



---

# City of Petersburg Resource Guide

---

For COVID-19 & Beyond



TABLE OF CONTENTS

---

**3 PETERSBURG COMMUNITY MESSAGE**

**4 HEALTH ASSISTANCE**

**6 FOOD ASSISTANCE**

**9 RE-HOMING ASSISTANCE**

**9 PETERSBURG REDEVELOPMENT & HOUSING  
AUTHORITY (PRHA)**

**10 PETERSBURG DEPARTMENT OF SOCIAL SERVICES**

**10 EMPLOYMENT RESOURCES**

**11 CRISIS RESOURCES**

**13 PETERSBURG PUBLIC SAFETY EMERGENCIES**

**13 RESIDENTIAL TRASH AND RECYCLING**

**14 PETERSBURG OFFICE OF BILLING AND  
COLLECTIONS**

**14 PETERSBURG PUBLIC LIBRARY**

**15 PETERSBURG AREA TRANSIT**

**16 CITY OF PETERSBURG COMMUNICATIONS**

**17 FORWARD VIRGINIA - PHASE ONE**

**18 CENSUS 2020**

**As the COVID-19 pandemic remains a fluid situation, please continue to visit [www.petersburgva.gov](http://www.petersburgva.gov) for updates to information presented in this resource guide.**

# COMMUNITY MESSAGE



John A. Hart Sr. - Vice Mayor, Ward 7; Charlie Cuthbert - Ward 4; Samuel Parham - Mayor, Ward 3; Treska Wilson-Smith - Ward 1; W. Howard Myers - Ward 5; Annette Smith-Lee, Ward 6; Darrin Hill - Ward 2

The City of Petersburg continues to remain committed to protecting the health and safety of our community members during the COVID-19 pandemic.

It is our goal to adequately prepare, prevent, and respond during this unprecedented time.

Throughout this resource guide, you will find a great amount of helpful information to include COVID-19 testing, financial relief, food assistance, and crisis resources. It is our hope that this guide will equip you with the necessary knowledge to stay informed.

As a community, Petersburg has continuously rebounded in uncertain times and we have no doubt that we will remain resilient as we work together to prevent the spread of COVID-19.

-Petersburg City Council



We, at the Crater Health District, appreciate the partnership and support of our communities as we work to mitigate the impact of COVID-19 in the Crater Health District.

We continue to recommend effective measures to keep Crater Health District residents safe and well. It is important for everyone to continue practicing personal public health precautions, especially social distancing and hand and surface hygiene.

These are the most effective ways to minimize the spread of illness and keep yourself and those around you healthy.

We must continue to remain diligent in our adherence to safety guidelines for the protection of our loved ones and community members.

-Alton Hart, Jr, MD, MPH



*Dr. Alton Hart  
District Health Director  
Crater District Health Departments*

# HEALTH ASSISTANCE

## COVID-19 Testing

## Petersburg



### Testing

The Crater Health District has announced drive-thru and walk-up COVID-19 testing in Petersburg, VA. The Petersburg sites will be open every Tuesday through Thursday from 9am-12pm.



### Requirements

**ONLY** those who are pre-screened and registered for testing will be admitted.

These sites will be closed to the public without proper pre-screening and registration.



### Registration

Call 804-862-8989 for screening.

Those admitted for testing **MUST** bring a valid I.D. to the testing site.



If someone is in need of emergency care, please seek immediate medical attention and do not wait for drive-thru/walk-up testing.



Additional testing sites and dates are being planned and will be announced when scheduled.





## HEALTH ASSISTANCE

### COVID-19 Call Center:

For health questions pertaining to COVID-19, contact the Crater Health District Call Center at 804-862-8989.

Call Center Hours: 9am-5 pm, M-F

Community members can also call 877-ASK-VDH3, which is available 24 hours a day, 7 days a week.

### Flu Clinic:



Bon Secours has established designated flu clinics for members of the community who are experiencing flu-like symptoms.

Symptoms may include fever, cough, shortness of breath, sore throat or body aches.

The flu clinics are designed to evaluate and treat patients with flu-like symptoms. Bon Secours recommends that people who are experiencing flu-like symptoms either call their primary care provider or visit the local flu clinics.

More information about the flu clinic can be found at [bonsecours.com](http://bonsecours.com), under the coronavirus updates section.

Flu Clinic Location: Southside Physicians Network -  
Evaluation Clinic - Petersburg  
50 Medical Park Blvd, Suite B  
Petersburg, VA 23805

Flu Clinic Phone: 804-765-6447

Flu Clinic Hours: 830 am – 5 pm,  
Monday – Friday, walk-in only

# FOOD ASSISTANCE

Included below are local Petersburg Food Pantries.

Please remember that as the COVID-19 pandemic remains a fluid situation, it is best to call the location to confirm pantry hours.

<u>Pantry Name</u>	<u>Phone Number</u>
Humanities Foundation	843-284-5122 or 919-586-1802
Our Daily Bread	804-526-2548
Faith and Hope Temple	804-861-3898
Community United Ministries	804-931-6363
Colonial Heights Food Pantry	804-520-7117
Petersburg 7th Day Adventist	804-732-9538
CARES, Inc.	804-861-0865
Victory Christian U.C.C.	804-402-9817
Regenesis Food Ministry	804-451-4481
Downtown Churches United/The Hope Center	804-722-0057
Dinwiddie Churches Pantry-ERP	804-732-3241
Emmanuel Church of God In Christ	804-733-6301





## FOOD ASSISTANCE

Petersburg City Public Schools (PCPS) Meal Distribution:

PCPS have expanded meal opportunities for students to include breakfast and lunch for the weekend. Meals are available every MWF.

As the COVID-19 pandemic remains a fluid situation, please continue to visit [www.petersburg.k12.va.us](http://www.petersburg.k12.va.us) for updates.

### Meals:

- Monday - breakfast and lunch for Monday and Tuesday
- Wednesday - breakfast and lunch for Wednesday and Thursday
- Friday - breakfast and lunch for Friday, Saturday, and Sunday
- Grab and go meals can be retrieved at Cool Spring, Lakemont, and Pleasants Lane from 9 am -11 am



Mobile meal distribution is also available at select locations.

- All mobile locations will be at the entrance to subdivision and/or apartment complex.
- Due to changes at the federal level, children no longer need to accompany their parents/guardians to pick up meals.
- The meals will include breakfast and lunch items.



# FOOD ASSISTANCE

## PCPS MOBILE MEAL DISTRIBUTION



### Lakemont Zone

- Sunset – 9:15 am – 9:25 am
- Spring Garden – 9:30 am – 9:40 am
- Fords – 9:45 am – 9:55 am
- Shady Grove – 10 am – 10:10 am
- Pin Oaks – 9:15 am – 9:25 am
- Croatan – 9:30 am – 9:40 am

### Cool Spring

- Tanglewood – 9:15 am – 9:25 am
- Old Virginia Ave Elementary School – 9:35 am – 9:45 am
- Lieutenant Run – 9:55 am – 10:05 am
- Ivy Gate – 10:15 am – 10:25 am

### Pleasants Lane

- Pecan Acres – 9:15 am – 9:25 am
- Jefferson South of the James – 9:35 am – 9:45 am
- Henry William’s – 9:55 am – 10:05 am
- Summit Point – 10:15 am – 10:25 am

### Walnut Hill

- Oakhurst – 9:15 am – 9:25 am
- Jesse Lee – 9:35 am – 9:45 am

### Additional Note:

*Feed More coordinates efforts between local food banks. To contact Feed More:*

- Call 804-521-2500 ext. 631 or
- Visit [www.feedmore.org](http://www.feedmore.org)



## NO KID HUNGRY VIRGINIA

Families can text FOOD or COMIDA to 877-877 to find free food distribution sites organized by school districts and other community organizations.



Do you know someone who is currently homeless or unsheltered?

- Call St. Joseph's Villa at (804) 722-1181

Do you know someone who is experiencing a housing crisis and may be evicted?

- Call St. Joseph's Villa at (804) 722-1181

Do you know someone who is currently staying outside or is unsheltered?

- Call Commonwealth Catholic Charities Outreach at (804) 718-0214.

## PETERSBURG REDEVELOPMENT & HOUSING AUTHORITY (PRHA)

▼ Pecan Acres Estates Property Manager:  
Sholanda Kenner  
sholanda.kenner@petersburgrha.org  
(804) 733-2200 ext. 132

▼ PRHA Housing Supervisor:  
Yvette Bembry  
yvette.bembry@petersburgrha.org  
(804) 733-2200 ext. 127

▼ Pin Oaks Estates Property Manager:  
Christine Wynn  
christine.wynn@petersburgrha.org  
(804)733-2200 ext. 140

▼ Robin Hood  
HCVP Inspector  
robin.hood@petersburgrha.org  
(804) 733-2200 ext. 124

▼ Maintenance Administrator:  
Stephenia Johnson  
stephenia.johnson@petersburgrha.org  
(804)733-2200 ext. 118

▼ HCVP & Public Housing Specialist:  
Desiree Patterson  
desiree.patterson@petersburgrha.org  
(804) 733-2200 ext. 151

▼ HCVP Housing Specialist:  
LaShawn Forehand  
lashawn.forehand@petersburgrha.org  
(804) 733-2200 ext. 121

▼ HCVP Housing Specialist:  
Marrietta Paschal  
marrietta.paschal@petersburgrha.org  
(804) 733-2200 ext. 144

▲ Housing Choice Voucher Program staff members are teleworking to meet participant needs. This includes the processing of new move ins, annual re-certifications, and interims.



## PETERSBURG DEPARTMENT OF SOCIAL SERVICES

The Petersburg Dept. of Social Services Office is currently closed to the public. For assistance, please use one of the communication methods below.

- [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov)
- Calls for Medicaid: 1-855-242-8282
- Customer Service Center: 1-855-635-4370

## EMPLOYMENT RESOURCES

If you are unemployed, you can only apply for benefits through the internet or the Virginia Employment Commission (VEC) call center:

- Initial and continued claim filings are available online at [www.vawc.virginia.gov](http://www.vawc.virginia.gov)

If you cannot access services online:

- To file an initial unemployment insurance claim, call 1-866-832-2363
- To file a weekly continued claim, call the automated phone system at 1-800-897-5630

For Petersburg VEC office assistance, call 804-862-6155

*Note: Call volume is very high and there are extended wait times.*

If you are a Job Seeker or Individual Interested in Educational and Training Services:

- Call 804-862-6155 or visit [www.vcwcraterregion.com](http://www.vcwcraterregion.com)

If you are an adult, dislocated worker or youth who has previously received services from the WIOA Title 1 Providers, The WorkPlace or Pathways - P.O.W.E.R. Program, you will be contacted about how to continue with your service plan.

Additionally, you may contact your Counselor or Case Manager by phone or email.





## CRISIS RESOURCES

### Petersburg: Family Lifeline

Family Crisis Fund for families with children who are in direct and immediate need of support due to job loss from the COVID-19 pandemic.

- [referrals@familylifeline.org](mailto:referrals@familylifeline.org)
- (804) 249-5414

### Crisis Assistance Response Emergency Services (CARES)

An emergency shelter for woman and children. Distributes food, clothes, household items, personal hygiene items, etc.

- 804-861-6191
- [www.cares-va.org](http://www.cares-va.org)
- 244 Halifax St. Petersburg, VA 23803

### Domestic Violence Hotline

- 1-800-799-SAFE (1-800-799-7233)

### Disaster Distress Helpline SAMHSA's

Disaster Distress Helpline provides 24/7, 365-days-a-year crisis counseling and support to people experiencing emotional distress.

- Call 1-800-985-5990 or
- Text *TalkWithUs* to 66746

### District 19 Emergency Services

Provides crisis intervention, assessment, and screening services 24 hours a day, 365 days a year.

- 24-hour crisis lines: 804-862-8000
- (D19) 866-365-2130
- (Toll Free) 434-634-2020
- (Emporia) Services: 804-862-8002
- [www.d19csb.com/services/crisis](http://www.d19csb.com/services/crisis)

### Virginia Family Violence Hotline

Available 24 hours a day, 7 days a week.

- 1-800-838-8238
- [www.vdh.virginia.gov/domestic-and-sexualviolence-prevention](http://www.vdh.virginia.gov/domestic-and-sexualviolence-prevention)

Virginia 211

A service that helps find and connect you with local resources and services. Available 24 hours a day, 7 days a week.

- Call 2-1-1
- [www.211virginia.org](http://www.211virginia.org)

Virginia Department for Aging and Rehabilitative Services

Advocates for resources and services to improve the quality of life, security, and independence of older Virginians, Virginians with disabilities, and their families. Hotline is available 24 hours a day, 7 days a week.

- 1-800-552-5019
- [www.vadars.org/cbs](http://www.vadars.org/cbs)

Virginia Housing and Urban Development Center

Helps apartment owners offer reduced rents to low-income tenants. Hotline available 24 hours a day, 7 days a week.

- 1-800-842-2610
- [www.hud.gov](http://www.hud.gov)

Petersburg Eviction Diversion Program

For tenants whose landlord has sued them for unpaid rent.

- Call 804-733-2200 Ext. 132 or Ext. 140



## PETERSBURG PUBLIC SAFETY EMERGENCIES

Petersburg Fire Stations and Petersburg Bureau of Police headquarters are currently closed to the public.

- |                  |                      |
|------------------|----------------------|
| For Emergencies: | For Non-Emergencies: |
| • Call 9-1-1     | • Call 804-732-4222  |

## RESIDENTIAL TRASH AND RECYCLING

Central Virginia Waste Management Authority (CVWMA) residential recycling and trash collections are on regular collection schedule.

Regular household garbage must be placed in the container for collection and set out by 7 am on collection day.

## BULKY AND YARD WASTE :

- During the pandemic, residents are encouraged to call in advance for bulky waste curbside pickup
- Place any extra bags, bulky waste, and yard waste next to trash carts on the curb on your regular collection day by 7am.
- Bulky waste includes large appliances, furniture or other waste material that cannot be placed in the Cart due to size.
- Yard Waste must be bundled and tied together not exceeding 4 feet in length or 75 pounds. Grass clippings and leaves must be bagged and placed next to the Cart.
- In Petersburg, bulky and yard waste is limited to an amount that does not exceed 10 cubic yards. The pile cannot exceed 9 feet long by 9 feet wide and 3 feet high.

For Residential Trash and Recycling Questions Contact CVWMA:

- (804) 340-0900 for recycling
- (804) 425-0500 for trash and leave a voice message
- customerservice@cvwma.com
- www.cvwma.com



## PETERSBURG OFFICE OF BILLING AND COLLECTIONS

- The Office of Billing and Collections has suspended the acceptance of cash payments.
- Currently, only credit/debit card, money order, cashier check, or personal check are accepted.
- For Billing and Collections questions, please call 804-733-2349 or email [CityCollector@petersburg-va.org](mailto:CityCollector@petersburg-va.org)

### Available Payment Methods include:

- Online Payment Portal at [www.petersburgva.gov](http://www.petersburgva.gov)
- Drop Box (located at 144 N. Sycamore Street)
- Pay by Mail (P.O. Box 1271 Petersburg, VA 23804)



*The drop box is labeled "Night Depository"*

## PETERSBURG PUBLIC LIBRARY



Petersburg Public Library drive-thru is open every Mon - Fri from 10am- 2pm for pick up of items that have been placed on hold.

### To place items on hold:

- Call 804-451-3998 and leave a detailed message or
- Visit the online Library Catalog at [www.ppls.org](http://www.ppls.org).
- For use of the online catalog, customers will need to use their library card number and PIN (the PIN is the last four digits of the library card number).
- Anyone in need of a Petersburg Public Library card can be issued one during drive-thru hours and will need to bring a photo ID.
- If holds are placed Mon - Thurs by 12noon, they will be available at the drive-thru by 10am the following day.
- Items placed on hold over the weekend will be available by 10am on Monday.
- In compliance with CDC recommendations, returned items will be under a 72-hour quarantine before handling.

## PETERSBURG AREA TRANSIT (PAT)



*Plexiglass partitions have been installed behind drivers to protect operators and passengers.*

- PAT is continuing the “Essential Services Schedule” for patrons to access essential jobs and services.
- PAT has suspended all on-board fare collection.
- Where possible, PAT riders will need to enter and exit through the rear doors to maintain proper distancing between passengers and operators.
- PAT bus operators have been supplied with personal protective equipment.
- Buses are cleaned and sanitized multiple times throughout the day.
- The PAT facility at 100 W. Washington St. is closed to the public until further notice.
- PAT will continue to promote social distancing by transporting 5 patrons on smaller buses and 10 patrons on larger buses.
- Riders are strongly encouraged to wear masks.
- Riders should not use public transportation if they are ill.
- Services may be refused for anyone displaying COVID-19 symptomatic behavior.

**Routes will begin at 5:15 am and last route will end at 6:15 pm.**

- No service to Fort Lee
- Riverside Jail: service upon request
- No service to Amazon
- No service to Central State Hospital
- No service to Virginia State University (Campus Closed)
- Washington Street and Lee Avenue are combined. Washington St. route leaves 15 minutes each hour and Lee Ave. leaves 45 minutes each hour.
- Para-Transit Service will remain the same without restrictions

**For PAT Customer Service, call 804-733-2450**

## CITY OF PETERSBURG COMMUNICATIONS

### Emergency Phone Line:

- To hear a recorded message of emergency updates, call 804-203-5007

### TV Channel:

- The City's public access channel is channel 15 for Comcast customers. This channel is only available through Comcast.

### Website:

- [www.petersburgva.gov](http://www.petersburgva.gov)
- Click "read on" at the top of the homepage. There's a large red flashing button that reads "Coronavirus Updates."

### Social Media:

- Facebook: @cityofpetersburgva
- Twitter: @petersburgv
- Instagram: @petersburg\_va

### Emergency Alert Sign-Up:

- Residents can sign up for text and/or email emergency alerts by visiting [www.petersburgva.gov](http://www.petersburgva.gov) and clicking the blue button that reads "Notify Me."



# Forward Virginia: Phase One

	PHASE ZERO	PHASE ONE
NON-ESSENTIAL RETAIL	🕒 Open with 10 person limit	🕒 Open with 50% capacity
RESTAURANTS AND BEVERAGE SERVICES	🕒 Takeout and delivery	🕒 Takeout and delivery; outdoor seating at 50% capacity
ENTERTAINMENT AND PUBLIC AMUSEMENT	🚫 Closed	🚫 Closed
FITNESS AND EXERCISE	🚫 Closed	🚫 Closed (limited to outdoor fitness classes)
BEACHES	🕒 Exercise and fishing only	🕒 Exercise and fishing only
GATHERINGS	🕒 10 person limit	🕒 10 person limit
TELEWORKING	🟢 Strongly encouraged	🟢 Strongly encouraged
FACE COVERINGS	🟢 Strongly encouraged	🟢 Strongly encouraged
CHILDCARE	🕒 Open for working families	🕒 Open for working families
PLACES OF WORSHIP	🕒 Drive-in services; 10 person limit	🕒 Drive-in services; 50% capacity
PERSONAL GROOMING	🚫 Closed	🕒 Appointment only
PRIVATE CAMPGROUNDS	🚫 Closed	🟢 Open
OVERNIGHT SUMMER CAMPS	🚫 Closed	🚫 Closed
STATE PARKS	🕒 Day use only	🟢 Day use; Overnight in phases
SCHOOLS	🚫 Closed	🚫 Closed

## MASK UP VIRGINIA

Help reduce the risk of transmission

- Starting Friday, May 29, any person age 10 or older must wear a face covering at all times while entering, exiting, traveling through, and spending time in indoor public settings.
- A face covering includes anything that covers your nose and mouth, such as a mask, scarf, or bandana.
- Wearing a face covering does not take the place of other public health precautions like maintaining six feet of physical distance between yourself and others, and proper sanitation and personal hygiene.



**VDH** VIRGINIA DEPARTMENT OF HEALTH





# Shape the future for your family and community.

The U.S. Constitution requires that every decade we count our nation's population. By April 1, every household will receive a notice to complete the 2020 Census and be counted.

## Responding is important.

You can shape the future for yourself, your family, and your community for the next 10 years. Data collected in the 2020 Census will inform the distribution of more than \$675 billion in federal funds to states and communities each year. Businesses, community leaders, and local governments use census data to create jobs, ensure public safety preparedness, and support community initiatives.

## Results of the census impact funding for things like:

- › Schools and education
- › Health care facilities
- › Housing assistance
- › Public transportation
- › Child and adult food assistance programs
- › Assistance for people transitioning out of homelessness
- › Career and technical education grants
- › Medicare Part B



1-844-330-2020



**2020CENSUS.GOV**

Shape  
your future  
START HERE >

United States<sup>®</sup>  
**Census  
2020**

D-OP-BL-EN-127

