

Thursday, May 28, 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 Tours UMass Lowell's Fabric Discovery Center
- 124th Boston Marathon Update
- Contact Tracing Collaborative Featured on Bill Nye Podcast
- Update on Mobile Testing Numbers
- Update on Holyoke and Chelsea Soldiers' Homes



Helpful Links:

- [Jobs Available to Assist Long Term Care Facilities](#)
- [Get Involved: Community Contact Tracing Collaborative](#)
- [Mass.Gov/covid19](#)
- [Massachusetts Emergency Management Agency](#)
- [Unemployment & COVID-19](#)
- [Dept. Of Transitional Assistance Online Portal](#)
- [FrontlineMA.org](#)
- [Emergency Childcare Site](#)
- [MBTA.com/covid19](#)
- [COVID-19 Cost Eligibility and Tracking Guidance](#)
- [Complete List of Emergency Orders & Guidance](#)

Background on the Command Center

The COVID Command Center, under the leadership of Secretary Marylou Sudders and reporting to Governor Charlie Baker and Lt. Governor Karyn Polito, is the Commonwealth's single point of strategic decision making and coordination for the Administration's comprehensive COVID-19 response.



Situation in Numbers

Massachusetts current as of 5/28

94,895 Total Cases ([click here for more information](#))

6,640 Deaths

562,323 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States Last Updated 5/28

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:

1,698,523 Total Cases

100,446 Deaths

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

Social Distancing Basics:

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

If you go out for essential needs:

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

State Actions Today

Today, Governor Charlie Baker and Lt. Governor Karyn Polito joined UMass Lowell Chancellor Jacquie Moloney, and MassTech Executive Director Carolyn Kirk to tour UMass Lowell's Fabric Discovery Center, and provide an update on the Commonwealth's COVID-19 response.

The Fabric Discovery Center is one of many local business and organizations that have received assistance from the Administration's [Manufacturing Emergency Response Team](#) (M-ERT). The UMass center received M-ERT funding to establish a new mission of conducting high volume screening of locally produced personal protective equipment (PPE) for FDA approval.



In his remarks, the Governor noted that in addition to establishing a robust and reliable supply chain for PPE, it will be important for the Commonwealth to ensure that locally produced products are subject to rigorous testing and quality standards. In addition to UMass Lowell, several other academic and R&D universities, such as MIT and WPI, have been critical to testing N95 respirators, surgical masks and gowns. M-ERT has coordinated access to PPE testing for more than 80 companies and entities, including DPH and MEMA.

Daily Update on Testing, Hospitalizations, and PPE Distribution

Testing:

- Yesterday (May 27th) approximately 6,663 new tests were reported in Massachusetts. 552,144 total tests have been completed to date.
 - Yesterday's 7-day weighted average of positive test rate was 12%. Positive test rates have been around 10% for the past week.

Hospitalizations and Capacity:

- As of May 27th, the number of hospitalizations continues to trend downward.
- 2,106 individuals are reported hospitalized.

Personal Protective Equipment:

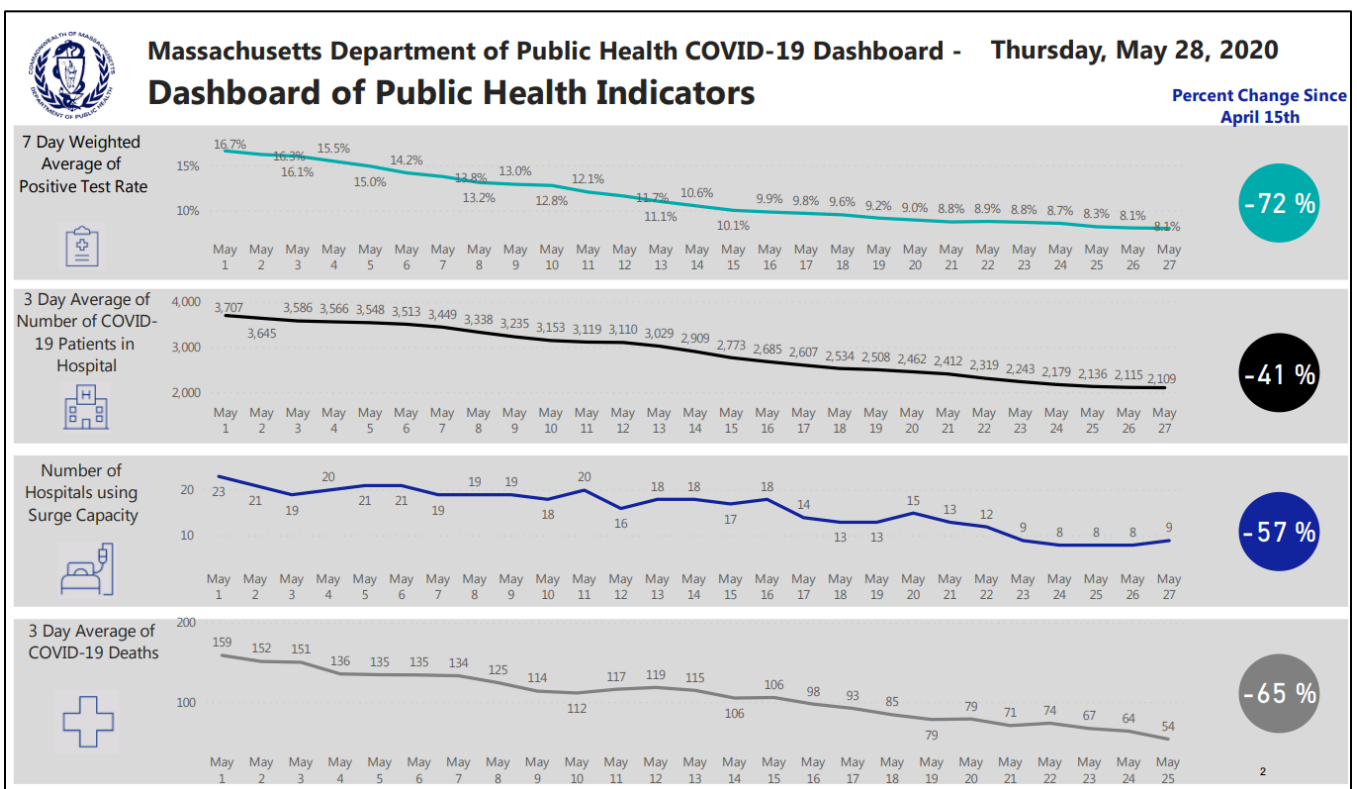
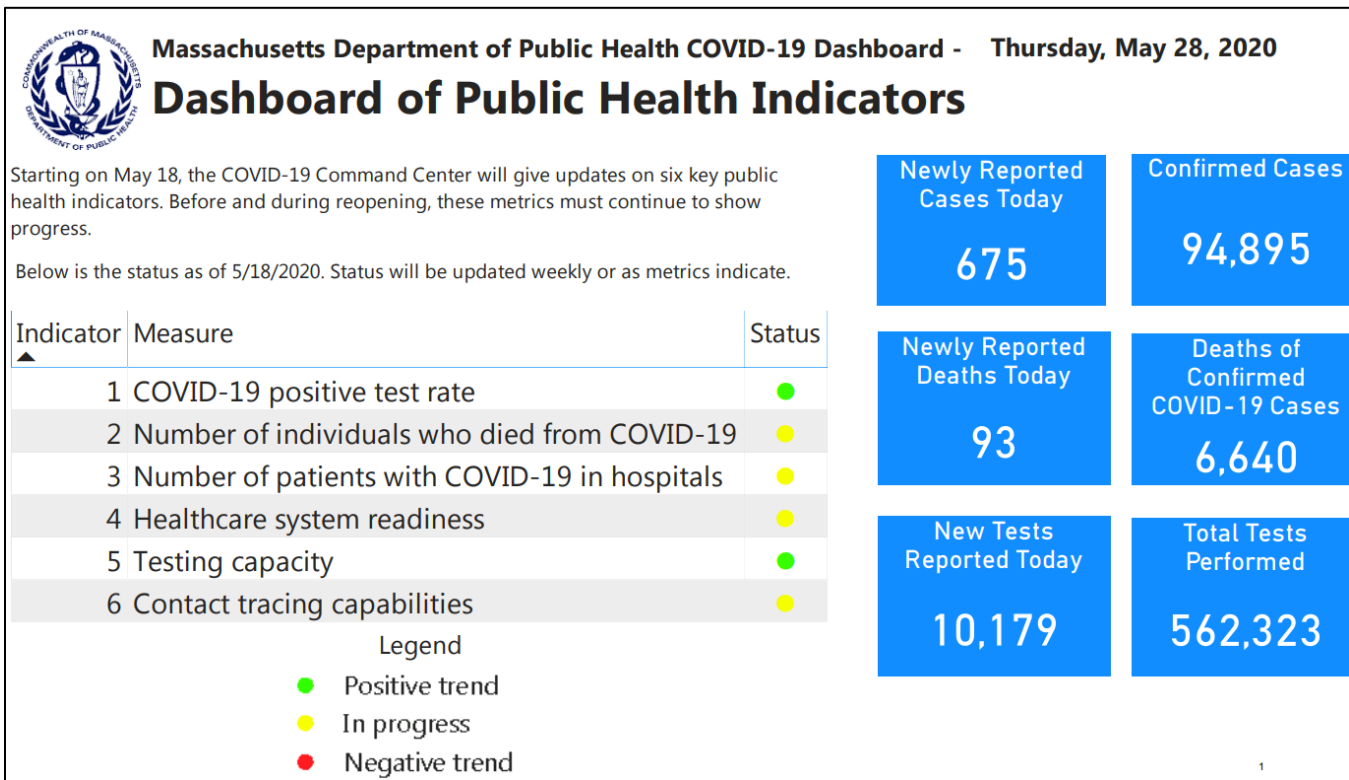
- To date, the Commonwealth has delivered over 12.3 million pieces of PPE; this includes masks, gloves, gowns, and ventilators distributed to health care workers, first responders and others.
- The Command Center continues to aggressively pursue all supply chain avenues.

COVID-19 Public Health Data

The COVID-19 Command Center reformatted the various data streams and produce both daily and weekly reports including:

You can find all the data reports by visiting the [COVID-19 Response Reporting page](#). The Department of Public Health continues to make available the underlying data for download. ([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

124th Boston Marathon To Be Held Virtually

The Boston Athletic Association (BAA) has announced that the 124th Boston Marathon will be held as a virtual event, following Boston Mayor Martin Walsh's cancellation of the marathon as a mass participation road running event due to the COVID-19 pandemic. The virtual Boston Marathon will be complemented by a series of virtual events throughout the second week of September. For more information, click [here](#).

Community Tracing Collaborative Featured on Science Rules! Podcast with Bill Nye

Earlier this week, the Command Center's Kelly Driscoll talked about Massachusetts' [groundbreaking contact tracing initiative](#) with Bill Nye (the Science Guy) on his podcast. Kelly, whose finishing up her work with the Command Center next week, was instrumental in supporting the Commonwealth's 351 Local Boards of Public Health, and helping establish the Community Tracing Collaborative.



Click Image to Listen

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

Note: Beginning this week, 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
5/28	Scheduling Day	Scheduling Day
Total (as of 5/27)	47,266	442

COVID-19 Cases in Long-Term Care (LTC) Facilities (as of 5/28)	
Residents/Healthcare Workers of LTC Facilities	20,607
LTC Facilities Reporting at Least One Case of COVID-19	349
Deaths Reported in LTC Facilities	4,123

Mobile Testing at EOHHS Group Homes & Care Sites (as of 5/28 by Fallon Ambulance Service)

DDS, DMH, DCF and DPH Facilities	
Clients	11,689
Staff	16,666
Total Tests	28,355
Number of Locations	1,842



NURSING HOME FAMILY RESOURCE LINE

617-660-5399

CALL US MONDAY THRU FRIDAY FROM 9AM-5PM



COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

Holyoke Soldiers' Home Update

- Staff continue to work with veterans on iPad training, and have started to individualize iPads for veterans with contacts and apps. 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.
- This week, the Holyoke Soldiers' Home is resuming onsite speech therapy and evaluations, and an Interim Social Work executive will be onsite this week to consult with the team and leadership.
- 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 administration staff to build capacity for resuming regular operations and moving to the recovery phase.
- 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.
- On Friday evening, 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](#) following the stream.
- **The total numbers at the Holyoke Soldiers' Home as of Thursday May 28:**
 - 93 veteran resident deaths (76 positive, 16 negatives, 1 unknown)
 - Testing results of all residents:
 - 75 veteran residents have tested positive
 - 56 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

- 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

COVID-19 RESPONSE COMMAND CENTER DAILY SITUATION REPORT

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.
- Last week, 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 24 minute program is still available for viewing on the Home's [Facebook page](#).
- **The total numbers at the Chelsea Soldiers' Home as of Thursday May 28:**
 - 40 veteran resident deaths (31 tested positive, 9 tested negative)
 - 36 veteran residents who have tested positive
 - 178 veteran residents who have tested negative
 - 59 staff tested positive

Resources

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.

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.

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](#).

COVID-19 RESPONSE COMMAND CENTER DAILY SITUATION REPORT

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

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

- [What to do if you are sick](#)
- [10 tips for at-home quarantine or self-monitoring](#)

Short videos:

- [How to Safely Cover Your Face Outside of Home](#)
[10 Tips for at home quarantine or self-monitoring](#)
- [Stop the Spread of Germs like Seasonal Flu and COVID-19 \(:30\)](#)
- [Help Prevent COVID-19 with Social Distancing \(:30\)](#)
- [How Young People Can Help Prevent COVID-19 with Social Distancing \(:30\)](#)
- [Coping with Stress and Fear from COVID-19 \(:30\)](#)
- [Stay Home - Save Lives \(:06\)](#)

Spanish Radio Spots (available on request):

- Prevent the Spread of Germs
- Social Distancing
- Stay Home. Stay Safe. Save Lives.

How to Help Out

- [Donate](#) to the Massachusetts COVID-19 Relief Fund.
- Volunteer opportunities for health professionals: [Please click here.](#)
- Get involved with the new Community Tracing Collaborative: [Please click here.](#)
- Donate or sell personal protective equipment: [Please click here.](#)
- Health care facilities can learn more about [requesting personal protective equipment here.](#)
- Apply for Jobs at COVID-19 Temporary Care Sites [\(Details Here\).](#)

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

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

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

Requests for Red Cross Emergency Response

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

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.