

## **Jacksonville Against COVID-19 (JAC) Response to COVID-19 – Call notes for Wednesday, May 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](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 Sapora, LISC Disaster Recovery and Resiliency Manager [jsapora@lisc.org](mailto:jsapora@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 (53 participants):**

**Expiration of Local Executive Orders:** John Sapora opened the call with a reminder that Mayor Curry has announced local orders will be lifted Monday, May 18. State orders will remain in effect until further announcement from Governor DeSantis. As we transition to reopening, organizations should consider how their operations will need to change. This may be a topic for a future JAC call if needed.

**City of Jacksonville:** Sarah Bohentin shared the City's Mortgage, Rent and Utility Relief program has distributed \$11.5 million as of yesterday. Appointments are moving more quickly than anticipated so staff have been calling to move appointments earlier as they're able. Eligible residents may still apply for an appointment and will be put on a waiting list, which is quite significant at this time. Additional instructions and information regarding using the debit card to make mortgage payments have been released. The card can be used for a money order, and routing and account information is also available to use as an ACH transaction. The small business loan program in partnership with VyStar has distributed 1000 loans totaling \$37.8 million.

John Sapora inquired about Council Member Cumber's legislation entitled the COVID-19 Small Business Relief Grant Program (Ord. 2020-247) to provide a \$2,000 direct relief payment to small business owners and whether recipients of other assistance/loan programs would be eligible, as well as the eligibility of nonprofit organizations. This will be researched further.

**Council Member Michael Boylan** shared the bill to direct \$1 million to the First Coast Relief Fund was filed as Ord. 2020-248 and will be treated as a one-cycle emergency. After going through the Finance, Rules, and Neighborhoods committees, it is anticipated to be voted on before the end of the month. Constituents are encouraged to contact their individual council members to discuss the nonprofit sector needs that this legislation would support.

### **Agency Reports & Unmet Needs**

**Florida Farmers & You Program:** Angela Tenbroeck reported the program continues to serve families throughout Northeast Florida. Their application to the First Coast Relief Fund is still pending to supplement funding for their feeding program. Angela Tenbroeck has had success in acquiring three levels of gloves from the Restaurant Depot in Jacksonville. They are grateful for their supply of masks from Masks4Jax and have been distributing those to clients through their food distributions.

**First Coast Relief Fund:** In response to questions about the FCRF timeline and whether they are still awarding funds, Jeff Winkler reported the fund continues to make allocations on a weekly basis. Normally, applications submitted by Wednesday 10am will be reviewed and a determination made by the following week. For more information about the application process as well as to view a list of award recipients, visit <https://unitedwaynefl.org/disaster-relief/>.

**American Red Cross:** Skip Cramer recognizes updated protocols for sheltering in a COVID-19 environment are urgently needed. He anticipates those guidelines will be released prior to the official start of hurricane season on June 1. Storm preparedness and response protocols will be the subject of future Jacksonville Against COVID-19 calls.

**Head Start:** Maria McNair shared some of the challenges and concerns the organization is facing as they consider reopening child care centers. Pre-COVID, the program served 1,400 children across 32 centers. Right now, they are distributing learning packets for families to use at home and are partnering with Feeding Northeast Florida to do food distributions on Fridays. Some of their challenges as they consider reopening include a need for additional PPE and capacity issues related to CDC guidelines for reduced class sizes. They are considering whether additional classrooms need to be opened to accommodate the reduced class size of 8-9 children as opposed to the traditional 20 children per classroom. This would require additional teachers and space, all of which comes at a cost. If the program continues to offer programs virtually, the technology gap in low-income families also poses a challenge. Maria also noted the concern for increased child abuse and neglect during this time, as reports to DCF are largely made through teachers. If anyone would like to connect with Maria, she can be reached at (904) 463-1554 and [maria.mcnair@lsfnet.org](mailto:maria.mcnair@lsfnet.org).

**Mission House Jax Beach:** Lori Anderson shared they had hoped to reopen their medical clinic at the end of May, but due a lack of medical volunteers, they are now targeting mid-June. They have an unmet need for additional PPE, specifically gowns and face shields.

**New Town Success Zone:** Mia Hobdy thanked Pat Mulvihill and Rotary District 6970 for supplying 2 handwashing stations and 10 face shields for their front line staff.

**Lutheran Social Services:** Michelle Hughes also thanked Rotary for their donations. The LSS food nourishment food pantry is operating Monday-Friday, 10am-noon. Families may visit twice a month.

**Dislocated Workers Grant via CareerSource:** Florida Department of Economic Opportunity was recently awarded funding for the Dislocated Workers Program and has distributed those funds to workforce development boards across the state. CareerSource Northeast Florida is a recipient and has been asked to focus on food distribution. The initial award will support 45 workers for 12 weeks, and they are hopeful additional funding will be forthcoming. If any organizations involved in food distribution are interested in learning more about utilizing this program, or if you have referrals of dislocated workers, contact Linda King, Project Grants Manager, at 904-798-0060, ext. 2133 or [lking@careersourcenefl.com](mailto:lking@careersourcenefl.com).

**Endeavors:** Jorge Morales shared Endeavors, which was the disaster case management provider for Hurricane Irma, is still operating from its Orlando office and looking for ways to stand up additional services in Florida. They are looking at the possibility of supporting communities in staffing COVID-19 shelters as well as preparing to respond should a storm impact the state.

**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. He inquired whether handwashing stations would be helpful to the child care centers so children can wash their hands on the playground before going inside the buildings. Maria McNair said this may be helpful.

**Hubbard House (via chat):** LaShawnda Rainge shared the organization is seeking volunteer medical professionals to shelter in place with us in the event of a hurricane. Contact LaShawnda at [lrainge@hubbardhouse.org](mailto:lrainge@hubbardhouse.org) or (904) 354-0076.

**Disaster Supply Kit Checklist:** as we prepare our staff and constituents for storm season, the first planning priority is to create a family disaster supply kit for your home and family (see attached). A good campaign slogan is “**The First 72 is On You**”, meaning a household needs to have enough supplies for at least the first three days after a major disaster.

### **JAC Formalization**

Last Friday, the Jacksonville Against COVID-19 bylaws and Membership Registration and Code of Conduct Agreement were distributed to our contact list. The bylaws and proposed structure have been modeled after the Northeast Florida Long-Term Recovery Organization and draw on best practices and models from other VOADs and JACs in Florida and nationwide. 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](mailto:contact@artfullygreen.org). General membership meetings during “blue skies” will occur on a quarterly basis.

John highlighted the Values and Goals of the JAC (Article II) as well as the functional areas the JAC may support during times of disaster (Article VI, Section B). Skip Cramer inquired as to where training might fit in the functional areas. Both training and communications are areas that will likely permeate all categories.

Thus far, five organizations have signed a membership agreement. We hope to assemble a core group of member organizations over the next few weeks that will be able to vote on approval of the bylaws as well as the Executive Committee slate.

### **Learning Opportunities**

***North Florida COVID-19 Community Briefing, Thursday, May 14, 10am.***

**Phone Number:** 855.949.3274

**Conference ID:** 7513982

Leon L. Haley Jr., MD, MHSA, CEO of UF Health Jacksonville and dean of the UF College of Medicine – Jacksonville, invites you to the **North Florida COVID-19 Community Briefing at 10 a.m. this Thursday, May 14, 2020**. During the call, you will have the opportunity to learn more about the current response and latest news related to the COVID-19 outbreak, including:

- Reopening of UF Health Jacksonville and the city
- Community testing and rallying
- Communication during a pandemic
- UF Health Week

You will also be able to participate in a question-and-answer session after the briefing. For more information or to submit a question for Dr. Haley in advance, please contact Crystal Ranns at [Crystal.Ranns@jax.ufl.edu](mailto:Crystal.Ranns@jax.ufl.edu) or call 904.244.1090.

**Race & Place: COVID-19 Panel Discussion (recorded):** On May 7 the Jacksonville Nonprofit Hospital Partnership hosted a physician panel discussion on dispelling myths and misconceptions – a candid conversation with our African-American Community. Attached are FAQs and below is a [link to a video of the panel discussion](#). We hope you will review this valuable information again and share it with your family, friends, community, and church. <https://youtu.be/WyhvXAK7ztI>

**Florida Housing Coalition:** Please join the Florida Housing Coalition on **[Thursday, May 14 at 1:30pm](#)**, as we 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/5774384786270080014>. [flhousing.org](http://flhousing.org)

**NVOAD Upcoming Webinar:** Thursday, May 14, 5pm, Adapting to COVID-19: Responding to Natural Disasters within a Pandemic. To join (no advance registration needed): <https://primetime.bluejeans.com/a2m/live-event/jazfyeay>.

**Risk Management for Volunteers & Agencies (submitted by Erica LaSpada, United Way):** A couple of weeks back the issue of risk management for volunteers and for agencies came up in our meeting and VolunteerPro had a facebook live session about just that May 12. Here is the link to review:

<https://www.facebook.com/volpronet/videos/239417987340371/>

### **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](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 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](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).

**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](mailto: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, 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 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](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).