

Wednesday, May 20, 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 Visits Manufacturer in Braintree
- Virtual Memorial Day Observances
- Update on Mobile Testing Numbers
- Update on Holyoke and Chelsea Soldiers' Homes



Governor Charlie Baker gets a tour from Tom O'Keefe, CEO at Symmons Industries in Braintree on May 20, 2020.

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 5/20**

88,970 Total Cases ([click here for more information](#))

6,066 Deaths

489,953 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States **Last Updated 5/20**

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:

1,528,235 Total Cases

91,664 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 visited Symmons Industries in Braintree, a commercial and residential plumbing product manufacturer that has been producing personal protective equipment to support the COVID-19 response and is now resuming normal operations through the implementation of workplace safety standards and protocols. ([Read the press release here](#)).

Daily Update on Testing, Hospitalizations, and PPE Distribution

Testing:

- Yesterday (May 19th) approximately 7,700 new tests were reported in Massachusetts. Over 476,000 total tests have been completed to date.
 - 9.7% of yesterday's tests were positive. Positive test rates have been around 10% for the past week.

Hospitalizations and Capacity:

- As of May 19th, the number of hospitalizations continues to trend downward.
- Approximately 2,500 individuals are reported hospitalized.

Personal Protective Equipment:

- To date, the Commonwealth has delivered over 11.5 million pieces of PPE; this includes masks, gloves, gowns, and ventilators distributed to health care workers, first responders and others.
- The Command Center continues to aggressively pursue all supply chain avenues.

Visit to Braintree Manufacturer Highlights Workplace Safety Standards Implementation

Governor Charlie Baker and Lt. Governor Karyn Polito today toured Symmons Industries, an 80-year-old Massachusetts manufacturer that has implemented the new [Mandatory Workplace Safety Standards](#) as manufacturing operations scale back up.

Symmons Industries manufactures precision plumbing fixtures for both commercial and residential use, and has been producing critical personal protective equipment (PPE) to support the Commonwealth's COVID-19 response.

On May 11, the Baker-Polito Administration [announced](#) new Mandatory Workplace Safety Standards designed to reduce the spread of COVID-19 in workplaces. Developed by the Department of Public Health, the COVID-19 Command Center and the Reopening Advisory Board, these standards detail new policies for social distancing, hygiene, staff and operations, and cleaning and disinfecting that all workplaces must follow.

The Reopening Advisory Board also [released](#) new Sector Specific Protocols that describe policies, procedures and best practices that particular industries should follow to decrease the risk of COVID-19 transmission. Businesses self-certify that they are complying with new rules by developing a COVID-19 control plan and displaying a signed attestation poster in a place on premises visible to employees and visitors. In addition to new protocols for manufacturing, the Baker-Polito Administration also released guidelines for other industries opening in Phase 1, including construction, laboratories, hair salons and barbershops, car washes, pet grooming and office spaces.

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

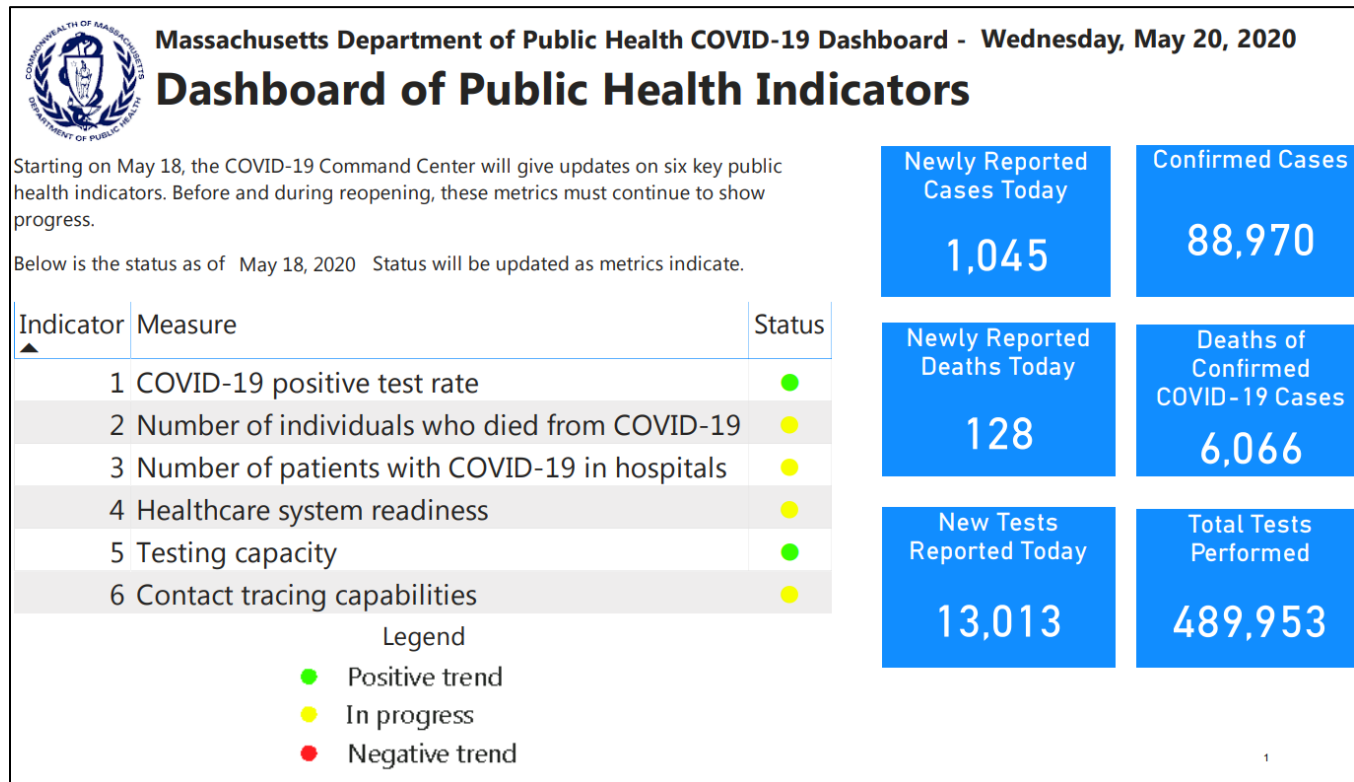
“The safety of our employees and customers is the most important priority for Symmons Industries,” said **Symmons Industries CEO Tim O’Keeffe**. “The materials produced by the Baker-Polito Reopening Advisory Board were informative, easy to use and specifically tailored to the manufacturing sector. We were able to quickly implement additional policies and procedures to meet the new safety standards, which will help us prevent the transmission of COVID-19 in our workplace.”

These safety standards and protocols serve as critical components of “Reopening Massachusetts,” the Administration’s [comprehensive plan](#) to safely and responsibly reopen the Massachusetts economy, and all businesses must adhere to and implement them by no later than May 25.

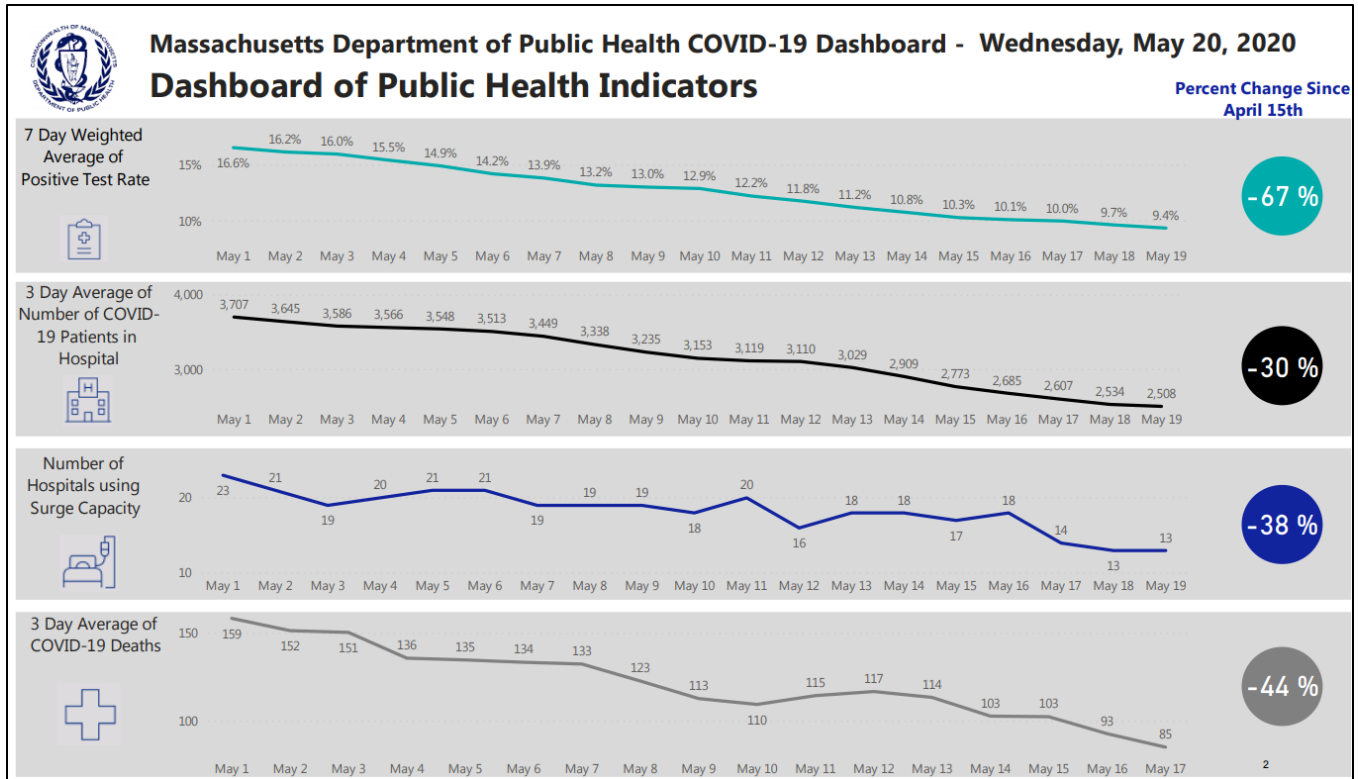
Have a question about Reopening Massachusetts? You can submit your questions and comments about the phased reopening effort by visiting the Reopening Massachusetts website. ([Submit your questions here.](#))

COVID-19 Public Health Data

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 for 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:



COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT



Important Updates

Memorial Day Observances: The Soldiers' Homes in Chelsea and Holyoke will be holding virtual events this week in honor of Memorial Day. All are invited to view these special remembrances.

- **Thursday, May 21 - Chelsea Soldiers' Home virtual observance will be streamed on the [Home's Facebook page at 5pm Thursday](https://www.facebook.com/ChelseaSoldiersHome/).** The program will be available on their Facebook page on demand following the stream. <https://www.facebook.com/ChelseaSoldiersHome/>
- **Friday, May 22 - Holyoke Soldiers' Home virtual observance will be streamed on the [Home's Facebook page at 5pm Friday](https://www.facebook.com/watch/HolyokeSoldiersHome/).** The program will be available on their Facebook page on demand following the stream. <https://www.facebook.com/watch/HolyokeSoldiersHome/>



COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

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

Onsite Testing

Date	Number of Tests Completed	Unique Facilities Visited
5/20	535	10
Total (as of 5/20)	46,122	431

COVID-19 Cases in Long-Term Care (LTC) Facilities (as of 5/20)	
Residents/Healthcare Workers of LTC Facilities	18,801
LTC Facilities Reporting at Least One Case of COVID-19	344
Deaths Reported in LTC Facilities	3,701

**Mobile Testing at EOHHS Group Homes & Care Sites
(as of 5/20 by Fallon Ambulance Service)**

DDS, DMH, DCF and DPH Facilities	
Clients	10,885
Staff	15,719
Total Tests	26,604
Number of Locations	1,679



**NURSING HOME
FAMILY RESOURCE LINE**

617-660-5399

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



Holyoke Soldiers' Home Update

- After thorough planning, today the work on the Third Floor Refresh Project, an important initiative to prepare the third floor with infection control measures for the return of veterans receiving skilled nursing care at the Holyoke Medical Center, is beginning. Staff working on the project have been thoroughly trained in PPE and the worksite will maintain social distancing.
- This week, the Holyoke Soldiers' Home is distributing configured iPads - from the donated iPads generously provided by Brighton Marine -- for veterans at the Home and at the Holyoke Medical Center to use to communicate with families while in-person visits are not available.
 - 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.
- 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.
- 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

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

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.

- 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 Wednesday May 20:**
 - 89 veteran resident deaths (74 positive, 14 negatives, 1 unknown)
 - Today's update includes the death of one resident who had tested negative, was DNR, and was receiving nursing facility care at the Holyoke Medical Center
 - Testing results of all residents:
 - 77 veteran residents have tested positive
 - 58 veteran residents have tested negative
 - 0 veteran residents have pending tests
 - Resident locations:
 - 104 residents are onsite
 - 31 residents are offsite
 - 30 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

- This afternoon the Soldiers' Home began distributing iPads to Veterans who live in the domiciliary - a dormitory independent living style residence on the campus. This gift was made possible through a generous donation by Brighton Marine, who donated a total of 200 iPads to keep Veterans connected during this pandemic. iPads have also been deployed throughout the Long Term Care facility.
- 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 continues to review 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.
- Video visits between veteran residents and their loved ones are continuing 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 Wednesday May 20:**

COVID-19 RESPONSE COMMAND CENTER DAILY SITUATION REPORT

- 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

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,

COVID-19 RESPONSE COMMAND CENTER DAILY SITUATION REPORT

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 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)

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

- [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.

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

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

What we will do:

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

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