

**Jacksonville Against COVID-19 (JAC) Response to COVID-19 – Call notes for Wednesday, April 29, 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](mailto: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](mailto:contact@artfullygreen.org); John Sapura, LISC Disaster Recovery and Resiliency Manager [jsapura@lisc.org](mailto:jsapura@lisc.org); Raelyn Means, Administrator of the Northeast Florida Long Term Recovery Organization [rmeans@duvaldisasterrecovery.org](mailto:rmeans@duvaldisasterrecovery.org); Deirdre Conner, Senior Director at the Nonprofit Center [dconner@nonprofitctr.org](mailto: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 (47 participants):**

**NOTE Our Call Schedule Change:** In May our Jacksonville Against COVID-19 calls will be once per week at 10 am on Wednesdays. Raelyn will send out a new meeting invitation with the Zoom information. Please continue to email the JAC ([contact@artfullygreen.org](mailto:contact@artfullygreen.org)) with available resources, supply orders, unmet needs and priority topics, and you will receive periodic emails from the JAC.

**City of Jacksonville:** Sarah Green reported for the Mayor's Office. The COVID-19 Sheltering Task Force and Food Delivery Task Force continue to meet weekly to coordinate services. Masks4Jax has received a shipment this week and has completed a distribution, with another distribution expected. Masks4Jax orders are intended to be for staff and also distributed in the community through your client distribution channels.

**Mortgage, Rent and Utility Relief Program Grant:** The City legislation authorizing \$159 million for COVID-19 response passed Monday afternoon and includes individual direct assistance of \$1,000 to households making less than \$75,000 who have lost at least than 25% of their income due to COVID-19.

(See [https://www.coj.net/welcome/news/mayor-signs-legislation-allocating-\\$159-million-to](https://www.coj.net/welcome/news/mayor-signs-legislation-allocating-$159-million-to)) Individuals wishing to request an appointment will be able to do so online or by contacting 630-CITY. Before requesting an appointment, individuals will complete a short pre-screening whether registering online or by phone. Sarah Bohentin reported 630-CITY is already seeing an influx in calls related to the program, but appointment scheduling is not live yet. Once more information regarding the process is available, it will be shared so that JAC organizations can disseminate to their constituents.

**Emergency Preparedness Department:** Noah Ray reported the EOC continues to support standing missions related to testing and supply and equipment requests. State supply chains have not been as stressed and supplies are more readily available. In response to a question from Pat Mulvihill whether the City could support requests for 10x20 tents used to feed the homeless and underserved populations, Noah explained requests must be submitted on the official FEMA form ICS-213. These items would have to be purchased so agencies may be better off trying to source them on their own. Pat Mulvihill was able to address the immediate need for tents through his sources at the National Cemetery, but is thinking ahead to storm season and the need to have standing supplies ready in the event of a storm emergency.

Following the meeting, Noah Ray did some research and learned the City's HAZMAT team very recently purchased some 10x20 pop-up tents from TentCraft. The turnaround time was just 5 days.

<https://www.tentcraft.com/custom-tents-and-structures/pop-up-tent-models/heavy-duty-pop-up-tent>. 1-800-950-4553, [info@tentcraft.com](mailto:info@tentcraft.com).

**Testing Availability:** In response to a question about the availability of testing for asymptomatic individuals, Lot J will provide testing to individuals who have had contact with a known COVID-19 case regardless of symptoms. Homeless shelters are also beginning to test clients. A full list of current testing sites is available at <https://www.coj.net/covid19testing>.

**Storm Preparedness & Training:** Noah Ray reported EPD is preparing for hurricane season and working on developing virtual training due to the current pandemic environment. The state generally does a large-scale hurricane tabletop exercise in May, but it is unclear whether that will occur this year. Noah is working with John Sabora to develop something that could be attended by JAC organizations.

Brian Baer shared FEMA has a number of trainings coming up that may be of interest to organizations. A separate email was sent about three in particular. John Sabora is gathering a list of the most essential trainings for organizations (gathering from sources such as American Red Cross, FEMA and others) wishing to support preparedness and response efforts as part of the JAC. Storm preparedness topics will be included on our JAC calls.

The goal is to greatly increase the number of nonprofit staff, neighborhood leaders and community volunteers who are familiar with emergency management command structure, disaster communications and coordination, damage assessments, etc. to better function together to address unmet needs in future disasters. Case study training exercises will also help us appreciate our respective roles, align our resources and identify gaps in services.

**Safe at Home Orders:** Both state and local safe at home orders are set to expire at the end of this month and a gradual reopening is expected. John Sabora reminded the group to pay attention to the

most up-to-date guidance from the CDC and government to ensure organizations are operating appropriately. Organizations should engage their boards in risk management and operational discussions.

### **Agency Reports, Unmet Needs and Sourcing Supplies**

**Nonprofit Center of Northeast Florida:** Deirdre Conner reported the Nonprofit Center will be offering a training in partnership with Baptist Health at 9 am on Thursday, April 30, on Psychological Well-Being of Nonprofits during a Pandemic. Friday's weekly wrap-up call will likely be the last one for the time being and will focus on the phases of reopening. To register for either of these events and others, visit [https://nonprofitctr.org/inspire\\_events/](https://nonprofitctr.org/inspire_events/).

**New Town Success Zone:** Mia Hobdy thanked Masks4Jax and Jax Chamber for the mask distribution. They were able to distribute the masks to the community during their food distribution this week, where they served 250 meals. They appreciate this opportunity to help residents get masks; recipients were extremely grateful and excited.

**Arlington 20/20:** Dr. Joy Hervey also remarked on their appreciation for the supply of masks from Masks4Jax. They plan to distribute them as part of their food distribution this Saturday.

**Feeding NEFL:** Paul Bell noted in the chat they also received masks and are distributing with meals, food boxes, and to agencies.

**United Way of Northeast Florida:** United Way reminds everyone the most comprehensive list of utility bill assistance is located through the United Way 2-1-1 resource database. Here's a direct link:

[https://nefin.myresourcedirectory.com/index.php?option=com\\_cpx&common\\_id=1906&task=search.query&code=BV-8900%2C+BV-8900.9150%2C+BV-8900.9300%2C+BV-8900.9300-180%2C+BV-8900.9300-250%2C+BV-8900.9300-300%2C+BV-9000.1500%2C+BV-8900.9300-950&name=Utility-Assistance-icon-utilities](https://nefin.myresourcedirectory.com/index.php?option=com_cpx&common_id=1906&task=search.query&code=BV-8900%2C+BV-8900.9150%2C+BV-8900.9300%2C+BV-8900.9300-180%2C+BV-8900.9300-250%2C+BV-8900.9300-300%2C+BV-9000.1500%2C+BV-8900.9300-950&name=Utility-Assistance-icon-utilities)

**PPP loans from BBIF Florida:** If your nonprofit or faith-based organization is still in need of a Paycheck Protection Program loan and are not already in the queue with your bank, BBIF Florida is a community development financial institution with a mission focus to help Florida's black, minority and underserved small businesses thrive by providing loan capital alongside business development training. Caleen Shirley is the North Florida Regional representative at 904-257-2002. <https://bbifflorida.com/sba-relief/>

**Simply Healthcare Plans:** via the chat, Miguel Garcia, Community Relations Representative for Simply Healthcare, is looking to partner and fund organizations at this time during COVID-19. If you would like to get more information please call me at 904-570-0875 or email [mgarcia@simplyhealthcareplans.com](mailto:mgarcia@simplyhealthcareplans.com).

## 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](mailto: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](http://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](http://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](mailto: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](mailto: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/](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/](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](mailto: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](mailto:eanderson@nefrc.org) and Leigh Wisley at [lwisley@nefrc.org](mailto:lwisley@nefrc.org).

### **PPE Resources**

If your direct service organization needs supplies such as manufactured masks, gloves, face shields, handwashing stations, digital thermometers, etc., please email [contact@artfullygreen.org](mailto:contact@artfullygreen.org), and the Jacksonville Against COVID-19 will gather orders and coordinate to help 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.

**Rethreaded** is making masks for frontline healthcare workers and potentially for sale to the public. Per their website, they are currently sold out. <https://www.rethreaded.com/products/cottonmask>  
JAC will continue to check on this resource.

**YMCA** has a New Americans Welcome Center program where participants (ladies from Colombia, Venezuela, Ethiopia, to name a few) have been sewing face masks and selling them for \$5/each. This is helping participants make some money for their families. Please call (904) 530-2549 – Amber Dodge, New Americans Welcome Center Coordinator.

**Vendors** with reasonable pricing for gloves and sanitizer for those looking to purchase:

- **Gloves (Latex/Vinyl)**
  - Apollo Packaging: Ken Petsch (904) 683-3976 or [ken@apollopackaging.com](mailto:ken@apollopackaging.com)
  - \$70/case of 1000 (10 boxes of 100 pairs per case)
- **Hand Sanitizer**
  - Indoff: Don Compton (904) 517-7268 or [don.compton@indoff.com](mailto:don.compton@indoff.com)
  - 96 – 2oz bottles = \$298
  - 12 – 32oz bottles = \$295

### **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](mailto:Lmorrison2@humana.com). Pre-COVID-19 project outline and purpose can also be found on our website [www.humanamilitary.com/populationhealth](http://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](http://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](mailto: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) 395-0912. 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](mailto:info@claysafetynet.org).
  - **Nassau County** – Contact is Stephanie Jerrell-Estep, Nassau P3-Public Private Partnership, 386-365-2252, [stephstep@nassaup3.org](mailto:stephstep@nassaup3.org)
  - **St. Johns County** – Contact Jenny Harvey, chair of the St. Johns County VOAD, at [jenny.harvey@unitedway-sjc.org](mailto:jenny.harvey@unitedway-sjc.org).

#### About the 10 am Jacksonville Against COVID-19 calls:

Beginning the week of May 4, we will move to calls once a week on 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](mailto: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](mailto:Contact@artfullygreen.org).