

Friday, May 29, 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 Provides Daily Update
- Update on Phase-II of Reopening Massachusetts
- 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 5/29**

95,512 Total Cases ([click here for more information](#))

6,718 Deaths

571,745 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States **Last Updated 5/29**

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:

1,719,827 Total Cases

101,711 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 Secretary of Health and Human Services Marylou Sudders to provide an update on Coronavirus and the steps the Commonwealth is taking as Phase-II of reopening is nearing. ([See video here](#)).

Daily Update on Testing, Hospitalizations, and PPE Distribution

Testing:

- Yesterday (May 28th) approximately 10,179 new tests were reported in Massachusetts. 562,323 total tests have been completed to date.
 - Yesterday's 7-day weighted average of positive test rate was around 10%. Positive test rates have been around 10% for the past week.

Hospitalizations and Capacity:

- As of May 28th, the number of hospitalizations continues to trend downward.
- 2,112 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.

Update On Phase II of Reopening Massachusetts ([News Release](#))

Today, the Baker-Polito Administration provided an update on the Reopening Massachusetts plan and preparations for Phase II. The Administration will determine the start of Phase II on June 6th.

On Monday, Governor Baker will issue an executive order with a detailed list of sectors that fall into each phase. The order will allow Phase II businesses to bring back employees in preparation for re-opening. Through this order, professional sports teams can begin practicing at their facilities in compliance with the health and safety rules that all the leagues are developing. Facilities remain closed to the public.

[VIEW WORKPLACE SAFETY GUIDELINES FOR THE RESTAURANT AND LODGING INDUSTRIES](#)

Learn more about the reopening process: www.mass.gov/reopening

REOPENING MASSACHUSETTS IN PHASES					
Phased approach and reopening summary plan (II)					
	Current state: Stay at home	Phase 1: Start	Phase 2: Cautious	Phase 3: Vigilant	Phase 4: New normal
Worship	Gathering restrictions	On May 18 open with guidelines, outdoor services are encouraged	Open with updated guidelines, outdoor services are encouraged	Open with updated guidelines, outdoor services are encouraged	Full resumption of activity in the "new normal"
Business	Essential businesses only (Remain open across all phases with guidelines)	With restrictions, some capacity limitations, staggered start: On May 18 : • Essential business • Manufacturing • Construction On May 25 : • Lab space • Office space • Limited Personal Services - Hair - Pet grooming - Car washes • Retail - Remote fulfillment - Curbside pick-up On June 1 : • Office space: Boston	Potentially updated guidance for Phase 1 businesses With restrictions and some capacity limitations: • Retail • Restaurants* • Lodging* • Additional Personal Services - e.g., Nail salons - e.g., Day spas	Potentially updated guidance for Phase 1 & 2 businesses With restrictions and some capacity limitations: • Bars • Arts & Entertainment - e.g., Casinos - e.g., Fitness, gyms - e.g., Museums • All other business activities resume except for nightclubs and large venues	Full resumption of activity (e.g., large venues and night clubs)
*Restaurant & Hospitality workgroup convened May 15 to develop procedures for opening.					
Most certain		Degree of certainty given the progression of COVID-19		Least certain	
REOPENING MASSACHUSETTS All public health criteria included in this document are subject to change. As research and data on this novel coronavirus continue to develop, this plan can and will be updated to reflect the latest science and data					

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Restaurant and Lodging Guidance: The Administration today issued workplace safety standards for restaurants and lodging. These workplace specific safety standards are organized around four distinct categories covering Social Distancing, Hygiene Protocols, Staffing and Operations and Cleaning and Disinfecting.

Restaurants: Outdoor dining will begin at the start of Phase II. Indoor dining will begin later within Phase II, subject to public health data. Even when indoor seating is permitted, use of outdoor space will be encouraged for all restaurants.

Social distancing guidance includes spacing tables six feet apart with a maximum party size of six people. The use of bars, except for spaced table seating, will not be permitted. For hygiene protocols, utensils and menus should be kept clean through single use or with strict sanitation guidelines, reservations or call ahead seating is recommended and contactless payment, mobile ordering or text on arrival for seating will also be encouraged.

Restaurants will be expected to follow cleaning and disinfecting guidelines, in accordance with CDC guidance. This includes closing an establishment temporarily if there is a case of COVID-19 in an establishment.

For full restaurant guidance, [click here.](#)

Lodging: Hotels, motels and other lodging businesses will be allowed to expand their operations in Phase II. Lodging safety standards apply to all forms of lodging including hotels, motels, inns, bed and breakfasts, short term residential rentals including Airbnb and VRBO.

Event spaces, like ballrooms and meeting rooms, will remain closed. On-site restaurants, pools, gyms, spas, golf courses and other amenities at lodging sites may operate only as these categories are authorized to operate in accordance with the phased re-opening plan. Lodging operators also must inform guests of the Commonwealth's policy urging travelers to self-quarantine for 14 days when arriving from out-of-state.

For full lodging guidance, [click here.](#)

On May 18th, the Baker-Polito Administration released Reopening Massachusetts, the Reopening Advisory Board's report, which details a four-phased strategy to responsibly reopen businesses and activities while continuing to fight COVID-19.

[VIEW THE FULL REPORT](#)

[VIEW GUIDANCE FOR SPECIFIC INDUSTRIES](#)

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:**

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Massachusetts Department of Public Health COVID-19 Dashboard - Friday, May 29, 2020

Dashboard of Public Health Indicators

Starting on May 18, the COVID-19 Command Center will give updates on six key public health indicators. Before and during reopening, these metrics must continue to show progress.

Below is the status as of 5/18/2020. Status will be updated weekly or as metrics indicate.

Indicator	Measure	Status
1	COVID-19 positive test rate	●
2	Number of individuals who died from COVID-19	●
3	Number of patients with COVID-19 in hospitals	●
4	Healthcare system readiness	●
5	Testing capacity	●
6	Contact tracing capabilities	●

Newly Reported Cases Today

617

Confirmed Cases

95,512

Newly Reported Deaths Today

78

Deaths of Confirmed COVID-19 Cases

6,718

New Tests Reported Today

9,422

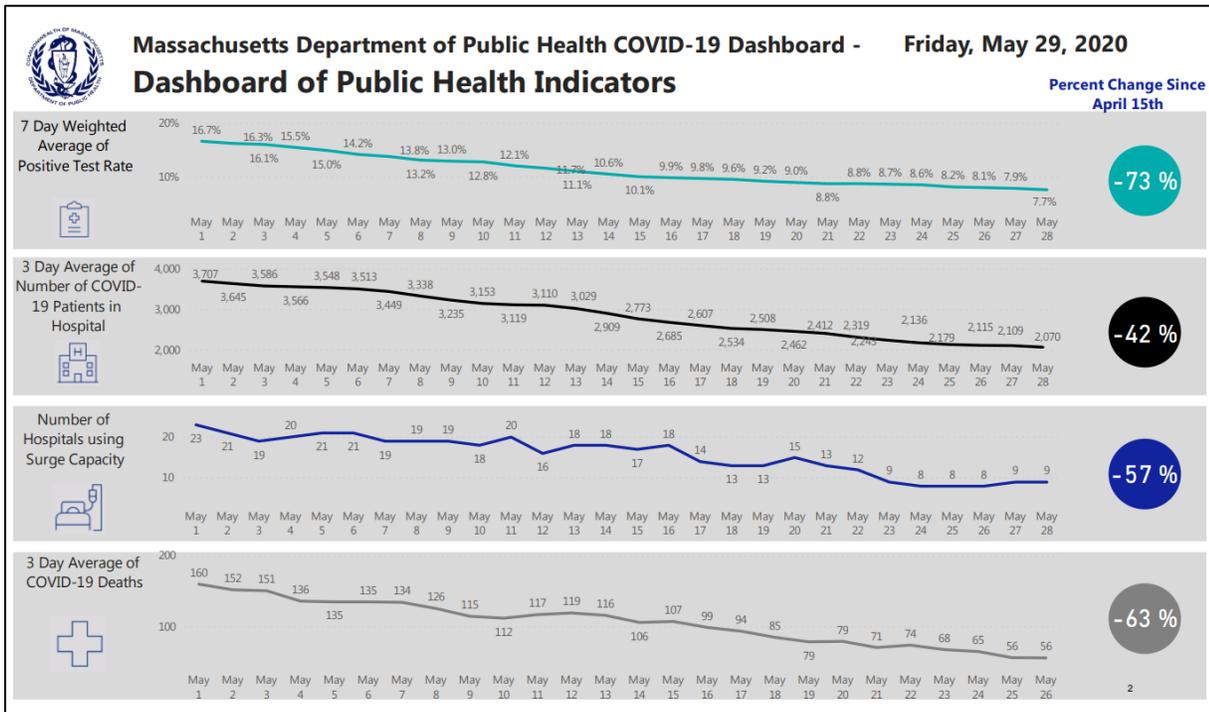
Total Tests Performed

571,745

Legend

- Positive trend
- In progress
- Negative trend

1



Important Updates

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
5/29	124	1
Total (as of 5/29)	47,390	442

COVID-19 Cases in Long-Term Care (LTC) Facilities (as of 5/29)	
Residents/Healthcare Workers of LTC Facilities	20,828
LTC Facilities Reporting at Least One Case of COVID-19	349
Deaths Reported in LTC Facilities	4,180

Mobile Testing at EOHHS Group Homes & Care Sites (as of 5/29 by Fallon Ambulance Service)

DDS, DMH, DCF and DPH Facilities	
Clients	11,763
Staff	16,705
Total Tests	28,468
Number of Locations	1,860



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

CALL US MONDAY THRU FRIDAY FROM 9AM-5PM



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. 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.
- 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.

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- 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.
- Last week, 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](#).
- **The total numbers at the Holyoke Soldiers' Home as of Friday May 29:**
 - 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 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 program is still available for viewing on

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the Home's [Facebook page](#).

- **The total numbers at the Chelsea Soldiers' Home as of Friday May 29:**
 - 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](#).

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,

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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

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- Stay Home. Stay Safe. Save Lives.

How to Help Out

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

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

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

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

Requests for Red Cross Emergency Response

American Red Cross

The American Red Cross (ARC) of Massachusetts is committed to fulfilling our Mission of providing emergency relief to our neighbors following a home fire or other disaster. We have implemented temporary changes to our response protocols. ARC we will be responding to your requests for service with a virtual response and ask your assistance in sharing this information with your Incident Commanders and Dispatch Center personnel.

Notification: Continue to request a response by contacting our long-standing emergency line **800-564-1234**.

When calling: Please have contact information for the head of household for each displaced family unit. 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.

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- 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.