

Monday, May 18, 2020
COVID-19 Command Center
Massachusetts Emergency Management Agency

Situation Update

The Command Center Situation Report is issued Monday-Friday.

State Actions in Today's Report:

- Daily Case Update (link in sidebar)
- Governor Baker Provides Reopening Update
- Reopening Massachusetts: Transition to First Phase
- Combating Food Insecurity in Massachusetts
- Update on Mobile Testing Numbers
- Update on Holyoke and Chelsea Soldiers' Homes



Helpful Links:

- [Jobs Available to Assist Long Term Care Facilities](#)
- [Get Involved: Community Contact Tracing Collaborative](#)
- [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 5/17

87,052 Total Cases ([click here for more information](#))

5,862 Deaths

460,826 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States Last Updated 5/18

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:

1,480,349 Total Cases

89,407 Deaths

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

Social Distancing Basics:

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

If you go out for essential needs:

- ✓ Avoid crowds
- ✓ Stay 6 feet away from others
- ✓ Don't shake hands or hug
- ✓ Wear a face covering or mask if physical distancing is not possible.

State Actions Today

Today, Governor Charlie Baker and Lt. Governor Karyn Polito joined Secretary of Health and Human Services Marylou Sudders, Secretary of Housing and Economic Development Mike Kennealy and Commissioner of the Department of Public Health Dr. Monica Bharel to announce the Commonwealth's re-opening plan. ([Read the news release](#)) ([See video here](#)).

Reopening Massachusetts: Transition to First Phase of Four-Phase Approach

The Baker-Polito Administration released *Reopening Massachusetts*, the Reopening Advisory Board's [report](#), which details a four-phased strategy to responsibly reopen businesses and activities while continuing to fight COVID-19. The Administration also released a new "Safer At Home" Advisory, which instructs residents to stay at home unless engaging with newly opened activities, as a way to continue limiting the spread of COVID-19. Starting today, based on current public health data and trends, Massachusetts will begin Phase 1 of a cautious reopening, and workplaces that are permitted to open are required to follow new safety protocols and guidance.



Learn more about the reopening process:
www.mass.gov/reopening

[VIEW THE FULL REPORT](#)

[VIEW GUIDANCE FOR SPECIFIC INDUSTRIES](#)

Detailed in *Reopening Massachusetts*, each phase of the reopening will be guided by public health data and key indicators that will be continually monitored for progress and will be used to determine advancement to future phases. Industries, sectors, and activities that present less risk will open in earlier phases. Those that present more risk will open in later phases.

The 17-member Reopening Advisory Board, co-chaired by Lieutenant Governor Karyn Polito and Housing and Economic Development Secretary Mike Kennealy, consists of public health experts, municipal leaders and members of the business community representing many facets of the Massachusetts economy. Since its formation on April 28, the Board met with a total of 75 stakeholder groups ranging from industry associations, regional chambers of commerce, community coalitions, and labor organizations, representing over 112,000 different businesses and more than two million workers across the Commonwealth. The Reopening Advisory Board also considered written comments from over 4,500 employers, organizations, and individuals in the development of its plan.

Safer at Home Advisory

Effective today, the Department of Public Health also updated the Stay at Home Advisory, replacing it with a new, "Safer at Home" Advisory. The new Safer at Home Advisory instructs everyone to stay home unless they are headed to a newly opened facility or activity. It also advises those over the age of 65 and those with

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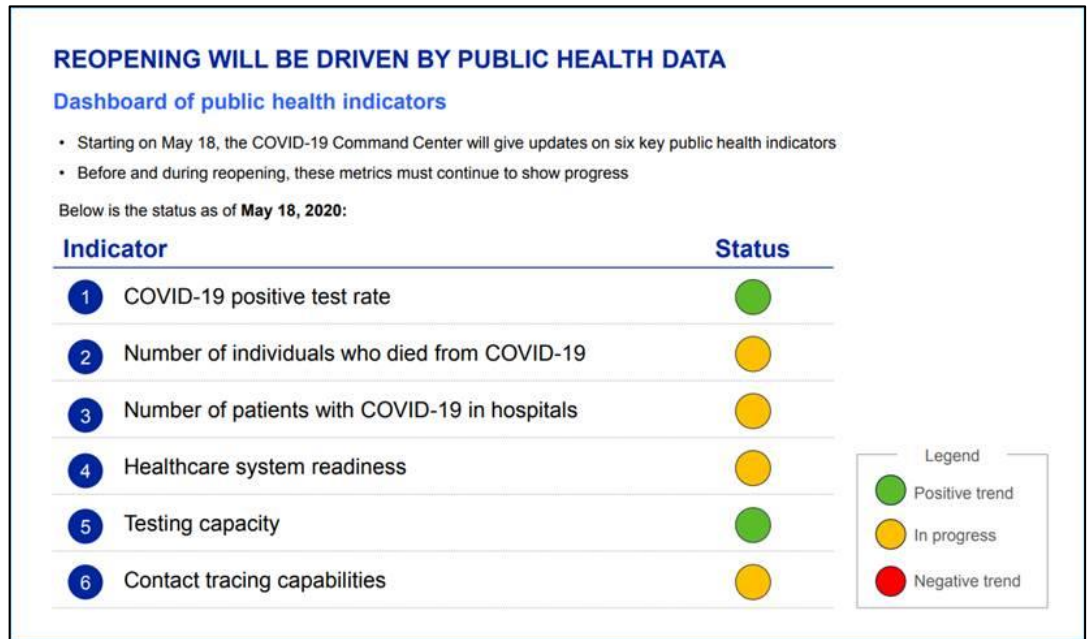
underlying health conditions to stay home with the exception of trips required for health care, groceries, or that are otherwise absolutely necessary. All residents must continue to wear a face covering in public when social distancing is not possible, and individuals are advised to wash their hands frequently and be vigilant in monitoring for symptoms. Restrictions on gatherings of more than 10 people remain in effect.

Public Health Metrics

Key public health metrics will determine if and when it is appropriate to proceed through reopening phases.

They include:

- COVID-19 positive test rate;
- Number of individuals who died from COVID-19;
- Number of patients with COVID-19 in hospitals;
- Health care system readiness;
- Testing capacity;
- Contact tracing capabilities.



Phase 1 Reopening

Based on the public health metrics, manufacturing facilities and construction sites will open effective today with applicable guidelines.

Places of worship will be able to open with guidelines that require social distancing and encourage services to be held outdoors.

Hospitals and community health centers that attest to specific public health and safety standards can begin to provide high priority preventative care, pediatric care and treatment for high risk patients.

Under a staggered approach, additional Phase 1 sectors of the economy will be permitted to open effective **May 25** including:

- Lab space;
- Office space;
- Limited personal services, including: hair salons, pet grooming, car washes; and
- Retail: remote fulfilment and curbside pick-up.

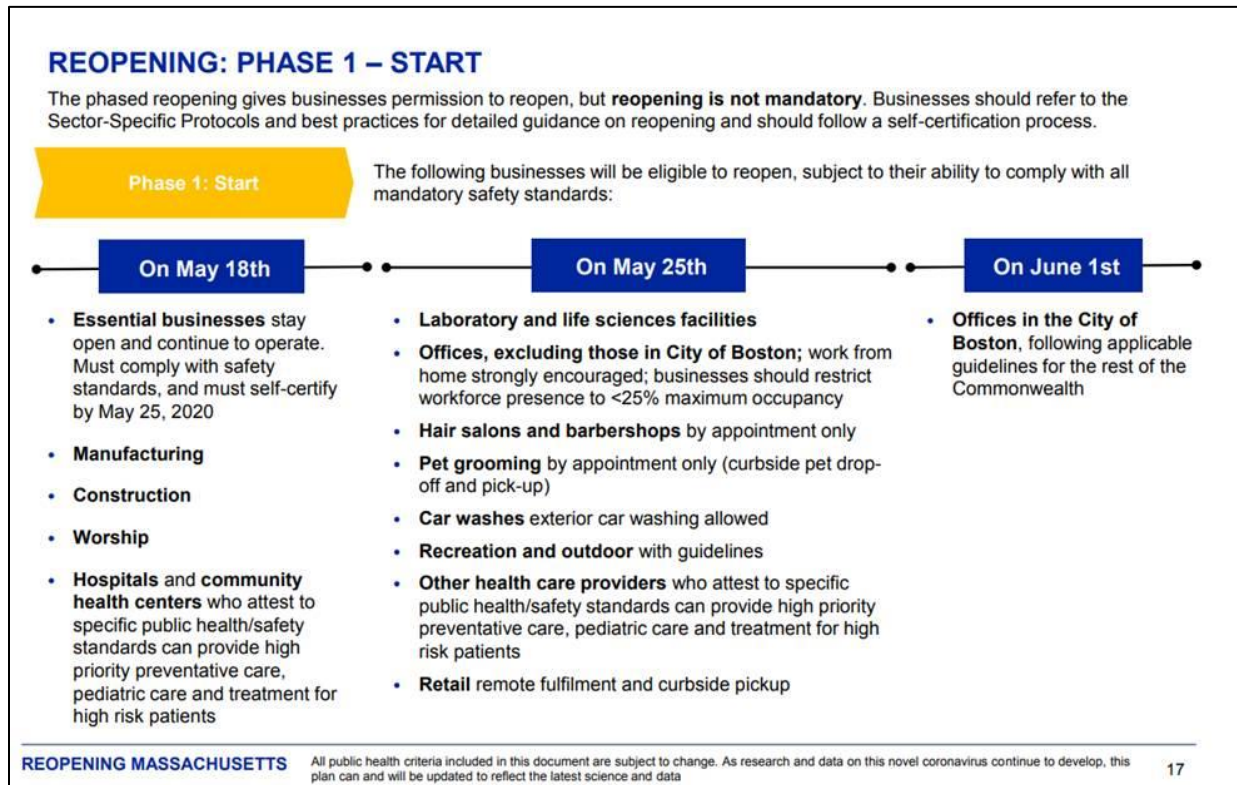
Also permitted to open on **May 25** with applicable guidelines, are the following:

- Beaches;
- Parks;
- Drive-in movie theaters;
- Select athletic fields and courts;

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- Many outdoor adventure activities;
- Most fishing, hunting, and boating; and
- Outdoor gardens, zoos, reserves, and public installations.

Additional sectors expected to open on **June 1** as part of Phase 1 include office spaces in the city of Boston with applicable guidelines.



Reopening Massachusetts In Phases

The goal of this phased reopening plan is to methodically allow businesses, services, and activities to resume, while avoiding a resurgence of COVID-19 that could overwhelm the state’s health care system and erase the progress made so far.

- Each phase will last a minimum of three weeks and could last longer before moving to the next phase;
- If public health data trends are negative, specific industries, regions, and/or the entire Commonwealth may need to return to an earlier phase;
- The Commonwealth will partner with industries to draft sector-specific protocols in advance of future phases (example: restaurant-specific protocols will be drafted in advance of Phase 2);
- If we all work together to defeat COVID-19, we can proceed through each phase.

Success in earlier phases will refine criteria for future phases including travel, sizes of gatherings, as well as additional retail openings, lodging and accommodations, arts, entertainment, fitness centers, museums, restaurants, youth sports, and other activities.

Industry-Specific Guidance

Businesses are not required to reopen, and may not do so if they are unable to follow safety protocols. The Baker-Polito Administration has developed specific guidance so that each industry reopens as safely as

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possible. Businesses are expected to implement these protocols in addition to the more general Mandatory Workplace Safety Standards.

As of **May 18**, materials for the sectors eligible to open in the first phase of reopening are included on the mass.gov/reopening website. Guidance for sectors opening in later phases will be posted online in advance of those phases.

In order to reopen, businesses **must** develop a written COVID-19 Control Plan outlining how its workplace will prevent the spread of COVID-19. Required materials are located on mass.gov/reopening, and include detailed sector-specific circulars and checklists to facilitate compliance.

Self-Certification for Businesses

Required materials for businesses to self-certify are located on mass.gov/reopening, and include:

- COVID-19 Control Plan template, which must be retained on premises and provided in the event of an inspection;
- Compliance Attestation poster to be posted in a location visible to employees and visitors indicating a completed COVID-19 Control Plan; and,
- Other posters and signs describing rules for maintaining social distancing, hygiene protocols, as well as cleaning and disinfecting.

Businesses operating to provide Essential Services, as defined in the Governor's March 23, 2020 Executive Order, updated on March 31, April 28, and May 15, may remain open and have until May 25, 2020 to comply with the general workplace safety standards, as well as their industry's sector-specific protocols.

Health Care

Effective May 18, hospitals and community health centers who attest to meeting specific capacity criteria and public health/safety standards will be allowed to resume a limited set of in-person preventative, diagnostic and treatment services.

Effective May 25, other health care providers who attest to meeting these standards may resume limited in-person services.

Services that may be performed are limited, based on the provider's clinical judgment to high-priority preventative services, including pediatric care, immunizations, and chronic disease care for high-risk patients, and urgent procedures that cannot be delivered remotely and would lead to high risk or significant worsening of the patient's condition if deferred.

In order for the phased in hospital expansion and non-hospital reopening, the following statewide metrics must be met:

- 30 percent of hospital ICU beds (including staffed surge capacity) must be available;
- 30 percent of total hospital beds (including staffed surge capacity) must be available.

As a precursor, health care providers must meet the following requirements to reopen or expand services, which include:

- Attesting to public health standards and specific guidelines;
- Ensuring adequate personal protective equipment is on hand, reliable supply chain and other supplies and policies in place;
- Infection control readiness (workflow, cleaning, social distancing, etc.);
- Workforce and patient screening and testing protocols; and

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- Hospitals must have ≥ 25 percent ICU and total bed capacity and reopen pediatric ICU and psychiatric beds if they had been repurposed for surge capacity.

Child Care

The Commonwealth's mission in reopening is to increase access to child care and youth programs while continuing to protect children and staff and preventing the spread of COVID-19. Child care and summer recreation camps will reopen in a phased approach. The Departments of Early Education and Care and Public Health are developing guidelines that balance families' need for child care with health and safety. The initial reopening plan will focus on families who have no safe alternative to group care by increasing emergency child care capacity. EEC will also partner with industries returning to work to develop options specific to their workplaces.

In March, the Baker-Polito Administration stood up an emergency child care system to support children of essential workers and vulnerable families with extra virus mitigation protocols. During Phase 1, the emergency child care system we have already in place will be utilized to meet the needs of people with no alternatives for care. Currently, only 35% of the 10,000 child emergency child care capacity is occupied and the system has the ability to serve more families to provide care options as more sectors come back online.

Transit

The MBTA has been and will continue to implement measures to slow the spread of COVID-19 across the system to keep employees and riders safer.

While public transportation unavoidably creates some risk of transmission, working together the MBTA, riders and employers can significantly reduce that risk:

- Riders are required to wear face coverings and must make efforts to distance. Riders are asked to avoid riding transit if they are exhibiting symptoms of COVID-19;
- Employers are encouraged to stagger schedules and implement work from home policies to reduce demand, especially during rush hours;
- The MBTA will continue to take protective and preventative measures such as frequently disinfecting and cleaning vehicles and stations and providing protective supplies to workers.

To mitigate risk while providing appropriate levels of service, the MBTA will:

- Support the transit needs of essential workers and those returning to the workplace in Phase 1 while continuing with limited service to maximize employee and rider safety;
- Ramp up to a modified version of full service by Phase 3, although social distancing efforts will limit effective capacity on vehicles even after full service schedules are restored;
- Actively communicate public health guidance and schedule adjustments in-station, online, and over social media.

Supplies

In order to operate, all Massachusetts businesses will need to meet the Mandatory Workplace Safety Standards and relevant Sector-Specific Protocols published by the state. To support businesses, the state has developed a guide to educate business owners on what supplies are needed to return to workplaces, and a portal to connect businesses with manufacturers and distributors. These are now available to business owners via mass.gov/reopening.

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In order to operate, all Massachusetts businesses will need to meet the Mandatory Workplace Safety Standards and relevant Sector-Specific Protocols published by the state.

The state has developed a guide to educate business owners on what supplies are needed to return to workplaces, and a portal to connect businesses with manufacturers and distributors.

Educational materials will be provided to define how an employer should prepare their work spaces to reopen and what products are appropriate for employees to protect themselves at work.

While face coverings are critical, medical grade face coverings are not necessary for non-health care workers.

Schools and Higher Education

As previously announced, Massachusetts' K-12 school buildings will remain closed through the end of the 2019-20 school year, with remote teaching and learning in place.

Schools will continue offering essential non-educational services to their communities. Plans are being made for the summer learning programs and 2020-21 school year, and will be shared with the public in the weeks to come.

Massachusetts' diverse higher education institutions continue to foster teaching, learning, student support, and essential research remotely throughout this time.

They are working together and in partnership with the state to ensure a safe and gradual return to campus life. In the upcoming weeks, institutions will develop customized reopening plans with safety of their communities in mind.

Other Important Updates

Baker-Polito Administration Invests \$56 Million to Combat Food Insecurity in Massachusetts

Yesterday, the Baker-Polito Administration announced \$56 million to combat urgent food insecurity for some Massachusetts families and individuals as a result of COVID-19. This funding is consistent with findings of the Food Security Task Force, which was convened by the Massachusetts COVID-19 Command Center in response to increased demands for food assistance. The task force is comprised of a broad group of public and private members charged with ensuring food insecurity and food supply needs are addressed during the COVID-19 public health emergency.

The Administration will continue to utilize the Food Security Task Force and work with the Legislature to address food security issues going forward.

In less than a month, the Food Security Task Force, which was convened on April 22, synthesized and prioritized more than 80 recommendations into the following four key actionable categories:

- Develop and implement an emergency food program
- Fortify the food bank system



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- Maximize federal resources for food and nutrition
- Reinforce and redeploy the food system infrastructure

As the task force continues its work going forward, the Administration announced the following yesterday:

- A **\$36 million COVID-19 Food Security Infrastructure Grant Program** with a goal of ensuring that individuals and families have access to food. Eligible services include:
 - Increasing capacity for food direct delivery;
 - Increasing capacity of food banks and food pantries;
 - Increasing capacity of local food distribution partners;
 - Innovative solutions to enable those receiving SNAP and WIC benefits to receive food more easily;
 - Innovative solutions for urban farming and
 - Farms, retailers, fisheries and other food system businesses to help them adapt to the disruptions and to allow them to provide greater access to local food.
- **\$5 million** increase for the [Healthy Incentives Program](#) to meet increased demand for local produce and to increase access points that process SNAP and HIP benefits.
- **\$12 million** for the provision of 25,000 family food boxes per week through a regional food supply system. Each family food box contains 30 to 35 meals. Food boxes would be distributed throughout the state to food pantries.
- **\$3 million** in funding as an immediate relief valve to food banks.

The work of the task force builds on Massachusetts’ initiatives to increase access to food, including establishing emergency food distribution sites and school meal sites for food distribution, implementing Pandemic EBT to provide food to 500,000 youth who usually receive free or reduced priced lunch, distributing additional SNAP benefits to households, requesting online EBT purchasing approval from the federal government, and streamlining food benefit program administration.

Additionally, the Commonwealth recently [released funding](#) from the federal Coronavirus Relief Fund to local cities and towns of up to \$502 million and highlighted food insecurity as an eligible program.

Reporting up to the COVID-19 Command Center and Secretary Sudders, the work of the Food Security Task Force will continue as a private-public partnership, chaired by Energy and Environmental Affairs Secretary Kathleen Theoharides, Department of Transitional Assistance Commissioner Amy Kershaw and Jill Shah, President of the Shah Family Foundation

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

Onsite Testing

Date	Number of Tests Completed	Facilities Visited
5/18	612	6
Total (as of 5/18)	45,065	717

**Mobile Testing at EOHHS Group Homes & Care Sites
(as of 5/17 by Fallon Ambulance Service)**

DDS, DMH, DCF and DPH Facilities	
Clients	10,578
Staff	15,094
Total Tests	25,672
Number of Locations	1,626

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COVID-19 Cases in Long-Term Care (LTC) Facilities (as of 5/18)	
Residents/Healthcare Workers of LTC Facilities	18,257
LTC Facilities Reporting at Least One Case of COVID-19	343
Deaths Reported in LTC Facilities	3,574

617-
660-
5399

**NURSING HOME
FAMILY RESOURCE LINE**

617-660-5399

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



Holyoke Soldiers' Home Update

- On Sunday, May 17, 2020 Chairman Richard Neal and Congressman Joseph Kennedy along with Dr. Michael Kauffman, CEO of Karyopharm, donated 4,000 KN-95 Masks to the Holyoke Soldiers Home.
- The Holyoke Soldiers' Home has been intently focused on following infection control procedures and maintaining best practices for the safety of veteran residents and staff, and to support the recovery of veterans as the health status of many stabilizes.
- All veteran residents' health is being monitored and retesting is being conducted for veterans both on- and off-site as clinically appropriate. As results are received, veteran residents are being cohorted and further monitored. Recovery units are being identified and readied for residents.
- Additional social and recreational activities are also being added back in while maintaining social distance and proper usage of Personal Protective Equipment (PPE).
- The Holyoke Soldiers' Home Clinical Command continues to respond to the COVID-19 outbreak, monitoring staffing levels, while bringing on additional management staff for nursing, facilities, and administration staff to build capacity for resuming regular operations and moving to the recovery phase. Additionally, infection control staff is developing plans for dedicated recovery units.
- Regular family communication continues from Holyoke Soldiers' Home staff through video chat, using donated iPads, 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 Monday - Friday 8:00 a.m. - 4:00 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.
- 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.
- **The total numbers at the Holyoke Soldiers' Home as of Monday May 18:**
 - 88 veteran resident deaths (74 positive, 13 negatives, 1 unknown)
 - Testing results of all residents:
 - 77 veteran residents have tested positive
 - 59 veteran residents have tested negative
 - 0 veteran residents have pending tests

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- Resident locations:
 - 104 residents are onsite
 - 32 residents are offsite
 - 31 residents are at a dedicated skilled nursing unit at Holyoke Medical Center
 - 1 resident is receiving acute care offsite
- 84 employees have tested positive

Chelsea Soldiers' Home Update

- Chelsea Clinical Command continues to monitor and enforce staff use of personal protective equipment (PPE). Staff have been provided PPE core competency training, the entire facility is rounded on daily for infection control quality assurance checks, all units have been provided with educational materials, and there are daily cleanings throughout the facility in addition to frequent terminal cleaning.
- The Chelsea Soldiers' Home clinical command continues to respond to the COVID-19 pandemic, including regular coordinating calls with the VA Health Care System. The Home has reviewed its infection control and clinical operations with additional experts.
- Veteran residents' health is being monitored and retesting is being conducted for veterans both on- and off-site as clinically appropriate. As results are received, veteran residents are being cohorted and further monitored. Additional isolation space has been identified and is being readied.
- On Friday, the Chelsea Soldiers' Home leadership and Board of Trustees accepted a generous donation from Brighton Marine of 175 iPads to help keep Veterans stay connected during the pandemic. These iPads will allow for additional video visits between veteran residents and their loved ones, which have been made with support from the Chelsea Soldiers' Home Social Work team and staff. Families can request updates on their loved ones by contacting the Home at CSH@mass.gov and through phone and video conversations. Medical information can only be shared with an authorized health care proxy.
- 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.

- **The total numbers at the Chelsea Soldiers' Home as of Monday May 18:**
 - 38 veteran resident deaths (30 tested positive, 8 tested negative)
 - 36 veteran residents who have tested positive
 - 178 veteran residents who have tested negative
 - 57 staff tested positive

COVID-19 Public Health Data

Starting today (May 18), the COVID-19 Command Center will include in the DPH daily Dashboard 6 key public health indicators and trend data. Before and during reopening, these metrics must continue to show progress. The Department of Public Health continues to make available the underlying data files the Department uses each day to produce the COVID-19 Dashboard, as part of a continued effort to expand the amount and type of data released to the public. The data files are updated and posted daily (**by 4pm**) with the dashboard report for the public, researchers, and media to download. **City and town case data are published weekly each Wednesday.** ([Find the Data Files Here](#)). Key data reflected in today's report is provided below:



Massachusetts Department of Public Health COVID-19 Dashboard - Monday, May 18, 2020
Dashboard of Public Health Indicators

Starting on May 18, the COVID-19 Command Center will give updates on six key public health indicators. Before and during reopening, these metrics must continue to show progress.

Below is the status as of Monday, May 18, 2020

Indicator	Measure	Status
1	COVID-19 positive test rate	●
2	Number of individuals who died from COVID-19	●
3	Number of patients with COVID-19 in hospitals	●
4	Healthcare system readiness	●
5	Testing capacity	●
6	Contact tracing capabilities	●

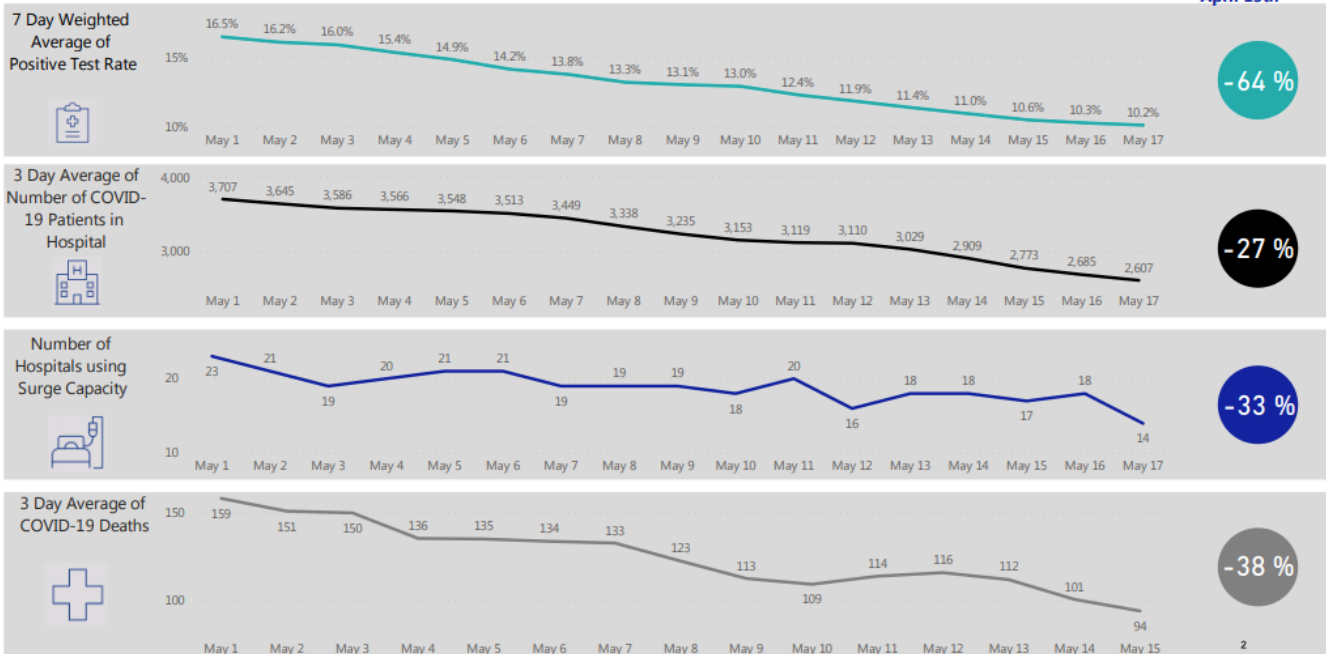
- Legend
- Positive trend
 - In progress
 - Negative trend

Newly Reported Cases Today	Confirmed Cases
1,042	87,052
Newly Reported Deaths Today	Deaths of Confirmed COVID-19 Cases
65	5,862
New Tests Reported Today	Total Tests Performed
8,373	469,199



Massachusetts Department of Public Health COVID-19 Dashboard - Monday, May 18, 2020
Dashboard of Public Health Indicators

Percent Change Since April 15th



Resources

Homeless COVID-19 Isolation Sites

The Commonwealth's COVID-19 Command Center and MEMA have stood up regional isolation and recovery sites located in hotels across the state ([click here for more information](#)). These locations are for individuals who:

- Are homeless (people who normally sleep at a shelter, on the street, for whom home is unsafe due to violence, or who do not have a permanent address) AND
- Who are COVID-19 positive OR have a medical provider's note recommending isolation and can safely isolate without medical supervision.

These sites are for individuals who have mild or moderate symptoms and do not need hospital level of care or nursing facility level of care. Medical treatment is not provided on site. As noted above, individuals must have a positive COVID-19 test or must have been seen by a medical provider and directed to isolate for them to be accepted. These locations cannot support individuals who need assistance with Activities of Daily Living or who need the level of care provided at a Skilled Nursing Facility.

For shelter providers located outside Boston, please call 617-367-5150 between the hours of 7 a.m. and 7 p.m. The intake coordinator will determine eligibility, register an individual for the program, and have the guest placed and transported to the nearest Isolation and Recovery location that has availability.

For shelter providers located in Boston please call 617-534-5050 to access sites in Boston.

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 [webpage](#) with information and guidance on, but not limited to, 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, 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.

MA COVID-19 Test Site Locator

MEMA, in coordination with the COVID-19 Command Center, has launched a [website](#) featuring an interactive map with information about COVID-19 test sites in Massachusetts, including contact information, address, hours

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of operation, website link, type of site, insurance coverage, and other important information. It also includes a downloadable full list of test sites.

All information is sourced from site operators and healthcare providers. Information continues to evolve quickly, so those looking to be tested are encouraged to contact sites prior to arrival. Many sites may also require pre-screening, a referral, and/or an appointment.

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

NEW: The DPH video “*How to Safely Cover Your Face Outside of Home*” is now available in Spanish, Portuguese, Simplified Chinese, Traditional Chinese, Haitian Creole and Vietnamese. Please share! ([Find The Videos Here](#))



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:

- [How to Safely Cover Your Face Outside of Home](#)
- [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.
- 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 [\(Details Here\).](#)

The Need for Blood Donations Continues, and Recovered Covid-19 Donors Can Help Save Lives

In coordination with the U.S. Food and Drug Administration (FDA), the Red Cross is seeking people who are fully recovered from the new coronavirus to sign up to donate plasma to help current COVID-19 patients. People who have fully recovered from COVID-19 have antibodies in their plasma that can attack the virus. This convalescent plasma is being evaluated as treatment for patients with serious or immediately life-threatening COVID-19 infections, or those judged by a healthcare provider to be at high risk of progression to severe or life-threatening condition. Interested individuals can visit [RedCrossBlood.org/plasma4covid](https://www.RedCrossBlood.org/plasma4covid) to learn more, and if eligible, sign up to help.

We are also encouraging people who have not had COVID-19 to schedule and keep appointments to donate blood or platelets to ensure a stable blood supply during this pandemic. Donating blood products is essential to community health and the need for blood products is constant. As part of our nation's critical infrastructure, healthy individuals can still donate in areas that have issued shelter in place declarations. The Red Cross follows the highest standards of safety and infection control, and volunteer donors are the only source of blood for those in need. To make an appointment to donate, please visit www.RedCrossBlood.org

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:

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

- 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.