

Saturday, April 25, 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's Visit to East Longmeadow to Thank a "Pivot" PPE Manufacturer
- Infographic: Salvation Army MA Division
- Update on Mobile Testing Numbers: Record Testing Day
- Update on Holyoke and Chelsea Soldiers' Homes



Helpful Links:

- [Get Involved: Community Contact Tracing Collaborative](#)
- [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 4/25**

53,348 Total Cases ([click here for more information](#))

2,730 Deaths

226,845 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States **current as of 4/24**

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:

895,766 Total Cases

50,439 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

Governor Baker's Visit to East Longmeadow Factory

Today, Governor Charlie Baker and Lt. Governor Karyn Polito joined the dean of the Massachusetts Congressional delegation, Congressman Richard Neal, and Hasbro, Inc. President & COO John Frascotti to visit Hasbro partner factory Cartamundi East Longmeadow, which has been converted from a games factory to manufacture 50,000 plastic face shields per week for donation to local hospitals during the COVID-19 pandemic. After touring operations in the factory, the Governor Baker provided the daily update for Massachusetts, and Congressman Neal provided an update on efforts in Washington. [\(See video here\).](#)



Governor Baker, Lt. Governor Polito, and Congressman Richard Neal visit Hasbro Inc./Cartamundi factory in East Longmeadow on Saturday to view the company's operation to manufacture face shields for health care providers in the Commonwealth.



Buoy Health's free Online Symptom Checker

Individuals can use Buoy Health's free online symptom checker to connect with telemedicine options. This tool is not a substitute for professional medical advice, diagnosis, or treatment. If you are experiencing a life-threatening emergency that requires immediate attention please call 911 or the number for your local emergency service. Buoy is available at www.buoy.com/mass and is available in both English and Spanish.

Infographic: Salvation Army of Massachusetts

The Salvation Army Massachusetts Division has been a key community response partner throughout the Commonwealth during the COVID-19 pandemic. Below is an infographic from the Salvation Army summarizing the organization's efforts thus far.



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

The Mobile Testing program for nursing homes, rest homes, assisted living facilities and EOHHS group homes and care sites, which was launched by the Command Center less than a month ago, had its largest testing day yet on Saturday. Units from the National Guard visited 29 facilities and performed more than 2,160 tests.

Onsite Testing

Date	Number of Tests Completed	Facilities Visited
4/25	2162	29
Total (as of 4/25)	17,555	409

**Mobile Testing at EOHHS Group Homes & Care Sites
(as of 4/24 by Fallon Ambulance Service)**

DDS, DMH, DCF and DPH Facilities	
Clients	3434
Staff	3944
Total Tests	7,378
Number of Locations	427

Cases in Long term Care Facilities (as of 4/25)

COVID-19 Cases in Long-Term Care (LTC) Facilities	
Residents/Healthcare Workers of LTC Facilities	9714
LTC Facilities Reporting at Least One Case of COVID-19	299
Deaths Reported in LTC Facilities	1530

**NURSING HOME
FAMILY RESOURCE LINE
617-660-5399**

CALL ANY TIME 9AM-5PM, 7 DAYS A WEEK

Other Important Updates

Holyoke Soldiers' Home

- Additional management staff is being onboarded to lead Holyoke Soldiers' Home operations, including two additional nursing executives and a project manager will be onboarded to support operational system development. These staff support the ongoing work of the Clinical Command and current staff as they respond to the COVID-19 outbreak.
- The Holyoke Soldiers' Home continues its focus on supporting staff on appropriate PPE usage and ensuring monitoring and compliance for PPE best practices. Staff have all been trained, but require some additional coaching on the units to ensure they are compliant with proper use. Baystate Medical System has helped the staff stand up PPE coaches in the units who will be starting onsite next week. These coaches will be on the units across all shifts observing staff PPE usage and providing real time coaching and friendly correction on PPE donning and doffing.
- Governor Charlie Baker has advised flags be lowered to half-staff until the end of the public health emergency at the Soldiers' Home in Holyoke, Soldiers' Home in Chelsea, as well as the Massachusetts Veterans Memorial Cemetery in Agawam and Winchendon due to the fact Military Honors are unavailable during this public health crisis.

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- Regular family communication continues from Holyoke Soldiers' Home staff through video chat, and the Family Hotline is available for ad hoc updates with support from social work and clinical staff.
 - Families can call the Family Hotline at [413-552-4764](tel: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.
 - 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 Saturday:**
 - 75 veteran resident deaths (65 positive, 9 negatives, 1 unknown)
 - Today's update includes 2 deaths: 1 who tested positive and was DNR, DNH; 1 who tested negative who was DNR, DNH
 - 83 veteran residents have tested positive
 - 60 veteran residents have tested negative
 - 8 veteran residents have pending tests
 - 81 employees have tested positive

Chelsea Soldiers' Home

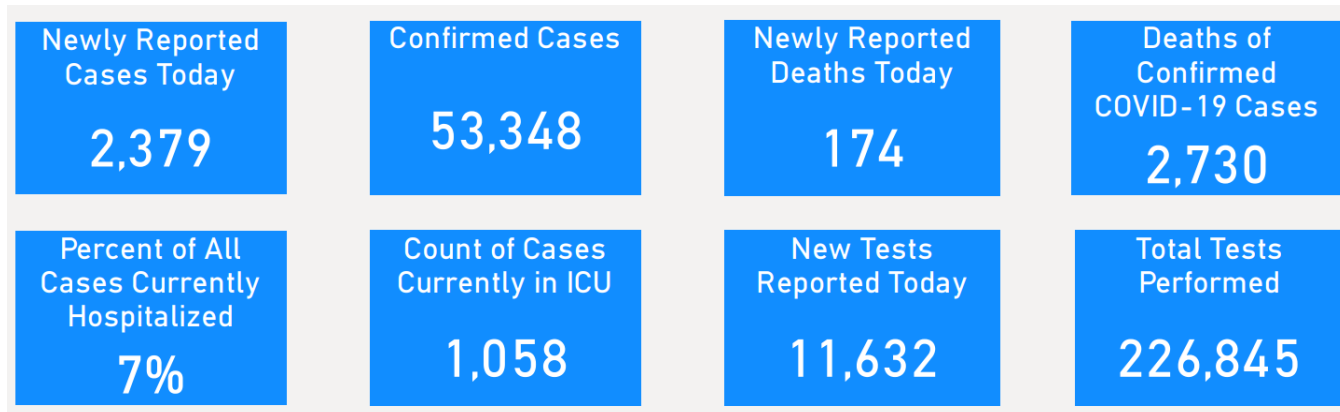
- The Chelsea Soldiers' Home continues to enforce staff use of personal protective equipment (PPE) for the safety of veterans and staff, is monitoring the supply daily, and on Friday received a delivery of gowns.
- The Chelsea Soldiers' Home is coordinating to make additional dedicated spaces for Veterans who were proactively sent out to VA facilities after testing positive for COVID-19, and are being medically cleared to return to the Soldiers' Home.
- As retesting is being conducted for veterans on- and off-site, and some veteran residents are testing positive, they are being appropriately cohorted, and many are being transferred to other facilities for higher acuity care.
- The Chelsea Soldiers' Home clinical command continues to respond to the COVID-19 pandemic, including regular coordinating calls with the VA Health Care System, continuously reviewing and implementing infection control policy, and closely monitoring staff levels, supplementing as necessary with support from contracted staff. So far 60 slots have been filled through staffing agency contracted roles.
- Governor Charlie Baker has advised flags be lowered to half-staff until the end of the public health emergency at the Soldiers' Home in Chelsea, Soldiers' Home in Holyoke, as well as the Massachusetts Veterans Memorial Cemetery in Agawam and Winchendon due to the fact Military Honors are unavailable during this public health crisis.
- Veteran residents are communicating with their families and loved ones via video with support from the Chelsea Soldiers' Home Social Work team. Families can request updates on their loved ones by contacting the Home at 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 the Chelsea Soldiers' Home as of Saturday:**
 - 20 veteran resident deaths (15 tested positive, 5 tested negative)

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- Today's update includes 1 veteran resident who was on comfort measures only and DNH, who had tested positive
 - 31 veteran residents who have tested positive
 - 201 veteran residents who have tested negative
 - 52 staff tested positive

Department of Public Health COVID-19 Dashboard

An enhanced, comprehensive and detailed COVID-19 data report, which includes trend data in a variety of areas (e.g. information on cases rates, testing, geography of confirmed cases etc.), death related data and specific data on COVID-19 hospital census information, nursing homes, skilled nursing facilities, rest homes (with known clusters), and PPE distribution is updated daily by 4PM. **City and town case data are published weekly each Wednesday.** ([Click here to access the report](#)). Key data reflected in today's report is provided below:



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.

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,

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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 \(:06\)](#)

Spanish Radio Spots (available on request):

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

How to Help Out

- [Donate](#) to the Massachusetts COVID-19 Relief Fund.

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- Volunteer opportunities for health professionals: [Please click here.](#)
- Get involved with the new Community Tracing Collaborative: [Please click here.](#)
- 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](#)).

Give Blood:

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.

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 or calling 1-800-RED CROSS (1-800-733-2767).

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. We have implemented 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.