

Jacksonville Against COVID-19 (JAC) Response to COVID-19 – Call notes for Wednesday, May 27, 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 (53 participants):

City of Jacksonville: Sarah Bohentin reported all appointments for the City's COVID-19 Mortgage, Rent & Utility Relief Program are now taking place at the Main Library. The waiting list is still open for residents wishing to register. As individuals are deemed ineligible or do not show up for appointments, staff are making appointments for residents on the waiting list. If someone did not show up for an appointment, they are put at the end of the waiting list unless there were emergency circumstances involved.

John Sapora shared good news regarding City Council legislation. Three items were approved last night, including Council Member Boylan's bill to direct \$1 million to the First Coast Relief Fund (filed as Ord. 2020-248), CM Cumber's legislation to direct \$9 million to the COVID-19 Small Business Relief Grant program, and CM Dennis's bill to add \$5 million to the Mortgage, Rent & Utility Relief Program.

Guidance for Organizations & Businesses operating in the COVID environment: Pat Mulvihill inquired about whether the City of Jacksonville had any updated guidance available to assist

organizations in reestablishing in-person interactions and activities. The City does have information on their website, as does the CDC.

Updated CDC Guidance for Community and Faith-Based Organizations: as congregations and neighborhood-based organizations consider how to safely reopen their physical locations, here is a link to updated guidance from the Centers for Disease Control and Prevention for these community organizations. There are checklists, posters and FAQs that are helpful for any large community gathering. The bottom right hand corner shows when a CDC page was last updated.

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/index.html>

Additionally, the CDC hosted a webinar today at 1pm addressing the 2020 Hurricane Season during COVID-19. The slides for that webinar are attached and the recording is found at:

https://emergency.cdc.gov/epic/learn/2020/webinar_20200527.asp

Discussion Topic: Health-Smart Holistic Health and Wellness Center Programs for Seniors

John Sapora invited Mrs. Hermonyne Walker to share on behalf of this network of 10 churches in Health Zone 1 as an example of a grassroots network that is reaching their constituents in the midst of the pandemic. The network was established as a result of a grant received in 2019 to address the unmet needs of seniors. The group of churches has been feeding 250 people per week through their feeding program and also has a 9-week wellness program that has been very successful in aiding weight loss and combating depression, among other things. The initiative is seeking to be self-sustainable by establishing a health empowerment coach and food pantry at each church. Although they entered year 2 of the program just as the pandemic was beginning to impact our community, they have transitioned to a virtual environment and continue to serve their represented neighborhoods. They are grateful for face mask donations from Masks4Jax and Riverside Presbyterian Church, which have been distributed to the seniors they serve. If anyone would like to connect with this initiative, contact Mrs. Walker at hw.walker256@gmail.com.

Discussion Topic: Northeast Florida Long-Term Recovery Organization for Hurricane Irma

Raelyn Means, Administrator for the NFLTRO, shared highlights from the NFLTRO's work since Irma hit in September 2017. The LTRO is an example of the work and collaboration that may occur through the JAC should a future hazard impact our community. The NFLTRO has engaged 40+ partner organizations who have facilitated recovery for more than 2,061 households at a cost of \$5.4 million. Home repair assistance remains the highest unmet need, and thanks to the generous support of donors, the NFLTRO's Unmet Needs Roundtable has provided repairs to 61 families to date at a total cost approaching \$900,000. The recent grant from Volunteer Florida will allow the NFLTRO to finish repairs for 50 families that remain in its home repair queue and allow the NFLTRO to reach its goal of repairing 100 homes. <https://duvaldisasterrecovery.org/>

Agency Reports & Unmet Needs

Rotary District 6970: Pat Mulvihill continues to have handwashing stations and a small quantity of face shields available through their partnership with Made in Space. They have also connected with the Vietnam Veterans group and have face masks available as well. In response to the continued unmet need for hand sanitizer, Pat indicated they are working to source that and will share more if and when it becomes available.

Center for Sustainable Agricultural Excellence & Conservation: Angela TenBroeck reported an ongoing need for hand sanitizer, as well as two additional handwashing stations from Rotary. She inquired about the possibility of making masks available to businesses that may need to provide them to employees, as they recently heard from Sonny's BBQ that they could use masks.

New Town Success Zone: Brenda Ford shared they will be doing a food distribution in partnership with Feeding Northeast Florida and Mayo Clinic this Saturday. They would appreciate additional face masks that can be shared with clients.

American Heart Association: Ansley Lee (via chat) shared the American Heart Association's exchange website. <https://theexchange.heart.org/page/home>. Tell us what you need — or how you can help. We make it easy. All posted needs, assets, and resources are arranged geographically so it's easy to make a match. If your organization has resources to offer — or needs help — go to our Opportunities & Needs page. For example: A hospital and a hotel might work together to provide rooms for nurses flown in to help during a health crisis like COVID-19. A regional food bank could take advantage of a shipping company's idle trucks to refrigerate extra meals for schools who are feeding entire families now, not just students.

Edward Waters College: Chelsea Reeves (Community Impact Director, American Heart Association) shared an immediate need for housing for five students at Edward Waters College: 2 female international students (summer lodging), 1 male student (homeless), and 2 male students (temp housing until the end of May). If anyone can assist, contact: Ms. Cullena Mays (EWC Development Officer/Alumni Relations Manager (904) 470-8250.

The Elevated Studio: In response to unmet housing needs related to the pandemic, Brian Baer from <http://www.theelevatedstudio.org/> suggested looking into AirBnB's disaster relief program to see if the students would be eligible for assistance. <https://www.airbnb.com/openhomes/disaster-relief>. Brian shared that one of the greatest strengths that JACs and VOADs have during response is the continuity of planning during "blue sky" times. He encourages organizations to consider Jacksonville Against COVID-19 membership.

Nonprofit Center of Northeast Florida: Deirdre Conner encouraged nonprofit organizations to take their impact survey if they have not already done so. <https://www.surveymonkey.com/r/NPCPPPSurvey> In response to the question regarding the findings of the Nonprofit Center's Reopening Working Group, Deirdre said the findings should be available by the end of next week, at which point they will be shared. The Nonprofit Center has a number of upcoming training opportunities listed on their website. They continue to offer these virtually for the time being. <https://nonprofitctr.org/>

Center for Independent Living Jacksonville: On June 25, the CIL will host a virtual Emergency Preparedness Conference for persons with disabilities, and they are looking for presenters. Contact Jose for more information: jmorales@ciljacksonville.org or phone 904-955-4196. Registration is now open on their website: www.ciljacksonville.org/events. Also see the event on CIL's facebook page: <https://www.facebook.com/events/921476548302738/>

American Red Cross/Bereavement and Grief Assistance: Tyler Smith, Disaster Program Manager, shared the following information via email: The American Red Cross is offering a [Virtual Family Assistance Center \(VFAC\)](#) to support families struggling with loss and grief due to the ongoing coronavirus pandemic.

- People can visit [redcross.org/VFAC](#) to access a support hub with special virtual programs, information, referrals and other services to support families in need. The hub will also connect people to community resources provided by partners in their area.
- All support is provided virtually and is completely confidential and free.
- Many families have experienced a disrupted bereavement and grief process due to restrictions related to COVID-19. To help, the Red Cross has set up a virtual team of specially trained volunteers who are:
 - Connecting with families over the phone to offer condolences, support and access to resources that may be available.
 - Providing support for virtual memorial services, including connecting families with local faith-based community partners.
 - Sharing information and referrals to state and local agencies as well as other community organizations.
 - Hosting online classes to help foster resilience and facilitate coping skills. People without internet access can call 833-492-0094 for help between 8:00 a.m. to 8:00 p.m. local time to speak with a trained Red Cross volunteer either in English or Spanish.
- Callers in immediate crisis should call 911 or a hotline like the Suicide Prevention Lifeline.
- Help and support are available for people from any state, county, territory or tribal nation.
- Frontline responders, such as healthcare workers, workers at long-term care facilities, and other essential personnel dealing with families of COVID-19 patients, are welcome to call as well.

JAC Formalization – Seize the Day!

John Sapora reminded everyone we are currently soliciting member organizations for the Jacksonville Against COVID-19. There is opportunity for organizations to be either a Voting Member or an Associate (Non-Voting) member, so that we can be as inclusive as possible and create a diverse base of organizations. The bylaws provide for a fiscal sponsor, which will be the Nonprofit Center of Northeast Florida.

As part of the formalization, an Executive Committee with four officers and at least five other members at-large (including two city representatives) will be established and meet on a monthly basis. If anyone is interested in serving in this capacity or has nominations, please contact John Sapora or email contact@artfullygreen.org. General membership meetings during “blue skies” will occur on a quarterly basis.

Learning Opportunities

Florida Housing Coalition: Please join the Florida Housing Coalition on [Thursday, May 28 at 1:30pm](#), as they host a free webinar to discuss the COVID-19 Response for Housing and Homelessness in Florida. This webinar will provide you with the new information and resources surrounding COVID-19, as well as guest speakers. <https://register.gotowebinar.com/register/8381975568788671755>. flhousing.org.

Nonprofit Center of Northeast Florida: The Nonprofit Center has a number of upcoming training opportunities. https://nonprofitctr.org/inspire_events/

FEMA Emergency Management Institute: The Emergency Management Institute (EMI) offers self-paced courses designed for people who have emergency management responsibilities and the general public. All are offered free-of-charge to those who qualify for enrollment. <https://training.fema.gov/is/> Consider creating a FEMA SID and taking the following courses to help build personal disaster skills and community knowledge:

- IS-100.c – Introduction to the Incident Command System (2 hours)
- IS-700.b – Introduction to the National Incident Command System (3.5 hours)
- IS-800.d – National Response Framework, An Introduction (2 hours)

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.
- 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.
- **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/26f3d88ca8b72ab56c9aa7b00e9734f/>
- **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 maintaining information for nonprofits at <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.

Ordering Supplies: The City of Jacksonville EOC is currently processing supply order requests only from first responders and healthcare facilities, so nonprofit organizations need to use other vendors for PPE and other supplies. Given the increased demand from businesses as communities reopen for

business, please send any recommended suppliers to contact@artfullygreen.org for dissemination to other JAC members.

PPE Resources

If your direct service organization needs supplies such as manufactured masks, gloves, face shields, handwashing stations, hand sanitizer, digital thermometers, etc., please email 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 for sale to the public.
<https://www.rethreaded.com/products/cottonmask>

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
 - \$70/case of 1000 (10 boxes of 100 pairs per case)
- **Hand Sanitizer**
 - Indoff: Don Compton (904) 517-7268 or 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. 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) 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.
 - **Nassau County** – Contact is Stephanie Jerrell-Estep, Nassau P3-Public Private Partnership, 386-365-2252, stephestep@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:

The Jacksonville Against COVID-19 will transition to a twice monthly call in June, on Wednesday, June 10 and June 24. 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.