



City of Springfield, Massachusetts Coronavirus (COVID-19) Advisories, Recommendations and Resource Guide

Provided as a Courtesy by the
Office of Mayor
Domenic J. Sarno



(updated – April 16, 2020)



An Open Letter to our Residents and Business Community



The City of Springfield is committed to keeping our residents and business community informed about the latest developments on the Coronavirus (COVID-19). We will continue to monitor the situation and adhere to any and all public health and safety measures recommended by the health experts, the Governor's Office, the Massachusetts Department of Public Health, the CDC and other state and federal agencies.

As we all deal with the onset of the coronavirus (COVID-19), I wanted to reassure you that our proud city team has been tested and true through a number of natural and man-made disasters. I'd like to give special thanks to our Commissioner of Health and Human Services Helen Caulton-Harris, who has done the yeoman's work as our city's point person.

On March 13, 2020, I declared a state of emergency in the City of Springfield to help mitigate any potential spread of the coronavirus. This action is taken out of an abundance of caution and to avail our city to all state and federal relief and recovery assistance needed.

Again, I would ask you all to please adhere to and follow all of the preventative and recommended health measures – though they seem simple and common sense these efforts will help meet and defeat this challenge before us.

I want to encourage our residents and businesses to continue to check in for any updates and new developments on our city's website at www.springfield-ma.gov.

As your humble and thankful mayor, I will continue to have our city team and medical experts, keep you updated on what has or has not occurred and what we are proactively doing about it. As my administration has done before with prior challenges and just as important – we will get through this together and for the better as one. May God Bless you and your families.

Mayor Domenic J. Sarno

ACKNOWLEDGEMENTS

This document is a compilation of information that has been gathered from a variety of sources including: city, federal, state, health care institutions and non-profit organizations.

The information provided in this document is accurate and updated as best as possible.

This guide belongs to the City of Springfield and is provided as a courtesy by the Office of Mayor Domenic J. Sarno

The City of Springfield expresses a deep appreciation and thanks to all of our dedicated public health care and public safety officials during these extraordinary times. Without their unyielding support and work, these coordinated and collaborative efforts would not have been possible.

The city would also like to extend a heartfelt thank you to all of the individuals, businesses, and non-profits who have stepped up and answered the call to help get PPE to our frontline workers including our dedicated first responders, enabling us to keep them safe while they continue their essential work.

Mayor Domenic J. Sarno continues to request thermal/infrared thermometers on behalf of our Springfield Police and Fire Departments. All other PPE supply donations continue to be welcome as well.

Consult the resources below regularly to stay informed about coronavirus:

1. www.springfield-ma.gov: The City of Springfield COVID-19 dedicated webpages are updated on a regular basis.
 - a. City of Springfield COVID-19 (Coronavirus) Info and Resources
 - i. <https://www.springfield-ma.gov/cos/index.php?id=2989>
 - b. City of Springfield COVID-19 (Coronavirus) Situational Timeline
 - i. <https://www.springfield-ma.gov/cos/index.php?id=2990>
 - c. Mayor Sarno's COVID-19 Resource Guide
 - i. <https://www.springfield-ma.gov/cos/index.php?id=2991>
 - d. Mayor Sarno's Daily Cabinet Meeting Updates
 - i. <https://www.springfield-ma.gov/cos/index.php?id=2992>
 - e. Health and Human Service COVID-19 (Coronavirus) Statistical Information
 - i. <https://www.springfield-ma.gov/cos/index.php?id=2993>

➤ www.springfield-ma.gov can be accessed in over 100 languages.



2. Every Monday morning at approximately 10:15a.m., Mayor Sarno provides a live update with his administration which is streamed on the City of Springfield, MA - Office of Communications Facebook page (<https://www.facebook.com/CityofSpringfieldMA/>) and available on Public Television Channel 17.

3. www.mass.gov
 - a. Visit the state's COVID-19 webpage: www.mass.gov/info-details/covid-19-updates-and-information.
 - b. Sign up for text message alerts. By **texting COVIDMA to 888-777** you can get up-to-date alerts about the Coronavirus in Massachusetts sent right to your phone. (Manténgase informado sobre la enfermedad COVID-19 en Massachusetts. Envíe COVIDMAESP al 888-777.)
 - c. Tune in to the Governor's daily updates: <https://www.mass.gov/info-details/covid-19-updates-and-information#daily-updates->.
 4. Baystate Health website: www.baystatehealth.org.
 5. Trinity Health/Mercy Hospital website: www.trinityhealthofne.org/default.cfm.
 6. Centers for Disease Control website: www.cdc.gov.
-

City of Springfield, Massachusetts Coronavirus (COVID-19) Advisories, Recommendations, and Resource Guide

Mayor Domenic J. Sarno declared a state of emergency in the City of Springfield on March 13, 2020. Governor Baker announced on March 15, 2020, Emergency Actions to help address the potential spread of the Coronavirus (COVID-19). On Monday, March 23, 2020, Governor Baker announced an Emergency Order for the shutdown of all non-essential businesses and an Advisory to residents to stay home and not take any unnecessary and non-essential travel.

Due to the evolving concerns related to the spread of the Coronavirus and out of an abundance of caution, the Commonwealth of Massachusetts and City of Springfield are recommending that the public, residents and businesses follow and adhere to all precautionary measures including the public health recommendations of social distancing guidelines.

Public Health Advisories and Social Safety Measures

Call the City of Springfield Department of Health and Human Services **COVID-19 Hotline at 413-750-3250.**

Taking the steps below helps prevent the spread of the virus, helps preserve our hospital capacity for very ill patients, and preserves our supply of PPE (personal protective equipment) so critically needed by our medical workers on frontline.

- **Stay home as much as you can.** The State Department of Public Health issued a Stay at Home Advisory: <https://www.mass.gov/news/dph-public-health-advisory-stay-at-home-advisory>. Visit mass.gov for information on how taking these steps helps prevent the spread of the virus, helps preserve our hospital capacity for very ill patients, and preserves our supply of PPE (personal protective equipment) so critically needed by our medical workers.
- **If you are sick,** stay home and avoid contact with others.
- **Wash your hands** often with soap and warm water for at least 20 seconds.
- **Avoid touching** your eyes, nose and mouth.
- **Clean things** that are frequently touched (like doorknobs and countertops) with household cleaning spray or wipes.
- **Cover your mouth** when you cough or sneeze. Use a tissue or your inner elbow, not your hands.
- **Keep your distance.** Everyone is urged to stay approximately 6 feet away from other people - in line at the store, at the park, and in the office.
- **Cover your face.** The state and city have issued advisories urging people to keep their faces covered when out and about.
 - **City of Springfield Department of Health and Human Services:** https://www.springfield-ma.gov/cos/fileadmin/uploads/Covid/City_of_Springfield_Health_Advisory_and_Recommendation_for_Face_Covering.pdf.
 - **State Department of Public Health:** <https://www.mass.gov/news/advisory-regarding-face-coverings-and-cloth-masks>. A face covering can include anything that covers your nose and mouth, including dust masks, scarves and bandanas. Health care worker masks (surgical mask, N-95 or similar) must be preserved for people in the health care system

Healthcare Guidance

- If you are concerned that you might possibly be showing symptoms, residents are encouraged to contact their healthcare provider and tell them about your symptoms and your exposure. They will decide whether you need to be tested. Keep in mind that there is no treatment for COVID-19 and people who are mildly ill are able to isolate at home.
- Some of these agencies are providing teleconferencing as an option. Please call the number attached to the agency for more details.
 - Behavioral Health Network (BHN): 413-737-2439

- Gandara Mental Health: 413-736-8329
- Mental Health Association: 413-734-5376
- CHD: 413-737-1426
- CT Family Services: 285-8642
- Brightside: 788-7366
- South Bay: 495-1500
- River Valley: 540-1234
- School St. Counseling: 846-4300

Essential Services

- Per Governor Baker's Emergency Order, all non-essential businesses are to discontinue their operations and to close their physical workplaces and facilities to workers, customers and the public as of Tuesday, March 24th at noon until Tuesday April 7th at noon. Governor Baker extended this order until May 4, 2020. Non-essential businesses are encouraged to continue operations remotely. For more information on essential services please visit the state's website at: <https://www.mass.gov/info-details/covid-19-essential-services>.
- Below is a list of categories of Essential Services that will remain in operation:
 - Health Care/ Public Health / Human Services
 - Law Enforcement, Public Safety, First Responders
 - Food and Agriculture
 - Energy
 - Water and Wastewater
 - Transportation and Logistics
 - Public Works & Infrastructure Support Services
 - Communications and Information Technology
 - Other Community-, Education-, Or Government-Based Operations And Essential Functions
 - Critical Manufacturing
 - Hazardous Materials
 - Financial Services
 - Chemical
 - Defense Industrial Base
 - Commercial Facilities
 - Residential/Shelter Facilities And Services
 - Hygiene Products And Services
 - Construction-Related Activities
- For state guidance related to essential services visit: <https://www.mass.gov/doc/guidance-regarding-the-operation-of-essential-services>.

Restaurants

- The state and the city have prohibited on-premises consumption of food or drink at bars and restaurants, beginning on March 17 and effective until May 4, 2020, unless further extended.

- All restaurants are encouraged to utilize drive-through, take-out, and delivery options.

Grocery Stores

- Grocery stores must limit occupancy to 40% of its maximum permitted occupancy. So, if the max occupancy of a store is 100, only 40 people are permitted inside at a time, including staff.
- The Governor issues special guidance related to Grocery Stores:
 - On March 25, 2020, the state issued an order relevant to grocery stores to provide continuation of essential services while additionally reducing exposure of shoppers and employees to COVID-19: <https://www.mass.gov/doc/order-grocery-stores-40-percent/download>.
 - Per the order, each Grocery store shall limit occupancy to 40 percent of its maximum permitted occupancy level as documented in its occupancy permit on record with the municipal building department or other municipal record holder in order to provide for in-store social distancing while preserving sufficient access for the public to supplies of food and necessities.

City Related Business

- City Hall and all municipal buildings are closed to the public. All essential city services will continue to operate and some city departments will be operating on a modified scheduled.
- The City of Springfield will continue to maintain all essential functions and services. Residents are encouraged to conduct their city related business remotely when possible by utilizing our 311 Call Center at (413) 736-3111 and our website at www.springfield-ma.gov. Individuals encountering urgent, time-sensitive situations requiring the attention of City of Springfield staff are advised to contact the appropriate department to determine if an accommodation can be made.
 - <https://www.springfield-ma.gov/cos/index.php?id=govt>.

Police

- The Springfield Police Department lobby will remain open, but we are asking the public to conduct their business over the phone if possible. The Clerk's Office will have a staggered staff and will be responding to all requests via the U.S. Postal Service. The report line in our records division will also be staffed.
 - If you need to make a report and it is an emergency, **please call 9-1-1**. If you need to make a report for an incident that you would have done in person at the Springfield Police Department we are asking that you call our non-emergency report line in our records division **413-750-2525**. If no one answers, please leave a message and someone will return your call.
 - If you need to request a report from our Clerk's Office, please call 413-787-6310 between the hours of 8am-4pm Monday through Friday. We will have a staff member respond to all requests either over the phone or in the mail.

Schools

- Springfield Public Schools are closed during this state of emergency. However, our public schools will offer Breakfast, Lunch, Dinner, and Snacks at pick-up sites for Springfield youth.
 - https://www.springfieldpublicschools.com/news/News/food_when_school_is_out.
- Any person 18 or under is eligible for these meals and no identification, registration or address is required. If you or your child are feeling ill, please refrain from attending meal pick-up. Service will be grab-n-go style at the in the front lobby of the locations listed here from 11 a.m. to 1 p.m. Monday-Friday until school resumes:
- Grab-n-Go meals will be served at 17 locations: Boland, Bowles, Brookings, Chestnut Middle School, Commerce, Dorman, Glickman, Indian Orchard, Kensington, Liberty, Lincoln, Milton Bradley School, Rebecca Johnson, Sumer Avenue School, Talmadge, Warner and Washington. Additionally, a drive-thru/drive-up feature has been added for meal pick-up at Indian Orchard, Milton Bradley, Sumner, Talmadge, and Warner sites.
- The Massachusetts Comprehensive Assessment System (MCAS) testing requirements for the school year are suspended, the Department of Elementary and Secondary Education will modify or waive graduation requirements for students set to complete high school this summer, and due dates for district improvement plans will be pushed back under a bill Gov. Charlie Baker signed into law in April.
- The online registration for new students entering Springfield Public Schools for the 2020-2021 school year is now open. The process may be completed with a computer or cell phone by visiting www.springfieldpublicschools.com to get started. Simply click on the student enrollment quick link on the homepage. The process is available for families registering a new student in the district or a student who was formerly in the district, and now returning. Families with questions regarding the online pre-registration process, should call PACE at (413) 787-6959 or email register@springfieldpublicschools.com.
- Over 10,000 laptops have been distributed to SPSP students. That's in addition to the 7,000 students who already had laptop access. Internet companies are also offering free service for families not currently connected: <https://www.internetessentials.com/apply>.

DPW

- DPW Offices are closed to the Public until May 4th. If you need immediate attention please call 736-3111. For Road Occupancy Permits Email - dpwpermits@springfieldcityhall.com.
- The City of Springfield's Department of Public Works will begin the collection of yard waste starting Tuesday, April 7, 2020. Yard waste will be collected on the same day as your recycling is collected.
- Immediate Changes to Bulk Pickup: Due to issues surrounding the Coronavirus, the DPW will be enacting the following immediately.
 - All mattresses and Box Springs to be picked up as part of the City Bulk Collection Services must be placed in plastic mattress bags. These disposal bags are available at Lowe's, Home Depot, Walmart, and through Amazon, as well as other retailers. If the mattresses and box springs are not properly placed in the bags, they will not be picked up. Mattress plastic bags that come with the purchase of a new mattress / box spring

can be reused as long as they are 100% sealed with duct tape. This policy will continue indefinitely until rescinded by the Director of the Department of Public Works.

Delay of Certain Fees

- Due to the state of emergency that has been declared by the Commonwealth of Massachusetts and the City of Springfield, Mayor Domenic J. Sarno has announced that the City of Springfield will delay the due dates for the collection of certain fees.
 - 4th Quarter real estate taxes now due June 1, 2020. Original date was May 1, 2020
 - Trash fee due May 11, 2020. Original date was April 10, 2020.
 - Date in which motor vehicle excise demand fees are now due is May 11, 2020. Motor vehicle excise bills were due on March 9, 2020.
 - Personal exemption and deferral applications due June 1, 2020. Original date was April 1, 2020. (exemptions for elderly, widow(ers), veterans, and blind persons.
- These due dates were set by state statute and any changes required approval by the state Legislature and the Governor.

Small Business Assistance

- **Springfield Office of Planning & Economic Development Resources**
 - The City of Springfield's Office of Planning & Economic Development will continue to update their dedicated COVID-19 Business Resources page with information, resources, and guidance for businesses: <https://www.springfield-ma.gov/cos/index.php?id=covid>.
 - **Prime The Pump, Round Two is NOW AVAILABLE.** This round of grants is open to all businesses, with a maximum grant award of \$15,000 per business. Please be sure to read all Application Guidelines to ensure eligibility before filling out Application Form.
 - The Application Form is fillable. It is preferred that businesses fill out the form with typed answers and save as a PDF. Please do not submit letters, photos, or other documents as the Application Form will be the only document reviewed. Applications are due back no later than **Thursday, April 16th, at 3:00 PM.**
 - **Read First:** Application Guidelines (Applications are scored and ranked by the criteria listed in the guidelines, so please review before filling out the form)
 - **Fillable Application Form:** Application Form
 - Should a business need additional translation services please reach out to one of the above email addresses. (Si una empresa necesita servicios de traducción, comuníquese con una de las direcciones de correo electrónico anteriores.)
 - Spanish Application Guidelines: https://www.springfield-ma.gov/planning/fileadmin/_migrated/GUIDELINES_SPANISH_ROUND_TWO.pdf.

- Spanish Application Form: https://www.springfield-ma.gov/planning/fileadmin/_migrated/APPLICATION_FORM_SPANISH_ROUND_TWO.pdf.
 - Prime the Pump Round One is Closed. Mayor Domenic Sarno and Chief Development Officer Tim Sheehan announced earlier this month that 30 grants totaling over \$225,000 for restaurants have been awarded in the First Round of the Prime the Pump grant program:
 - https://www.springfield-ma.gov/planning/fileadmin/_migrated/PTP_Round_1_Awards_Press_Release_040320.pdf.
- **Governor Baker Announces Small Business Recovery Loan Fund**
 - The Baker-Polito Administration announced economic support for small businesses with a \$10 million loan fund to provide financial relief to those that have been affected by COVID-19.
 - The \$10 million Small Business Recovery Loan Fund will provide emergency capital up to \$75,000 to Massachusetts-based businesses impacted by COVID-19 with under 50 full- and part-time employees, including nonprofits. Loans are immediately available to eligible businesses with no payments due for the first 6 months. **Massachusetts Growth Capital Corporation** (MGCC) has capitalized the fund and will administer it.

How to Apply:

Please complete the application found on MGCC's website, **EmpoweringSmallBusiness.org**.

Completed applications can be sent via email to **mgcc@massgcc.com** with the subject line "2020 Small Business Recovery Loan Fund".

MGCC can be reached by email: **mgcc@massgcc.com**

Loan Fund Details:

- Who Qualifies: Open to Massachusetts-based businesses impacted by COVID-19 with under 50 full- and part-time employees, including nonprofits (negative impact must be verifiable).
 - Terms and Conditions: This fund is being offered with no payments due for the first 6 months, then 30-months of principal and interest payments and no prepayment penalties.
 - Businesses can apply for loans up to \$75,000.
- **U.S. Small Business Administration Disaster Assistance to Small Businesses**
 - The U.S. Small Business Administration is offering low-interest federal disaster loans for working capital for small businesses suffering substantial economic injury as a

result of the Coronavirus (COVID-19). Hampden County has been identified as an eligible region.

- Eligibility for Economic Injury Disaster Loans is based on the financial impact of the Coronavirus (COVID-19). The interest rate is 3.75 percent for small businesses. The interest rate for private non-profit organizations is 2.75 percent. SBA offers loans with long-term repayments in order to keep payments affordable, up to a maximum of 30 years and are available to entities without the financial ability to offset the adverse impact without hardship.
- **Applicants may apply online, receive additional disaster assistance information and download applications at <https://disasterloan.sba.gov/ela>. Applicants may also call SBA's Customer Service Center at (800) 659-2955 or email disastercustomerservice@sba.gov for more information on SBA disaster assistance. Individuals who are deaf or hard-of-hearing may call (800) 877-8339. Completed applications should be mailed to U.S. Small Business Administration, Processing and Disbursement Center, 14925 Kingsport Road, Fort Worth, TX 76155.**
- The deadline to apply for an Economic Injury Disaster Loan is **Dec. 16, 2020**. For more information about Coronavirus, please visit: [Coronavirus.gov](https://coronavirus.gov). For more information about available SBA resources and services, please visit: SBA.gov/coronavirus.

Other Resources

Healthcare Workers

- MassMutual announced their HealthBridge Program, which will provide free term life insurance to the brave and resilient frontline healthcare workers across Massachusetts and Connecticut risking their lives during the COVID-19 pandemic.
- This [program](#) will offer our brave and dedicated healthcare providers a free 3-year term life insurance policy for employees of licensed hospitals, urgent care centers, or emergency medical services providers.
- Interested individuals can find more information on the MassMutual HealthBridge webpage at www.massmutual.com/cm/healthbridge.

RMVs

- The Massachusetts Department of Transportation's RMV website: <https://www.mass.gov/info-details/rmv-covid-19-information>.
- Only 10 RMV centers are open until further notice and those service centers have transitioned to an appointment-only reservation system for certain necessary and required in-person transactions, in order to allow the RMV to continue to assist with "social-distancing" and reducing facility volume.
- **Effective April 1, 2020**, all passenger and dealer plate registrations that expired in March and passenger plates that are expiring in April have been extended for 60 days. Registrations that

expired in March have been extended until May 31 and registrations that expire in April have been extended until June 30. Registration renewals can continue to be performed online at Mass.Gov/RMV.

- **myRMV online Service Center:** https://atlas-myrmv.massdot.state.ma.us/myrmv/_/.

Eversource Critical List

- To apply to be placed on the Eversource Energy's Life Support Customer List, customers must send a letter from a physician, on the physician's letterhead certifying (1) that the equipment is being used for life support purposes; (2) the type of equipment being used; (3) patient's names, address, contact number, alternative contact number.
- The letter should be mailed to:
Eversource
247 Station Dr. SW200
Westwood, MA 02090

MassHire

- MassHire is holding a no cost online staff recruitment expo on April 28th, 29th & 30th. This event will be promoted through MassHire's media partners 94.7WMAS, WEEI 105.5 and Nash Icon 98.1. Employers can advertise their openings on MassHire's dedicated web page with hyperlinks to job postings, company logo, company description and optional video embed.
 - <http://events.r20.constantcontact.com/register/event?llr=z8vsxxcab&oeidk=a07eh0sy4y223d5c0a5>.
- Contact:
JoAnn Miller, Director Business Services
MassHire Springfield Career Center
413-858-2851
jmiller@masshirespringfield.org

Community Foundation of Western Massachusetts

- MassMutual has donated \$1 million toward the COVID-19 response fund, which will provide resources for non-profit organizations in the Pioneer Valley that help people who have been harmed by the spread of the coronavirus. The Community Foundation of Western Massachusetts has also donated \$500,000 to the fund. Other companies and businesses who have contributed include; Big Y, Easthampton Saving Bank, Greenfield Cooperative Bank / Northampton Cooperative Bank and PeoplesBank.
- The COVID-19 Response Fund is being set up to provide “flexible resources” to nonprofits serving those who have been affected financially by the pandemic. These include those that work with the elderly, those without stable housing, families needing food and people made vulnerable by health issues.
- Initial Focus: In the near-term, the fund will make one-time operating grants to support frontline organizations with deep roots within priority populations. These populations include:
 - Vulnerable seniors
 - People without stable housing

- Families and individuals who are food insecure
- Residents who have limited English proficiency
- Individuals with health vulnerabilities, including those with compromised immune systems, mental health disorders and/or who are struggling with addiction.

The first phase of these rapid-response grants will provide flexible support to organizations:

- Responding to increased demand for basic needs and health support
- Providing outreach to vulnerable populations
- Addressing fear and confusion about the outbreak among the region's most vulnerable residents
- Addressing immediate needs of economically vulnerable populations caused by closures and cancellations related to COVID-19

In order to move resources quickly and not further burden organizations on the frontlines of the pandemic, we are not hosting a formal application process, at this time. Funds will be released on a rolling basis as fundraising continues, making it possible to move resources quickly and adapt to evolving needs in subsequent funding phases. The Fund expects to make an initial round of grants by April 3rd.

To learn more, please check out the [FAQ](#), which answers many common questions. Also, please check in with their website at <http://communityfoundation.org/about-the-covid-19-response-fund-for-the-pioneer-valley/>

United Way of Pioneer Valley Establishes Recovery and Relief Fund

- United Way of Pioneer Valley has established the COVID-19 Recovery and Relief Fund to provide aid and resources to those affected by the current public-health emergency.
- This emergency relief will help to continue UWPV programs such as Thrive and especially Mass2-1-1: a free referral hotline providing access to services such as emergency assistance and real-time COVID-19 information. Individuals can dial 2-1-1, United Way's 24/7 information and referral hotline, from any Massachusetts number to get information related to the virus. Funds collected for this Emergency Relief Fund will help families and individuals impacted by the pandemic to meet their basic, childcare, housing and financial needs.
- For more information about this fund please check out their website at: www.uwpv.org/covid19.
- For more information about COVID-19 and the statewide efforts to respond to the outbreak, visit mass.gov/covid19 or talk to Mass2-1-1, UWPV information and referral hotline.

Families

- If you are pregnant and/or have children under the age of 5, you may qualify for WIC.
- You can apply online at <https://bit.ly/2WKhN3n> or text (413) 370-2134.
- If you have questions, call or text (413) 370-2134.

