

Thursday, June 4, 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)
- MBTA's RIDE Distributing Food to Vulnerable Residents
- COVID-19 Testing Widely Available
- Scam Alert: How to Report Suspected Unemployment Claim Fraud
- Update on Mobile Testing Numbers
- Update on Holyoke and Chelsea Soldiers' Homes



Helpful Links:

- [Reopening Massachusetts](#)
- [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 6/04

102,063 Total Cases ([click here for more information](#))

7,201 Deaths

621,248 patients tested for the virus to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States Last Updated 6/04

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:

1,842,101 Total Cases

107,029 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

MBTA's RIDE Distributing Food to Vulnerable Residents ([News Release](#))

The MBTA today announced a partnership with the City of Boston, YMCA of Greater Boston, and The Greater Boston Food Bank (GBFB) to help provide Boston's most vulnerable residents with access to food by utilizing the RIDE paratransit service.

As ridership on the MBTA's RIDE service has significantly declined during the COVID-19 situation, available RIDE vehicles are currently being utilized to pick up and deliver food items and school meals. Collaborating with GBFB and the YMCA, RIDE drivers arrive at the YMCA location on Huntington Avenue daily to pick up an assortment of grocery bags and shelf stable school meals. Groceries are delivered by RIDE vehicles to designated homes, the amount based on the size of the household and whether or not the family is enrolled in the Boston Public School partnership.

Under the leadership of Mayor Walsh, the City of Boston has provided more than 1.2 million free meals to youth across 68 sites since the beginning of the COVID-19 public health emergency. Since expanding the number of meal sites to also serve adults in April, the City has distributed nearly 100,000 meals to adults. As of the end of May 2020, the RIDE has completed over 3,185 deliveries, totaling 5,129 grocery bags and 24,000 school meals to over 1,200 Boston Public School children. Residents can visit boston.gov/COVID19food or call 311 to find food resources, including meal sites for youth and adults, food pantries, and more.



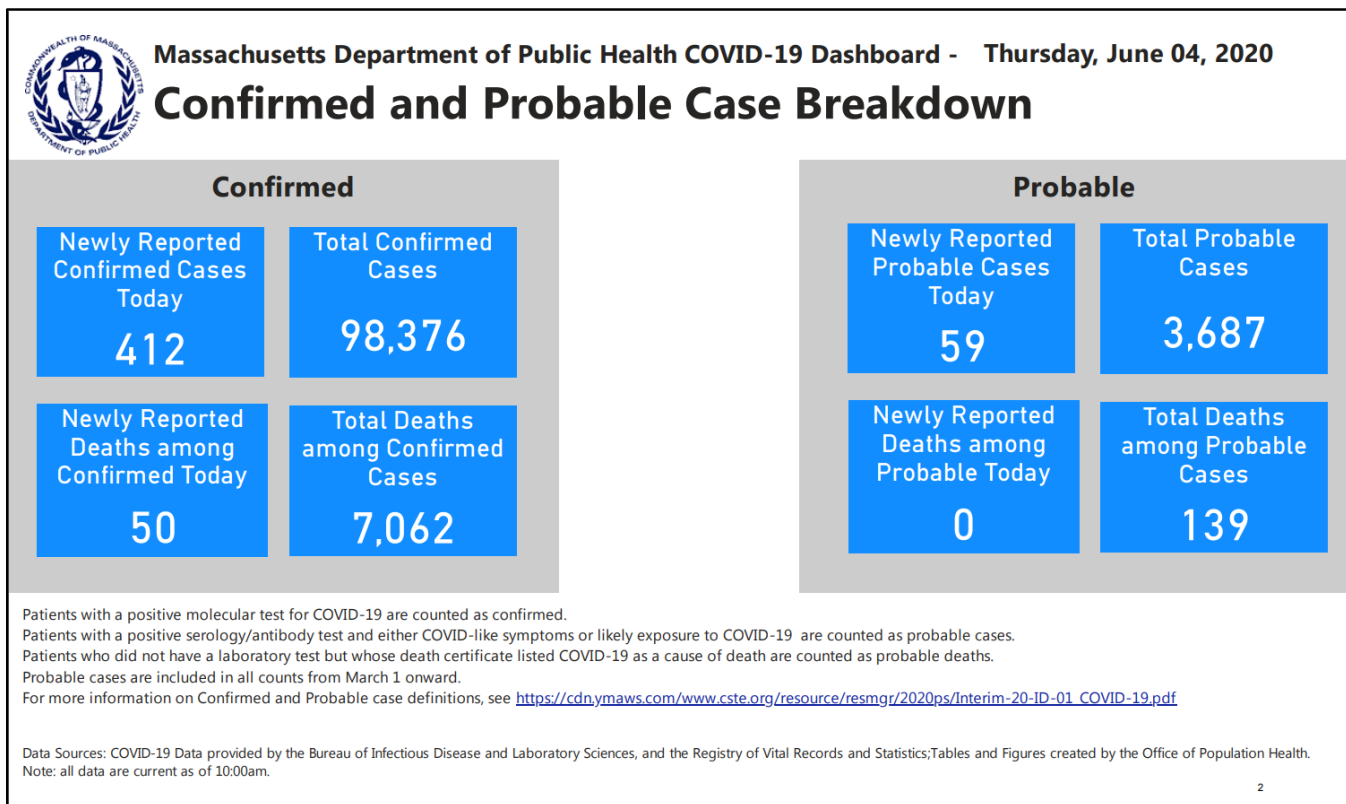
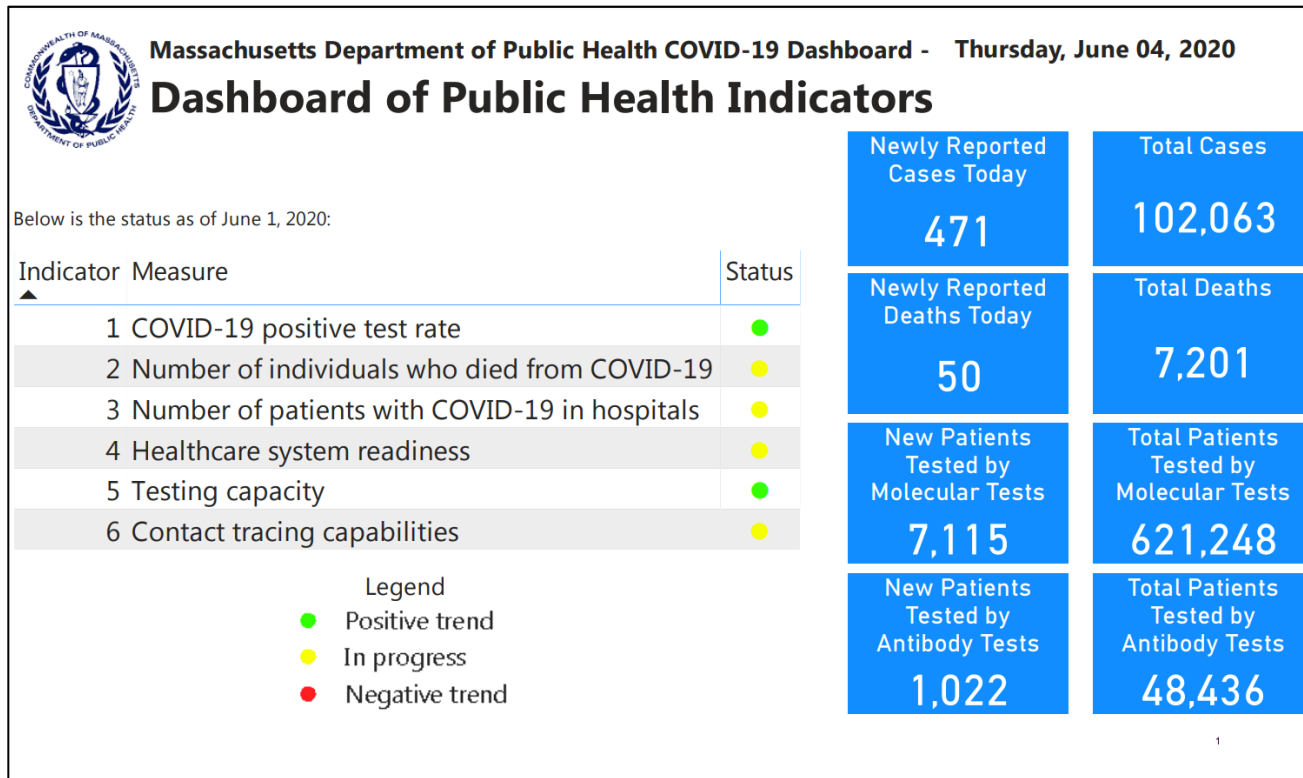
COVID-19 Testing is Available

Massachusetts has dramatically increased testing capacity and remains a national leader in per-capita testing. Looking for a COVID-19 test site? 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. CVS reports that its testing sites have wide availability for people with a symptom, or who are a close contact with someone who has COVID-19. CVS sites do not require individuals to see a doctor first, and many offer same-day appointments.

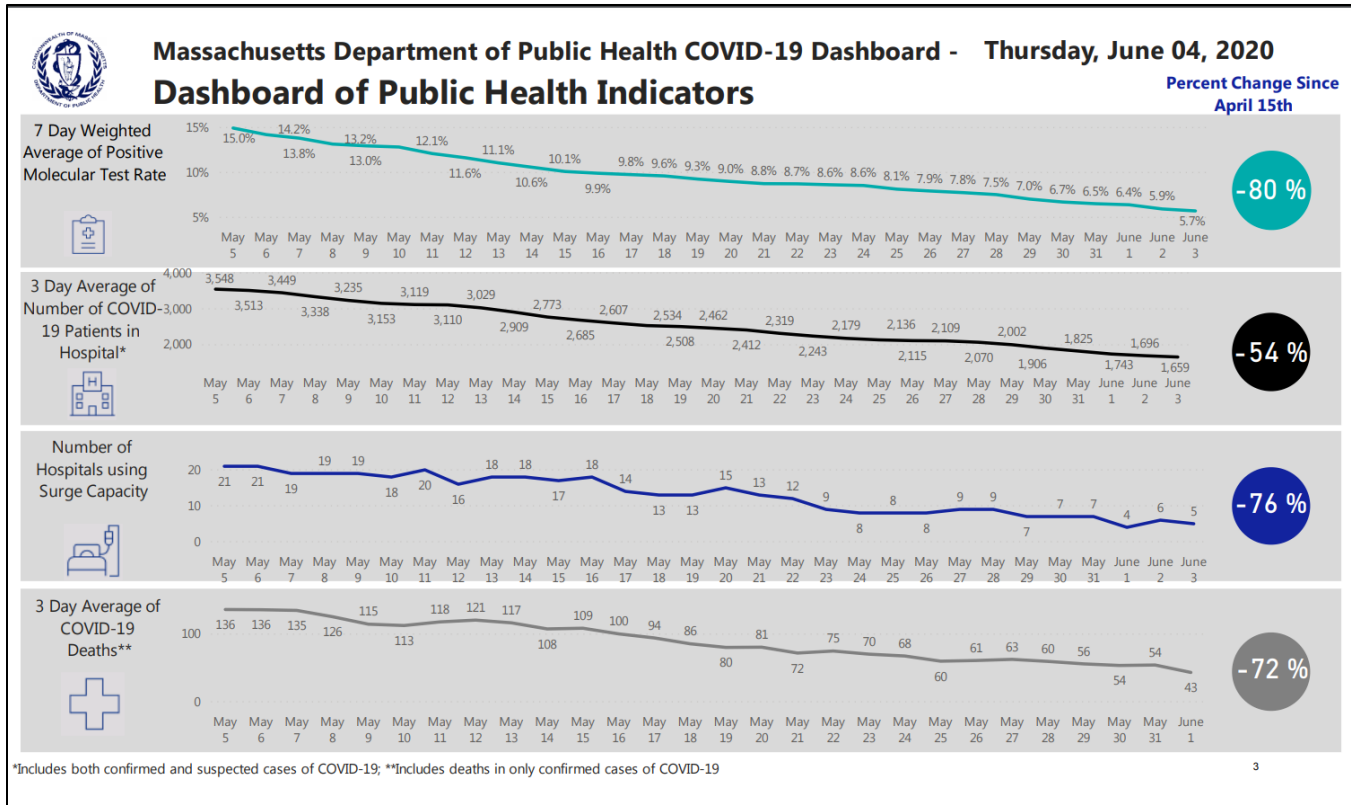
ICYMI: New Data on COVID-19 Recoveries Added to Weekly Public Health Report

On Wednesday, the Command Center released the comprehensive Weekly COVID-19 Public Health Report, which is posted each week. **For the first time, DPH is reporting data on those who have recovered from COVID-19 on [page 22 of the report](#).** The Weekly COVID-19 Public Health Report also includes town-by-town case and testing information, along with detailed case and death data related to long term care facilities. The report also includes update on nursing facility audits and more. You can find all the data reports by visiting the [COVID-19 Response Reporting page](#). ([Find the Data Files Here](#)). **Key data reflected in today's Daily Dashboard is provided below:**

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT



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Important Updates

Scam Alert: National Unemployment Fraud Scheme

The Department of Unemployment Assistance's (DUA) top priority is to protect unemployment claimants and make sure money disbursed through the system is going to valid unemployment claims.

[Criminal enterprises using stolen personal information from earlier national data breaches have been attempting to file fraudulent unemployment claims through the DUA system.](#) This is part of a national unemployment fraud scheme.

If you believe someone has applied for unemployment benefits using your personal information, use our [secure fraud reporting form](#) to alert us or call the DUA customer service department at [\(877\) 626-6800](tel:8776266800).

Mass.gov

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LIVING WORKING LEARNING VISITING & EXPLORING YOUR GOVERNMENT COVID-19

OFFERED BY Department of Unemployment Assistance Show more

RELATED TO COVID-19 and Unemployment What you need to know Show more

Report unemployment benefits fraud

If you believe someone is using your identity to falsely claim unemployment benefits, learn how to report the fraud and what to do to protect yourself.

TABLE OF CONTENTS

- How to report unemployment benefits fraud
- If you believe you are a victim of fraud
- Identifying unemployment scams
- Helpful links
- Related

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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
6/4	544	7
Total (as of 6/4)	48,557	447

COVID-19 Cases in Long-Term Care (LTC) Facilities (as of 6/04)	
Residents/Healthcare Workers of LTC Facilities	21,892
LTC Facilities Reporting at Least One Case of COVID-19	350
Deaths Reported in LTC Facilities	4,479

Mobile Testing at EOHHS Group Homes & Care Sites (as of 6/4 by Fallon Ambulance Service)

DDS, DMH, DCF and DPH Facilities	
Clients	12,140
Staff	17,199
Total Tests	29,339
Number of Locations	1,947



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

CALL US MONDAY THRU FRIDAY FROM 9AM-5PM



Holyoke Soldiers' Home Update

- The Soldiers' Home in Holyoke is actively preparing to resume outdoor visitation per the state-issued guidelines in the middle of June. The following steps are being taken in preparation: conducting another round of full house COVID-19 testing of Veteran residents and staff, developing outdoor visitation protocols that prioritize the health and safety of our Veterans and staff with continued focus on infection control. All Veterans were retested yesterday, which significantly modified the results, which will be updated once full results are received.
 - On Monday, Governor Charlie Baker announced that restrictions on visitation at nursing homes, rest homes, and assisted living residences implemented March 15th have been modified to allow for outdoor visitation for families with restrictions for continued public health. 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.
- 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.
- For the Soldiers' Homes in Holyoke, we expect to resume outdoor visitation per the state-issued guidelines in the middle of June. We are actively planning and preparing

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- 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 to build capacity for resuming regular operations and moving to the recovery phase.
- Staff continue to work with veterans on iPad training, and have started to individualize iPads for veterans with contacts and apps. Members of the National Guard are supporting this and other recreation. iPads are being used 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.
- 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 Soldiers' Home in Holyoke presented a virtual Memorial Day service, as part of the state's efforts to hold Memorial Day events virtually this year to honor military who have sacrificed for our country, and veterans who have passed in the last year. The program will continue to be available for viewing on their [Facebook page](#).
- **These numbers will be updated when retesting results are received.** The most recent numbers are those from Tuesday, June 2:
 - 93 veteran resident deaths (76 positive, 16 negatives, 1 unknown)
 - Testing results of all residents:
 - 74 veteran residents have tested positive
 - 57 veteran residents have tested negative
 - Resident locations:
 - 103 residents are onsite
 - 28 residents are offsite
 - 28 residents are at a dedicated skilled nursing unit at Holyoke Medical Center
 - 0 residents are receiving acute care offsite
 - 84 employees have tested positive

Chelsea Soldiers' Home Update

- The Soldiers' Home in Chelsea is actively preparing to resume outdoor visitation per the state-issued guidelines in the middle of June, and is taking the follow steps in advance of that: conducting another round of full house COVID-19 testing of Veteran residents and staff, developing outdoor visitation protocols that prioritize the health and safety of our Veterans and staff with continued focus on infection control. All Veterans and staff will be tested in the next week.
 - On Monday, Governor Charlie Baker announced that restrictions on visitation at nursing homes, rest homes, and assisted living residences implemented March 15 have been modified to allow for outdoor visitation for families with restrictions for continued public health. 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.

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- Chelsea has been revisiting their plan to deliver long-term care in the coming years, and has begun a project with the Division of Capital Asset Management and Maintenance (DCAMM) to convert existing wards into separate living spaces for infection control purposes in the interim time before the completion of the new Community Living Center. At the end of the construction the projected new maximum available census will be 112 Veterans; previously, Chelsea had been approved to maintain a maximum census of 139 Veterans. This project will not impact the current veterans at the Soldiers' Home, and no veterans will be moved out of the facility during construction.
- 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). 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 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 Soldiers' Home in Chelsea presented a virtual Memorial Day service, as part of the state's efforts to hold Memorial Day events virtually this year to honor military who have sacrificed for our country, and veterans who have passed in the last year. The program is still available for viewing on the Home's [Facebook page](#).
- **The numbers at the Chelsea Soldiers' Home as of Thursday June 4:**
 - 40 veteran resident deaths (31 tested positive, 9 tested negative)
 - 36 veteran residents who have tested positive
 - 178 veteran residents who have tested negative
 - 60 staff tested positive

Resources

COVID-19 Isolation and Recovery Sites

The Commonwealth's COVID-19 Command Center and MEMA have stood up regional isolation and recovery sites located in hotels across the state.

Providers or individuals from Boston can access isolation sites at Boston Hope or Newton Pavilion by calling (617) 534-5050.

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Individuals who do not live in Boston can access Isolation & Recovery Sites in Lexington, Everett, Taunton, Northampton, and Pittsfield by calling (617) 367-5150 between the hours of 7 a.m. and 7 p.m.

More information, to include clinical and financial eligibility, can be found [here](#).

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**
- 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.

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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:

- 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.