Thursday, May 7, 2020

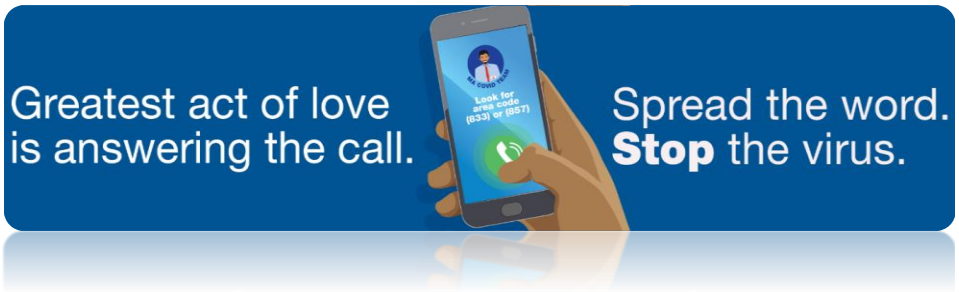
COVID-19 Command Center

Massachusetts Emergency Management Agency

Situation Update

State Actions in Today's Report:

- Daily Case Update (link in sidebar)
- Governor Baker Provides Daily Update
- Community Tracing Collaborative
- Update on Mobile Testing Numbers
- Update on Holyoke and Chelsea Soldiers' Homes



Helpful Links:

- Get Involved: Community Contact Tracing Collaborative
- Jobs Available to Assist Long Term Care Facilities
- 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 5/07

73,721 Total Cases (click here for more information)

4,552 Deaths

351,632 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States current as of 5/06

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:

1,193,813 Total Cases

70,802 Deaths

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

Social Distancing Basics:

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

If you go out for essential needs:

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

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State Actions Today

Today, Governor Charlie Baker and Lt. Governor Karyn Polito joined Secretary of Health and Human Services Marylou Sudders, and Public Health Commissioner Monica Bharel, City of New Bedford Health Director Damon Chaplin, and John Welch from Partners in Health to provide an update on the Commonwealth's response to the COVID-19 pandemic. During his remarks, the Governor provided his daily update on testing, hospitalizations, PPE distribution, and gave an update on the Community Tracing Collaborative. (See video here)

***Testing**:*

- Yesterday (May 6th) 6,300 new tests were reported in Massachusetts. Approximately 340,000 total tests have been completed to date.
    - 28% of yesterday's tests were positive. Apart from yesterday's positive test numbers, positive test rates have been under 20% for the past week.

***Hospitalizations & Capacity**:*

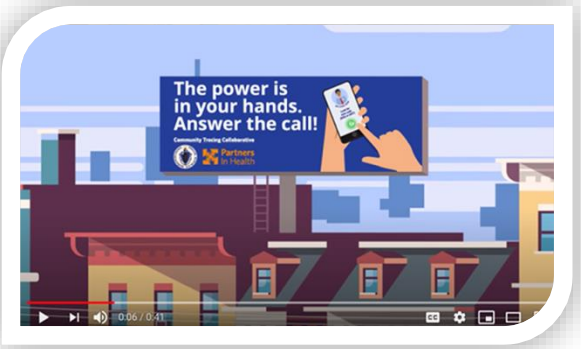
- As of May 6th, there were 3,564 patients hospitalized statewide for COVID-19 (this is a slight increase in patient numbers from earlier in the week). Overall, the number of hospitalizations has been trending downward for the past week.
- For people who test positive for COVID-19, about 5% become ill enough to be hospitalized.

Personal Protective Equipment:

- As of yesterday, the Commonwealth delivered over 9 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.

Baker-Polito Administration Provide Update on Community Tracing Collaborative

Today, the Baker-Polito Administration joined Partners in Health and local public health officials to provide an update on contract tracing efforts through the COVID-19 Community Tracing Collaborative (CTC) launched last month. The initiative focuses on tracing the contacts of confirmed positive COVID-19 patients, and supporting individuals in quarantine, building on COVID-19 Response Command Center efforts to leverage public health college students to augment the contact tracing being done by local boards of health.



Click Here to See How The New Community Tracing Collabortive Works

If an individual tests positive for COVID-19, the MA COVID Team will reach out by phone to connect the confirmed case with support and resources necessary for quarantine, and to identify any close contacts that may have been exposed. As the CTC continues its contact tracing work to mitigate the spread of COVID-19, it is critical that Massachusetts residents answer the phone when a contact tracer calls or texts. Contact tracers will only reach out from phone numbers with 833 or 857 area codes, and the phone's caller ID will say MA COVID Team.

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Since calls began on April 12, tens of thousands of Massachusetts residents have participated in contact tracing. Staffed with more than 1,600 tracers, the Tracing Collaborative has reached nearly 14,000 confirmed cases and established more than 7,500 of their contacts since calls began on April 12. In part due to effective social distancing measures, the median number of contacts reported by each confirmed case remains approximately two.

To learn more about the MA COVID Team and the Community Tracing Collaborative, visit www.mass.gov/MATracingTeam.

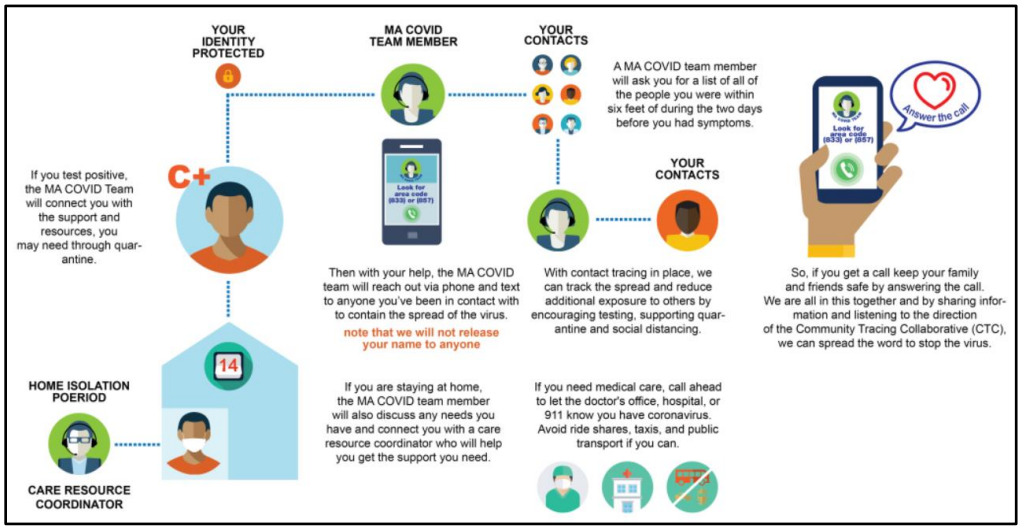


Figure 1: Contact Tracing Steps

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

The Mobile Testing Program can test both symptomatic and asymptomatic residents and staff at nursing homes, rest homes, Assisted Living Residences, and EOHHS group homes and care sites. The program was launched by the Command Center on 3/31 and operates under the auspices of the Massachusetts National Guard, in partnership with the Department of Public Health, Fallon Ambulance, and Broad Institute of Cambridge. See a summary below of testing activity.

Onsite Testing

Date	Number of Tests Completed	Facilities Visited
5/7	1,423	16
Total (as of 5/7)	**34,926**	**605**

COVID-19 Cases in Long-Term Care (LTC) Facilities (as of 5/7)	
Residents/Healthcare Workers of LTC Facilities	**15,228**

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

DDS, DMH, DCF and DPH Facilities	
Clients	7639
Staff	11453
Total Tests	**19,092**
Number of Locations	**1230**

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LTC Facilities Reporting at Least One Case of COVID-19	**333**
Deaths Reported in LTC Facilities	**2,739**



Other Important Updates

Holyoke Soldiers' Home Update

- The Holyoke Soldiers' Home Clinical Command continues to respond to the COVID-19 outbreak 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.
- As veteran residents are being cared for, their status and symptoms are being closely monitored and they are being retested as appropriate. As results are returned, residents are being cohorted appropriately.
- As additional staff are returning to work, there is more flexibility and opportunity to support veteran recreation and one-on-one visits with staff. This is in addition to additional physical rehabilitation and ambulation of veterans, and added recreation activities. All such activities will be socially distant, and proper usage of PPE will be enforced.
- 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.
- Regular family communication continues from Holyoke Soldiers' Home staff through video chat, and the Family Hotline is available for ad hoc updates with support from social work and clinical staff. This week, the Home received a donation of 180 iPads from Brighton Marine to support veteran resident loved one communication and entertainment.
    - 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 total numbers at the Holyoke Soldiers' Home as of Thursday May 7:**
    - 85 veteran resident deaths (72 positive, 12 negatives, 1 unknown)
    - Testing results of all residents
        - 80 veteran residents have tested positive
        - 60 veteran residents have tested negative
    - Resident locations:
        - 106 residents are onsite

        - 34 residents are offsite
            - 32 residents are at a dedicated skilled nursing unit at Holyoke Medical Center
            - 2 residents are receiving acute care offsite
    - 83 employees have tested positive

Chelsea Soldiers' Home Update

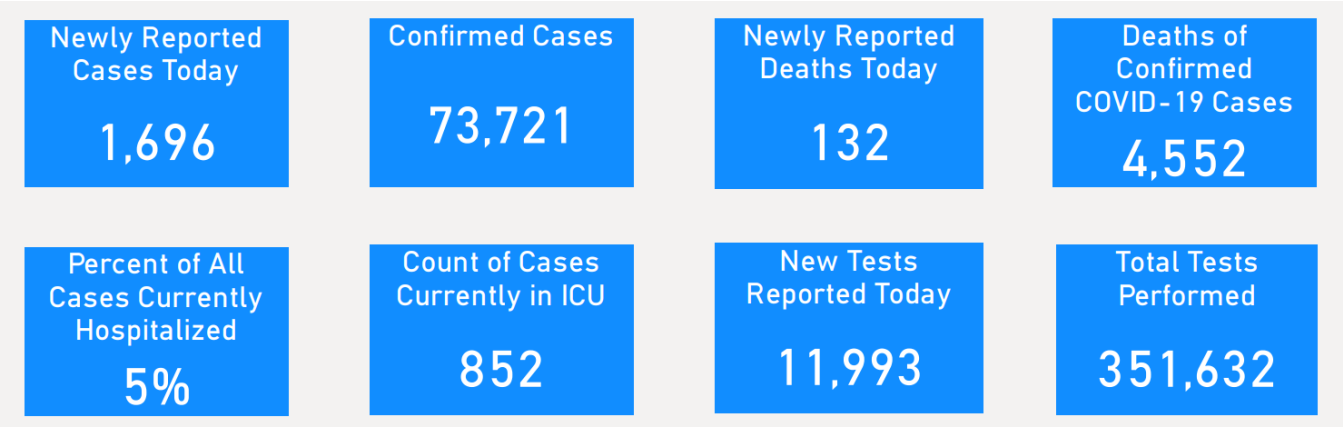
- The Chelsea Soldiers' Home continues to enforce proper staff usage of Personal Protective Equipment (PPE) and closely track and supplement the supply, and yesterday accepted a shipment of 50,000 surgical masks.
- This morning Soldiers' Home Veterans and staff lined along Crest Avenue to pay respects and say goodbye to one of their own. The Vietnam era Veteran had been a resident at the Soldiers' Home for several years before his passing and had no family. The procession stopped in front of the Headquarters Bldg. where the National Anthem, TAPS, and My Country Tis of Thee were performed.
- Veteran residents' health is being monitored and retesting is being conducted for veterans on- and off-site as appropriate. As results are received, veteran residents are being cohorted and further monitored. Additional isolation space has been identified and is being readied if needed.
- The Chelsea Soldiers' Home is reintroducing recreation activities that respect social distancing and support residents' mental and emotional health during this challenging time. This will include socially distanced group activities to cope with the impact of the virus, as well as mindfulness, living well, and coping with other concerns.
- The Chelsea Soldiers' Home has reviewed its infection control and clinical operations with additional experts. 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, monitoring and enforcing staff use of personal protective equipment (PPE), and closely monitoring staff levels, supplementing as necessary with support from contracted staff.
- Veteran residents are communicating with their families and loved ones via video with support from the Chelsea Soldiers' Home Social Work team. Families can request updates on their loved ones by contacting the Home at CSH@mass.gov and through phone and video conversations. Please note the Soldiers' Home can only share medical information about a resident with the authorized health care proxy on file.
- 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 Thursday May 7:**
    - 35 veteran resident deaths (28 tested positive, 7 tested negative)
    - 30 veteran residents who have tested positive
    - 187 veteran residents who have tested negative
    - 54 staff tested positive

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COVID-19 Public Health Data

The Department of Public Health has made available the underlying data files the Department uses each day to produce the COVID-19 Dashboard, as part of a continued effort to expand the amount and type of data released to the public. The data files are updated and posted daily (**by 4pm**) with the dashboard report for the public, researchers, and media to 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:



Resources

COVID-19 Testing
Looking for a COVID-19 test site? The Department of Public Health (DPH) has posted to their COVID-19 website information on testing and mobile testing site locations **(available here)**. This information is updated twice weekly.

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). Currently there are sites in Lexington, Pittsfield, Taunton, Northampton, and Everett. 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, 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

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).

Give Blood:

The COVID-19 virus has caused the cancellation of blood drives across the Commonwealth. There is an urgent need ***now***. The Governor has deemed "Blood and plasma donors and the employees of the organizations that operate and manage related activities" as an essential service. Your support is needed to communicate to your residents that the need is urgent, and donating is a necessity to supply the hospitals with the blood our neighbors require. Donating blood is safe and people should not hesitate to give. In addition, there is a need for community blood drive sites in the eastern part of the state. Identifying donation sites is vital to meet the demand as we go forward. Your local knowledge, suggestions of sites, and potential partners are crucial to meeting the needs of our neighbors who need blood and blood products. To schedule a new blood drive contact Bill Forsyth at (617) 699-3808 or at email William.Forsyth@redcross.org.

Those who are healthy, feeling well and eligible to give blood or platelets, are urged to make an appointment to donate as soon as possible by using the Red Cross Blood Donor App, visiting RedCrossBlood.org or calling 1-800-RED CROSS (1-800-733-2767).

Requests for Red Cross Emergency Response

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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.