

# Sunday, April 19, 2020

## COVID-19 Command Center

### Massachusetts Emergency Management Agency

## Situation Update

### State Actions in Today's Report:

- Daily Case Update (Link in sidebar)
- Governor Baker Appears on Face The Nation
- Update on Mobile Testing Program
- Flags Ordered Half-Staff at State Veteran Facilities & Cemeteries
- Update on Holyoke and Chelsea Soldiers' Homes
- By The Numbers: Public Inquiry During the COVID-19 Pandemic



Governor Charlie Baker appeared this morning on "Face the Nation" to discuss the COVID-19 response in Massachusetts, including contact tracing efforts and plans to reopen the state.

### Helpful Links:

- [Jobs Available to Assist Long Term Care Facilities](#)
- [Mass.Gov/covid19](#)
- [Massachusetts Emergency Management Agency](#)
- [Unemployment & COVID-19](#)
- [Dept. Of Transitional Assistance Online Portal](#)
- [FrontlineMA.org](#)
- [Emergency Childcare Site](#)
- [MBTA.com/covid19](#)
- [COVID-19 Cost Eligibility and Tracking Guidance](#)
- [Complete List of Emergency Orders & Guidance](#)

#### Background on the Command Center

The COVID Command Center, under the leadership of Secretary Marylou Sudders and reporting to Governor Charlie Baker and Lt. Governor Karyn Polito, is the Commonwealth's single point of strategic decision making and coordination for the Administration's comprehensive COVID-19 response.



## Situation in Numbers

### Massachusetts **current as of 4/19**

38,077 Total Cases ([click here for more information](#))

1,706 Deaths

162,241 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

### United States **current as of 4/19**

Case numbers are updated regularly at noon. Saturday/Sunday reports are preliminary and have not been confirmed with state/territorial health departments.

### Total Cases Reported to CDC:

690,714 Total Cases

35,443 Deaths

55 Jurisdictions Reporting Cases (50 states, D.C., Puerto Rico, Guam, Northern Marianas, and US V.I.)

### Social Distancing Basics:

- ✓ Call/Facetime/online chat with friends and loved ones.

If you go out:

- ✓ Avoid crowds
- ✓ Stay 6 feet away from others
- ✓ Don't shake hands or hug

## State Actions Today

### Face The Nation

Governor Charlie Baker appeared on Face The Nation this morning. The Governor spoke about the Commonwealth's COVID-19 response, and the impact the pandemic is having in Massachusetts. He also focused on Community Contact Tracing Collaborative, and how important that initiative will be for Commonwealth to "get back on its feet and start thinking about reopening." ([Watch: Face The Nation with Gov. Baker](#))



### Flags Ordered Half-Staff (From the Office of the Governor)

Because the Commonwealth of Massachusetts remains in its emergency posture due to COVID-19 response, Military Honors during burial are un-available to those veterans who pass during this public health crisis. As such, Governor Charlie Baker has ordered that the United States of America flag and the Commonwealth of Massachusetts flag at the Massachusetts Soldiers' Home – Holyoke, the Massachusetts Soldier's Home – Chelsea, the Massachusetts Veterans Memorial Cemetery in Agawam, and the Massachusetts Veterans Memorial Cemetery, Winchendon, be lowered to half-staff as a mark of solemn respect and in honor of the lives of all departed veterans during this period.

This order should begin immediately and shall end at the conclusion of the Governor Baker's Emergency Order regarding COVID-19.

### Update on Testing

As of today, **162,241** tests have been conducted; **5,435** new tests conducted today. Daily test reporting data, including number of positive cases, can be found at [here](#) at 4:00 PM each day.

### Expanded Data Reporting

The Command Center continues to provide the most updated data related to cases, planning and response at the links below.

- Daily dashboard data [are published here](#)
- Cases, city/town, & hospital facility data [are published here](#)
- PPE distribution data [are published here](#)
- Hospital capacity published data [are published here](#)

### Update on Mobile Testing Program for Long Term Care, Assisted Living Residences and EOHHS Sites

The Mobile Testing Program has expanded and can now test both symptomatic and asymptomatic residents and staff at nursing homes, rest homes, Assisted Living Residences, and EOHHS group homes and care sites. Facilities with clinical capacity, can also order test kits to perform themselves. The program operates under the auspices of the Massachusetts National Guard, in partnership with the Department of Public Health, Fallon Ambulance, and Broad Institute of Cambridge. See a summary below of activity today and since the launch of the program.

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DAILY SITUATION REPORT

**Onsite Testing**

Date	Number of Tests Completed	Facilities Visited
4/18	626	6
<b>Total (as of 4/18)</b>	<b>8,238</b>	<b>305</b>

**Testing Kits Provided**

Date	Number of Kits Sent	Facility Count
4/18	546	4
<b>Total (as of 4/18)</b>	<b>14,602</b>	<b>144</b>

**Cases in Long term Care Facilities (as of 4/18)**

COVID-19 Cases in Long-Term Care (LTC) Facilities	
Residents/Healthcare Workers of LTC Facilities	<b>6121</b>
LTC Facilities Reporting at Least One Case of COVID-19	<b>254</b>
Deaths Reported in LTC Facilities	<b>884</b>

**Mobile Testing at EOHHS Group Homes & Care Sites (as of 4/18)**

DDS, DMH, DCF and DPH Facilities	
Clients	2025
Staff	1167
<b>Total Tests</b>	<b>3,192</b>
Number of Locations	<b>251</b>

## *Other Important Updates*

### Holyoke Soldiers' Home

- The Holyoke Soldiers' Home leadership continues to enforce the proper use of PPE and monitor the supply, and today is expecting a shipment of 5,000 gowns to keep staff safe while providing care for veteran residents.
- While the Holyoke Soldiers' Home is maintaining strong staff-resident ratios with continued support from the Massachusetts National Guard, leadership continues to conduct a gap analysis which will inform a comprehensive hiring and recruitment plan based on the goal of an optimal staffing ratio that aligns with industry standards on Hours Per Patient Day (HPPD), and accounts for current and expected patient acuity at the soldiers' home, as well functional staff call-out rates and vacancies.
- The Clinical Command continues to respond to the COVID-19 outbreak while bringing on additional management staff for nursing, facilities, operations and administration to complement the existing staff. Continued focus on quarantine zones for COVID-19 positive residents, enforcing use of PPE and monitoring supply, and ensuring increased disinfection protocols.
- The Holyoke Soldiers' Home continues regular communication with veteran residents' health care proxies, and is scheduling regular updates for families, which is made possible through the additional clinical case management nursing staff that was brought on board.
  - Families can call the Family Hotline at 413-552-4764 Monday – Friday 8:00 a.m. – 6:00 p.m., and Saturday 9:00 a.m. – 1:00 p.m.; Families can also request updates via email at [CommunicationsMailbox-HLY@Mass.gov](mailto:CommunicationsMailbox-HLY@Mass.gov).

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- Please note the Soldiers' Home can only share medical information about a resident with the authorized health care proxy on file. If a family member requests an update and is **not** the health care proxy, the name of the health care proxy will be shared and it will be suggested that the health care proxy should call and request the update.
- **The total numbers at the Holyoke Soldiers' Home as of Sunday:**
  - 60 veteran resident deaths (50 positive, 8 negatives, 1 pending, 1 unknown)
  - 90 veteran residents have tested positive
  - 66 veteran residents have tested negative
  - 10 veteran residents have pending tests
  - 81 employees have tested positive

### Chelsea Soldiers' Home

- The Chelsea Soldiers' Home continues to collaborate with the VA Health Care System to proactively transfer veterans who may need care, and to accept Veterans back who have been medically cleared to return from VA facilities.
- Staffing levels continue to be monitored closely by the Chelsea clinical command, and identified gaps driven by positive employees in self-quarantine per CDC guidelines are being filled by contractors from staffing agencies as needed. So far 47 slots have been filled through staffing agency contracted roles.
- The Chelsea Soldiers' Home clinical command continues to respond to the COVID-19 pandemic, including regular coordinating calls with the VA Health Care System, daily monitoring of personal protective equipment (PPE) supply, and continuously reviewing and implementing infection control policy.
- There have been more than 50 video visits between veteran residents and their loved ones complete with support from the Chelsea Soldiers' Home Social Work team.
  - Brighton Marine has generously donated 25 iPads to help our Veterans stay connected.
  - Families can request updates on their loved ones by contacting the Home at [CSH@mass.gov](mailto:CSH@mass.gov) and through phone and video conversations. Please note the Soldiers' Home can only share medical information about a resident with the authorized health care proxy on file.
- **The total numbers at Chelsea Soldiers' Home as of Sunday:**
  - 16 veteran resident deaths (12 tested positive, 4 tested negative)
  - 25 veteran residents who have tested positive
  - 206 veteran residents who have tested negative
  - 51 staff tested positive

## *How to Help Out*

- [Donate](#) to the Massachusetts COVID-19 Relief Fund.
- Volunteer opportunities for health professionals: [Please click here](#).
- Volunteer for the new Community Tracing Collaborative by visiting the [PIH Ma-Response](#) page [Or DIRECT link](#) to recruiter web.
- Donate or sell personal protective equipment: [Please click here](#).
- Health care facilities can learn more about [requesting personal protective equipment here](#).
- Apply for Jobs at COVID-19 Temporary Care Sites ([Details Here](#)).

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**Give Blood:**

As you are aware, the COVID-19 virus has caused the cancellation of blood drives across the Commonwealth. There is an urgent need **now**. The Governor has deemed “Blood and plasma donors and the employees of the organizations that operate and manage related activities” as an essential service. Your support is needed to communicate to your residents that the need is urgent, and donating is a necessity to supply the hospitals with the blood our neighbors require. Donating blood is safe and people should not hesitate to give. In addition, there is a need for community blood drive sites in the eastern part of the state. Identifying donation sites is vital to meet the demand as we go forward. Your local knowledge, suggestions of sites, and potential partners are crucial to meeting the needs of our neighbors who need blood and blood products. To schedule a new blood drive contact Bill Forsyth at (617) 699-3808 or at email [William.Forsyth@redcross.org](mailto:William.Forsyth@redcross.org).

**Those who are healthy, feeling well and eligible to give blood or platelets, are urged to make an appointment to donate as soon as possible** by using the Red Cross Blood Donor App, visiting [RedCrossBlood.org](https://www.redcrossblood.org) or calling 1-800-RED CROSS (1-800-733-2767).

## *Resources*

**Disaster Recovery Information**

On March 27, the President [declared](#) a Major Disaster Declaration for the Commonwealth of Massachusetts related to the COVID-19 pandemic response. Through this declaration, federal aid will be made available to cities and towns, state agencies, and certain non-profits in all Massachusetts counties to help pay for emergency protective measures (response costs) related to the COVID-19 pandemic. MEMA’s Recovery Unit has developed a [website](#) with information and guidance regarding the disaster declaration, eligibility criteria, and the application process.

**Massachusetts Frontline Worker Resources**

In an effort to connect frontline workers with various supports such as free/discounted meals, guidance on accessing PPE and priority testing, emergency child care, and alternate housing options, the Attorney General’s Office developed the Frontline Workers Resource website. The website can be accessed at [FrontlineMA.org](https://www.frontlinema.org).

**COVID-19 Public Resources Map**

MEMA, together with MA VOAD and other partners, has developed a [COVID-19 Public Resources Map](#) showing the location of resources available to the public, such as food banks, houses of worship, and Project Bread site locations. Please note that this map is not inclusive of all resources, and is only as accurate as the information that has been provided to MEMA.

**Massachusetts COVID-19 Response Dashboard**

MEMA has developed and maintains a public-facing COVID-19 ArcGIS Online dashboard, available [here](#). This dashboard is continuously updated and captures information about current COVID 19 case counts, cases by age, cases by county, hospital status, hospital bed status, death tolls, and deaths by age. Users should refresh the dashboard on a daily basis as enhancements are continuously being added.

## Stay Informed

- Get information from trusted sources. Visit <https://www.mass.gov/covid19> for the latest news, case counts, and lab testing results. Call 2-1-1 with questions. Text the keyword **COVIDMA** to **888-777** to receive notifications to your phone. To receive these notifications in Spanish, text **COVIDMAESP** to **888-777**
- Take care of your emotional health:
- Call 2-1-1 and choose the "CALL2TALK" option.
- Samaritans is continuing operations 24/7, as always. During this unprecedented time, it can feel overwhelming to receive constant messages about COVID-19. Call or text their 24/7 helpline any time at 877-870-4673.
- The Disaster Distress Helpline, 1-800-985-5990, is a 24/7, 365-day-a-year, national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster, including disease outbreaks like COVID-19. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories.

### Please share our Communications Resources

#### Infographics

- [Stop the Spread of Germs](#)
- Social distancing: for [youth](#) for [general audience](#)
- [Coping](#) with stress or fear
- What to do [if you are sick](#)
- 10 tips for at-home [quarantine or self-monitoring](#)

#### Short videos:

[10 Tips for at home quarantine or self-monitoring](#)

[Stop the Spread of Germs like Seasonal Flu and COVID-19 \(:30\)](#)

[Help Prevent COVID-19 with Social Distancing \(:30\)](#)

[How Young People Can Help Prevent COVID-19 with Social Distancing \(:30\)](#)

[Coping with Stress and Fear from COVID-19 \(:30\)](#)

[Stay Home - Save Lives \(:06\)](#)

## BY THE NUMBERS: PUBLIC INQUIRY

During the COVID-19 Pandemic

MA 2-1-1

45,516

Since launching COVID-19 operations in mid-March, 2-1-1, the Commonwealth's information and referral line has answered more than 45,000 calls from MA residents looking for information and services related to the pandemic.



231,589

ALERTMA  
SUBSCRIBERS



As of April 17, more than 230,000 people have signed up to receive text-based notifications about the Commonwealth's COVID-19 response. Text "COVIDMA" to 888-777 to receive messages in English, or text "COVIDMAESP" to 888-777 to receive messages in Spanish.

BUOY SYMPTOM  
CHECKER

81,295

Residents have checked their symptoms more than 80,000 times during the COVID-19 pandemic. Massachusetts residents can visit [www.Buoy.com/mass](http://www.Buoy.com/mass) to get advice from an online health assistant safely at home, for free.



2,912

LONG TERM CARE  
FAMILY RESOURCE LINE



Nearly 3,000 people have called the Nursing Home Family Resource Line, a dedicated telephone line that connects family members of nursing home, rest home, and assisted living residents with the information and resources they need. The line is staffed 7 days a week, from 9 AM - 5 PM, and can be reached by calling (617) 660-5399.

SAVE LIVES. STOP THE SPREAD OF COVID-19

[Mass.Gov/covid19](https://www.mass.gov/covid19)

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**Spanish Radio Spots (available on request):**

- Prevent the Spread of Germs
- Social Distancing
- Stay Home. Stay Safe. Save Lives.

## *Requests for Red Cross Emergency Response*

### **American Red Cross**

The American Red Cross (ARC) of Massachusetts is committed to fulfilling our Mission of providing emergency relief to our neighbors following a home fire or other disaster. In order to maintain our commitment to assisting to those affected while balancing our volunteer workforce safety, we have implemented the below temporary changes to our response protocols. ARC we will be responding to your requests for service with a virtual response and ask your assistance in sharing this information with your Incident Commanders and Dispatch Center personnel.

**Notification:** Continue to request a response by contacting our long-standing emergency line **800-564-1234**.

**When calling:** Please have contact information for the head of household for each displaced family unit.

A point of contact from the Fire Department or Emergency Management on-scene that we can coordinate with if needed. Quick assessment as to extent of damage.

**What we will do:**

- Contact each head of household by phone or video chat. Open a virtual case for each affected family.
- Arrange for lodging if needed.
- Deliver a Client Assistance Card (financial assistance) to hotel, family member's home, etc.
- Provide Recovery guidance and assistance in the days following the incident.

If a virtual response is not possible, we will send a minimal number of Red Cross volunteers to the scene to orchestrate the virtual intake process. We value our partnership with your department and encourage you to contact us with any questions.