

# Thursday, September 3, 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
  - Additional Intervention Initiatives for Communities with Highest Risk for COVID-19
  - Department of Elementary and Secondary Education Launches Back to School Public Awareness Campaign
  - Administration Announces Start of FY21 Community Compact IT Grant Program
  - Travel Order: Four States Added to List of Lower-Risk States
  - DPH, Emergency Management, and Disaster Recovery Updates
  - Holyoke and Chelsea Soldiers' Homes Weekly Update

### Helpful Links:

- [Stop COVID-19](#)
- [COVID-19 Travel Order](#)
- [Returning to School Safely](#)
- [Mass.gov/findfoodhelp](#)
- [Stop the Spread](#)
- [Reopening Massachusetts](#)
- [Mass.Gov/covid19](#)
- [Massachusetts Emergency Management Agency](#)
- [Unemployment & COVID-19](#)
- [Dept. Of Transitional Assistance Online Portal](#)
- [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 9/3**

119,819 Total Confirmed Cases ([click here for more information](#))

8,870 Deaths among confirmed cases

1,801,585 individuals tested for the virus to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States **Last Updated 9/3**

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:

6,087,403 Total Cases

185,092 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.

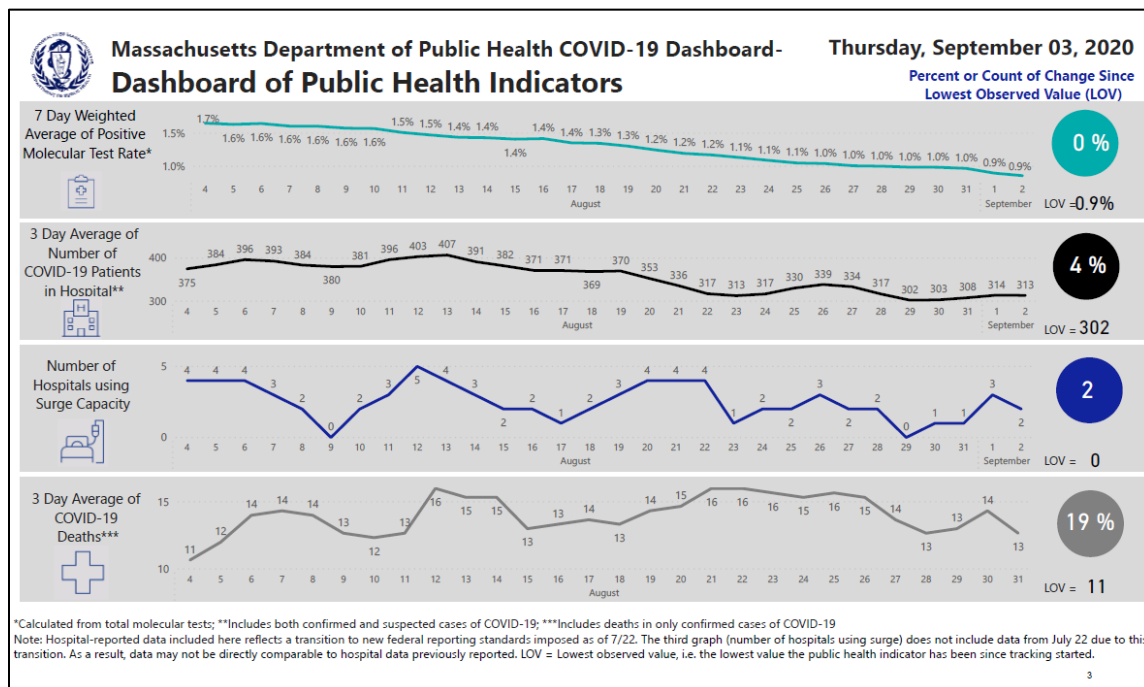
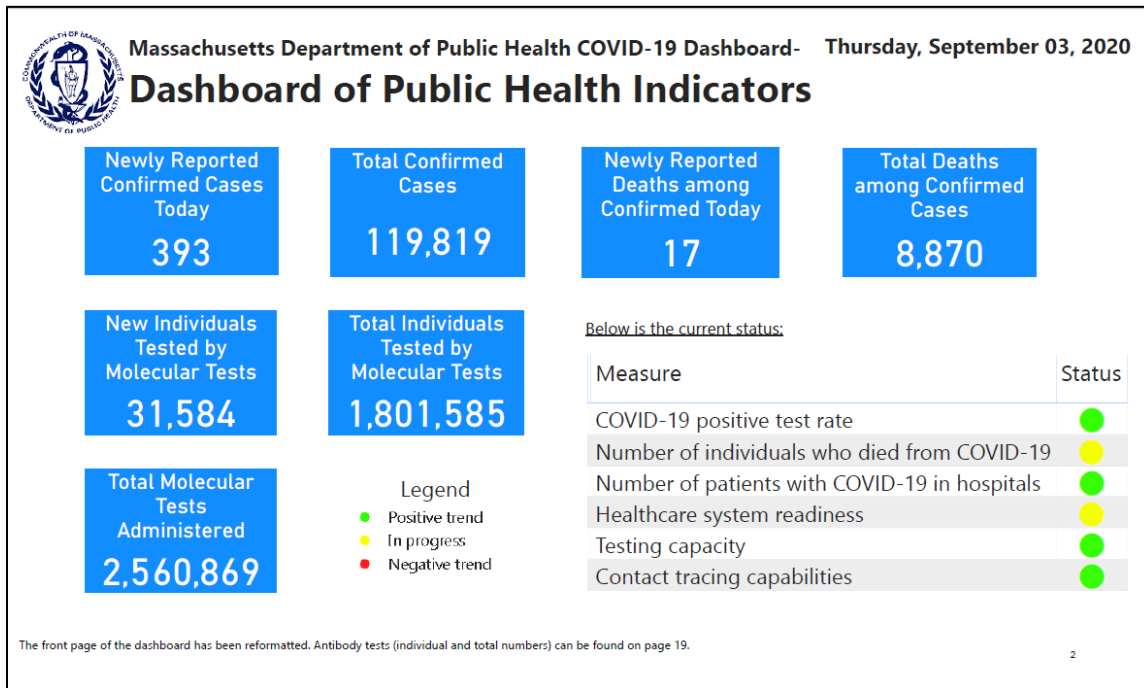
COVID-19 RESPONSE COMMAND CENTER  
WEEKLY SITUATION REPORT

## Latest Data: COVID-19 Public Health Update

### Testing Update:

Today, over than **31,000** new individuals tested by molecular (viral) tests were reported in Massachusetts with **393** newly reported confirmed positive cases. The total molecular tests administered to date is more than **2.5 million**.

**Hospitalizations & Capacity Update:** As of today, **312** people are hospitalized, with **61** reported to be in the Intensive Care Unit (ICU). Key indicators from today's Daily Dashboard are below.



## COVID-19 RESPONSE COMMAND CENTER WEEKLY SITUATION REPORT

### **New Weekly Public Health Data Report Released**

Yesterday, the Command Center released the comprehensive [COVID-19 Weekly Public Health Report](#), including community-specific COVID-19 case and testing data. The report also includes risk categories for each city and town based on the average daily incident rate over the past 14 days. Communities in the high-risk category will receive additional support from the Commonwealth through a cross-agency COVID Enforcement and Intervention Team.

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](#).

## *Week in Review: State Actions*

### **Additional Intervention Initiatives for Communities with Highest Risk for COVID-19**

Today, the Baker-Polito Administration stepped up its targeted initiative to help stop the spread of COVID-19 in communities across the Commonwealth with the highest number of positive cases. This initiative brings even greater focus to the top 5 highest-risk communities with regular neighborhood-level assessments and a comprehensive multi-lingual public messaging campaign.

The initiative focuses efforts on Chelsea, Everett, Lawrence, Lynn and Revere. The Commonwealth's COVID-19 Enforcement and Intervention Team (CEIT), in partnership with local community officials, is leading this effort. This targeted initiative includes regular meetings with local leadership to understand residential and business activities contributing to trends, an even greater level of state focus to stop the spread and a new public messaging campaign.



The goal of the public messaging campaign is to ensure residents know they live in a high-risk community and reiterate the importance of wearing a mask and other best practices to stop the spread. Built around a message of, *"You have the power to save a life,"* the comprehensive campaign will encourage the use of masks and social distancing and will run in English, Portuguese, Spanish, Haitian Creole, Vietnamese, Arabic, and other languages common to these communities. The campaign includes:

- A new online resource at [Mass.gov/StopCOVID19](https://Mass.gov/StopCOVID19)  
(Spanish: [Mass.Gov/DetenCOVID19](https://Mass.Gov/DetenCOVID19))  
(Portuguese: [Mass.Gov/PareCOVID19](https://Mass.Gov/PareCOVID19))  
(Additional multilingual online resources will be available soon)
- Advertising on billboards, digital and social media
- Downloadable materials in multiple languages
- Multi-lingual field teams deployed in the communities
- Phone and text communications
- Outreach to local community groups

## COVID-19 RESPONSE COMMAND CENTER WEEKLY SITUATION REPORT

This new website [Mass.gov/StopCOVID19](https://www.mass.gov/StopCOVID19) provides residents and local business owners with information on how to stop the spread, state restrictions on gathering sizes, testing locations and materials that can be printed for display in apartment complexes, restaurants and community areas.

The campaign's advertising will run on hundreds of displays, message boards, signs, billboards and other channels in these top 5 communities through paid partnerships and via state-owned resources, such as at MBTA stations, on MassDOT signs and much more. During Labor Day weekend, the field teams will be active at approximately 15 locations in these top 5 communities. All aspects of this campaign will expand throughout the fall.

In early August, the Administration established CEIT through the COVID-19 Command Center. CEIT is a cross-agency response unit, which includes representatives from the Community Tracing Collaborative, Department of Public Health, Alcoholic Beverages Control Commission, Massachusetts State Police, Department of Labor Standards and other agencies.

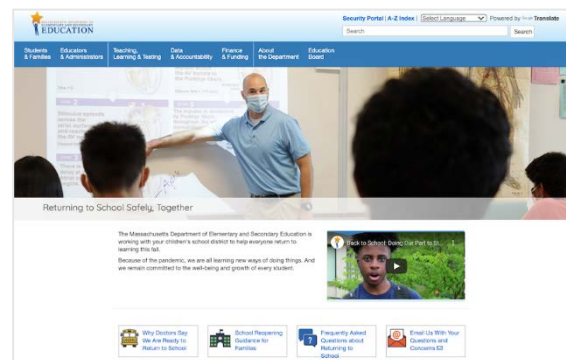
Since it was launched, this team has worked closely with all higher-risk communities to help stop the spread of COVID-19 in areas that are persistently above the state average. CEIT partnered with local elected and community officials, including municipal leadership, police chiefs and local health departments, to assess trends and most effectively utilize resources. Collectively, these teams have enforced gathering size restrictions and shared with municipalities additional state support, such as testing and contact tracing information.

Over the last two weeks the statewide average daily incidence rate is 4.2 cases per 100,000 people, while Chelsea is 29.4, Revere is 20.9, Lynn is 12.1, Everett is 15.9 and Lawrence is 14.9. As new community data is reported, CEIT will adjust as cities and towns move into or out of higher-risk categories. Throughout September, the campaign will expand beyond the top 5 communities.

### **DESE Launches Public Awareness Campaign as Students Head Back to School**

The Department of Elementary and Secondary Education (DESE) today announced that next week, it will launch a [public awareness campaign](#) to help remind parents, students and teachers that everyone needs to do their part to keep each other healthy and safe as the school year starts.

The campaign consists of television and radio [ads](#), social media, billboards and public transit banners, as well as a [website](#) created to help families and caregivers find information about going back to school.



The television and radio ads will air Sept. 7 through Oct. 10, while the public transit ads will run from September through November in Boston, Brockton, Lowell, New Bedford, Springfield, and Worcester.

The website, [mass.gov/BackToSchool](https://www.mass.gov/BackToSchool), will provide families with information about:

- Why [doctors say](#) most communities in Massachusetts are uniquely positioned to return to school safely;
- What schools are doing to promote safety and mitigate risks;
- Frequently asked questions and answers about returning to school;
- And how to stay connected to accurate information on reopening and COVID-19.



## COVID-19 RESPONSE COMMAND CENTER WEEKLY SITUATION REPORT

Additionally, DESE has developed a checklist for families to consider when working to prevent the spread of COVID-19:

- Be aware of the symptoms of COVID-19, and check children every day for them.
- Keep children home if they are sick or have had close contact with a person diagnosed with COVID-19.
- Have a back-up plan ready in case your child wakes up with symptoms and needs to stay home.
- Remind your child to wear a mask in school and on the bus.
- Arrange for transportation other than the bus whenever possible.
- Districts have plans in place for when a student receives a positive COVID-19 test or is a close contact of someone who tests positive. Communicate with teachers and school leaders if your child's health changes, if they come in contact with someone diagnosed with COVID-19 or if you have concerns.

In order to support the safe and healthy return to school, it is critical that individuals throughout the Commonwealth continue to adhere to public health guidance to prevent the transmission of COVID-19, practice proper hygiene and [wear a mask or face covering](#) in public places where social distancing is not possible. Additionally, the Baker-Polito Administration [announced](#) new initiatives, including stricter statewide rules for public and private gatherings, targeted community guidance and testing, and statewide enforcement and intervention efforts to [stop the spread](#) of COVID-19.

In June, the Department released [initial guidance for school reopening](#) that prioritizes getting students safely back to school in person this fall, if the [health metrics](#) in the community allow. The Department also required schools to create hybrid learning plans to teach students in-person and remotely on alternating schedules, and to have robust remote learning plans in place, should those alternate learning models be needed.

For more information, visit [mass.gov/BackToSchool](https://mass.gov/BackToSchool).

### **Administration Announces Start of FY21 Community Compact Cabinet IT Grant Program**

The Baker-Polito Administration today announced the opening of the sixth year of the [Community Compact IT Grant Program](#) which will provide a total of \$3 million in grants for municipal and school district projects designed to modernize and improve technology systems. The Community Compact IT program will be accepting applications from September 15, through October 15, and will provide each municipal recipient up to \$200,000 in funding.

Since its inception, the Community Compact IT Grant Program has awarded 240 grants totaling \$12 million to municipalities and school districts to invest in transformative technology infrastructure and critical equipment.

"Our Administration remains committed to supporting cities and towns and modernizing and securing the Commonwealth's technological resources," **said Governor Charlie Baker**. "We continue to work closely with our partners in the legislature and in local government to improve technology systems, a need that is even more apparent due to the ongoing COVID-19 pandemic."

"The Community Compact IT Grant Program continues to help meet communities' technology needs and bolster technological capabilities," **said Lt. Governor Karyn Polito**. "As the Chair of the Community Compact Cabinet, I am proud of the work we have done so far and look forward to another year of important projects."

COVID-19 has greatly impacted how Commonwealth residents interact with municipalities and utilize technology services. These Community Compact IT grants will be allocated to Commonwealth cities, towns, and school districts to aid in one-time capital improvements such as technology infrastructure, upgrades, or equipment

## COVID-19 RESPONSE COMMAND CENTER WEEKLY SITUATION REPORT

purchases. This includes records management and e-permitting systems, implementing new cybersecurity measures, and improvements to public safety systems. ([See News Release for More Info.](#))

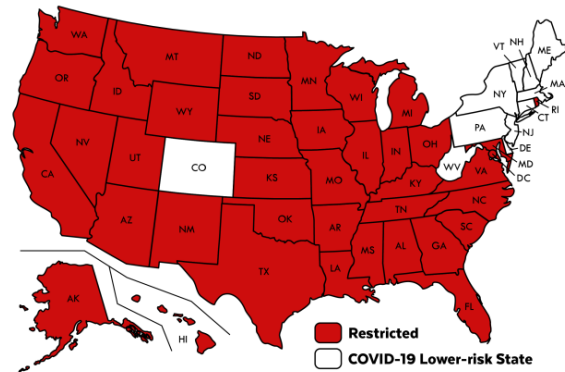
### **COVID-19 Travel Order: Four States Added to List of Lower-Risk States**

Effective August 1, 2020, all visitors entering Massachusetts, including returning residents, who do not meet an exemption, are required to:

- Complete the [Massachusetts Travel Form](#) prior to arrival, unless visiting from a lower-risk state designated by the [Department of Public Health](#).
- Quarantine for 14 days or produce a negative COVID-19 test result that has been administered up to 72-hours prior to arrival in Massachusetts.

Travelers from COVID-19 lower-risk states are not required to fill out the [Massachusetts Travel Form](#) and do not need to quarantine. States are included on the list based on meeting two criteria: average daily cases per 100K below 6 AND positive test rate below 5%, both measured as a 7-day rolling average.

Effective August 29, 2020, Colorado, Delaware, Pennsylvania, and West Virginia have been added to the list of lower-risk states.



Additional information about this travel order, including the list of lower-risk states, exemptions, business guidance, and other details, is available [here](#).

## *Important Updates*

### **Department of Public Health Updates:**

- 400 ventilators procured through OSD have been received at the DPH warehouse for the state stockpile.
- DPH hosted multiple inter-agency calls with local health officials and shared resources to provide support and technical assistance on topics including remote and hybrid learning models, a *COVID-19 Worker Health and Safety for Local Public Health Officials* webinar offered by the Massachusetts Coalition for Occupational Safety and Health and the Coalition for Local Public Health; [COVID Safe Practices Concern Form](#); [Guidance](#) from MA Department of Agricultural Resources on pick-your-own-fruit operations; [Ecotourism guidance](#); and email contacts for individuals with questions for Departments of Early Education and Care, Elementary and Secondary Education, and Labor Standards, and the Executive Office of Energy and Environmental Affairs.
- The Boston Globe editorial board has endorsed the state's new requirement for flu vaccination for all Massachusetts school students, saying "other states should follow Massachusetts' lead." Read the editorial [here](#).
- MA211 has responded to more than 110,000 calls now, receiving 2,296 calls between Thursday 8/27 and Tuesday 9/2 for a new total of 110,802.

# COVID-19 RESPONSE COMMAND CENTER

## WEEKLY SITUATION REPORT

### Emergency Management and Disaster Recovery Updates:

#### **Mass Care**

- 1 state contracted quarantine/isolation hotel in the city of Everett continues to receive client placements.
  - Currently 16 residents are housed in this hotel (change of +5 since last Thursday)
  - Isolation support will continue in support of the “Stop the Spread” testing initiative.
- A total of 130,747 meals have been distributed to date through state contracted hotel sites and distributions of food boxes and meal bags.
- Tent operations in Haverhill supporting homeless individuals have ended as of yesterday and the residents have been moved to a permanent structure.

#### **Logistics (including Personal Protective Equipment and Supplies)**

- Over the last week, 34 orders were prepared for pickup or delivery from MEMA’s State Logistics Warehouse.
- PPE allocations were made to the Commonwealth’s five Technical Rescue Teams this week, to support their mission.
- DPH coordinated 12 deliveries to health care entities on Tuesday (9/1) (2 PPE/10 testing supplies), and 8 deliveries have been scheduled for Friday (9/4) (5 PPE/4 testing supplies- one facility requested both PPE and testing supplies).

#### **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:

- Total FEMA RPA Applicants: 569 (+2)
- Total # Obligated Projects: 28 / \$ 7,785,350.72 (+3 / +\$ 36,240.64)
- Total # of Payments Disbursed: 13 / \$ 1,093,259.82 (+0 / +\$0)
- Total # of Partial Payments Disbursed: 1 / \$170,759.77 (+0 / +\$0)
- Online Applicant Technical Assistant Requests: 440 (+3)
- Continuing to provide technical assistance to project applicants.
- FEMA issued new (interim) guidance on Work Eligible for Public Assistance on September 1, 2020. The document further clarifies and limits the extent of eligible Emergency Protective Measures under the Public Assistance Program. MEMA is seeking further guidance from FEMA and will offer webinars in the coming weeks to relay information to PA applicants.
- MEMA’s request for a time extension on Non-Congregate Medical Sheltering was approved by FEMA. The deadline has been extended from August 31, 2020 to September 30, 2020.

## COVID-19 RESPONSE COMMAND CENTER WEEKLY SITUATION REPORT

| COVID-19 Cases in Long-Term Care (LTC) Facilities (as of 9/3) |        |
|---|--------|
| Residents/Healthcare Workers of LTC Facilities                | 24,635 |
| LTC Facilities Reporting at Least One Case of COVID-19        | 380    |
| Deaths Reported in LTC Facilities                             | 5,824  |



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



CALL US MONDAY THRU FRIDAY FROM 9AM-5PM

### ICYMI: MassSupport

MassSupport is the Massachusetts Crisis Counseling Program funded by the Federal Emergency Management Agency and managed in partnership between the Massachusetts Department of Mental Health and Riverside Trauma Center, a program of Riverside Community Care. MassSupport provides:

- Free and confidential counseling for stress and other emotional reactions to the Pandemic in multiple languages
- Referral to services
- Free mental health screenings on MassSupport website: [www.MassSupport.org](http://www.MassSupport.org)

MassSupport can help you:

- Take stock of needs
- Identify solutions
- Enhance or develop coping strategies
- Feel heard
- Understand and manage your reactions
- Be less stressed
- Get reliable, fact-based information

Contact MassSupport by phone at **888-215-4920** or by email at [MassSupport@riversidecc.org](mailto:MassSupport@riversidecc.org)

### Holyoke Soldiers' Home Weekly Update (current as of 9/1/20)

- Outdoor visitation between veterans and loved ones continues, following the [outdoor visitation plan](#), which is contingent on the continued stability of infection control and public health metrics. There were **61** outdoor visits last week, and **735** visits have been held to date.
  - 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](mailto: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.
- The Soldiers' Home in Holyoke is closely monitoring the health of all veterans and staff and is retesting individuals. The most recent round of testing done resulted in no positive tests. In addition to regular



## COVID-19 RESPONSE COMMAND CENTER

### WEEKLY SITUATION REPORT

facility-scheduled testing, residents are closely monitored and if there is any sign of COVID-like symptoms, they are immediately retested.

- 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.
  - The Home continues to adhere to infection control protocols throughout the Home and continues the cohorting of veterans with the same status.
- The Baker-Polito Administration is using the expedited capital project to reimagine the future of the Soldiers' Home in Holyoke. Payette has been awarded the contract for the first phase of the expedited capital project, the Rapid Planning Phase, which is focused a needs assessment, identifying the clinical options, assessing the facility's infrastructure, and stakeholder engagement. This week, the team is reaching out to a broad community of stakeholders to being the process of gathering input. This work will inform the development of the implementation plan to meet the April 15, 2021 federal Veterans' Affairs' State Home Construction Grant application deadline. More about the capital project is available [here](#).
- 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.
- 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 for veterans both on- and off-site as clinically appropriate.
- **The status as of September 1 is as follows:**
  - The status of all residents:
    - 0 positive and not clinically recovered
    - 59 veterans are negative
    - 0 residents have a pending test
    - 79 residents have been determined clinically recovered
    - 1 resident has refused testing
  - Resident locations:
    - 115 veterans are onsite
    - 24 veterans are offsite
      - 24 veterans are at a dedicated skilled nursing unit at Holyoke Medical Center
      - 0 veterans are receiving acute care offsite
  - Since March 1, there have been 76 veteran deaths of veterans who tested positive
  - All employees had been determined clinically recovered, In the most recent round of testing,
    - 0 tested positive
    - All who previously tested positive are clinically recovered

## COVID-19 RESPONSE COMMAND CENTER WEEKLY SITUATION REPORT

### Chelsea Soldiers' Home Weekly Update (current as of 9/1/20)

- 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 over 400 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.
  - 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](mailto: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.
- 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. 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 status as of September 1 is as follows:**
  - Residents
    - 0 veteran residents are positive
    - 148 veteran residents are negative
    - 43 residents have recovered, meaning they previously tested positive and are now clinically recovered
    - 0 residents have pending tests
    - Since March 1, there have been 31 deaths of veterans who tested positive
  - Employees:
    - 0 employees are positive
    - All employees who previously tested positive have been determined clinically recovered

## *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
- 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.

## COVID-19 RESPONSE COMMAND CENTER WEEKLY SITUATION REPORT

**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](#)

### **Short videos:**

| Overview of COVID-19 Testing  | Importance of COVID-19 Testing  | <a href="#">How to Safely Cover Your Face Outside of Home</a>  |
|---|---|--|
| <ul style="list-style-type: none"><li>• <a href="#">English</a></li><li>• <a href="#">Spanish</a></li></ul> | <ul style="list-style-type: none"><li>• <a href="#">English</a></li><li>• <a href="#">Spanish</a></li></ul> | <ul style="list-style-type: none"><li>• <a href="#">Spanish</a></li><li>• <a href="#">Portuguese</a></li></ul> |

## COVID-19 RESPONSE COMMAND CENTER WEEKLY SITUATION REPORT

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| <ul style="list-style-type: none"><li>• <a href="#">Portuguese</a></li><li>• <a href="#">Simplified Chinese</a></li><li>• <a href="#">Traditional Chinese</a></li><li>• <a href="#">Vietnamese</a></li><li>• <a href="#">Haitian Creole</a></li></ul> | <ul style="list-style-type: none"><li>• <a href="#">Portuguese</a></li><li>• <a href="#">Simplified Chinese</a></li><li>• <a href="#">Traditional Chinese</a></li><li>• <a href="#">Vietnamese</a></li><li>• <a href="#">Haitian Creole</a></li></ul> | <ul style="list-style-type: none"><li>• <a href="#">Simplified Chinese</a></li><li>• <a href="#">Traditional Chinese</a></li><li>• <a href="#">Haitian Creole</a></li><li>• <a href="#">Vietnamese</a></li></ul> |
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- [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](https://www.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](https://www.RedCrossBlood.org)