

Thursday, August 6, 2020

COVID-19 Command Center

Massachusetts Emergency Management Agency

Situation Update

The Command Center Situation Report is published weekly on Thursdays.

In This Week's Report:

- Latest Data: Public Health Update
- Week in Review: Key State Actions
 - COVID-19 Travel Order Takes Effect
 - #MaskUpMA Initiative Launched
 - Emergency Management and Disaster Recovery Updates
 - ICYMI: Surveillance Testing in Long-Term Care
 - Holyoke and Chelsea Soldiers' Homes Weekly Update



On August 4, Governor Baker and Secretary Sudders provided the Commonwealth's COVID-19 update and highlighted the work of Boston MedFlight during a visit to the nonprofit's headquarters at Hanscom Field. So far during the pandemic, the Boston MedFlight team has cared for and transported nearly 700 covid patients, according to CEO Maura Hughes.

Helpful Links:

- [COVID-19 Travel Order](#)
- [Mass.gov/findfoodhelp](#)
- [Stop the Spread](#)
- [Reopening Massachusetts](#)
- [Mass.Gov/covid19](#)
- [Massachusetts Emergency Management Agency](#)
- [Unemployment & COVID-19](#)
- [Dept. Of Transitional Assistance Online Portal](#)
- [FrontlineMA.org](#)
- [Emergency Childcare Site](#)
- [COVID-19 Cost Eligibility and Tracking 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 8/06**

111,533 Total Confirmed Cases ([click here for more information](#))

8,470 Deaths among confirmed cases

1,262,877 individuals tested for the virus to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States **Last Updated 8/06**

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:

4,802,491 Total Cases

157,631 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.

Latest Data: COVID-19 Public Health Update

Testing Update:

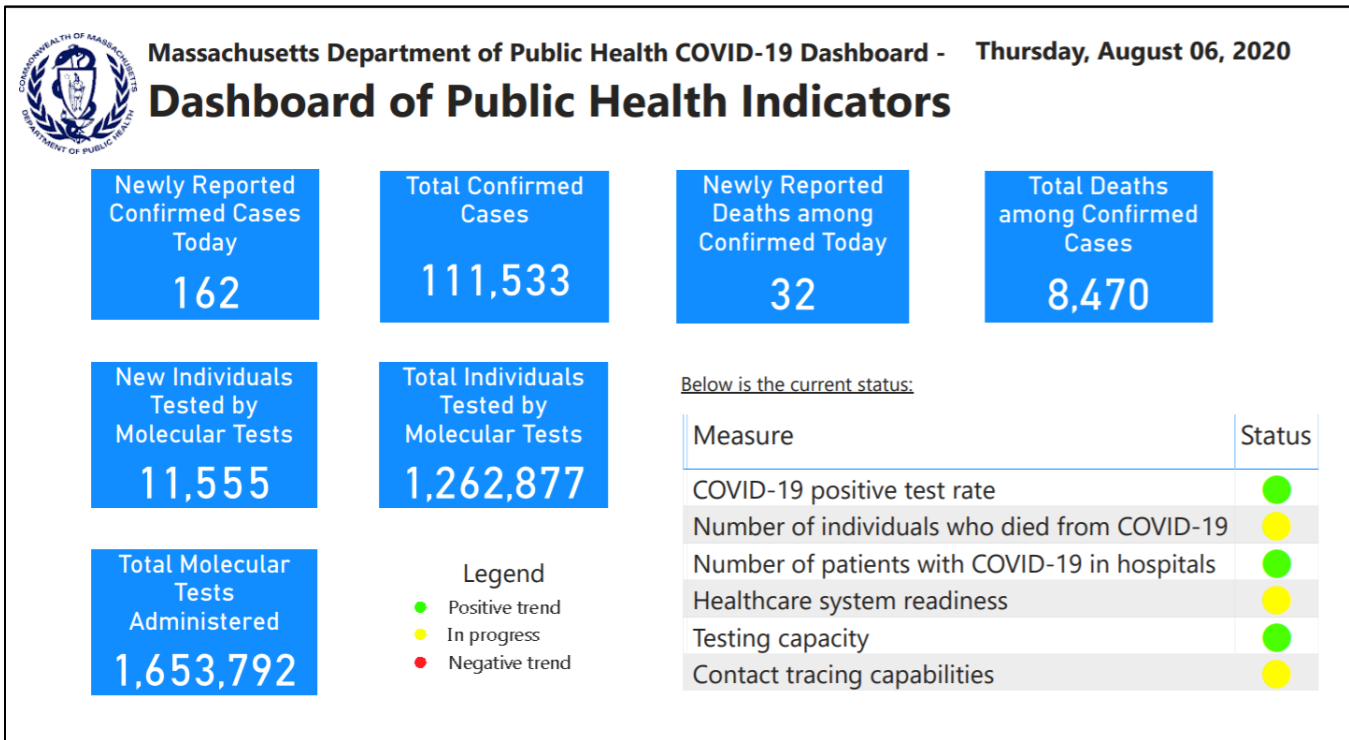
Today, more than **11,500** new individuals tested by molecular (viral) tests were reported in Massachusetts with **162** newly reported confirmed positive cases. The total molecular tests administered to date is more than **1,65 million**.

Hospitalizations & Capacity Update: As of today, **403** people are hospitalized, with **73** reported to be in the Intensive Care Unit (ICU). Key indicators from today's Daily Dashboard are below.

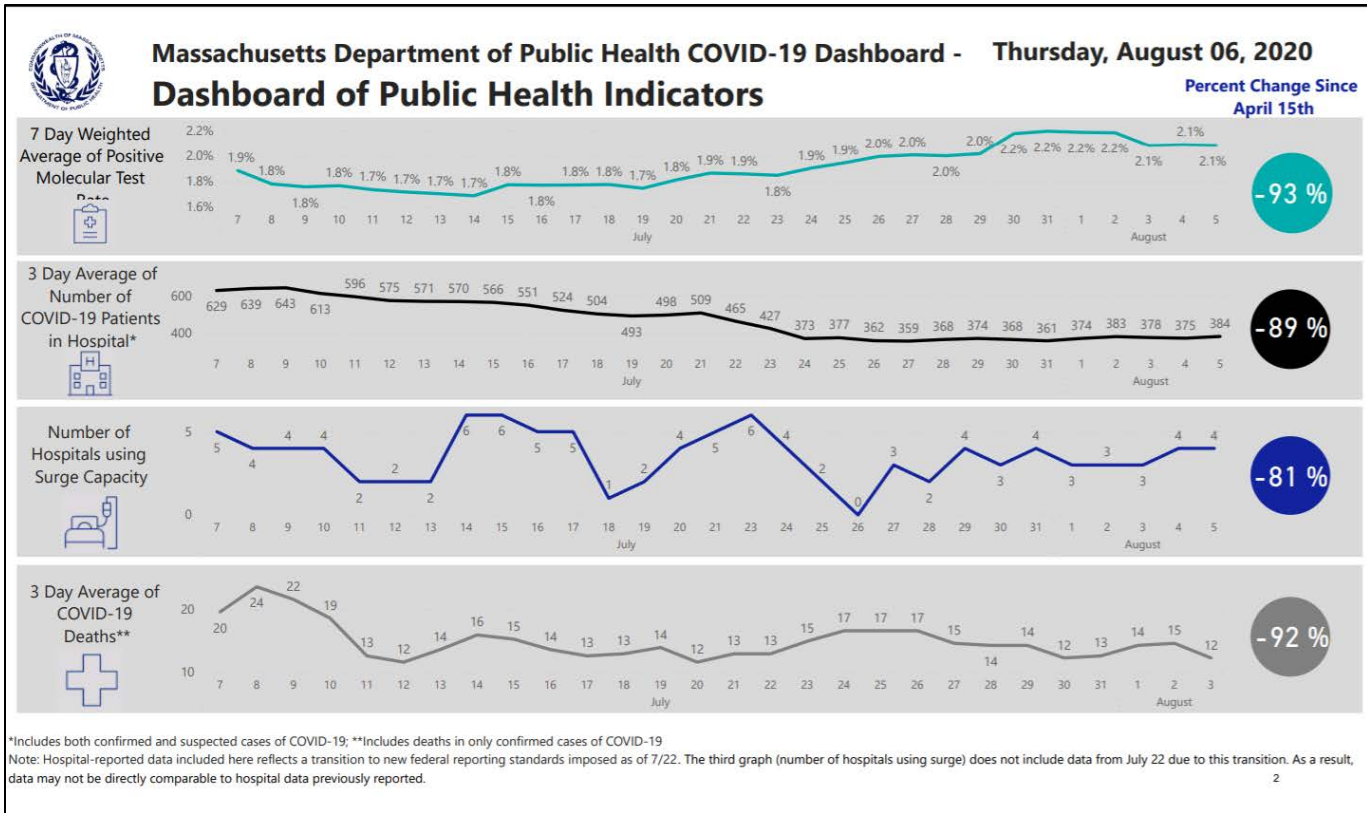
New Weekly Public Health Data Report Released

Yesterday, the Command Center released the comprehensive [COVID-19 Weekly Public Health Report](#).

DPH has also posted an archive of previously released city and town data dating back to April on the COVID-19 reporting page. The Weekly Public Health Report includes also includes data on recoveries, along with detailed case and death data related to long term care facilities. The report also includes information on new nursing facility staff baseline testing, infection control audits, and more. You can find all the data reports, raw data files, by visiting the [COVID-19 Response Reporting page](#).



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Week in Review: State Actions

#MaskUpMA Initiative Launched:

On Friday, July 31, the Baker-Polito Administration **launched #MaskUpMA**, an effort to continue to remind residents to wear masks and face-coverings in public to stop the spread of COVID-19. The effort underscores the importance of wearing masks across multiple channels including video testimonials on social media, a new PSA, and a website, Mass.Gov/MaskUp. In the week since the campaign was launched residents, elected leaders and members of the Red Sox, Celtics and Bruins have helped spread the word by creating their own posts on social media with the tag #MaskUpMA.



In addition, the Department of Public Health also launched an updated public service announcement video, [which is available here](#). Residents can also visit Mass.Gov/MaskUp to learn more about wearing face-coverings, including best practices and multilingual resources.

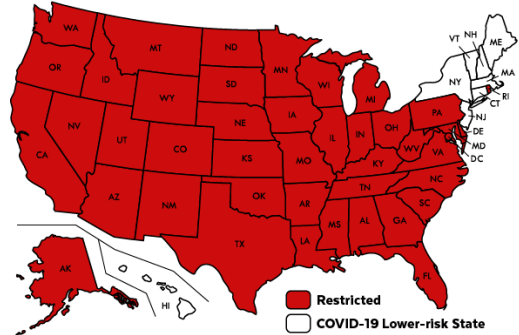
In May, Governor Baker [issued an order](#) requiring residents to wear face-coverings in public where social distancing is not possible. This applies to both indoor and outdoor spaces. Exceptions include children under the age of 2 and those unable to wear a mask or face covering due to a medical condition. Read the full DPH [Guidance](#) and find more detailed information in [Frequently Asked Questions - Face Covering](#).

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COVID-19 Travel Order Takes Effect. RI Removed From Lower-Risk List:

On Saturday, August 1, the Commonwealth's new COVID-19 travel order took effect. As of 12:01 a.m. on that date, all individuals entering Massachusetts, who are over the age of 18 or an unaccompanied minor, including returning residents, must complete and submit the on-line [Massachusetts Travel Form](#) unless the individual meets an exemption below. **Effective tomorrow, August 7, Rhode Island has been removed from DPH's lower risk state list** for MA's new travel order due to increases in both RI's positive test rate and cases per 100,000. All travelers arriving in MA from RI must fill out a form, quarantine for 14-days or produce a negative COVID test. Exemptions apply for regular commuters. Please visit mass.gov/MATraveler for more information

Exemptions:



- **Lower-risk State:** This includes individuals coming from a COVID-19 lower-risk state within the United States, as detailed at mass.gov/MATraveler.
- **Transitory travel:** This includes people who are passing through Massachusetts and permits travelers to drive through the State or to connect to their airplane, bus or train, or to stop at a highway rest stop, but this exception extends only so long as is reasonably required for the traveler to complete their transit, make any necessary airplane, bus, or train connection, or make use of travel services such as at a highway rest stop.
- **Persons Commuting for Work or School:** People who regularly commute, at least weekly, outside of Massachusetts to a fixed place to attend school or work or any person who regularly commutes, at least weekly into Massachusetts to a fixed place to attend school or work; provided that in either case, this exception applies only to and from the person's residence and place of work or school. Workers or students who travel to any place that is not their home state for personal or leisure reasons cannot rely on this exemption.
- **Patients Seeking or Receiving Medical Treatment:** Patients who are traveling to Massachusetts to seek or receive specialized medical care from a physician located in the Commonwealth and persons accompanying and providing needed support to the patient.
- **Military Personnel:** Any person who is required to travel to Massachusetts at the order or directive of a Federal or State military authority.
- **Workers Providing Critical Infrastructure Services:** Workers who enter Massachusetts to perform critical infrastructure functions as specified in Version 3.1 of the listing published by the Federal Cybersecurity and Infrastructure Security Agency are exempt from quarantine while they are commuting to or from or while at work. For the first 14-days after arrival, when the worker is not at work or commuting to work, they must quarantine. Additional information may be found here: <https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce>. Workers who travel to or from Massachusetts for personal or leisure reasons cannot rely on this exemption.

All travelers who do not meet one of the exemptions above must complete and submit the online [Massachusetts Travel Form](#). Failure to submit a completed [Massachusetts Travel Form](#), when required, or failure to comply with the quarantine requirement, if applicable, **may result in a \$500 fine per day**. Additional information about both the [Massachusetts Travel Form](#) and the 14-day quarantine requirement, can be found in this [comprehensive guidance issued by the Massachusetts Department of Public Health](#).

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Framingham Added to Stop the Spread Free COVID-19 Testing Initiative:

On Monday, August 3, the Baker-Polito Administration announced an expansion of its “Stop the Spread” initiative, which provides free COVID-19 testing in targeted communities across the Commonwealth, with a new testing site in Framingham.

This site joins testing sites in 16 other communities - Agawam, Brockton, Chelsea, Everett, Fall River, Lawrence, Lowell, Lynn, Marlborough, Methuen, New Bedford, Randolph, Revere, Springfield, Taunton, and Worcester.



The Stop the Spread initiative is a data-driven focused effort to reduce the prevalence of COVID-19 in communities that are above the state average in total cases, positive test rate, and have experienced a decline in testing levels since April. All residents of these 17 communities, including asymptomatic individuals, are urged to get tested at one of these locations. While these sites are being launched in these communities, they are open to all residents of the Commonwealth.

Framingham’s 14-day average positive test rate increased from 1.82% on July 8th to 3.09% on July 29th. Residents of the 17 communities can visit mass.gov/stophespread to find testing locations, which will be available through August 14.

Residents are reminded that if they test positive for COVID-19, please answer the call when they are contacted by the Community Tracing Collaborative or their local board of health. Also, any individual who needs a safe place to isolate can **call (617) 367-5150** to access an isolation and recovery site at no cost.

MassHealth Issues Initial Termination Notices to 3 Nursing Facilities:

On Monday, August 3, MassHealth issued initial termination notices to three private nursing facilities that have failed to meet the standards and requirements of the MassHealth program during the COVID-19 crisis and have a historic record of poor performance.

Two of these nursing facilities were identified in the Nursing Facility Task Force’s report issued in January 2020 prior to the pandemic as chronically low quality and low volume. The three facilities are Town and Country in Lowell, Hermitage Healthcare in Worcester, and Wareham Healthcare in Wareham. The termination notices are the first step to eliminate a provider from the MassHealth program, which could result in the facility closing.

Throughout the pandemic, the Baker-Polito Administration has developed and executed a multi-pronged strategy to support nursing homes and the residents in their care. The Administration implemented an **Accountability and Support initiative**, which included baseline testing of all residents and staff, constant oversight through regular infection control audits, access to personal protective equipment, and significant state funding increases along with additional federal funding. ([Read the MassHealth News Release for more info.](#))

Important Updates

COVID Safe Practices Concern Form:

DPH has posted a [COVID Safe Practices Concern Form](#) for individuals who wish to report concerns about non-compliance with the Commonwealth’s travel advisory quarantine, face covering, gathering, or other public

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health rules. DPH or a local board of health may follow up with individuals who choose to provide contact information when they submit the form.

Updated DPH Guidance:

- [Update to Aerosol Generating Procedures and Recommended PPE](#) identifies procedures performed on patients that are more likely to generate higher concentrations of infectious respiratory aerosols that potentially put healthcare personnel and others at an increased risk for pathogen exposure and infection so that health care personnel can appropriately select and prioritize personal protective equipment when providing care.
- [July Update to Caring for Long-Term Care Residents during the COVID-19 Emergency](#) provides updated recommendations for admitting and caring for residents with presumed or confirmed COVID-19 including guidance on screening of all individuals, use of PPE, staffing, separation of COVID-19 positive residents, updated admissions, and nursing homes with dedicated COVID-19 space.

Emergency Management and Disaster Recovery Updates:

Mass Care

- 2 state contracted quarantine/isolation hotels in the communities of Northampton and Everett continue to receive client placements.
 - Currently 24 residents are housed in these hotels (change of -1 since last Thursday)
 - These hotels will continue to operate into August to support the “Stop the Spread” testing initiative.
- A total of 128,275 meals have been distributed to date through state contracted hotel sites and distributions of food boxes and meal bags.
- Tent operations supporting homeless individuals continue in Haverhill.

Logistics (including Personal Protective Equipment and Supplies)

- 18 orders have been prepared for pickup or delivery this week.
- MEMA Logistics has moved its operations from its former location in Marlborough to the new State Logistics Warehouse in Franklin. All stock from Marlborough, as well as the personnel and equipment, has transitioned to Franklin, and distribution operations have begun at the new facility.
- DPH - There were 15 deliveries to health care entities on Tuesday 8/4 (6 PPE/10 testing supplies – 1 facility requested both) and 17 deliveries are scheduled for Friday 8/7 (12 PPE/6 testing supplies – 1 facility requested both).

Disaster Recovery

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. Highlights from the Disaster Recovery process include the following:

- Massachusetts Crisis Counseling received SAMHSA notice of Award for their Regular Services Program on August 5, 2020.
- Streamlined Application Tutorial video added to the Disaster Recovery [website](#) as a resource for Applicants.
- Long Term Recovery: MEMA, EOE, and DPH met with the FEMA Region I Long-Term Recovery team for a briefing on Boston Area higher education sector coordination meeting that took place earlier this week.

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There will be additional meetings and brief-outs next week with city, state, and the federal Recovery Support Function Leadership Group (RSFLG) in Washington DC.

- Total FEMA RPA Applicants: 548 (+7)
- Total # Obligated Projects: 18 / \$7,454,196.95 (+1 / +\$7,666.70)
- Total # of Payments Disbursed: 2 / \$444,131.50 (no change)
- Online Applicant Technical Assistant Requests: 420 (+3)
- Continuing to provide technical assistance to project applicants.

ICYMI: Surveillance Testing in Long-Term Care Facilities

On June 30, the Command Center issued [evidence-based surveillance testing guidance](#) for long-term care facilities that started with a new round of baseline testing of staff members. Based on the results of that testing, facilities will follow strict guidelines for further testing if positive cases are identified, or ongoing surveillance testing if no new positive cases are identified during the new round of baseline testing. Compliance with the testing program is required in nursing facilities and rest homes and is recommended for assisted living residences. This strategy will continue through the end of September, at which point the results will be assessed based on public health metrics. Facilities are expected to organize their own testing of staff through qualified testing providers, and the Commonwealth is funding the initiative in nursing facilities and rest homes through September.

To determine the cadence of surveillance testing, nursing facilities and rest homes were required to perform baseline testing of at least 90% of staff by July 19th. Based on these results, facilities were required to adhere to a surveillance testing regimen:

- If there are COVID+ cases, the facility must test all staff weekly until there are no new cases for two weeks.
- If there are no COVID+ cases, the facility must either test all staff, or 30% of staff, bi-weekly, depending on the COVID-19 transmission rates in the facility’s EMS region.

As of July 30, 113 of 429 long-term care facilities have met the required testing threshold and 278 facilities are in week 1 of a biweekly reporting period. Eight facilities did not meet the required testing threshold, and 30 facilities did not report their testing data. You can find a list of facilities and their compliance status beginning on [page 32 of the weekly Public Health Report](#).

COVID-19 Cases in Long-Term Care (LTC) Facilities (as of 8/06)	
Residents/Healthcare Workers of LTC Facilities	24,450
LTC Facilities Reporting at Least One Case of COVID-19	376
Deaths Reported in LTC Facilities	5,541



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

CALL US MONDAY THRU FRIDAY FROM 9AM-5PM



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Holyoke Soldiers' Home Weekly Update

- Over the past week, 4 veteran residents and 7 staff of the Soldiers' Home in Holyoke who previously tested positive and are clinically recovered from COVID-19 and tested positive.
 - All these individuals do not have symptoms or are suspected to have an alternate non-COVID explanation for their symptoms.
- The Home has been implementing protocols for clinically recovered individuals, who may test positive even after they are clinically recovered.
- The Soldiers' Home's medical team is making all clinical decisions following [the latest CDC guidance](#), which continues to evolve as the medical community learns more about this new virus. The CDC recommends making medical decisions regarding when to end isolation and determine that the patient has recovered based on symptoms and time elapsed.
 - Since the start of the pandemic, more than 80 residents had been determined clinically recovered, which means that they at one point tested positive for COVID-19 but are now considered clinically recovered as defined by federal CDC guidance.
 - Individuals are determined recovered according to CDC guidance, and may test positive even after being clinically recovered. This is a known consequence of the PCR test, which is extremely positive to picking up virus or viral remnants even weeks after recovery.
- Regular onsite testing is being conducted every two weeks. Last week, additional full-house resident and staff testing was done for residents and staff. An additional round of testing will be done this week.
 - Outside of regular facility testing, residents are closely monitored and if there is any sign of COVID-like symptoms, they are immediately retested.
- Onsite grief and trauma counseling are beginning this week for staff to support them during this difficult time. Limited-size sessions are being offered to staff and require social distancing.
- Visitation has been temporarily suspended until August 11 out of an abundance of caution to protect the health and safety of veteran residents and loved ones, as the [outdoor visitation plan](#) is contingent on the continued stability of infection control and public health metrics, which are monitored daily and coordinated with state and local health officials.
 - Video visits between veteran residents and their loved ones are continuing, 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.
- In June, the Baker-Polito Administration released the independent report ordered by Governor Baker to investigate the COVID-19 outbreak at Holyoke Soldiers' Home, and announced a series of reforms to strengthen its governance and oversight of the Home, improving staffing processes, providing quality care for our Veterans, and planning for significant capital improvements.
- The Soldiers' Home leadership is committed to ensuring the safety of the Veteran residents and restoring the Home to its rightful place that treats them with dignity, honor and respect. 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.
- Phase 1 of the refresh project, which involved updating the interiors of the 3rd floor units for enhanced infection control, is nearing completion this month.
- 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. 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

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for veterans both on- and off-site as clinically appropriate.

- **The current status as August 4 is as follows:**
 - The current status of all residents:
 - 0 positive and not clinically recovered
 - 4 veterans who previously tested positive, are clinically recovered, and are asymptomatic showed positive test results. 3 have no symptoms and the 4th has an alternative explanation for their symptoms and is doing well. Out of an abundance of caution, all 4 are being isolated from other veterans.
 - 59 veterans are negative
 - 2 residents have pending tests
 - 77 residents have been determined clinically recovered
 - 1 resident has refused testing
 - Resident locations:
 - 111 veterans are onsite
 - 32 veterans are offsite
 - Since March 1, there have been 76 deaths of veterans who tested positive
 - All employees had been determined clinically recovered, and employees were retested again Thursday and Friday of last week.
 - Of the 328 staff, 289 agreed to testing in last week's second round of testing.
 - 7 staff who had previously tested positive and are clinically recovered tested positive again. All are asymptomatic but out of an abundance of caution, they have been directed to self-quarantine. 6 of those 7 on a re-swab came back negative later in the week (the 7th was not tested as their employment has since ended).
- The Soldiers' Home in Holyoke is continuing regular reporting on the status of COVID-19 cases at the facility, and has moved to weekly reporting each Tuesday, and is reporting only deaths of individuals who are active COVID-19 cases. As a long-term care facility, the Soldiers' Home in Holyoke cares for aging individuals, many of whom have significant health needs and are receiving end of life care or hospice. As the Home recovers from the impact of the COVID-19 pandemic, some aging or sick residents will die of natural causes as they would if there were not a pandemic, and the deaths are not attributed to COVID-19.
- Beginning July 3, 2020, the Massachusetts Veterans' Memorial Cemeteries in Agawam and Winchendon [resumed](#) Military Committal Services for veterans who have died. Military Committal Services include the Folding of the Flag, Taps, and a Firing Volley. Military Committal Services are resuming with [revised protocols](#) based on infection control guidance from the Massachusetts Department of Public Health (DPH).
- Governor Charlie Baker has advised flags to 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.

Chelsea Soldiers' Home Weekly Update

- The Chelsea Soldiers' Home continues to welcome visitors for outdoor visitation between veterans and loved ones and at the start of this week there had been nearly 300 visits. Following [visitation guidance](#), the Home's protocols prioritize the health and safety of 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.

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- Outdoor visitation is occurring 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 is reporting the recovery of residents based on clinical determinations following the retesting of all veterans, and 43 residents who had previously tested positive have been determined clinically recovered.
- Last week, the Soldiers' Home Recreation Department hosted mini ice cream socials parties, respecting social distancing, for Long Term Care Veterans on each ward.
- The Home has eased restrictions for Dorm residents, who can now order food delivery from area restaurants, and drive in their personal vehicles off-site to medical appointments. The curfew has been extended, now from 11pm - 5am. Dorm veterans are visiting a local outdoor music event, respecting social distancing.
- The Soldiers' Home in Chelsea monitors the PPE supply, and continues to receive shipments of PPE including gloves, masks, eye protection, gowns, and shoe covers. The Incident Command team at the Chelsea Soldiers' Home continues to enforce staff use of personal protective equipment (PPE), as well as source PPE to ensure that residents and staff have access to critical safety equipment. The team continues to coordinate closely with the VA Health Care System.
- **The current status as of August 4 is as follows:**
 - Residents:
 - 0 veteran residents are positive and not clinically recovered
 - 152 veteran residents are negative
 - 43 residents have recovered, meaning they previously tested positive and are now clinically recovered
 - 43 veteran resident deaths (31 tested positive, 11 tested negative, 1 clinically recovered)
 - Employees:
 - 0 employees are positive
 - All employees who previously tested positive have been determined clinically recovered
- Beginning July 3, 2020, the Massachusetts Veterans' Memorial Cemeteries in Agawam and Winchendon [resumed](#) Military Committal Services for veterans who have died. Military Committal Services include the Folding of the Flag, Taps, and a Firing Volley. Military Committal Services are resuming with [revised protocols](#) based on infection control guidance from the Massachusetts Department of Public Health (DPH).
- Governor Charlie Baker has advised flags to 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.

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

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- 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.

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.

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](#)

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Short videos:

Overview of COVID-19 Testing	Importance of COVID-19 Testing	How to Safely Cover Your Face Outside of Home
<ul style="list-style-type: none"> • English • Spanish • Portuguese • Simplified Chinese • Traditional Chinese • Vietnamese • Haitian Creole 	<ul style="list-style-type: none"> • English • Spanish • Portuguese • Simplified Chinese • Traditional Chinese • Vietnamese • Haitian Creole 	<ul style="list-style-type: none"> • Spanish • Portuguese • Simplified Chinese • Traditional Chinese • Haitian Creole • Vietnamese

- [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 and Stay Home,” and “Stay Safe. Save Lives.”

How to Help Out

- [Donate](#) to the Massachusetts COVID-19 Relief Fund.
- Volunteer opportunities for health professionals: [Please click here.](#)
- Health care facilities can learn more about [requesting personal protective equipment 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 to learn more. 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