

Jacksonville Against COVID-19 (JAC) Response to COVID-19 – Call notes for Wednesday, April 15, 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 Sabora, LISC Disaster Recovery and Resiliency Manager jsabora@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):

City of Jacksonville: Sarah Bohentin reported EPD and 630-CITY are conducting business as usual as previously reported. Sarah Green from the Mayor's Office said they are coordinating with Masks4Jax on their distributions - <https://masks4jax.com/>; the group is currently waiting on their shipment of masks. Homemade masks should follow the DIY protocol communicated on CDC website (<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>).

Discussion Topic: Sourcing Masks, Gloves and Face Shields for Direct Services

As CDC guidance has evolved to recommend masks or face coverings for all individuals in public, it raises the question whether there is a need for the JAC to facilitate donations management to connect organizations with resources for masks and other personal protection equipment. Various groups are working on large distributions of masks. Masks4Jax is an effort started by Dr. Oza at Ascension/St. Vincent's and will be distributing masks for community use through various pre-identified channels, including the school district's meal distribution sites, shelters, ElderSource,

Meals on Wheels, and restaurant delivery. Not every organization will be able to receive masks through this distribution. If your direct service organization needs manufactured masks or gloves, 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.

Other sources identified so far:

Rethreaded is making masks for frontline healthcare workers and potentially for sale to the public. Per their website, they are currently sold out. <https://www.rethreaded.com/blogs/news/we-are-now-making-masks>. JAC will continue to check on this resource.

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.

Feeding Northeast Florida will receive masks from Masks4Jax and plans to distribute them to their agency partners and their mobile pantry and food programs. Eli Darkatsh also provided the following vendors with reasonable pricing for gloves and sanitizer if anyone is looking to purchase those items.

- **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

Rotary 6970 is in the process of sourcing face shields that can be distributed to nursing homes, daycare centers, walk-in clinics, homeless shelters, pharmacies, community hospitals, ambulance crews, prison staff, etc. in order to minimize the community-spread of coronavirus. More to come from Pat Mulvihill.

In response to a question regarding the appropriate protocol to follow for food delivery, Angela Tenbroeck shared their team members are using masks that cover both the nose and mouth. They're encouraging daily disinfecting of the masks by spraying both sides with Lysol and letting it air dry. (This allegedly kills the virus on fabric).

Discussion Topic: Assessing Staffing Levels Given Shortage of Volunteers

Many organizations have had to shift their program models and operations to mitigate the shortage and/or limited capacity of volunteers. Matthew at **Farm Share** shared their partnership with Sawgrass Country Club, whose kitchen staff are preparing and packing Farm Share's distribution bins. This gives employees something to do in between taking and prepping takeout orders and is a great example of a partnership that others may be able to replicate.

Skip Cramer, **American Red Cross**, shared the organization is doing considerable contingency planning for the future volunteer needs and how their volunteer model will need to be adjusted given the approaching storm season and mass care/sheltering that may arise. Fortunately they have been able to continue to utilize their existing volunteer base to carry out the agency's mission but congregate sheltering will be a wild card.

Angela Tenbroeck, **Farmers and You program**, shared they were able to quickly fill an unmet need for ambassadors to deliver food to elder shut-ins. By providing clear communication regarding the specific task and expectations of the opportunity, along with offering masks and gloves, they were able to find plenty of volunteers willing to be "car warriors." This providing a number of individuals out of work with a clear purpose.

Pat Mulvihill raised the question for **volunteer liability and protection**, given that many individuals looking to volunteer will not have health insurance if they have been let go from their job. Nonprofit organizations using volunteers are responsible for establishing their own protocols, including volunteer screening, registration, insurance and liability waivers Erica La Spada from the United Way noted in the chat that the issue of volunteer liability and risk has always been and continues to be a systemic issue nationwide.

Discussion Topic: Hurricane Season Planning during COVID-19 Restrictions

With hurricane season quickly approaching June 1, the JAC should begin to consider how our current environment will impact preparations and response. FEMA is working on protocols that will be available in the coming weeks. In response to whether American Red Cross disaster volunteer training is available online, Skip Cramer said their volunteer trainings are online but usually require the individual to register as a volunteer with ARC. He will research if it can be made available to JAC organizations without going through the formal volunteer registration process.

Please contact the JAC if your organization offers disaster-related training during COVID restrictions so we can increase the pool of trained volunteers or cross-trained nonprofit staff for future disaster response and recovery activities. The JAC will also work with the Emergency Preparedness Division (EPD) to plan some online disaster training exercises.

Pat Mulvihill inquired how we are connected to FEMA and receiving information from them, both for COVID and storm planning. The region's FEMA VAL (Voluntary Agency Liaison) reports weekly on the FLVOAD calls and is available for questions. Noah Ray at the City EPD is also a source of information about FEMA and the Florida Division of Emergency Management.

Agency Reports & Unmet Needs

Community Hospice & Palliative Care: Jim Monahan shared the organization has started a series of webinars for people grieving the death of a loved one (from any cause) during the time of COVID-19. They are free and open to the public. They can be accessed at <https://bit.ly/griefCOVID>. For further info, contact jmonahan@communityhospice.com.

Nonprofit Center of Northeast Florida: Deirdre highlighted a number of upcoming workshops available to organizations centered on fundraising. This week's wrap-up call will focus on philanthropic relief. To register for events, visit https://nonprofitctr.org/inspire_events/.

Arlington 2020: Joy Hervey recommends a future call focus on the racial breakdown and disparity being seen in the pandemic. Sarah Bohentin said DOH has a Data and Surveillance Dashboard by county - <https://fdoh.maps.arcgis.com/apps/opsdashboard/index.html#/8d0de33f260d444c852a615dc7837c86>. The discussion could include appropriate messaging to reach minority communities. Joy also inquired about a handout they could provide at their food distributions regarding avoiding risk and where to go if you need testing. The Department of Health has a toolkit available on their website with printable resources. <https://floridahealthcovid19.gov/resources/>

Feeding Northeast Florida: The organization was struck by lightning this morning and they are working on getting power restored and a back-up generator.

Baptist Health: Cari Eyre reported they have staff who are working in Jacksonville but live over the Georgia border and are having trouble accessing food resources there. Angela Tenbroeck offered to coordinate delivery to the hospital locations for the staff. Matthew at Farm Share suggested they may want to attend the April 30 food distribution in Hilliard. <http://farmshare.org/event/buford-grove-baptist-church/>. A full list of Nassau County food resources is attached to this email.

New Town Success Zone: Mia Hobdy reported they continue to refer clients needing assistance to 211 but wondered if there were other resources available for individuals needing assistance making car payments or car repairs. Jeff Winkler encouraged those individuals still contact 211 to be referred to an emergency financial assistance partner, even though priorities continue to focus on food and housing. Many lenders are offering forbearance options so borrowers need to contact their lenders, and stimulus payments are going out. After the call, Catholic Charities also confirmed their priorities continue to be assistance with rent, utilities and mortgage payments.

Questions for further research: What data do we have regarding unemployment filings in Duval County? It's been widely reported there is a backlog of claimants and DEO is working through them, but do we have any information on the outlook for Duval County? Sarah Bohentin will inquire with her DEO contact.

Question regarding stimulus payments and when social security recipients will receive their stimulus payment. The IRS website has implemented a tracking system as well as other information about the stimulus payment process. <https://www.irs.gov/coronavirus-tax-relief-and-economic-impact-payments>

The following excerpt is from the IRS website regarding social security recipients:

“Social Security and Railroad Retirement recipients who are not typically required to file a tax return need to take no action. The IRS will use the information on the Form SSA-1099 and Form RRB-1099 to generate Economic Impact Payments of \$1,200 to these individuals even if they did not file tax returns in 2018 or 2019. Recipients will receive these payments as a direct deposit or by paper check, just as they would normally receive their benefits. Social Security Disability Insurance (SSDI) recipients are also part of this group who don't need to take action.”

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 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>.
- **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.

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://dartvoad.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) 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.