

Jacksonville Against COVID-19 (JAC) Response to COVID-19 – Call notes for Thursday, April 2, 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 (70 participants):

Essential Services under Executive Orders: John opened the call with a discussion on the Mayor's Executive Order 2020-5 and the Governor's Executive Order 20-91 (as amended by 20-92), regarding Safer at Home orders and description of essential services. Many nonprofits fall into the categories described in essential services. With this in mind, it's important to follow health and safety directives. Organizations are encouraged to provide staff and volunteers with a letter to carry with their identification stating that the individual is part of an essential service, should they be questioned when out in public or working at the office as required to conduct essential services.

COJ Emergency Preparedness Division: Noah Ray reported EPD continues to support the same mission and standing objectives shared in an earlier call. In regards to the executive order, a task force (primarily law enforcement) has been created to monitor violations. Noah encouraged common sense and to not be out if it's unnecessary. EPD is acting in a supportive role to the two task forces being coordinated through the Mayor's office on sheltering and food delivery/feeding. If the task force members identify any unmet needs, they can be brought to the attention of the JAC to help facilitate. As

this is likely going to be a very drawn out event, it will be expensive. They are working to leverage disaster funds from FEMA as much as possible.

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.

Question from Jeff Winkler regarding individuals who want to report employers not making appropriate health and safety accommodations. If violations are posing 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 City is also working on a best practice guide to assist businesses that are believed to be non-compliant.

COJ Mayor's Office: Sarah Green shared the Sheltering Task Force developed COVID-19 sheltering protocol that has been implemented at all shelters and is now being shared with stakeholders (http://changinghomelessness.org/wp-content/uploads/2020/04/0.-Northeast-Florida-Continuum-of-Care-COVID-19-Shelter-Protocol_Final_03.31.20.pdf). The sheltering task force is maintaining an informal inventory that informs the decision making for the protocol. In response to a question about any unmet needs the shelters have, Sarah asked that any items that could be added to the sheltering inventory be emailed to her at sarahg@coj.net.

The Food Delivery Task Force is assessing food distribution resources among the providers to create a complete inventory and identify gaps. Once any gaps are identified, they will be able to bring those to the JAC to connect with available resources. Information is continuously updated online. The link to the City's COVID-19 Recovery Resources page is <https://www.coj.net/recoveryresources>.

In response to a question about how people who are homeless are being released from emergency rooms, the response was that hospitals are working with care coordinators to place those persons. Hotels are being used for isolation residences if needed.

In response to a question about referring new individuals and/or families who need shelter or housing, Jeff Winkler encouraged people to contact 211 as they are prioritizing families in jeopardy of becoming homeless for assistance through funding from First Coast Relief Fund.

Department of Health: DOH is working with community partners to provide supplies, specifically to long-term care organizations. All requests should continue to go through the EOC's Supply Unit. (information in resources section of notes).

211 Helpline: No new updates. 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/>.

Salvation Army: Major Biggers reported their meal services continue. He has provided a letter to essential services workers stating their purpose and mission when serving out in the community. Salvation Army was able to partner with Rotary District 6970 to receive a large donation of ready to eat meals and bottled water. They are using this as part of their standing meal distribution as well as preparing their Disaster Mobile Canteens in the event they have to activate those to address the growing needs anticipated.

Clara White Mission: Still feeding breakfast and providing bagged groceries. They are looking to start providing \$25 gift cards (\$50 to families of 3 or more) to allow families to shop for their own items. They are taking donations to help with this initiative. They have provided a letter to essential services staff to help explain why those workers do not have to stay at home.

Schell Sweet Center, Edward Waters College: The center is continuing to try to serve the 100 seniors that utilize its center and needs packaged food, masks (they will accept handmade) and gloves. If anyone has connections for them, please contact Marie Heath at 318-0678.

Office of Population Health, Humana Military: The Office of Population Health is intended to impact the social determinants of health that affect TRICARE beneficiaries in Jacksonville. This program will develop and expand upon collaboration projects in partnership with non-profits, for profits, and other agencies to break down these barriers to health. With challenges surrounding COVID-19 we have redirected our goals to provide services that prioritize food insecurity and loneliness. OPH currently hosts monthly Military Health Advisory Board meetings with the intent on convening partners to share resources and information as well as begin planning for post COVID-19 projects. We are currently working with Jacksonville USO and Feeding Northeast Florida to find a solution to continuing the ongoing food distribution for vetted military families in Mayport and beyond. We are currently serving 70-80 families but would like to expand as we are aware of at least 400 military families with food insecurity. With weekly developments altering our course we are working towards adapting our current projects and innovating new ones to ensure we are providing support our service members and their families during this pandemic. 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. If interested in attending our next virtual Military Health Advisory Board meeting April 23rd. Please contact Lavender.

Pat Mulvihill, Rotary District 6970, asked if they are doing any work with veterans or National Guard troops who are now being deployed. While they are focused right now on active duty military, they will follow up on this conversation.

Arlington 2020: The agency continues to provide food distribution utilizing a drive through pick up. Unmet Need: They need a portable hand washing station as they are in a parking lot and don't have access to water. Matthew from FarmShare suggested a Gatorade cooler with continuous valve (can be purchased at Walmart). Contact Dr. Joy Hervey: jhervey@arlington2020jax.org

After the meeting, Pat Mulvihill and John Sapora started researching other easy-to-make hand washing stations for nonprofit use and will report any results.

NVOAD Report: Brian Baer from the Elevated Studio shared information about upcoming webinars that may be of use/interest to JAC organizations, which will be recorded for later reference.
www.nvoad.org

- SBA Disaster Assistance Loan - Non Profit Eligibility Webinar – 2 pm on April 2
- COVID-19 and Homelessness Webinar – 1 pm on April 3
- Adapting to COVID-19 - National VOAD – 5 pm on April 7

FarmShare: FarmShare is still operating and pushing food out into the community. They had a distribution event last Saturday as well as today. There was confusion at today's event and JSO shut the event down. They are in contact with the Mayor's office to try to prevent this from happening again. FarmShare has more than food; they also have other items and recently provided toiletry kits to ElderSource. If anyone has questions, they can email matthew@farmshare.org.

ElderSource: The agency does have funding to assist seniors and is encouraging use of its Senior Helpline (904-391-6699 or 888-242-4464, if anyone needs assistance. They have seen a decrease in calls. They continue to work with their contracted providers.

Nonprofit Center: This Friday's weekly wrap-up call will include a HR expert to discuss personnel challenges, reports from our neighboring counties on their efforts and challenges, and information on the SBA loan program. Registration link here: https://nonprofitctr.org/inspire_events/covid-19-impact-call-weekly-wrap-up-6/. New information is being added daily to <http://nonprofitctr.org/covid-19>.

AARP: AARP hosts "town hall" weekly calls Thursdays at 1pm and is currently focusing on pandemic-related topics. Teletown Hall - 855-274-9507. Information on their mutual aid groups is included in the resource section of notes.

Center for Independence (formerly Independent Living Resource Center): The agency continues to offer its services to assist those with disabilities. They encourage individuals needing assistance with federal programs to continue to request assistance. They are trying to manage distribution of medical equipment through both delivery and drive through service to maintain health and safety.

Hubbard House: LaShawnda Rainge reminds everyone that with isolation measures increasing, the likelihood of abusive relationships to go undetected will also increase. The domestic violence shelter is continuing to admit victims of domestic violence. Hubbard House appreciates the recent Rotary fundraiser to provide milk for its residents. The only unmet need at this time is for hand sanitizer.

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

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

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

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

Presbyterian Social Ministries: The agency has dorm space available in Jacksonville. Dorm sleeps up to 42 or whatever number is deemed safe. We are available to house incoming first responders/volunteers if the needs arise. There is a full kitchen available, showers including an ADA space, laundry area, and Wi-Fi is provided. There is a small fee to assist with keeping the dorms up and running. I want to reiterate, this space is being offered to housing first responders & emergency/volunteer personnel only. It is not available for general emergency housing at this time.

TeriKetchum@PresbyterianSocialMinistries.org

Resources and connections:

- **Florida Blue Emotional Support Helpline:** Florida Blue is offering a free 24-hour, bilingual emotional support helpline for all Floridians. Any Floridian, including those who are uninsured or insured by another company, can call **833-848-1762** for help dealing with feelings of stress, anxiety, grief, or fear related to COVID-19.
- **The Nonprofit Center is hosting weekly webinars every Friday at 10 am.** The agenda will include briefings and Q & A on actions at the federal, state and local government levels to provide nonprofit businesses relief; information on coordinated activities that nonprofits are leading or assisting in; and an update from local philanthropy. This is also an opportunity for you to crowd source ideas, needs, and opportunities. We'll repeat these calls every Friday as long as there's demand. Register here: https://nonprofitctr.org/inspire_events/covid-19-impact-call-weekly-wrap-up/. New information is being added daily to <http://nonprofitctr.org/covid-19>.
- **211 Helpline and Resource Directory** – <https://unitedwaynefl.org/get-help/> is the primary JAC source for what disaster resources are available from various organizations. 211 operators search this database to assist Helpline callers, so please REGISTER your organization and update your contact information and available resources. 211 manager is Don Earl – donalde@uwnefl.org.
****Link for agencies to update their information with changes to schedule and services:**
<https://unitedwaynefl.org/get-help/update-agency-information/>
- **630-CITY:** To access City services and information, please refer customers to 630-CITY or myjax.custhelp.com.
- Link to the City COVID-19 Recovery Resources is <https://www.coj.net/recoveryresources>
- Monitor www.jaxready.com/virus for the latest Duval County disaster information.

- To subscribe to the City of Jacksonville EOC COVID-19 SITREP Distribution List, send an email to: LISTSERV@LIST.COJ.NET and type "SUBSCRIBE COJ_EOC_SITUNIT" with NO other text, including signatures, in the message field.
- **Ordering Supplies:** The City of Jacksonville EOC has been tasked with managing resource requests from private and non-profit healthcare agencies for routing to ESF-8 at the State EOC. The local EOC Logistics Section has received over one hundred requests from area healthcare facilities this week, mainly seeking PPE. To submit a request for resources to be routed to the State ESF-8 for fulfillment, please have any agencies in need fill out the attached "ICS 213" form (fields 1-7) and submit the following email address: EOCSUPPLYUNIT@coj.net. Please ensure that there are instructions for delivery and good contact information is included on the form. Please request that agencies include as much detail as possible, including type, kind, quantity, specifications, for any items ordered. Our EOC is reviewing each form prior to submission to ensure that it will be accepted by the State.
- **Volunteers** – If any organization has a need for volunteers, please contact Contact@artfullygreen.org with details and we will connect you. United Way Volunteer Hub Agency Page: <https://uwnefl.galaxydigital.com/covid-19-agency-information/> Don't forget to track volunteer hours—may be beneficial for future funding proposals and required matches.
- **FL VOAD:** The state VOAD in conjunction with Volunteer Florida ESF-15 is hosting weekly COVID-19 calls on Tuesdays at 3pm. To be added to the invitation list, please email flvoadmeetings@outlook.com. Situational reports can be submitted online at <https://dart-voad.communityos.org/sitrep> to help state and national VOAD leaders support the collaborative efforts of each responding agency.
- **AARP** has created a website for AARP Mutual Aid Groups, which are informal groups of volunteers that band together to find effective ways to support those people most in need who live in their local community. Mutual aid can include picking up groceries, providing financial assistance, or lending emotional support to your neighbors. <https://aarpcommunityconnections.org>
- **Northeast Florida Regional Council:** NEFRC provides a host of emergency preparedness services for the public, private and government sectors in our seven-county region (Baker, Clay, Duval, Flagler, Nassau, Putnam and St. Johns). This includes but is not limited to the areas of natural hazard planning, hazardous materials and wastes, and training and exercise services. NEFRC maintains staff with expertise in emergency management. A Florida Professional Emergency Manager or FEMA Certified Master Exercise Practitioner will oversee all projects or programs.

The NEFRC, through a contract with the Florida Department of Health, also manages the Healthcare Coalition program for 18 counties throughout North Florida. Through planning, training, equipping and exercising, the Healthcare Coalitions are building a stronger, regional healthcare system. The Northeast Florida Healthcare Coalition is a group of healthcare and response organizations that collaborate to prepare for and respond to medical surge events. HCCs incentivize diverse and competitive health care organizations to work together for the community. <http://www.neflhcc.org/>. Contacts are Eric Anderson eanderson@nefrc.org and Leigh Wisley at lwisley@nefrc.org.

Other Helpful Info:

- Resource document for screening volunteers: <https://uwnefl.galaxydigital.com/files/dl/26f3d88ca8b72ab56c9aaf7b00e9734f/>
- The Partnership Center" COVID-19: Recommended Preventative Practices and FAQs for Faith-based and Community Leaders: <https://www.hhs.gov/sites/default/files/3-17-20-faith-and-community-based-covid-19-faq.pdf>
- CDC guidance for community organizations: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/guidance-community-faith-organizations.html>
For all, environmental cleaning and disinfection recommendations: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>
- Guidance For Healthcare agencies: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/respirators-strategy/index.html>
- General information for veterans: www.FloridaVets.org
- **PBS Kids:** How to talk to your kids about coronavirus: <https://www.pbs.org/parents/thrive/how-to-talk-to-your-kids-about-coronavirus>
- From ESF 6 - Resources to help craft age-inclusive language for any external messaging. The World Health Organization (WHO) defines ageism as “the stereotyping, prejudice, and discrimination against people on the basis of their age.” Due to increased awareness, the narrative has shifted in recent years -- the most striking example being to replace the term ‘elderly’ with ‘older adult(s)’ or ‘older people/Americans/Floridians’. Below are a few resources that may be helpful to craft public-facing messages throughout the COVID-19 event:

When It Comes to Older Adults, Language Matters -

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

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

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

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

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

- **Neighborhood and faith organizations** - John Sapora of LISC will continue efforts to reach out to neighborhood-based organizations and the faith community to engage leaders to assess constituent needs, what resources these organizations can activate at the neighborhood level and how larger organizations can bring more response resources into these neighborhoods. Please send John any information about how neighborhood organizations and religious congregations are activating for the disaster. jsapora@lisc.org
- **Other COADS:**
 - **Clay County** - Everyone who has disaster response resources, volunteers or facilities available is asked to please text or call André Van Heerden (305) 3950912. Please text the contact information of your point of contact person as group communications are being put together to organize a coordinated response. You can also send an email to: info@claysafetynet.org.
 - **Nassau County** – Contact is Stephanie Jerrell-Estep, Nassau P3-Public Private Partnership, 386-365-2252, stephstep@nassaup3.org
 - **St. Johns County** – Contact Jenny Harvey, chair of the St. Johns County VOAD, at jenny.harvey@unitedway-sjc.org.

About the 10 am daily 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.