

Jacksonville Against COVID-19 (JAC) Response to COVID-19 – Call notes for Wednesday, April 1, 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 (57 participants):

COJ Emergency Preparedness Division: no new updates. Noah Ray provided some resources received on the State EOC call regarding Medicare Fraud, Food Supply Chain Worker Safety Info, and Guardianship that may be helpful to organizations (attached to this email).

COJ Mayor's Office: Sarah Green shared the Mayor's office continues to work with the Food Delivery Task Force to coordinate resources. The Recovery Resources page is regularly updated (below) so please continue to check for updates. The Mayor's office will be working to coordinate with the JAC on a resource inventory. The link to the City's COVID-19 Recovery Resources page is <https://www.coj.net/recoveryresources>.

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.

211 Helpline: Call volume continues to increase; Jeff Winkler reported a 99.4% increase over this time last year. 82% of all needs reported are related to emergency financial assistance (rent/utility/mortgage). They continue to work with their EFA partners, Jacksonville Area Legal Aid, and the City of Jacksonville Social Services. 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/>. Staff are busy reviewing applications.

United Way volunteers: Staff have identified some helpful resources for best practices in volunteer screening and safety. It's extremely important to communicate your individual agency's safety precautions as you recruit and manage volunteers. Reminder to post your volunteer needs at United Way's get connected volunteer webpage. The UW volunteer team is ready to help you create the best posting for your needs. Email them at volunteer@uwnefl.org.
United Way Volunteer Hub Agency Page: <https://uwnefl.galaxydigital.com/covid-19-agency-information/>
Screening Document for Volunteers:
<https://uwnefl.galaxydigital.com/files/dl/26f3d88ca8b72ab56c9aaf7b00e9734f/>
Minnesota Association of Volunteer Administration:
https://mava.clubexpress.com/content.aspx?page_id=5&club_id=286912&item_id=52039

The Church of Jesus Christ of Latter-day Saints: Cari Ladd shared that LDS has a number of Bishop's Storehouses throughout the US and world that partner with farms, orchards, ranches and food processing plants for locally sourced food. They use the storehouses to support the food needs of their own congregations as well as the greater community by partnering with food banks. If any organizations are in need of food, they can contact Cari for more information. cariladd@ldspublicaffairs.org

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.

John Sapora remarked that Feeding NEFL's report brings light to an emerging need for donations management. This is an area where the JAC may be able to provide support and facilitation. More to come on this topic.

Nonprofit Center of Northeast Florida: 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. New information is being added daily to <http://nonprofitctr.org/covid-19>.

Community Health Outreach: Meredith Smith shared that the organization continues to offer a drive-thru pick up for diapers and food at 5126 Timuquana Road, Jacksonville, 32210. They are mostly distributing dry goods at this point while they wait for more donations of fresh produce and meats. They have been able to distribute the meals packaged by Feeding NEFL on Wednesdays and Saturdays. They are currently serving 100 more families per week than normal. They continue to operate their medical clinic by phone and have seen an increase in requests for assistance with prescription refills. Questions or additional assistance: v.pillsbury@chojax.org, Virginia Pillsbury.

Mayo Clinic: Ashley Pratt brought everyone's attention to the recent press release regarding Mayo's expansion of specimen testing and processing capabilities. They are ramping up their efforts not only to test for their own patients but also support other facilities in the region. They have capacity to process 1000 tests per day and in most cases should be able to provide a 24-hour turnaround on results. <https://newsnetwork.mayoclinic.org/discussion/mayo-clinic-in-florida-expands-specimen-testing-and-processing-capabilities-for-covid-19>. If you have questions or comments on this do not hesitate to email pratt.ashley@mayo.edu.

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

Salvation Army: To-go meal boxes are handed out from 11:30- Noon at their Food Pantry, 140 North Davis Street, and their outdoor kitchen is serving a community dinner at 6 pm at 900 W. Adams Street. They also have a mobile canteen available for deployment. Volunteers are still needed for its Center of Hope location to help with meal distribution.

Catholic Charities: Continuing to work with clients in need of financial assistance. The Catholic Charities food pantry will be open to the public on Wednesdays from 11 am – 1 pm. We are able to serve the first 50 households and are taking precautions to keep our clients, volunteers, and staff safe. The Food Pantry is located within a food desert on the campus of St. Pius V Catholic Church at 1470 W. 13th Street; Jacksonville, FL 32209.

ElderSource Helpline: ElderSource providers have closed all day programs and senior centers. Seniors in need of assistance or with questions can call their Senior Helpline at 904-391-6699 or 888-242-4464. This information is also available through 211. Unmet needs include PPE so staff can make needed personal visits to seniors.

Nonprofit Resources: Kortney Wesley sent the attached nonprofit resources list from the Office of U.S. Representative Al Lawson, Jr. and is available to answer questions regarding the SBA loans. kortney.wesley@mail.house.gov. (904) 510-4114.

Essential Business Operations/Mayor's Executive Order: around the time of our call today, Mayor Curry issued the attached Executive Order 2020-5 which, effective Friday, April 3, closed all non-essential retail and commercial businesses, meaning no member of the public or employee shall be physically present in any non-essential retail or commercial establishment. However, many types of nonprofit service organizations are included in the list of businesses deemed Essential Businesses that can remain in operation subject to COVID-19 health and safety restrictions such as working from home as possible, social distancing and the 50-person limitation mandated by prior orders. This will be a discussion topic on our April 2 JAC call. [order attached]

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. Volunteers AND agencies who anticipate having needs are urged to sign up with the United Way here: <https://tinyurl.com/VolResponse> . 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, stephestep@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:

Jacksonville Against COVID-19 will convene at 10am Thursday, April 2. 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.