

Jacksonville Against COVID-19 (JAC) Response to COVID-19 – Call notes for Monday, April 13, 2020

Jacksonville Against COVID-19 response with organizational contacts regarding the response to COVID-19.

Jacksonville Against COVID-19 Purpose is to bring together nonprofit organizations, businesses, and governmental agencies to deliver hope and foster more effective preparedness, mitigation, response and recovery for the people of Duval County as needed in times of disaster, through:

- **Cooperation:** creating a climate of cooperation, information sharing, and meeting together;
- **Coordination:** encouraging a common understanding and providing a liaison with city-county government officials, as well as resource management with the community;
- **Communication:** publishing and disseminating information; and
- **Preparedness:** increasing mutual awareness and encouraging effective disaster-related training, policies and procedures.

Jacksonville Against COVID-19 contact information: the email account is contact@artfullygreen.org and internet phone number is (904) 235-7919. Please use this email or number to report coronavirus impact situations, unmet needs and available resources. These are monitored regularly.

Jacksonville Against COVID-19 facilitators: Aidan Chau, Executive Director of Jacksonville Against COVID-19 contact@artfullygreen.org; John Sapura, LISC Disaster Recovery and Resiliency Manager jsapura@lisc.org; Raelyn Means, Administrator of the Northeast Florida Long Term Recovery Organization rmeans@duvaldisasterrecovery.org; Deirdre Conner, Senior Director at the Nonprofit Center dconner@nonprofitctr.org.

**** Request for Call Topics:** please email ideas for future Jacksonville Against COVID-19 discussion topics that can be researched and planned with your needs in mind.

Daily call notes (60 participants):

Remembering Janet Owens: John started the meeting with a remembrance of Janet Owens, LISC Executive Director, who passed away last Wednesday after a long illness. Janet was much-loved by so many colleagues and friends, and she will be missed. She had an abiding sense of hope and gratitude and courage, not only in the face of her chronic illness, but in helping leaders in underserved neighborhoods find their strong voice and secure needed resources to improve their quality of life, which enriched the entire community. As a faithful Christian Janet lived with the strong sense that nothing can separate us from the loving presence of God, not even in death. Rest in peace, Janet. We appreciate your life well lived.

City of Jacksonville: Sarah Bohentin reported for the city. The city is monitoring today's inclement weather. EPD and 630-CITY are conducting business as usual as previously reported.

Discussion Topic: Operating Protocols

HabiJax: Angie Leatherbury provided an overview of how COVID-19 has impacted their daily operations and protocols. Since the pandemic first started impacting Northeast Florida, HabiJax has followed CDC recommendations for safety and social distancing. Initially, construction and ReStore volunteers were limited to 10 per site. As time went on and guidelines became more stringent, HabiJax made the decision to suspend their volunteer operations and close their ReStores. Construction continues as an essential service but they have shifted their approach by utilizing subcontractors for work that would normally have been done by volunteers. Construction staff are also taking on some of the work. All staff and subcontractors on sites are maintaining appropriate distance and wearing personal protection. The City of Jacksonville's Building Department is still conducting inspections. The organization is trying to keep houses on schedule as much as possible. As part of the larger construction industry, Angie reported all contractors and builders are focused on continuing work while maintaining safety and appropriate precautions. In response to the question about what would allow volunteers to feel safe to return to worksites, Angie stated they have left the suspension of volunteers open-ended at this time. They experienced a spike in group cancellations prior to their decision to stop using volunteers. Many corporations had to make the decision for their own employees regarding community volunteering. Even when a nonprofit organization begins to accept volunteers again, it will be up to corporations to make those decisions about what community volunteering looks like and assess the risk profile.

Other agencies reporting on change in volunteer protocols:

Joy Hervey, Arlington 2020: They are focusing on keeping their volunteers safe and maintaining distance by dropping food in vehicle trunks and leaving food at the end of tables for distribution.

Skip Cramer, American Red Cross: Masks are required in the ARC building at all times for staff, clients and volunteers alike. In light of the severe weather and tornados that passed through the Southeast last night, they are following established protocols for maintaining both small- and large-scale shelters, ensuring appropriate social distancing measures. DAT teams responding to individual home fires are being encouraged to operate virtually as much as possible.

Brian Baer, The Elevated Studio: FEMA is developing protocols for nonprofit organizations on how to respond to natural disasters in light of COVID-19. Last week, NVOAD conducted a webinar on how some of the larger organizations are handling volunteer management. The webinar was for NVOAD members only but Brian has provided the link to our group.

https://drive.google.com/file/d/1gzk_hRkL1bL25BIB4ECguA-kgHteqG8x/view?usp=sharing

Discussion Topic: Sourcing Face Coverings and Masks for Direct Services

As CDC guidance has evolved to recommend masks or face coverings for all individuals in public, it raises the question whether there is a need for the JAC to facilitate donations management to connect organizations with resources for masks. Various groups are working on large distributions of masks (Masks4Jax, Jacksonville Jaguars). More information will be provided on our April 15 Jacksonville Against COVID-19 call.

Florida Blue Farmers & You Program: Angela Tenbroeck reported they received homemade masks from a group Hope McMath is working with at the DuPont YMCA. Farmers and packers have always worn gloves but are now wearing facial coverings as well. They are also providing masks and gloves to drivers and area champions. Angela pointed out it's important to have multiple glove sizes available.

Laureen Husband reported via the Chat that Rethreaded is selling masks for \$5 each.

Joy Hervey, Arlington 2020: The agency needs about 25 masks for their volunteers.

Leigh Ann Luttrell, Christ's Church: The church is monitoring needs and is willing to shift funds or engage volunteers in making masks. While the emphasis in media has largely been on masks for healthcare workers, they recognize that there may be an unmet need for masks for the average person who needs one to be safe in public.

If your direct service organization needs manufactured masks or gloves, please email contact@artfullygreen.org, and the Jacksonville Against COVID-19 will gather orders and coordinate to source those unmet needs. On the other hand, if your group is a source of masks, either DIY or manufactured masks, please email the JAC to coordinate your source with the unmet needs.

Success Story: Handwashing Stations

Rotary District 6970 in partnership with the Boy Scouts was able to assemble portable handwashing stations for a number of organizations serving the community without utility access (ex. mobile food drive in a parking lot). If this is a need an organization has, email contact@artfullygreen.org so that the JAC can facilitate the connection. In addition, attached are the handwashing station assembly instructions to do it yourself.

Agency Reports & Unmet Needs

211: 211 continues to receive calls for assistance with rent, food and utilities. They've also seen requests for tax return assistance, motel vouchers for those experiencing homelessness, and ride applications. 211 is scheduling transportation through the Ride United Pilot. Individuals needing transportation assistance can call 211 Monday-Friday 8am-5pm to schedule a Lyft ride. **Jeff Winkler reminds everyone involved in food distribution operations to keep 211 up to date with any changes in operations so they can provide accurate information to callers. <https://unitedwaynefl.org/get-help/update-agency-information/>

Mayor's Office: Sarah Green reported the Food Delivery Task Force continues to work on a predictable schedule for food delivery to avoid large distributions where people tend to line up, making social distancing more difficult. They are shifting to a focus on appointment or delivery models. Mayor Curry is expected to provide an update on pandemic efforts around noon.

ElderSource: Funded senior centers and adult day cares remain closed. Providers are working to find alternate services to provide for them such as telephone reassurance and shopping assistance. We have received funding to assist seniors with needs that may come about as a result of COVID. Please feel free to direct seniors to call our helpline at 904-391-6699 or 1-888-242-4464. If volunteers would like to participate in the Telephone Reassurance Program, they can call 904-391-6699. Training is provided.

Arlington 2020: The normal food distribution on the 3rd Saturday of the month is by appointment only. A few appointments remain; individuals should go to the group's Facebook page to link to the event and register.

Florida Blue, Farmers and You Program (Angela Tenbroeck, The Center for Sustainable Agricultural Excellence and Conservation, Foodery Farms): The program has slowed down considerably due to lack of funding. They have capacity to pack up to 5,000 bags each week but only have funding for 200 bags. Angela would appreciate connections to other grant sources. For more information, contact Angela at CenterSAEC@gmail.com.

JEA: Elizabeth Paulson shared a request from NFCAA that all individuals needing assistance should utilize the online appointment tool (<http://www.nfcaa.net/utility-assistance/>) or contact their appointment line at 904-362-8052. JEA has updated its utility assistance resource document, attached to this email.

Self-Care: Raelyn Means highlighted a self-care resource made available by Presbyterian Disaster Assistance (PDA). PDA has developed two sixty-minute webinars. One is designed for a general audience of people who are responding to the COVID-19 situation. The second webinar is designed for faith leaders. These programs are designed to increase participants' understanding of their own signs of stress and to teach in-the-moment tools to engage the relaxation response in body and mind. They will engage participants in responding to questions and prompts to help create a personalized self-care and resilience-building plan. Those attending will build on their experience while practicing new tools that have been shown to be effective in sustaining our capacity to serve in the midst of challenging circumstances. To schedule a webinar presentation, please contact Kathy Riley, PDA National staff member and Team Lead for Emotional and Spiritual Care at Kathryn.Riley@pcusa.org. These webinars have been pre-recorded for individual viewing. Visit <http://www.bit.ly/PDAESCwebinar> for more information. Other self-care resources will be attached to this email.

Standing Agency Resources & Information

- Link to the City COVID-19 Recovery Resources is <https://www.coj.net/recoveryresources>
- To subscribe to the City of Jacksonville EOC COVID-19 SITREP Distribution List, send an email to: LISTSERV@LIST.COJ.NET and type "SUBSCRIBE COJ_EOC_SITUNIT" with NO other text, including signatures, in the message field.
- **Ordering Supplies:** The City of Jacksonville EOC has been tasked with managing resource requests from private and non-profit healthcare agencies for routing to ESF-8 at the State EOC. The local EOC Logistics Section has received over one hundred requests from area healthcare facilities this week, mainly seeking PPE. To submit a request for resources to be routed to the State ESF-8 for fulfillment, please have any agencies in need fill out the attached "ICS 213" form (fields 1-7) and submit the following email address: EOCSUPPLYUNIT@coj.net. Please ensure that there are instructions for delivery and good contact information is included on the form. Please request that agencies include as much detail as possible, including type, kind, quantity, specifications, for any items ordered. Our EOC is reviewing each form prior to submission to ensure that it will be accepted by the State.
- Monitor www.jaxready.com/virus for the latest Duval County disaster information.
- **630-CITY Helpline:** The City's helpline continues to support customers with routine inquiries about city services as well as answering questions regarding the virus. Staff are working remotely and referring to 211 and providers as needed.

To report executive order violations that pose a serious health or safety risk, it should be reported to JSO's non-emergency line, which is 630-0500. Otherwise, citizens can report non-compliant

businesses by contacting 630-CITY (2489) or visiting myjax.custhelp.com - COVID-19 - Frequently Used Service Requests.

The City is logging and evaluating complaints. Code Enforcement is contacting businesses believed to be in violation. The link to the City's COVID-19 Recovery Resources page is <https://www.coj.net/recoveryresources>.

- **211 Helpline and Resource Directory** – <https://unitedwaynefl.org/get-help/> is the primary JAC source for what disaster resources are available from various organizations. 211 operators search this database to assist Helpline callers, so please REGISTER your organization and update your contact information and available resources. 211 manager is Don Earl – donalde@uwnefl.org.
****Link for agencies to update their information with changes to schedule and services:**
<https://unitedwaynefl.org/get-help/update-agency-information/>
- **Volunteers** – If any organization has a need for volunteers, please contact Contact@artfullygreen.org with details and we will connect you. United Way Volunteer Hub Agency Page: <https://uwnefl.galaxydigital.com/covid-19-agency-information/> Don't forget to track volunteer hours—may be beneficial for future funding proposals and required matches.
- Resource document for screening volunteers:
<https://uwnefl.galaxydigital.com/files/dl/26f3d88ca8b72ab56c9aaf7b00e9734f/>
- **Financial Assistance Available to JEA Customers** (submitted by Elizabeth Paulson, Manager, JEA Customer Assistance Programs): JEA is providing the following temporary measures to assist customers during the COVID-19 pandemic:
 - Following Florida's state of emergency declaration by Gov. DeSantis last month, JEA has suspended utility disconnections for non-payment until further notice. This includes electric and water service.
 - Effective Tuesday, March 31, JEA is waiving late fees assessed on customer bills until further notice.
 - Effective Monday, April 6, customers will not be charged convenience fees for credit and debit card payments until further notice.

For **customers** who are unable to pay their bills at this time, we encourage them to contact JEA at **904-665-6000** to discuss flexible payment options. These include payment extensions that provide more time to pay, as well as payment arrangements that allow customers who qualify the ability to pay their balance over monthly installments. Our Customer Advisors are available by phone weekdays from 7 a.m. to 7 p.m. Customers may also explore billing and payment options on our website at https://www.jea.com/residential_customers/billing_and_payment_options/.

Should **customers** need more help, including assistance beyond their utility bill, JEA is directing requests to the [United Way of Northeast Florida](#), which can connect them to community-based assistance programs. We are encouraging these customers to call **2-1-1** or **904-632-0600**. Attached is JEA's summary of current financial assistance programs.

- **The Nonprofit Center is hosting weekly webinars every Friday at 10 am.** The agenda will include briefings and Q & A on actions at the federal, state and local government levels to provide nonprofit businesses relief; information on coordinated activities that nonprofits are leading or assisting in; and an update from local philanthropy. This is also an opportunity for you to crowd source ideas, needs, and opportunities. We'll repeat these calls every Friday as long as

there's demand. Register here: https://nonprofitctr.org/inspire_events/covid-19-impact-call-weekly-wrap-up/. New information is being added daily to <http://nonprofitctr.org/covid-19>.

- **Presbyterian Social Ministries:** The agency has dorm space available in Jacksonville. Dorm sleeps up to 42 or whatever number is deemed safe. We are available to house incoming first responders/volunteers if the needs arise. There is a full kitchen available, showers including an ADA space, laundry area, and Wi-Fi is provided. There is a small fee to assist with keeping the dorms up and running. I want to reiterate, this space is being offered to housing first responders & emergency/volunteer personnel only. It is not available for general emergency housing at this time. TeriKetchum@PresbyterianSocialMinistries.org
- **AARP** has created a website for AARP Mutual Aid Groups, which are informal groups of volunteers that band together to find effective ways to support those people most in need who live in their local community. Mutual aid can include picking up groceries, providing financial assistance, or lending emotional support to your neighbors. <https://aarpcommunityconnections.org>
- **Northeast Florida Regional Council:** NEFRC provides a host of emergency preparedness services for the public, private and government sectors in our seven-county region (Baker, Clay, Duval, Flagler, Nassau, Putnam and St. Johns). This includes but is not limited to the areas of natural hazard planning, hazardous materials and wastes, and training and exercise services. NEFRC maintains staff with expertise in emergency management. A Florida Professional Emergency Manager or FEMA Certified Master Exercise Practitioner will oversee all projects or programs.

The NEFRC, through a contract with the Florida Department of Health, also manages the Healthcare Coalition program for 18 counties throughout North Florida. Through planning, training, equipping and exercising, the Healthcare Coalitions are building a stronger, regional healthcare system. The Northeast Florida Healthcare Coalition is a group of healthcare and response organizations that collaborate to prepare for and respond to medical surge events. HCCs incentivize diverse and competitive health care organizations to work together for the community. <http://www.neflhcc.org/>. Contacts are Eric Anderson eanderson@nefrc.org and Leigh Wisley at lwisley@nefrc.org.

Spiritual & Emotional Care Resources

- <https://emergency.cdc.gov/coping/responders.asp> “Responding to disasters is both rewarding and challenging work. Sources of stress for emergency responders may include witnessing human suffering, risk of personal harm, intense workloads, life-and-death decisions, and separation from family. Stress prevention and management is critical for responders to stay well and to continue to help in the situation. There are important steps responders should take before, during, and after an event. To take care of others, responders must be feeling well and thinking clearly.”
- **Office of Population Health, Humana Military:** The program is maintaining a resource guide for active-duty military families. For questions and updated information please contact Lavender Morrison at Lmorrison2@humana.com. Pre-COVID-19 project outline and purpose can also be found on our website www.humanamilitary.com/populationhealth.
- **Florida Blue Emotional Support Helpline:** Florida Blue is offering a free 24-hour, bilingual emotional support helpline for all Floridians. Any Floridian, including those who are uninsured or insured by another company, can call **833-848-1762** for help dealing with feelings of stress, anxiety, grief, or fear related to COVID-19.

- **Pray Jacksonville Phone bank:** The Pray Jacksonville phone line is 904-990-1777. About 40 people are standing by ready to support individuals who call seeking spiritual and emotional guidance.
- **Presbyterian Disaster Assistance *Building Resilience* webinars for Faith Leaders and General Audiences:** These one-hour programs are designed to increase participants' understanding of their own signs of stress and to teach in-the-moment tools to engage the relaxation response in body and mind. These webinars are designed for faith leaders and anyone responding to the COVID-19 situation and will engage participants in responding to questions and prompts to help create a personalized self-care and resilience-building plan. Those attending will build on their experience while practicing new tools that have been shown to be effective in sustaining our capacity to serve in the midst of challenging circumstances. These webinars have been pre-recorded and are available to view at your convenience. Visit www.bit.ly/PDAESCwebinar for more information.

Other Helpful Info:

- **FL VOAD:** The state VOAD in conjunction with Volunteer Florida ESF-15 is hosting weekly COVID-19 calls on Tuesdays at 3pm. To be added to the invitation list, please email flvoadmeetings@outlook.com. Situational reports can be submitted online at <https://dart-voad.communityos.org/sitrep> to help state and national VOAD leaders support the collaborative efforts of each responding agency.
- **Other COADS:**
 - **Clay County** - Everyone who has disaster response resources, volunteers or facilities available is asked to please text or call André Van Heerden (305) 3950912. Please text the contact information of your point of contact person as group communications are being put together to organize a coordinated response. You can also send an email to: info@claysafetynet.org.
 - **Nassau County** – Contact is Stephanie Jerrell-Estep, Nassau P3-Public Private Partnership, 386-365-2252, stephstep@nassaup3.org
 - **St. Johns County** – Contact Jenny Harvey, chair of the St. Johns County VOAD, at jenny.harvey@unitedway-sjc.org.

About the 10 am Jacksonville Against COVID-19 calls:

Beginning the week of April 5, we will move to calls twice a week on Monday and Wednesday at 10am. Joining by computer is encouraged whenever feasible – chat information is included in the minutes.

<https://zoom.us/j/3952340642>

Meeting ID: 395 234 0642

One tap mobile

+16465588656,,3952340642# US (New York)

JAC organizations need to be ready to share information about needs and available resources, so please join the 10 am calls and email us at contact@artfullygreen.org. Information will be distributed to the JAC contact list as needed in between calls.

- On these JAC briefing calls, everyone is automatically muted when they join the call, so use *6 to unmute your phone. If you also manually muted your phone so no one hears your barking dog, remember to unmute that as well so you can share your wisdom and ask questions about what you want to know.

- All questions are welcome and the group will answer or we can research and respond to the group.
- If you cannot make the call and/or have information you want distributed to the group please email it to Contact@artfullygreen.org.