



Delaware Emergency Management Agency

Coronavirus COVID-19 Situation Report

Incident Name: COVID-19 (Updates in blue)
 Operational Period 3/25/20 0800 to 3/25/20 1700

Report #: 008

Operational Status:

Activity	Status	Date	Notes
State Emergency Operations Center	Level 1 – Full Activation	3/16/20	Virtual Ops with staff & ESCs
State Health Operations Center	Level 3 – Statewide Emergency	3/14/20	
State of Emergency	Modification #6	3/24/20	Original SOE 3/12/20 Mod #1 031620 Mod #2 031820 Mod #3 032120 Mod #4 032220 Mod #5 032220
Declaration of a Public Health Emergency Order		3/23/20	
DEMA/DHSS Companion Order to Public Health Emergency Order		3/23/20	Focused on strengthening DE’s health care workforce
Delaware Confirmed Cases	Total 119 - 79 NCC, 14 KC, 26 SC	3/25/20	Hospitalizations 11

Incident Objectives:

1. Continue to support Public Health and the SHOC Operations.
2. Maintain consistent situation awareness.
3. Task Force to provide COOP & COG assistance to State partners.
4. Task Force to monitor and assist with supply chain integrity.
5. Task Force for community support and recovery coordination.
6. Task Force to explore medical surge capacity
7. Task Force to provide guidance for Alternate Site Sheltering

Incident Summary:

Since the beginning of March 2020, Delaware’s health and emergency management communities have prepared and coordinated actions to address the spread of the coronavirus (COVID-19) within the state. On March 11, 2020 Delaware identified the first presumptive confirmed case in New Castle County. Delaware is currently addressing the spread of the virus within the State employing methods of social isolation/separation and limiting large public events to mitigate the exposure of the virus to the public. The following are actions taken to this point:



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- 3/4/20 DEMA activated the State Emergency Operations Center (SEOC) to Level 3 – Enhanced Watch to monitor and assist the State Health Operations Center (SHOC).
- 3/5/20 Department of Health and Social Services through the Division of Public Health activated to SHOC Level 2 – Localized Disaster Incident, to monitor and prepare for the impact of the coronavirus.
- 3/11/20 First presumptive positive confirmed case in Delaware.
- 3/12/20 Governor Carney declared a State of Emergency (SOE) due to public health threat, effective 3/13/20, 0800.
- 3/12/20 SHOC increased to Activation Level 3 – Statewide Emergency.
- 3/13/20 DEMA increased SEOC to Activation Level 2 – Partial.
- 3/16/20 Governor Carney modified the SOE for further restrictions for social gathers/events.
- 3/16/20 DEMA increased SEOC to Activation Level 1 – Full Activation utilizing virtual concept of operations.
- 3/18/20 Governor Carney modified SOE to include closure of bowling alleys, movie theaters, fitness centers, and health spas. Modification also relaxed alcohol restrictions on take-out food purchases.
- 3/24/20 Governor Carney modified the SOE (#6) to include moving DE Presidential Primary to June 2, allow DE residents to vote via absentee ballots, move school board elections to June 16th, Suspends residential foreclosures and evictions, prevents residential utility service companies from terminating service or charging late fees, prohibits landlords from charging late fees or interest during the SOE.

Incident Actions:

- Delaware Public Schools directed closed March 16 thru 27 to combat COVID-19
 - Incident update calls with State Cabinet Secretaries and Legislative Representatives.
 - DelDOT issues Limited Intrastate-only Oversize/Overweight Hauling Permit Waiver for the purpose of delivering grocery supplies to retailers March 15 thru April 11.
 - Coordinating resource request for personnel for SHOC Operations.
 - FEMA's IMAT A-team has been activated to assisted DEMA in a virtual capacity.
 - DIAC is working with partners to monitor issues/threats, scams, and misinformation related to COVID. DIAC will work with local, state, and federal partners to share this type of information.
 - DEMA coordinated the return of two residents from Georgia after isolation from cruise.
 - DPH is working with healthcare providers around the state to expand testing locations and plans for including retail locations.
 - DIAC will be distributing the daily SitRep.
 - DNG personnel have been activated to assist DPH.
 - DNREC discussing possible waiver with EPA for extension of winter blend fuel.
 - Call held with statewide Police and Fire Chiefs.
 - Office of EMS issued new guidance for first responders
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- Attorney General issued guidance to law enforcement agencies on enforcement of Governor's SOE declaration.
- Initiating conversation between Department of Education and DPH to expand nursing pool.
- DPH, Delaware Healthcare Association and private health systems will begin fixed statewide testing location on Monday, 3/23/20.
- Governor, DEMA, and DHSS met with hospital executives
- Coordinating a process to update outdated ventilators through Bloom Energy, Newark, DE
- DNG and DEMA establish lateral communications to stay advised of possible infection to DNG support staff.
- DEMA collectively working with County EOCs on Alternate Site Locations follow up scheduled for 03/26/2020 at 1pm
- Coordinated assistance of unmet needs for DPH
- [DPH Releases SHOC Daily Situation Report \(SITREP\) #13](#)
- [CISA releases Memorandum on Identification of Essential Critical Infrastructure Workers During Covid-19 Response](#)
- [CDC releases Risk of Exposure to a known COVID 19 Case in the Workplace](#)

DIAC Alerts:

- Special Bulletin 20-2020 - Situational Awareness Subject Calling Grocery Stores Claiming to Have Authority to Administer COVID-19 Testing <https://dediac.org/files/DDF/DIAC%20SB%2020-2020%20-%20Situational%20Awareness%20Subject%20Calling%20Grocery%20Stores%20Claiming%20to%20Have%20Authority%20to%20Administer%20COVID-19%20Testing.pdf>
- Terrorists Exploiting COVID19 [https://dediac.org/files/DDF/\(U--FOUO\)%20IN%20-%20Terrorists%20Exploiting%20COVID-19%20Pandemic%20to%20Incite%20Violence%2003232020%20\(1\).pdf](https://dediac.org/files/DDF/(U--FOUO)%20IN%20-%20Terrorists%20Exploiting%20COVID-19%20Pandemic%20to%20Incite%20Violence%2003232020%20(1).pdf)
- DIAC Special Bulletin: Increased Law Enforcement Patrols at Grocery Stores and Pharmacies <https://dediac.org/files/DDF/DIAC%20SB%2021-2020%20-%20Request%20for%20Increased%20Law%20Enforcement%20Patrols%20at%20Grocery%20Stores%20and%20Pharmacies%20FINAL.pdf>
- CBP BID - Non-FDA Approved COVID-19 Test Kits Shipped to the US <https://dediac.org/files/DDF/Non-FDA%20Approved%20COVID-19%20Test%20Kits%20Shipped%20to%20the%20United%20States.pdf>

Task Force Status:

COOP & COG Assistance

Initiated task force and assigned DEMA personnel and objectives. Establishing contact with partner agencies to conduct operations. The objective of this taskforce is to provide COOP/COG assistance to state partners. Task force is coordinating with all state agencies that are public facing to designate a representative for the COOP/COG task force. The task force is reaching out to DTI to get up to date on public facing tech solutions. Additionally, the task force is checking with DTI



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to see what inquiries have been sent in by email to COOP distribution email list. Worked with DTI to gather remote access lists (VPN). Began drafting a WebEOC board for COOP. Continued to work with DTI for public facing solutions. Developed a log for tracking issues agencies are having working remotely. Developed a draft survey to capture agency's current status and projected needs. As of 3/23/20, Coordinated DECC Survey with DTI. DTI will be putting the draft survey into Survey Monkey and sending out the survey and DECCC conference call invitation to all DECCC members by COB. Awaiting results of the COOP Survey distributed to State COOP Coordinators.

Monitor and Assist Supply Chain Integrity

Initiated task force and assigned DEMA personnel and objectives. Establishing contact with partner agencies to conduct operations. Task Force participated in a state partner call this morning. The purpose of the call was to create a snapshot of the supply chain in Delaware as it stands today. This snapshot will be used to prioritize needs and develop a strategy utilizing public-private partnerships to ensure continuity of operations throughout the state. *As of 3/25/20, the Supply Chain Task Force now has two Working Groups: (PPE Donations Management Working Group and PPE Production Working Group). This was necessary in order to effectively manage the issues being presented to the TF as a whole.*

Ongoing Objectives

- DEMA will be attending the National Business Emergency Operations Center (NBEOC calls) on Tuesday and Thursday at 1500. The NBEOC calls are being moved to de-conflict with a similar CIOCC and CISA call. Information forthcoming – was Cancelled for today
 - Push messaging on access to food for families (EBT, SNAP, and Plus Up options). The DEMA Director has contacted the DHSS Director to facilitate the approval. Assist with WIC benefit substitution request. *As of 3/25/20, The Office handling WIC does not feel there is data to support the need for a waiver. Additional departments within DHSS are reviewing.*
 - DHSS is working to operationalize the program before messaging can begin.
 - Build partnership between VOAD, DE FIC, and DEMA to implement food delivery options from grocery stores to those with compromised immune systems. A call is being scheduled today with DEMA staff from various Task Forces, the VOAD president, DE FIC, and the State Office of Volunteerism. DEMA facilitated a call at 4 p.m. to start discussions regarding the utilization of spontaneous volunteers to deliver groceries to at risk populations. The task force has provided guidance from other states for helping to define standards of fitness for potential spontaneous volunteers that may be utilized to deliver groceries. DFIC is working with UD to identify the most vulnerable populations in Delaware and would like to roll such a program out very slowly in isolated communities.
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As of 3/25/20, the scope of the project was revised to include food delivery from food pantries to vulnerable populations. This project will be handed off to the recovery task force once it is running

- Re-examine current definitions for essential businesses and personnel in both the public and private sector in case the governor needs to make additional restrictions via the State of Emergency. DHS CISA provided guidance today help define essential personnel as it relates to Critical Infrastructure. DEMA and the DIAC will review the guidance ensure state strategies align.
- Follow up with HR about utilizing state workers to provide relief to state agencies involved in the response. Discussions have begun in HR to address this issue.
- Tracking donations of PPE to individual FS who are asking their local schools for donations. The DSFS is providing representation from FS ESC to inquire about and track these donations. As of 3/25/20, A survey has been sent to all fire chiefs and incoming data is being compiled Follow up with fire companies on the guidance provided by the Office of EMS regarding PPE use to ensure consistent use policies statewide
- Follow up with fire companies on the guidance provided by the Office of EMS regarding PPE use to ensure consistent use policies statewide. As of 3/25/20 an inquiry was sent to OEMS to clarify guidance before messaging can begin. Awaiting response.

Completed Objectives

- A prioritization schedule and preference order for the distribution of limited supplies within the state must be developed. DEMA has begun work on the schedule. A ranking is being adapted for appropriateness to this situation. OMB has received a prioritization list from DEMA as requested. They are developing a standardized list gather information from requesting agencies once supplies have been located. Item considered closed.
 - Coordinated messaging (public/private) must be pushed out to inform the public that there is no shortage of food anticipated in grocery stores across the region. Contacted national partners, as well as local marketing partners. Local partners will produce content within the day. Distribution will begin by both the public and private sector immediately upon receipt. Delaware Food Industries Council has developed general messaging and is awaiting promotional materials for distribution. DEMA's Public Information Team and the Joint Information Center is prepared to assist with message distribution by the public sector. Coordinated messaging has been pushed out to inform the public that there is no shortage of food in grocery stores across the region. Item considered closed.
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- Coordinate with SHOC to validate who is putting in requests for items from the National Strategic Stockpile and get clear directions on who may access those items. DEMA has clarified that DHSS is making requests to access supplies from the National Strategic Stockpile. A 120-day supply of PPE was requested and should be partially filled. Item considered closed.
- Begin discussions with FEMA on how “essential businesses” are being classified in other states to ensure manufacturers of sanitation products can stay open and produce. DEMA sat in on national call with FEMA yesterday afternoon. This has been identified as an issue nationwide, and states who were hit earliest have identified the issue and taken steps to remedy it. Ultimately, the governor of each state has the discretion to deem a business “essential” within their jurisdiction. Item considered closed.
- Direct business owners to smallbusiness.gov website to get information about access to capital, forthcoming loan options, unemployment, and potential unemployment rate increases. DOS has begun promoting messaging for the SBA disaster loans and HELP. DEMA is promoting the spread of that messaging through the JIC. The correct URL for business support is www.delbiz.com. Item considered closed.
- Discuss options for utilizing DSP and DNG to provide security at retail locations, if needed in future. Some locations for (Walmart / Costco) have contracted (pay jobs) for extra duty troopers for security and traffic control.
- Inquire about LE daily patrol routes incorporating grocery and pharmacy locations. Will follow up on possibility of incorporating retail stores onto patrol routes. LE daily patrol routes will begin incorporating grocery and pharmacy locations. Item considered closed.
- Develop liability waiver for spontaneous volunteers interested in providing grocery delivery – Completed

Community Support and Recovery Coordination

Initiated task force and assigned DEMA personnel and objectives. Establishing contact with partner agencies to conduct operations. All topical agency requests should be directed to the primary POC:

- Public Assistance - Josh Kelly/Erin Norris
- VOAD/Nonprofit Assistance - Erin Norris/Toby French/Aimee Mankins
- CDBG - Karen Montes-Berrios
- SBA - Karen Montes-Berrios

FEMA assigned two Public Assistance Group Supervisors (PAGS), Matt Werner and Stefan Smi, to serve as PA SME’s and support recovery operations. The task force assisted the Delaware Community Foundation (DCF) with the establishment of a community response fund, joining the DE SBA response group to assist with SBA eligible recovery program, assisted with the clarification of DE’s homeless shelter guidance policy, and supported the VOAD in establishing a



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battle rhythm with its partner agencies. Task force has begun developing content for a recovery page to be added to DEMA's website. Additionally, the task force participated in a DEVOAD coordination call and a National VOAD coordination call, as well as hosted a volunteer feeding call with the Private Sector Task Force to discuss the utilization of volunteers in a food deliver mission. Delaware Community Foundation will announce that the fund has been created this afternoon. The Task force met with FEMA's designated contacts regarding the implementation of the National Emergency Declaration in the State and developed a work plan to implement the rollout. Communicated updates from the Delaware Small Business Administration and FEMA Region 3's Community Planning and Capacity Building staff. Information received from FEMA regarding non-congregate sheltering and for the Disaster Relief Individual Assistance Declaration and Division of Unemployment Insurance along with the postings for it. The task force participated in a conference call held with DEVOAD and with DPH/University of Delaware partners to update on-going coordination activities. Additionally, the first task force newsletter was finalized and sent out Thursday evening to our partners. The task force will publish a weekly newsletter to keep all partners informed with the latest information to assist with their recovery efforts. As of 3/23/20 RTF is working to be able to track and document requests for DEVOAD. Meals on Wheels is being added to the list of supporters. Crisis Counseling is another topic that the team will be assisting and discussed with Partners including DHSS/ PH. Crisis Counseling is available the non-profits just need to have a plan and apply for it. The team will also be communicating with the Food Bank if there will be any mobile pantries this week? In working with DEVOAD, they want to work on what types of "tools/ resources" to assist DART. Nonprofit organizations only, since state agencies are unable to assist with this.) In addition to the community support, ideas are being worked on for how to better set up the website, so it is not all list formats. As of 3/24/20 Community Support and Recovery continues to coordinate supporting statewide recovery activities. The team is working to simplify the recovery website for easier navigation. Additionally, the team is updating the Grants Portal and continuing to update the grants spreadsheet for incoming grant requests. Weekly newsletter is being developed by the team with pertinent updated information for Public Assistance, DEVOAD, CDBG and SBA. A meeting is scheduled this afternoon with the Delaware Community Strategic Fund and DEVOAD; the team continues to work on learning more about this fund, establishing a mechanism to manage and track service requests. Per DEVOAD, the Food Distribution Delivery site map has been updated and submitted with a food delivery service meeting scheduled for today. The team is monitoring which states are receiving a Declaration of Disaster to evaluate "when is the best time for Delaware to apply". The team is discussing potential locations where donations per many companies will be stored. Many requests calls and emails have been received for inquiries about CDBG and SBA. The team has been communicating with CDBG state and local partners as they work with their federal partners to formally use CDBG during this pandemic. [As of 3/25/20, the RTF continues supporting statewide recovery efforts with partnering organizations. The PA team leads have a call](#)



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with DPH to further discuss PA details related to the state. Conference calls with DEVOAD organizations and counties for situational updates and DART to evaluate potential collaboration with donation management. Additionally, the team is working with 211 to establish an unmet needs committee. SBA calls are held daily for state partners and business owners receive latest updates on the SBA disaster assistance program. CDBG application process is pending on further guidance from the federal housing department for waivers and amendments. The TF is coordinating with the Supply Chain Taskforce (SCTF) on potential opportunities for volunteer use in food delivery missions and other missions supporting special populations.

Medical Surge Capacity

Initiated task force and assigned DEMA personnel and objectives. Establishing contact with partner agencies to conduct operations. Medical Surge Task Force consisting of representatives from DEMA, DPH, and DNG, discussed potential ways to provide State support to the hospital system if surge capacity is exceeded. The team explored potential locations and resources required to establish the capability. Coordination is required with hospital emergency managers to maintain visibility of surge capacity and establish triggers and lead time to activate additional capacity, if required. Once coordinated an action plan will be created to utilize. Limiting factors being addressed are locations, equipment/supplies, and most critical personnel. DEMA is researching identified potential sites to assess usage; DPH is researching shelter medical supply inventory for use; and DNG and DPH are evaluating personnel availability. A new requirement added to the surge process to research availability of ventilators available to within and external of the hospitals. DEMA continued to research potential sites that may be available for surge capabilities. External inventory provided by DPH, coordinating on internal capabilities. Developed a tracking file for potential sites, contact info, and necessary equipment, supplies, labor, etc. Potential staffing continues to be the highest priority. Received a listing of DNG medical personnel available for deployment. Held partner call with DPH, DEMA, DNG, and FEMA. Continued to research potential decompression sites. Began researching isolation sites for patient contacts that need to be quarantined. Continued outreach to establish a database of potential decompression sites for the hospital system. DEMA conducted a Federal/State Partner call on 3/21/20 with FEMA, HHS, USACE, DPH, DNG to provide background information on the task force to link with the federal Medical Surge Task Force lead by FEMA. Teams shared ideas, concepts, and resource capabilities. On 3/23/20, DNG provided two medical guardsmen and USACE provided two engineers to assist with implementation of the Task Force. The team was provided with an operational brief and the three levels of surge capacity DE is working to establish. DPH conducted a review of the medical surge requirements with their expert doctors and developed a detail acute care concept of operations for the task force. The concept was presented to the Hospital emergency managers on the type of patients identified for the surge process. A healthy discussion was presented on sources of medical personnel to utilize for this operation to include nursing students,



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retirees, and previously licensed individuals based on the level of care. DPH provided the hospitals with criteria of patients for review and coordination with appropriate levels. The task force contacted ownership of the old Milford Memorial and obtained information on the status of the facility. They indicate the hospital is waiting final licensing and could be operational within days. The owner is fully committed to providing his facilities for the state operations. The task force is exploring additional alternate sites that fit within the parameters for the medical surge for evaluation by the USACE. DNG continues to assist with identifying medical personnel available to support operations. [As of 3/25/20, medical surge sites have been identified and site visits will be conducted on 3/26/20. DEMA and the DNG will perform the site visits and back brief the Task Force leads. Now working on equipment and staffing solutions.](#)

Alternate Site Sheltering Support

Initiated task force and assigned DEMA personnel and objectives. Task force was split off from the Medical Surge Task Force. The new task force is developing a database of alternate sites to be used for isolation, vulnerable populations, and nonmedical surge support. The task force held multiple calls with State, County, and Local partners to establish a baseline. The task force worked with several grassroots groups to gauge populations, locations, and needs. DEMA is working internally to develop a status display board: Web EOC/ ARC GIS platform. Status board will include pertinent information in order to inform leaders at the County/ city level where space is available, so they can make unrestricted decisions that run concurrent with Governor's SOE Modification #5. [As of 3/24/20, DEMA produced a viable working WebEOC board to address homeless population needs statewide. A phone call with County and City of Wilmington Emergency Managers, SHOC, DHSS, and DEMA resulted in value input on the current status of homeless shelters. A separate CONOPS call with DHSS, nonprofit provider, and DEMA later in the day facilitated the foundation for a strawman solution to aid planning. As of 3/25/20, DHSS, DEMA, Non Profit Organizations conducted a teleconference clarifying to expand the voucher program IOT book hotels for isolation. Follow up calls with PA and MD will determine if processes in place are successful or if they are using command overrides to build agreements, and what funding opportunities they are utilizing. CONOPS submitted to DHSS for review.](#)



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Resource Tracking:

Request Date	Deployment Date	Resource Description	Comments	Demobilization Date
3/3/20	3/5/20	SHOC JIC support	DEMA deployed PIO to the SHOC for JIC support	
3/15/20	3/17/20	SHOC Fiscal support	DEMA deployed one Accountant to the SHOC for Fiscal support. DHR working to provide long-term solution	
3/16/20		Hand Sanitizer	GSS sourced alternate product – requested product unavailable. Waiting approval from SHOC on alternate product	
3/16/20		Disinfectant Wipes	GSS sourced alternate product – requested product unavailable. Waiting approval from SHOC on alternate product	
3/20/20		Various sanitation commodities wipes, sanitizer, lysol	Ordered through OMB	
3/21/2020		Ventilators Covidien (Puritan Bennett LP10, Vyair (CareFusion) LTV1200, Zoll (Impact Implementation)	OMB sourcing, awaiting Quote	
3/23/2020		SNS assets PPE	Deliver to DEMA	
3/23/2020		Ventilators for recalibration	DEMA delivered to source for calibration	
3/23/20	3/23/20	New Castle City Request for VMS Support - Battery Park Closure	DelDOT has fulfilled this request.	



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3/25/20		Cleaning and sanitation supplies for office facilities and housing sites.	Delivered to DEMA	
3/25/20	3/25/20	Track SHOC resource request documents to FEMA RIII	DEMA will monitor requests. Quantities are based off 120-day burn rate.	