



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

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



(updated – March 24, 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.

A handwritten signature in black ink that reads "Domenic J. Sarno".

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.

City of Springfield

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 and prohibiting public gatherings of no more than 10 people.

Below are a list of advisories, recommendations and resources for our residents and businesses.

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. These businesses are encouraged to continue operations remotely. For a complete listing of essential services please visit: <https://www.mass.gov/news/governor-charlie-baker-orders-all-non-essential-businesses-to-cess-in-person-operation>

- Below are a list of categories of Essential Services that will remain in operation:
 - Health Care & Public Health
 - Law Enforcement, Public Safety & First Responders
 - Food & Agriculture
 - Critical Manufacturing
 - Transportation

- Energy
- Water & Wastewater
- Public Works
- Communications and Information Technology
- Financial Services
- Defense Industry Base
- Chemical Manufacturing & Hazardous Materials
- Other Designated Community Based Essential Function & Government Operations
- News Media

Gatherings & Restaurants

- Per Governor Baker’s Emergency Order, the City of Springfield is prohibiting the gatherings of more than 10 people. Also, the state and the city are prohibiting on-premises consumption of food or drink at bars and restaurants, beginning on March 17 and effective until April 7, 2020.
- All restaurants are encouraged to utilize drive-through, take-out, and delivery options.
- Governor Baker’s order does not currently apply to bus and train stations, medical facilities, grocery, retail, and other stores where persons may be in transit.

Social Distancing and Social Safety Measures

- Everyone is urged to follow social distancing protocols by staying approximately 6 feet away from other people.
- Everyone is urged to wash hands frequently with soap and water and to utilize hand sanitizer.
- Everyone should avoid touching their face, eyes, and mouth.
- Everyone should practice proper respiratory etiquette by covering their mouth when they cough or sneeze.

Higher Risk Individuals

- Older adults, anyone with underlying health conditions, such as heart or lung disease or diabetes, anyone with weakened immune systems, and anyone who is pregnant should avoid all large gatherings and remain vigilant in heeding social distancing and safety precautions.
- Residents are encouraged to check in on their neighbors, especially the elderly or those with pre-existing health conditions.

City Related Business

- City Hall and all municipal buildings are closed to the public. All city services will continue to operate and some city departments will be operating on a modified schedule.
- 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.
- 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.
- Springfield Public Schools are closed during this state of emergency. However, our public schools will offer **Breakfast and Lunch pick-up sites for Springfield youth**. 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: **Bowles, Chestnut Middle School, Commerce, Dorman, Glickman, Indian Orchard, Kensington, Liberty, Lincoln, Rebecca Johnson, South End, Talmage, Warner and Washington**.
- 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.
 - The due date for the city's trash fee has been pushed back to May 11, 2020, instead of the original date of April 10, 2020. The City will also delay the date in which

motor vehicle excise demand fees are applied until May 11, 2020. Motor vehicle excise bills were due on March 9, 2020.

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.

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>.
- **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://www.coronavirus.gov).

For more information about available SBA resources and services, please visit: [SBA.gov/coronavirus](https://www.sba.gov/coronavirus).

- **City of Springfield Restaurant Grant**

The City of Springfield has launched a grant program aimed to assist our local restaurants during these challenging times by making available, funds to help restaurant businesses that seek to reorganize their service delivery operations to meet the public health

restrictions and retain their existing employees to degree possible. Qualifying restaurants can apply for up to \$15,000 to help with these expenses.

For more information and details on how to apply, please contact the city's Chief Development Officer Timothy Sheehan at (413) 787-6024 or tsheehan@springfieldcityhall.com.

Non-Profit and Resident Relief

- **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 elder, 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: <https://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.