

Jacksonville Against COVID-19 (JAC) Response to COVID-19 – Call notes for Wednesday, April 8, 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 (89 participants):

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.

In addition, on Friday, April 3, JEA's Board of Directors voted to provide customers with a rebate in May. That announcement, along with other measures that assist customers, is summarized in this short video <https://youtu.be/A55j-Fa64do>.

Elizabeth also clarified the purpose and intent of JEA's Neighbor to Neighbor Fund. Funds donated are transferred dollar for dollar to United Way who in turn provides funds to Catholic Charities to provide emergency financial assistance. Customers are encouraged to continue paying their bill as they can, as the bills will continue to accrue each day of service.

211 Helpline: 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. 211 is able to make direct referrals to Catholic Charities, Jewish Community & Family Services, and BEAM Monday-Friday 8am-5pm.

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/>. FCRF has been distributing funds to agencies including Emergency Financial Assistance partners.

Other agencies commenting on Emergency Financial Assistance:

Eldersource has funding to assist seniors from FCRF as well as federal funding through the Emergency Home Energy Assistance for the Elderly Program (EHEAP). EHEAP serves the mission by providing home energy assistance aid to elders in the event of a home energy heating or cooling emergency. EHEAP is designed to assist low-income households with at least one member aged sixty (60) or older experiencing a heating or cooling emergency. Elders can receive one approved crisis benefit during the cooling season April 1 – September 30 and one benefit during the heating season October 1 - March 31. Allowable categories for crisis assistance include electric, gas, propane, wood/coal, refillable fuels. Unfortunately no water, sewer, garbage or fire charges can be paid through this program. Feel free to reach out to the helpline at 1-888-242-4464 for more information on how to get application completed.

Downtown Ecumenical Services Council has reopened its Emergency Financial Assistance program and is currently assisting with overdue utilities and rent. <https://descjax.org/>

Northeast Florida Community Action Agency is rolling out an online portal to assist clients. It will go live in Duval on April 13. Individuals are encouraged to call their appointment line at 362-

8052 or visit their website for more information. All information is under Utility Assistance.
<http://www.nfcaa.net/utility-assistance/>

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](#))

Examples of current staff and volunteer safety protocols from direct service agencies:

Feeding Northeast Florida: Paul Bell reported the agency is now requiring masks and gloves for all staff and volunteers working in the warehouse. They were able to have some cloth masks made and donated but also are working on acquiring disposable ones. They continue to package and provide 5,000 meals per day with a goal of providing 315,000 meals over the next 10-12 weeks.

They are managing risk by utilizing small volunteer groups, no more than 10-15 people at a time. Volunteers are prescreened for symptoms/risk prior to arriving for shift. They are encouraging them to supply their own masks and gloves but do have some on hand if needed. Their glove supply is ok at this time—they were able to get a bulk order of vinyl latex gloves.

Changing Homelessness: Dawn Gilman shared all homeless shelters and transitional living centers are operating under the same screening protocol for individuals entering the facilities, pursuant to the COVID-19 Shelter Protocol created by the Sheltering Task Force convened by the Mayor’s Office. They are conducting temperature checks and checking for visible signs of cough or breathing difficulties. They have distributed tablets to the facilities so that a physician at Sulzbacher Clinic can conduct a telehealth assessment to determine whether the individual is ok to enter the facility or needs to be seen at the clinic or hospital. They may also determine that the individual needs to be sent to the isolation facility, which they are looking to expand. Individuals in the isolation facility include those under a 14-day physician-ordered quarantine, those waiting on test results, or those who have tested positive but medically stable. They are working on protocol to share with their hospital partners. Because there is no protocol for sanitizing personal vehicles, nonemergency transport services is being used as needed for clients. Shelters are working very hard to prevent the virus from infecting anyone in their facilities. Homeless individuals are more likely to have underlying conditions that make them more vulnerable to COVID-19, as well as being more likely to be hospitalized and/or succumb to the virus. Further, if a facility is impacted by a positive case, the entire shelter must go offline and can no longer serve the population. In order to mitigate this risk, most shelters have discontinued their volunteer programs or are very limited in what is allowed.

Clara White Mission: The agency is serving to-go breakfast at their pavilion. They’ve installed portable sinks for handwashing and have expanded their hours to keep their lines moving. Their volunteer force has decreased; staff is covering. They are following the same screening protocols as the shelters and had some volunteers provide masks. Thanks to support from First Coast Relief Fund and the Jaguars, they’ve received supplies they needed. Their partnership continues with FarmShare and Feeding

Northeast Florida. Volunteers have made masks for them. *Unmet Need: No touch digital thermometers to do temperature screens. This is a need that all shelters have right now as well. Suggestion that perhaps the school district has some to loan while school health clinics are not operating.

ElderSource: ElderSource has transitioned to phone contact for everyday services that can be done without visiting the home. Through partnership with Department of Elder Affairs, they have provided robot pets and iPads to seniors that normally attend senior day programs. Congregate feeding sites have closed but they are operating limited drive through services for pickup. Those that don't have transportation can have their meals delivered. Drivers are leaving the prepackaged food on an elevated surface, like a small table or chair, without making direct contact with the senior or caregiver. For services that need to be done in the home, workers are screening clients prior to entering the home. They do have capacity in their programs for seniors experiencing isolation. ElderSource hosts a virtual caregiver support group each Wednesday using Zoom. These times can be especially challenging for caregivers and the support of others with similar experiences can be helpful. If you have someone who is interested in participating, please have them contact our helpline at 904-391-6699.

In response to these shared examples of changing protocols, John encouraged everyone to continue consulting with their boards regarding operational changes and to make sure organizations follow their volunteer registration process.

In response to a question about the best way to distribute food and manage protocols, providing prepackaged, sealed food as much as possible was encouraged. Since some pop-up food distributions might draw large crowds, it's important to follow health and safety protocols including social distancing. Although direct service organizations are essential businesses, it is a good idea to notify JSO or the Mayor's Office to avoid confusion and not be shut down. See below where the Food Delivery Task Force is looking at ways to create a consistent schedule for neighborhood-based food distributions.

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 adding area champions and site champions through which to distribute the fresh produce bags for \$5/bag. For more information, contact Angela at CenterSAEC@gmail.com.

Mayor's Office: Sarah Green reported the Food Delivery Task Force is shifting its approach to a consistent, predictable schedule for food distribution so that individuals can anticipate the next time they will be able to get food. They are trying to mitigate unnecessary gathering and panic. Angela with the Farmers and You Program would like to connect with the task force—their program model allows for food distribution without any contact to the products.

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). If this is a need an organization has, email contact@artfullygreen.org so that the JAC can help identify the

number needed. Agencies in need identified on the call include Feeding Northeast Florida, Arlington 2020, Salvation Army, and Lutheran Social Services.

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.

COJ Neighborhoods: Chiquita Moore shared the city is using formula calculations to begin estimating how much response funding will be available and how funding will be allocated.

Emergency Preparedness Division: EPD continues to support the same mission and standing objectives, supporting the testing sites and monitoring the need for activating the field hospital. They remain engaged with the Mayor’s Task Forces on Sheltering and Food Delivery. The State EOC released some forecasting models last night. Things continue to remain uncertain but the model suggests things may turn out better than originally anticipated for Duval County infection numbers and hospital capacity. In response to a question about a testing site at Emmett Reed for the Urban Core population, Noah Ray was able to research after the call and learned the following:

Testing is being conducted in certain communities by volunteers from UF Health. This initiative was supported by Gov. DeSantis. From what we understand, testing is available for UF Health patients through referrals at UF Health facilities. Patients would still need to meet clinical criteria for testing. Similar to the Lot J site, criteria can be less stringent for symptomatic at-risk people, including the elderly, immunocompromised, etc.

Walk-up or drive-thru community-based screening for residents of The Oaks at Durkeeville and the surrounding area who are 65 or older or have a UF Health Jacksonville primary care physician will be available on a limited basis starting from 9 a.m. to noon Wednesday (April 8) and 1 p.m. to 5 p.m. Friday (April 10) at Emmett Reed Community Center in Jacksonville.

Testing will continue Wednesday through Friday the week of April 13, rotating through the following communities:

- Brentwood, 761 Village Center Dr.
- Hogan Creek, 1320 N. Broad St.
- Twin Towers, 617-621 W. 44th St.
- Centennial Towers, 230 E. First St.

Here’s a press release from yesterday:

<https://ufhealth.org/news/2020/uf-health-and-state-officials-bring-coronavirus-testing-underserved-populations>

630-CITY Helpline: The City’s helpline continues to support customers with routine inquiries about city services as well as answering questions regarding the virus. Staff are working remotely and referring to 211 and providers as needed.

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

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

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

Office of Population Health, Humana Military: Lavender Morrison has provided an updated resource guide for military families (see attached). 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.

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.

- **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:

- Resource document for screening volunteers: <https://uwnfl.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.