

Monday, June 22, 2020

COVID-19 Command Center

Massachusetts Emergency Management Agency

Situation Update

Note: The Command Center Situation Report will be published on a Monday, Wednesday, Friday Schedule.

State Actions in Today's Report:

- Daily Public Health Data: Dashboard Indicators
- Reopening Massachusetts Update
- MBTA Service to Increase Significantly This Month
- Update on Holyoke and Chelsea Soldiers' Homes



Helpful Links:

- [Reopening Massachusetts](#)
- [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 6/22*

107,210 Total Cases ([click here for more information](#))

7,874 Deaths (See dashboard below for key daily public health indicators)

775,322 patients tested for the virus to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States *Last Updated 6/22*

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:

2,275,645 Total Cases

119,923 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.

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State Actions

Testing Update:

Yesterday (June 21st) 8,363 new tests were reported in Massachusetts with 105 confirmed positive. Around 768,000 individuals have been tested to date. The average positive test rate declined to **1.5%**.

Hospitalizations & Capacity Update:

As of June 21st, 927 people have been hospitalized, with 194 in the Intensive Care Unit (ICU).

Reopening Massachusetts Update

Step Two of Phase II of the Commonwealth’s four-phase reopening plan, [Reopening Massachusetts](#), begins today, allowing additional industries to resume operations under sector-specific guidelines.

Businesses and sectors set to begin operating in Step Two of Phase II are subject to compliance with all mandatory safety standards.

On May 18, the Administration [released](#) a four-phased plan to reopen the economy based on public health data, spending at least three weeks in each phase. Key public health data, such as new cases and hospitalizations, has been closely monitored and seen a significant decline allowing for Step Two of Phase II to begin.

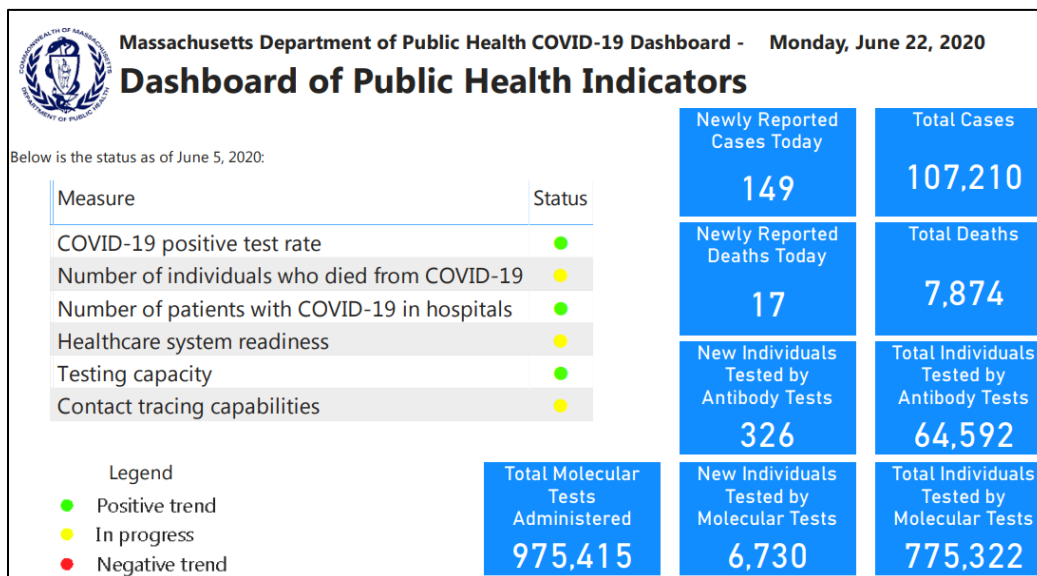
The following will be eligible to reopen in Step Two of Phase II:

- Indoor table service at restaurants
- Close contact personal services, with restrictions
- Retail dressing rooms, by appointment only
- Offices, at 50 percent capacity

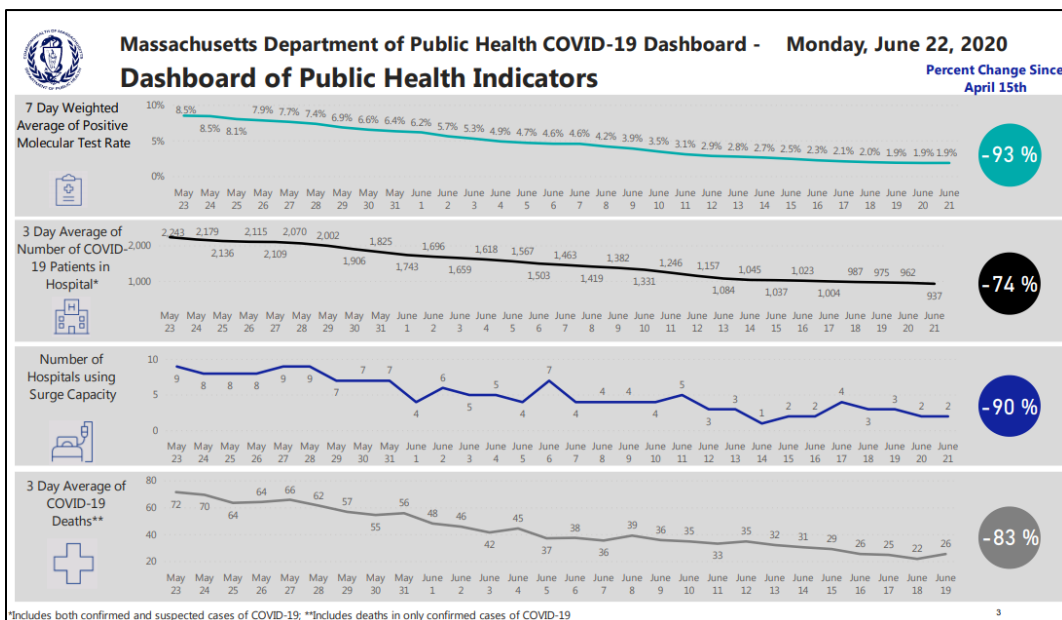
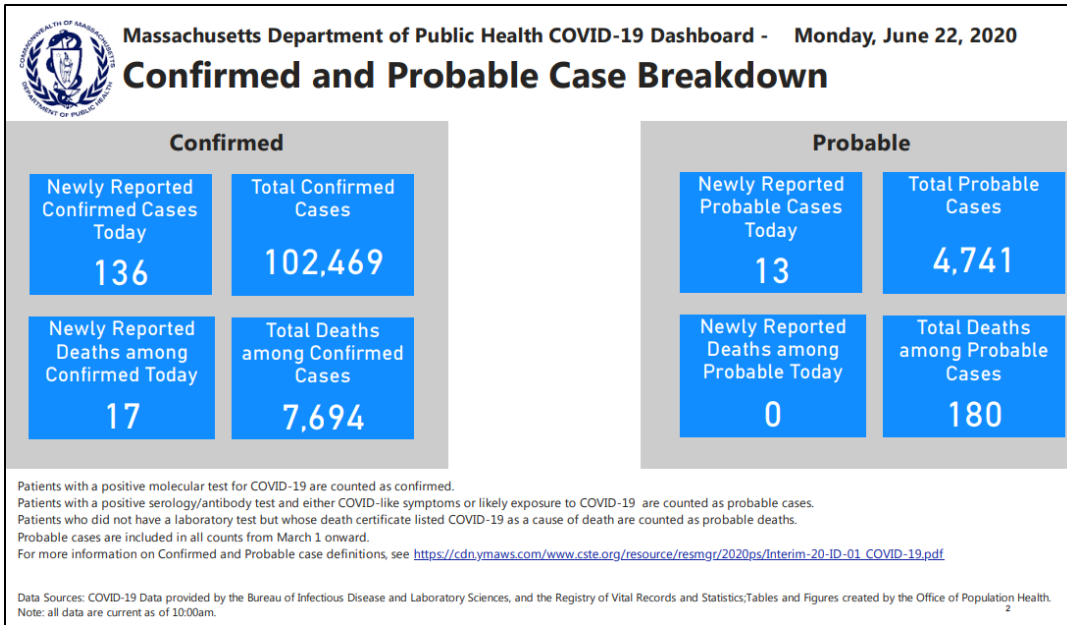
Full list and safety protocols are available at www.mass.gov/reopening.

COVID-19 Public Health Data

Key data reflected in the June 22nd Daily Dashboard is provided below:



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Important Updates

MBTA Service to Increase Significantly This Month

Although ridership remains low, the MBTA is preparing to significantly ramp up service across all modes as part of Phase 2 of the Commonwealth's reopening plan. Effective yesterday, regular weekday service has resumed on the Blue Line; increased weekday service is operating on the Red, Orange, Green, and Mattapan Lines; and service has increased for nearly 60 bus routes. Starting today, Commuter Rail service will be increased and ferry service will resume on weekdays.



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While passenger volume continues to be just a fraction of pre-pandemic levels, the MBTA will continue to closely monitor ridership and undesirable crowding in excess of recently-adopted thresholds and, when possible, make adjustments. Weekday service will be added to nearly 60 high-demand routes, including Routes 1, 22, 23, 28, 57, 66, 111, 116, 117, and dozens more. Bus service has also been tailored to specifically allow for operational flexibility, giving dispatchers the ability to make adjustments in response to changing ridership demands and to alleviate crowding. The MBTA will operate a full complement of buses, including 30% reserved to be deployed where there is increased demand for service. Crowding will be closely monitored with these flexible buses deployed as needed.

Customers should continue to make efforts to distance and are reminded that face coverings are required while onboard vehicles and within the MBTA system. The MBTA urges area employers to continue to allow telecommuting and to consider staggered work schedules to promote social distancing on public transit. The MBTA also encourages cities and towns to assist in this effort by expanding available space at historically busy bus stops and working with the MBTA to implement dedicated-bus lanes.

For more information about these service changes, riders should visit <https://www.mbta.com/covid19>.

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

Note: The hours of operation for the Nursing Home/Long Term Care Family Resource Line have changed. **The Family Resource Line is now available Monday-Friday, from 9 am to 5 pm.**

Onsite Testing

Date	Number of Tests Completed	Unique Facilities Visited
Total (as of 6/15)	57,058	493

COVID-19 Cases in Long-Term Care (LTC) Facilities (as of 6/22)	
Residents/Healthcare Workers of LTC Facilities	23,104
LTC Facilities Reporting at Least One Case of COVID-19	369
Deaths Reported in LTC Facilities	4,956

Mobile Testing at EOHHS Group Homes & Care Sites (as of 6/22 by Fallon Ambulance Service)

DDS, DMH, DCF and DPH Facilities	
Clients	11,189
Staff	17,409
Total Tests	28,598
Number of Locations	1,936



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

CALL US MONDAY THRU FRIDAY FROM 9AM-5PM



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Holyoke Soldiers' Home Update

- On Sunday, the Soldiers' Home offered a special Father's Day visitation to nearly 30 veteran residents' families. The Home resumed outdoor visitation last week and is generally offering visits Tuesday through Saturday with 20 slots each day for veterans to visit with their loved ones. Families and loved ones are able to schedule visits with veterans in advance using the Family Line.
 - The Soldiers' Home is following [visitation guidance](#), and is using outdoor visitation protocols that prioritize the health and safety of our Veterans and staff with continued focus on infection control. This plan will be contingent on the continued stability of infection controls and public health metrics, which we continue to monitor daily and coordinate with state and local health officials.
 - Outdoor visitation is in addition to continued video visits for regular family communication 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 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.
- All veteran residents of the Soldiers' Home in Holyoke who had previously tested positive have been determined clinically recovered, following a full-house retesting.
- The Home is continuing recreational activities for Veterans, respecting social distancing, and veterans continue to go outside with nursing and recreation staff.
- The Soldiers' Home leadership is moving into the Transition & Rebuilding Phase that is focused on rebuilding staff leadership and team and positioning the facility to move forward safely.
- Holyoke's 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. 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.
- 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 current status as of June 22 is as follows:**
 - The current status of all residents:
 - 0 veterans are positive across the Home and those at Holyoke Medical Center
 - 64 veterans tested negative (meaning that they have always tested negative)
 - 84 veterans have recovered, meaning they previously tested positive and are now clinically recovered
 - 1 veteran has refused testing
 - Resident locations:
 - 120 veterans are onsite
 - 29 veterans are offsite
 - 26 veterans are at a dedicated skilled nursing unit at Holyoke Medical Center

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- 3 veterans are receiving acute care offsite
- Since March 1, there have been 97 veteran deaths (76 deaths of veterans who tested positive, 18 veterans who tested negative, 1 veteran whose status was unknown, 2 veterans were clinically recovered)
 - Today's update includes the death of 1 veteran who tested negative and whose medical orders included do not resuscitate and do not hospitalize (DNR/DNH).
- Employees at the Home have been retested. There are only 2 positives remaining

Chelsea Soldiers' Home Update

- The team at the Soldiers' Home in Chelsea welcomed the families and loved ones of 9 veterans for outdoor visits and helped approximately 15 other veterans with virtual visits for Father's Day.
- The Soldiers' Home has averaged 7 outdoors visits each day from families and loved ones as the Soldiers' Home in Chelsea resumed outdoor visitation this week. Following [visitation guidance](#), the Home has developed outdoor visitation protocols that prioritize the health and safety of our Veterans and staff with continued focus on infection control. Ongoing plans are contingent on the continued stability of infection controls and public health metrics, which we continue to monitor daily and coordinate with state and local health officials.
 - Outdoor visitation will occur in addition to continued video visits between veteran residents and their loved ones. Families can also 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.
- The Soldiers' Home in Chelsea began reporting the recovery of residents based on clinical determinations following the retesting of all veterans, and 29 residents who had previously tested positive have been determined clinically recovered.
- As infection control remains a focus of the Chelsea Soldiers' Home, the Chelsea Clinical Command continues to monitor and enforce staff use of personal protective equipment (PPE), as well as source new PPE. We are also continuing to coordinate closely with the VA Health Care System.
- 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 current results as of June 22 are as follows:**
 - Residents
 - 7 veteran residents are positive
 - 177 veteran residents have tested negative
 - 29 residents have recovered, meaning they previously tested positive and are now clinically recovered
 - 42 veteran resident deaths (31 tested positive, 11 tested negative)
 - Today's update includes the death of one veteran who tested negative, and was receiving hospice care at an acute care facility offsite
 - Employees:
 - Employees have been retested, and there 36 employees are positive

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Resources

Red Cross Virtual Family Assistance Center

In order to provide support to families and communities who have suffered loss as a result of the COVID-19 pandemic, the American Red Cross has developed a Virtual Family Assistance Center (VFAC), staffed by a team of specially trained mental health, spiritual care, and health services volunteers who are:

- Connecting with families over the phone to offer condolences, emotional and spiritual support, and access to available resources
- Providing support for virtual memorial services for families, including connecting with local faith-based community partners
- Hosting online classes to foster resilience and facilitate coping skills
- Assisting families with access to national, state or local resources such as grief counseling, legal resources, funeral information, financial information services, or veterans' assistance
- Additional state- and local-specific resources are available.

People can visit: <https://www.redcross.org/virtual-family-assistance-center/ma-family-assistance-center.html> to access this resource with special virtual programs, information, referrals and services to support families in need. People without internet access can **call toll-free 833-492-0094** for help. All Family Assistance Center support will be provided virtually and is completely confidential and free.

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.

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**

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- 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](#)).

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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