

Jacksonville Against COVID-19 (JAC) Response to COVID-19 – Call notes for Wednesday, May 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 Sapor, 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 (64 participants):

City of Jacksonville: Sarah Bohentin shared the City's Mortgage, Rent and Utility Relief program distributed \$1.5 million on its first day of appointments. The initial 40,000 appointment slots have been filled. Some residents have experienced problems getting a confirmation number when they schedule their appointment online; these individuals can call 630-CITY to either obtain a confirmation number or be put on the waitlist if their registration did not go through. As individuals are denied and additional appointments open up, city staff will begin contacting wait-listed individuals for an appointment. The process is going fairly smoothly and the average appointment time is twenty-five minutes start to finish. Jeff Winkler asked what recourse is being offered to individuals who miss their appointment. Sarah will check with 630-CITY on this question.

Council Member Michael Boylan shared there is a possibility that additional dollars will be added to the Mortgage, Rent and Utility Relief program now that the City is seeing the demand for the program. The bill to direct \$1 million to the First Coast Relief Fund will be filed today. Although there have been discussions to combine the legislation with Council Member Cumber's efforts to redirect \$9 million to

sole proprietors, the legislation will likely be filed separately. CM Boylan expressed appreciation for receiving example stories of how COVID is affecting your mission and the vulnerable populations you serve.

Discussion Topic: How is partial reopening affecting your direct service protocols?

Since the last JAC call, stay at home orders have lifted and the community has entered phase 1 of reopening. John Sabora asked for any examples of changes to direct service protocols and/or new unmet needs of organizations.

American Red Cross: Skip Cramer reported no changes to their processes have been implemented. They continue to follow national protocols to maintain consistency across communities. Separation and PPE are still required where appropriate. The Red Cross statewide is meeting with county emergency management officials and others involved in mass care and sheltering to discuss sheltering protocols for the upcoming storm season.

Salvation Army: Major Biggers reported they are continuing to serve meals through their outdoor field kitchen at 6:15 pm daily and providing to go meals through their food pantry. Protocols remain status quo.

New Town Success Zone: Mia Hobdy reported Edward Waters College will remain closed to large gatherings and associated operations at least until August. They continue to follow CDC guidelines for any activity currently underway. They have distributed masks through their food distributions and received a donation of disposable masks and gloves yesterday from Mayo Clinic.

The government has released updated guidance for organizations in light of the phased reopening. See the attached handout from CDC as well as the link below for guidance from FEMA.

<https://www.fema.gov/news-release/2020/04/30/planning-considerations-organizations-reconstituting-operations-during-covid#>

Reopening America Guidance: separate from the call, Noah Ray at EPD submitted the attached official “Reopening America Guidance” from the Center for Disease Control and Prevention (CDC) for cleaning and disinfecting public spaces, workplaces, businesses, schools, and homes. It contains information on how to re-open safely, including how to plan for re-opening. Pages 7-9 provide links to additional, specific information for businesses, faith-based organizations, schools & childcare programs, colleges & universities, special events, and restaurants & bars as well as information for multiple types of healthcare settings and transportation modes.

Guidance on Commodity Distributions: Attached is additional guidance from JaxReady and the FDA on food and other commodity distributions by community organizations. As a reminder, when hosting food distribution events, please adhere to the following:

- CDC guidelines for cleaning, disinfecting, social distancing and number of participants
- PPE for all staff and volunteers
- Limit participants via a timed/scheduled method of food distribution: individual appointments, tickets, etc.

Testing Availability: A full list of current testing sites is available at <https://www.coj.net/covid19testing>. Anyone may take advantage of testing at the Lot J drive-thru and Kooker Park walk-up sites. Major Biggers reported some testing of staff and clients has begun through UF Health at both its Center of Hope location as well as the Urban Rest Stop on Church Street.

Discussion Topic--Storm Preparedness & Training: This week marks National Hurricane Preparedness Week and John Sapora reminds all individuals and organizations to be prepared. It's important for organizations to revisit their Continuity of Operations Plans and consider what redundancies need to be built into their processes and protocols in the event a storm disrupts normal operations.

Organizations should also consider their role in the JAC and whether they will be involved as part of preparation, mitigation, immediate response and/or recovery activities. All phases are critical to our community and organizations should serve where it best aligns with their mission.

NVOAD Upcoming Webinars: Brian Baer from The Elevated Studio shared a training opportunity with National VOAD coming up this Thursday, May 7, at 5pm, regarding how to support and serve vulnerable populations recovering through COVID-19. Webinar link:

<https://t.e2ma.net/click/6fsx3c/emqeb5/6v8w6k>

On May 14, at 5pm, the NVOAD will host a webinar on the topic of Responding to Natural Disasters during a Pandemic. <https://t.e2ma.net/click/6fsx3c/emqeb5/2gax6k>

In response to a question about protocols changing for storm shelters, Skip Cramer from American Red Cross shared that updated protocols were shared yesterday, although conversations continue to evolve. In order to maintain appropriate distance and safety in storm sheltering, communities will need two to three times as many shelters as they traditionally have prepared. Extra space is needed to allow larger space between cots and aisles, as well as to account for isolation space. Public health personnel will be required at each shelter and screening will occur at entry points. COVID hurricane teams are being developed and trained from more senior shelter staff. Other personnel needs will be filled from shelter clients to minimize extra individuals in the shelters. In terms of other sheltering needs, such as a large apartment fire, hotels are being used rather than community spaces. This is vastly more expensive than a traditional community sheltering model.

JAC Formalization

Over the next several weeks, the JAC will be formalizing through the approval of bylaws and registration of member organizations. The intent is to create a JAC that is sustainable year-round and available to respond to all hazards. Eligibility for membership in the JAC is described in the bylaws as follows:

“The Jacksonville Against COVID-19 will consist of representatives of diverse disaster relief organizations. Organizations eligible for membership will have a disaster response program and policy for commitment of resources (personnel, funds and/or equipment) to meet the needs of people affected by disaster without discrimination to race, gender, national origin, disability, religion, age and status. Participants may represent faith-based

and community-based relief organizations, local, state, and federal government agencies, community organizations, educational institutions, elected officials and businesses.”

Other Agency Reports, Unmet Needs and Sourcing Supplies

Masks4Jax has been quickly fulfilling orders from community organizations and other faith-based groups also have offered mask donations, so please continue to send requests to the JAC so we can facilitate fulfillment.

Rotary 6970: Pat Mulvihill reported that in addition to the handwashing stations and face shields available to meet unmet needs, they now also have face masks available.

Christ’s Church (via chat): Christ's Church has handmade cotton masks being made and we have some to donate if anyone needs them.

Food Drive-Thru at Mt. Sinai Missionary Baptist Church: Starting May 4, Mt. Sinai and First Coast Leadership Foundation are distributing meals, groceries and sanitation kits to drive-thru residents at 4036 Silver Street, Jacksonville 32206. Masks are needed to include in grocery bags. Service is available Noon – 2 pm every day of the week. Enter from Pearl Street. For more information call 904-354-7249.

Hand Sanitizer resources: John Sapora asked if anyone was aware of a free resource for hand sanitizer; no suggestions were offered. **Teri Ketchum, Presbyterian Social Ministries,** noted in the chat hand sanitizer was an unmet need for their agency.

Nonprofit Center of Northeast Florida: Deirdre Conner shared last week’s Friday weekly wrap up call was the final wrap-up call as they transition to focus on reopening. They continue to post information to their COVID-19 webpage (<https://nonprofitctr.org/covid-19/>) and are creating a reopening taskforce for nonprofits. Anyone interested in that effort can contact Deirdre at dconner@nonprofitctr.org. Deirdre also noted in chat: Of particular interest to folks on this call might be a program redesign workshop later this month: https://nonprofitctr.org/inspire_events/program-redesign-during-covid-19/.

In response to a question regarding the continued availability of food resources, many organizations shared they will continue to distribute at their current levels for the foreseeable future.

FarmShare: Although there have been concerns for meat shortages, the USDA believes it’s a matter of slower production due to less demand. FarmShare has had no problems accessing food. One of their primary contracts has tripled their inventory for the next three months (example: eighteen truckloads of chicken rather than six). Last week they were able to drop off meals to 1900 households in conjunction with Jacksonville Housing Authority.

Feeding Northeast Florida: Paul Bell reported they’re still moving full steam ahead and have been purchasing food to make up for shortages in retail donations. In spite of having to account for the retail shortage, they still exceeded their distribution record.

ElderSource (via chat): No specific time-end date for meal / grocery assistance for anyone 60+. ElderSource is continuing to coordinate getting meals and groceries out to seniors in need. Please have

any senior or senior caregiver in need call the ElderSource Hotline at 1-888-242-4464. They can call that number for any other unmet needs also.

United Way of Northeast Florida: There was a question in the chat regarding RealSense Tax Preparation Sites opening up again. Jeff Winkler provided the following information: We are hoping to reopen some select sites mid-June, pending adequate volunteer support. Please check our website periodically for updates. <https://unitedwaynefl.org/our-work/financial-security/realsense/free-tax-filing/>

Simply Healthcare Plans: via the chat, Miguel Garcia, Community Relations Representative for Simply Healthcare, Hello everyone this is Miguel from Simply Healthcare and we provide Florida Healthy Kids Health insurance for kids ages 5-18 yrs. old through the Florida Kidcare Program. We are always looking to find ways to partner and collaborate with community partners especially now during this pandemic. We are finding ways to potentially provide funding for organizations who are in the community during the pandemic. Please reach out to me at MGarcia@simplyhealthcareplans.com and mobile is 904-570-0875. thank you

Standing Agency Resources & Information

- Link to the City COVID-19 Recovery Resources is <https://www.coj.net/recoveryresources>
- To subscribe to the City of Jacksonville EOC COVID-19 SITREP Distribution List, send an email to: LISTSERV@LIST.COJ.NET and type "SUBSCRIBE COJ_EOC_SITUNIT" with NO other text, including signatures, in the message field.
- **Ordering Supplies:** The City of Jacksonville EOC has been tasked with managing resource requests from private and non-profit healthcare agencies for routing to ESF-8 at the State EOC. The local EOC Logistics Section has received over one hundred requests from area healthcare facilities this week, mainly seeking PPE. To submit a request for resources to be routed to the State ESF-8 for fulfillment, please have any agencies in need fill out the attached "ICS 213" form (fields 1-7) and submit the following email address: EOCSUPPLYUNIT@coj.net. Please ensure that there are instructions for delivery and good contact information is included on the form. Please request that agencies include as much detail as possible, including type, kind, quantity, specifications, for any items ordered. Our EOC is reviewing each form prior to submission to ensure that it will be accepted by the State.
- Monitor www.jaxready.com/virus 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 - 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.
****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/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/.

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.

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, 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, 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 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. 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.