

Jacksonville Against COVID-19 (JAC) Response to COVID-19 – Call notes for Monday, April 6, 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 Sapora, LISC Disaster Recovery and Resiliency Manager jsapora@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 (50 participants):

Essential Services under Executive Orders: In response to the Mayor's Executive Order 2020-5 and the Governor's Executive Order 20-91 (as amended by 20-92), regarding Safer at Home orders and description of essential services, organizations may choose to provide staff and volunteers with a letter to carry with their identification stating that the individual is part of an essential service, should they be questioned when out in public or working at the office as required to conduct essential services. If anyone needs a sample letter, they can email John Sapora for assistance.

Handwashing Stations: Rotary District 6970 is prepared to assemble portable handwashing stations for organizations serving the community without utility access (ex. mobile food drive in a parking lot). See attached pictures for prototypes. If this is a need an organization has, email contact@artfullygreen.org so that the JAC can help identify the number needed. The Rotarians are currently looking for individuals with woodworking shops that could assist with assembling the bases for the water tanks.

Face Mask Guidance: With the CDC's April 4 guidance recommending use of cloth face coverings in public settings where social distancing measures are difficult to maintain, especially in areas of significant community-based transmission, there is likely an increased demand for face masks from direct service organizations. (See [Use of Cloth Face Coverings to Help Slow the Spread of COVID-19](#) and [Cloth Face Coverings: Questions and Answers](#))

Health facility representatives on the call reported they have adopted universal face mask procedures for all employees. Most require employees to wear a compliant paper mask but also have the option to wear a cloth mask on top of it. On Wednesday's call, we will discuss health and safety protocol in more detail and hear from other organizations who may be incorporating mask protocol for their volunteers and staff in non-health care settings. If appropriate protective gear can be acquired or made for volunteers, organizations suffering with a shortage of volunteers may be able to fill their demand. The JAC will also explore how we can facilitate donations management in this needed area.

COJ Emergency Preparedness Division: Sarah Bohentin reported on behalf of the City. EPD continues to support the same mission and standing objectives shared in an earlier call. Essential workers out in the community are required to wear gloves and masks. The Mayor's Budget Review Committee will reconvene this week. This is positive as many projects were in queue prior to the pandemic and will be able to begin moving forward again.

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. They generally see a spike in calls following the Mayor's press conferences.

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: There was a 16% increase in calls last week over the prior week. Assistance due to job loss or loss of income continue to be the most frequent needs. Fortunately, they have not seen an increase in crisis or suicide calls. 211 has worked with its Emergency Financial Assistance partner agencies to establish shared eligibility criteria and continue to focus on individuals and families at imminent risk of losing their home or having their power turned off. Jeff Winkler shared a positive story highlighting the partnership and efforts between 211 and Jewish Family & Community Services to provide hotel lodging to two homeless veteran women. They were able to get them into a hotel room in less than three hours Friday afternoon.

Agencies should continue to send updates on their operations so that staff have the most accurate information to use in assisting callers. (<https://unitedwaynefl.org/get-help/update-agency-information/>)

First Coast Relief Fund: The agency application to apply for the next round of funding is posted to the United Way website. <https://unitedwaynefl.org/disaster-relief/application/>.

Feeding Northeast Florida: Still experiencing a shortage of volunteers. Volunteers ages 16-65 are needed to assemble food boxes. This agency follows safe protocols including prescreening at the door, gloves, face masks, hand sanitizer, social spacing and minimal touch processing. Max group size (10) at the Edgewood Avenue facility. Go to our website at www.feedingnefl.org/volunteer or Contact Shelby Caldwell at 904-903-4454. The organization is in need of disposable gloves for volunteers.

****Unmet Need:** Feeding Northeast Florida has kitchens in the area producing prepared meals for seniors and families. Our biggest challenge is containers and bags. We need to find sources for the following, and will be needing a projected 20,000+ per week over the coming weeks to reach a projected 315,000 meals to be distributed over 10 weeks. We have grant funding allocated to buy a number of containers, and would appreciate any donations, of course.

- 3-compartment (entrée, 2 sides) plastic rectangular meal containers with clear plastic lids – 8/8/16 oz
- Plastic Salad containers – 8” x 6”
- Opaque plastic Soup/Deli containers – 16 oz.
- Plastic 2 oz. cup w/ clear lid combos
- Handled paper bags - 12” x 9” x 15.75”

Please call Paul Bell at 904-559-1554 or email paul@feedingnefl.org.

Salvation Army: Major Biggers reported their meal services continue from their field kitchen at the Center of Hope and to go meals from their food pantry. In partnership with Feeding Northeast Florida, the distributed 150 meals this weekend to an isolated community struggling to get food. Their mobile canteen is available to serve in this capacity if anyone identifies other pockets in the community. They are looking at mobilizing in Nassau County following the suspension of the school district’s meal service.

Florida Blue, Farmers and You Program (Angela Tenbroeck, The Center for Sustainable Agricultural Excellence and Conservation, Foodery Farms): The program is buying fresh-picked produce from local farmers and sending it to Palatka to be packed and distributed to seniors and vulnerable populations in food deserts and other needy areas. They serve 225 families per week in Putnam, St. Johns, Duval and Nassau Counties and have the produce and packing facilities to do more. They are trying to purchase as much of the produce as possible so it does not go to waste in the fields and to support small and midsize farmers in maintaining their workforce. Barriers to expansion are more funding, packing crews and more neighborhood residents in which to distribute the fresh produce bags for \$5/bag. They are also in need of additional pickers at the farms, as they don’t have enough manpower to harvest in some places. Matthew at FarmShare may be able to send a group out. Attached is the flyer. Contact Angela at tenbroecka@gmail.com

New Town Success Zone: Mia Hobdy raised the need for face masks and gloves for residents who have no choice but to use public transportation to go to work and attend required appointments. This may be an unmet need for the JAC to explore as more individuals need access to protective gear.

Jeff Winkler reminded everyone that seniors who need transportation for appointments can call 211 and request a ride share. 211 can schedule Lyft transportation Monday-Friday between 8am and 5pm.

Pray Jacksonville Phone bank: Major Biggers reported a new spiritual and emotional care resource launches today. 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.

Spiritual and Emotional care will likely be a growing need as the pandemic response continues to evolve.

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

Resources and connections:

- **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.
- **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>.
- **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/>
- **630-CITY:** To access City services and information, please refer customers to 630-CITY or myjax.custhelp.com.
- Link to the City COVID-19 Recovery Resources is <https://www.coj.net/recoveryresources>
- Monitor www.jaxready.com/virus for the latest Duval County disaster information.
- 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.

- **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.
- **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.
- **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.

Other Helpful Info:

- Resource document for screening volunteers: <https://uwnefl.galaxydigital.com/files/dl/26f3d88ca8b72ab56c9aaf7b00e9734f/>
- The Partnership Center" COVID-19: Recommended Preventative Practices and FAQs for Faith-based and Community Leaders: <https://www.hhs.gov/sites/default/files/3-17-20-faith-and-community-based-covid-19-faq.pdf>
- CDC guidance for community organizations: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/guidance-community-faith-organizations.html>
For all, environmental cleaning and disinfection recommendations: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

- Guidance For Healthcare agencies: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/respirators-strategy/index.html>
- General information for veterans: www.FloridaVets.org
- **PBS Kids:** How to talk to your kids about coronavirus: <https://www.pbs.org/parents/thrive/how-to-talk-to-your-kids-about-coronavirus>
- From ESF 6 - Resources to help craft age-inclusive language for any external messaging. The World Health Organization (WHO) defines ageism as “the stereotyping, prejudice, and discrimination against people on the basis of their age.” Due to increased awareness, the narrative has shifted in recent years -- the most striking example being to replace the term ‘elderly’ with ‘older adult(s)’ or ‘older people/Americans/Floridians’. Below are a few resources that may be helpful to craft public-facing messages throughout the COVID-19 event:

When It Comes to Older Adults, Language Matters -

<https://onlinelibrary.wiley.com/doi/epdf/10.1111/jgs.14941> (brief 2+ editorial in avoiding ageist language)

Reframing Aging Initiative - <https://www.geron.org/reframing-aging-initiative-beta?start=2>
(Gerontological Society of America initiative focusing on age inclusion)

Gaining Momentum - <http://frameworksinstitute.org/toolkits/aging/%20>(FrameWorks Communications Toolkit for age-inclusive messaging for external affairs and publications)

Ageism First Aid - <https://www.geron.org/programs-services/education-center/ageism-first-aid>
(Gerontological Society of America training)

Ageism - <https://www.who.int/ageing/ageism/en/> (World Health Organization)

- **Neighborhood and faith organizations** - John Sapora of LISC will continue efforts to reach out to neighborhood-based organizations and the faith community to engage leaders to assess constituent needs, what resources these organizations can activate at the neighborhood level and how larger organizations can bring more response resources into these neighborhoods. Please send John any information about how neighborhood organizations and religious congregations are activating for the disaster. jsapora@lisc.org
- **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.