

## **Jacksonville Against COVID-19 (JAC) Response to COVID-19 – Call notes for Monday, April 20, 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](mailto: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](mailto:contact@artfullygreen.org); John Sapora, LISC Disaster Recovery and Resiliency Manager [jsapora@lisc.org](mailto:jsapora@lisc.org); Raelyn Means, Administrator of the Northeast Florida Long Term Recovery Organization [rmeans@duvaldisasterrecovery.org](mailto:rmeans@duvaldisasterrecovery.org); Deirdre Conner, Senior Director at the Nonprofit Center [dconner@nonprofitctr.org](mailto: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):**

**Who do I want to be during COVID-19?** John Sapora opened the meeting with an infographic (attached to email) showing the three zones of response to the pandemic, which provides an opportunity for both individuals and organizations to reflect on how they have and continue to respond.

**City of Jacksonville:** Sarah Green reported a second Urban Rest Stop will open this week. The location will be announced once it's ready. The rest stop is a partnership with Sulzbacher Center and Mental Health Resource Center. The Mayor's Office continues to coordinate with Masks4Jax and has received an order from Jacksonville Against COVID-19 for the six organizations who indicated they had an unmet need for masks. JAC orders will be considered subject to priority needs. 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>).

**Congressman Al Lawson's Office/Farm Share need volunteers tomorrow:** They are partnering to do some food packing tomorrow, April 21 starting at 9 am at 1460 Vantage Way, Suite 100, Jacksonville, and are looking for 4 more volunteers for a total of 10. Please call Kortney Wesley at (904) 510-4114.

### **Discussion Topic: Sourcing Masks, Gloves and Other Supplies for Direct Services**

If your direct service organization needs supplies such as manufactured masks, gloves, face shields, handwashing stations, digital thermometers, etc., please email [contact@artfullygreen.org](mailto: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.

**Rotary 6970** is sourcing 3D-printed face shields and has a small quantity ready for distribution. Pat Mulvihill reported he is looking to fulfill smaller quantity requests from organizations rather than focus on the larger healthcare organizations. Mia Hobdy at New Town Success Zone will contact Pat about face shields. Rotary 6970 has delivered 7 handwashing stations thus far and have 10 additional units available for any organization in need. Thanks to **Christ's Church** for joining the assembly effort—their handwashing units will be completed tomorrow, bringing the total available to 13. Later on the call, Pat asked American Red Cross if they could use any handwashing stations.

**Clara White Mission:** Ju'Coby Pittman thanked Rotary for their handwashing stations that were promptly delivered following their request. They are still in need of digital thermometers, as there is a 45-60 day wait time on ones they have ordered. They are willing to borrow if someone can loan them; these are vital to proper screening of clients and staff/volunteers.

**Feeding Northeast Florida:** Eli Darkatsh reported they are expecting a shipment of face shields this week from the state and are willing to share if anyone has a need. He also received information on a body temperature scanning system (see attached quote) instead of screening each person with a thermometer. While quite expensive at \$20,000, there are financing options.

#### **Other Resources for PPE:**

**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.

**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@apollopckaging.com](mailto:ken@apollopckaging.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](mailto:dอน.compton@indoff.com)
  - 96 – 2oz bottles = \$298
  - 12 – 32oz bottles = \$295

### **Other Agency Reports & Unmet Needs**

**Florida Blue Farmers & You Program:** Angela Tenbroeck reported they have seen 300% growth and are now serving 5 counties. They've received 585 requests for bags this week and continue to seek donations to meet the need. Unmet Need: They need car ambassadors in Clay County to deliver to Middleburg. John Sapora suggested the Clay Safety Net Alliance would be a good point of contact. [info@claysafetynet.org](mailto:info@claysafetynet.org). Deirdre Conner also reported there is a food task force in Clay County that may be able to help.

**Sulzbacher Center:** In addition to its ongoing medical services, the dental clinic is seeing emergency patients at both the beaches and downtown locations. This was identified as a need since so many dentists are not operating currently.

**211:** Jeff Winkler reported a decrease in call volume last week. This is being attributed to individuals receiving their federal stimulus payment. Anecdotally they have had calls cancelling referrals for emergency financial assistance following stimulus payment deposits. They have also seen fewer crisis calls and mental health referrals. The top unmet needs continue to be consistent: Rent/Mortgage payment assistance, food, and utilities.

In response to a question about whether the JAC has a landing page online where organizations could access the various resources shared on our JAC calls, many organizations have created resource pages. 211 is maintaining its directory and continuously makes updates.

<https://unitedwaynefl.org/get-help/> is the primary JAC source for what 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](mailto:donalde@uwnefl.org). **\*\*Link for agencies to update their information with changes to schedule and services: <https://unitedwaynefl.org/get-help/update-agency-information/>**

Additionally, the following organizations are maintaining resources pages.

City of Jacksonville: <https://www.coj.net/recoveryresources>

Nonprofit Center: <http://nonprofitctr.org/covid-19>

Kids Hope Alliance: <http://kidshopealliance.org/4983-2/>

Online access to resources useful for JAC members will be a discussion topic on a future call.

**Transportation:** For those needing transportation to access food, healthcare or employment, 211 can assist through the Ride United pilot program. Our market is one of 25 pilot programs throughout the nation, which is in partnership with Lyft and GM. The program is currently available for one-way transportation and cannot be used for drive-through food pantries, testing sites, or other continuous roundtrip needs. There is no program flyer at this time. In response to the

question whether Lyft could pick up food and deliver to individuals, the pilot does not cover that at this time but 211 is hopeful it can be expanded in the future to allow for that type of service.

Mercedes transportation: Lori Richards said a Mercedes dealer offered BEAM a vehicle (not sure about the driver), and she can pass on that information if you email her at [lori@jaxbeam.org](mailto:lori@jaxbeam.org).

Transportation continues to be a barrier for many needing access to food. Other transportation options will be researched and discussed on a future JAC call.

### **Discussion Topic: Hurricane Season Planning during COVID-19 Restrictions**

With hurricane season quickly approaching June 1, the JAC is considering how our current environment will impact storm preparations and response. FEMA is working on protocols that will be available in the coming weeks. A key role of a JAC is to help the community be prepared through training, relationship-building and planning together for efficient coordination of response and recovery activities throughout the community.

Our initial discussion explores online training opportunities. 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. The JAC will also work with the Emergency Preparedness Division (EPD) to plan some online disaster training exercises.

**American Red Cross:** Skip Cramer provided information on its Red Cross shelter training, which is available online through [www.DisasterReady.org](http://www.DisasterReady.org). Once on the site you have to register but it is free and easy. Once logged in, click on "Browse All Topics", then go to the list titled "Technical Sector & Themes". Click on "Shelters & Settlements", which will then give you a list that includes "Shelter Fundamentals". That Red Cross course includes an exam and certificate of completion.

For Damage Assessment training, FEMA's Emergency Management Institute offers a vast range of excellent training programs related to disasters. To look at the EMI courses, go to [training.fema.gov/emi.aspx](http://training.fema.gov/emi.aspx). On the top bar of choices, click on "Independent Study". Then click on "IS Course List". Use the SEARCH box to search for "Damage Assessment". A list of courses will be shown, including IS-559 Local Damage Assessment. Note: Like the [www.disasterready.org](http://www.disasterready.org) site, you will need to register with FEMA to get a Student ID (SID). That SID number opens the treasure chest of EMI courses.

Skip Cramer indicated the Red Cross is developing additional webinars that are currently geared toward internal volunteers and partner organizations.

The Damage Assessment training would be very useful for JAC organizations so that we can support city and state efforts following a disaster. The training offered by FEMA is a high-level view and trains the individual to assess external damage in three broad categories (noted by red, yellow and green).

The intent is to conduct broad-based damage assessments quickly after a storm using trained leaders from neighborhood-based organizations and the faith community who are familiar with

their neighborhoods and can report out to emergency management officials to address urgent unmet needs and form the basis for more detailed professional damage assessments that help allocate resources to these areas. Sarah Bohentin of the City Neighborhoods Department will research trainings for the more advanced damage assessment role. Brian Baer at The Elevated Studio said his organization also trains building trades people for advanced damage assessments.

**First Coast Unemployment Rate:** For anyone writing grants, today's Jacksonville Business Journal has helpful data on the increasing unemployment rate on the First Coast, impacting requests for services and food insecurity: <http://click.bizjournals.com/qbYU0PgOx008Ji92W0yd00w>.

### **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](mailto: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](http://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](mailto: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](mailto: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/26f3d88ca8b72ab56c9af7b00e9734f/>
- **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/](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/](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](mailto: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](mailto:eanderson@nefrc.org) and Leigh Wisley at [lwisley@nefrc.org](mailto: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](mailto:Lmorrison2@humana.com). Pre-COVID-19 project outline and purpose can also be found on our website [www.humanamilitary.com/populationhealth](http://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](http://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](mailto: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](mailto:info@claysafetynet.org).
  - **Nassau County** – Contact is Stephanie Jerrell-Estep, Nassau P3-Public Private Partnership, 386-365-2252, [stephestep@nassaup3.org](mailto:stephestep@nassaup3.org)
  - **St. Johns County** – Contact Jenny Harvey, chair of the St. Johns County VOAD, at [jenny.harvey@unitedway-sjc.org](mailto: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](mailto: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](mailto:Contact@artfullygreen.org).