
 - health care services
 - child, adolescent & adult mental health services
 - addiction prevention & rehabilitation programs
 - support groups for individuals with mental illnesses & special needs
 - a safe, confidential path out of physical or emotional domestic abuse
 - adult, child, family & elder services
 - services for individuals with disabilities
- Food Pantries:
 - <https://uwcf.org/initiatives/endlunger/schedule/>
 - <http://feedingtampabay.org/mobile-pantries/>

Winter Haven Hospital Center for Behavioral Health (Baycare)

All services are provided via telehealth. Previously scheduled therapy appointments are provided via phone or audio/video technology. New clients seeking services may provide their name, phone number and d.o.b. to receive a follow-up call from a clinician who will conduct a mental health screening and initial assessments. Inpatient units are doing the same. Psychiatric appointments are also taking place through telehealth.

An exception is made for clients who receive long acting injectable medications. They are allowed in the building after being given health clearance. If they have fever and/or cough, a substitute oral medication is provided until they can resume the injectable. All field-based staff are making frequent calls to children and adults on their caseloads. Home visits are rare and are only done in acute situations and then only outside with no less than 6 feet of separation.

Services at Winter Haven Center for Behavioral health can be initiated by calling (863) 294-7062.

Polk County Health and Human Services Programs

Adult Day Care Centers (Lakeland and Haines City)

Closed until 4/30/2020, or until further notice.

Contact Alice Brown @ (863) 534-5385 with any questions.

Emergency Food and Shelter Program

Call (863) 533-1111 to inquire about availability of resources.

Hours of Operation Monday-Friday 8 am-5 pm.

Healthy Families

Healthy Families Polk is a free parenting program for expectant parents and parents of newborns (less than 3 months) experiencing stressful life situations. All visits and client contact are implemented virtually through either video conferencing or via telephone during the COVID-19 emergency.

For more information, or to make a referral call (863) 534-5257 or toll free (800) 780-5346.

Monday through Friday from 8:00 am -4:30 pm.

Housing and Neighborhood Development (HND)

The Housing & Neighborhood Development Division is open for business via phone, email and online, however, as a precautionary measure to COVID-19, effective March 23rd HND will not be accepting walk in customers at the 1290 Golfview Avenue Bartow, FL office until further notice. Client applications will be accepted online, by mail or via telephone. You may reach HND by phone at (863) 534-5240, or online at www.polk-county.net/housing-and-neighborhood-development.

Hours of Operation Monday-Friday 8 am-5 pm.

Polk HealthCare Plan

Indigent Health Care continues to accept and process applications for the Polk HealthCare Plan. To initiate the application process or membership renewal, call (863) 533-1111

Hours of Operation Monday-Friday 8 am-5 pm.

Rohr Home

Only accepting patients directly from hospitals at this time. No visitors allowed.

Facility number (863) 519-7579.

Veteran Services

Offices are closed to the public; however, Polk County Veteran Services is still open for business. Call (863) 534-5239, (863) 534-5220 or email kelliebrower@polk-county.net to set up an appointment to speak to a Veteran Service Officer.

Hours of Operation Monday-Friday 8 am-5 pm.

Other Service Agency Information

provided by the Polk County Homeless Coalition

- ALPI: Electric and water, court order eviction ONLY for rent. Ph: 863-956-3491
- Bartow Church Service Center: Open Monday – Thurs 8:30am – 2:00 pm by appointment only. Food Pantry and faxing to DCF for Bartow school area only. Regular lunches Monday- Thursday and on Thursdays individuals receive a bagged lunch between 9-12pm. Not accepting applications for rental or utility payment assistance. Ph: 863-533-5822
- Catholic Charities: Food Pantries closed. Ph: 863-299-7983
- Citrus Connection (bus pass): Closed until further notice. Busses are still running.
- Florida Baptist Children's Home: Not accepting any new families and not open to the public. Ph: 863-687-8811
- Frostproof Care Center: Business as usual. Thrift store is closed. Food, rental and utility assistance by appointment ONLY. Only services Frostproof. Ph: 863-635-5555
- Help of Ft Meade: Store closed. Phone call screening for electric, mortgage, rent, and food assistance by appointment ONLY. Ft Meade residents only. Ph: 863-285-6600
- Lake Wales Care Center: Business as usual by appointment. (Lake Wales residents only) Help with rental assistance, utilities, financial assistance, food pantry, clothing, furniture, etc. Ph: 863-676-1949
- Lighthouse Ministries: Call the different stores in Polk County for food boxes (will need ID, Socials, proof of income, and expenses) Also help with clothing, furniture, and household wares. Shelter is open but has limited space. Hot meals are served at shelter and it is open to everyone. Ph: 863-687-4076 (different stores throughout the county)
- Mulberry Community Center: Helps with food 1st and 3rd Friday of the month in afternoon, financial classes to anyone in Polk County. Emergency food, rental and utility assistance for those residing in Lakeland (33813 zip code only) and Mulberry residents (33860) ONLY. Ph: 863-425-1523
- Peace River Center: Shelter is open, DV and crisis hotlines available. Can help individuals who are their clients or those who have DV history with counseling, case by case with essentials things. Ph: 863-519-0575
- Salvation Army Church: Not open to the public. Only giving Food pantry information out by phone. Ph: 863-853-2214.
- o Salvation Army Shelter (Lakeland): Have availability, changes daily. They sanitize facility every hour, each family will have their own dormitory, everything is sanitized before Ph: 863-940-9696

- Salvation Army Shelter (Winter Haven): Shelter is not taking new clients, keeping the ones they currently have. On Wednesdays they have food 9:30-11:30 and 1pm-3pm available to Polk County. Ph: 863-291-5107
- St Vincent de Paul: Open for business, referrals only. Hotels for vets (have to qualify for SSVF, 60 yrs or older, must have health issues which make them vulnerable for COVID-19) Ph: 863-608-7078.
- Women's Resource Center: Closed to the public. Food and Hygiene by appointment, previous WRC clients only (case by case basis, any day of the week). Can do Food stamp application via phone. Ph: 863-294-5318.
- Talbot House Ministries: Shelter is operating as normal, each person's temperature is checked prior to entering the facility, many bottles of hand sanitizer, facility is being cleaned every other hour (wiping down handles, tables etc.) Food: a bag on Tuesday and a box on Thursdays from 9am-11am, clients can take both the bag and box, but only once a month. Breakfast and dinner are being served outside. Open to everyone in need. NO INTAKES for any other assistance. Ph: 863-687-8475.
- The Mission: Business as usual. Offers shower, food pantry and a hot meal at 11:45 am. Open to everyone in Polk County. Ph: 863-299-2348
- The WAY Center: Not taking anyone for the home. Thrift store is open. Helping with food bags, clothing and essentials (baby needs, hygiene, etc.) but meeting clients downstairs not seeing them in the office. Ph: 863-422-2309.