

# Wednesday, June 3, 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's Update
- Updates from the Command Center
- Boston Hope Discharges its Last Patients
- Update on Mobile Testing Numbers
- Update on Holyoke and Chelsea Soldiers' Homes

### Boston Hope Clap Out



After caring for 723 patients since its opening on April 10, the Boston Hope Field Medical Station discharged its last patients yesterday. Joseph Murphy receives a joyous send-off, and then serenades the caregivers who made it all possible. Thank you to everyone who helped with the planning, construction, equipping, staffing and operations of all the Field Medical Stations, including those in Worcester, Lowell, the South Coast region, and on the Cape. [Please watch this wonderful video of all the patients discharged yesterday.](#)

(Photo & Video courtesy of Peter Brown Communications)

### 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 6/03**

101,592 Total Cases ([click here for more information](#))

7,152 Deaths

614,133 patients tested for the virus to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States **Last Updated 6/03**

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:**

1,827,425 Total Cases

106,202 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, Governor Charlie Baker and Lt. Governor Karyn Polito joined Secretary of Health and Human Services Marylou Sudders, Secretary of Housing and Economic Development Mike Kennealy, and Department of Early Education and Childcare Commissioner Samantha Aigner-Treworgy to provide an update on the Coronavirus response, and Phase II preparations. See a video of today's briefing [here](#).

### **Testing Trends**

During the Governor's update on the pandemic response, he said Massachusetts has now conducted over 600,000 COVID-19 tests, and noted a significant drop in the number of positive test results -- an important data point that is being monitored closely.

- Approximated 5% of the tests reported yesterday (6/2) came back positive.
- The percent of positive tests per day continues to decline from last week.
- In mid-April, 27% of cases were coming back positive per day.

### **Hospitalizations**

As of yesterday, 1,657 patients were hospitalized due to COVID-19. The three-day average of the number of patients that are hospitalized for COVID-19 has dropped 50 percent over the last 30 days.

While acknowledging the positive trends in the public health data, and their importance in determining how and when the Commonwealth continues its reopening process, Governor Baker urged residents to remain vigilant in following public health guidance so that hard fought progress achieved over the past several months is not lost.

### **Federal Testing Plan**

Governor Baker also provided a further update on the Commonwealth's recently submitted plan to the federal government to expand testing for symptomatic individuals and their close contacts, and to upgrade our state's epidemiological technology infrastructure.

- DPH is taking steps to expand lab testing capacity at the State Lab. Currently the state Lab can process 1,000 tests per day. The department will install two platforms, one to increase diagnostic tests by 1,300 molecular tests per day and one to conduct up to 1,6000 serology tests per day.
- To better identify communities that have limited access to testing, the Department of Public Health will create Strategic Testing Program Expansion sites, or STEP sites.
- The goal is to open 20 of these sites by the end of July for areas with a high number of COVID-19 cases where there isn't a sufficient testing capacity and "testing deserts".

The Governor noted that along with expanding access to testing that expanded testing capability is essential to the Commonwealth's contact tracing program.

### **Re-opening Process Update**

On Monday, June 1, the Governor signed an executive order that allowed businesses to prepare to reopen in Phase 2. Public health experts will be monitoring health data all week to determine when the Commonwealth can start Phase 2. More information will be shared on Saturday to detail when Phase 2 starts. Lt. Gov. Polito, Secretary Kennealy, and Commissioner Aigner-Treworgy provided updates on health and safety protocols for sectors of the economy slated to open next, including:

- [Guidance for retail businesses](#)

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DAILY SITUATION REPORT

- [Guidance for amateur sports programs for youth and adults, and summer sports camps](#)
- [Guidance for child care and youth serving programs](#)

### Updates from the Command Center

Secretary Sudders provided updates on continuing efforts to strengthen data reporting, and on the latest rounds of nursing facility infection control audits.

### Data

Beginning this afternoon, two new data points will be added to the weekly reports issued by the Command Center:

- The number of individuals who have recovered from COVID-19.
- The number of COVID cases reported for inpatient psychiatric units and free-standing psychiatric hospitals.

### Update on Nursing Facility Audits

- In today's Weekly COVID-19 Public Health report provides updated information on our Nursing Facility Accountability and Support Surveys. Specifically, the results of the second round of nursing facility audits.
- The nursing home clinical audits are based on a [28-point Infection Control Checklist](#).
- First round nursing facility audits began on May 4, and last Friday, May 29, a 2<sup>nd</sup> round was completed.
- Between the first and second audits, all facilities in the "red" received targeted infection control training and were prioritized for additional support including the rapid response team or crisis management.
- Overall, the results of the second round of audits demonstrate encouraging improvement among many nursing facilities. The number of facilities in the red decreased from 37% in round one to 14% in round two.
- The most common missed core competency was improper PPE use.
- Facilities that have consistently low scores on audits and/or that the Executive Office of Health and Human Services believes are endangering the health, safety, or welfare of residents, will not be eligible for continued enhanced funding and may be subject to additional consequences including termination from the MassHealth program, receivership, and other sanctions.

### Update on Nursing Home Visitation

Beginning today – family visitation restrictions at nursing homes, rest homes and assisted living facilities have been eased to allow for scheduled outdoor visits. [Guidance has been issued for nursing homes, rest homes](#) and assisted living facilities detailing how to safely allow scheduled visits with residents to occur. These measures include:

- A resident who is suspected or confirmed to be infected with COVID-19 cannot be visited. A resident who has recovered from COVID-19 may be visited.
- Visitors must be screened for fever or respiratory symptoms. Any individuals with symptoms of COVID-19 infection will not be permitted to visit with a resident.
- A long-term care facility staff member trained in patient safety and infection control measures must always remain with the resident during the visit.
- Visits must be limited to no more than two individuals. A visitor must always remain at least 6 feet from the resident and attending staff member(s) during the visit.

COVID-19 RESPONSE COMMAND CENTER  
DAILY SITUATION REPORT

- Staff, and residents must wear a surgical face mask and visitors must wear a face covering or mask for the duration of the visit.

This guidance is for all nursing homes, rest homes and assisted living facilities, except for the Holyoke and Chelsea Soldiers’ Homes. Additional guidance will be issued in the coming days for the homes and other 24/7 congregate care facilities.

## COVID-19 Public Health Data

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

Today, the Command Center released the comprehensive Weekly COVID-19 Public Health Report, which is posted each Wednesdays. **For the first time, DPH is reporting data on those who have recovered from COVID-19 on page 22 of the report.** Individuals who had a confirmed case of COVID-19 and are no longer in isolation are considered for purposes of this report to be recovered. As part of this definition, DPH is counting people as released from isolation after 21 days of illness or 21 days past the date of their test in all settings including nursing homes and state facilities.

The Weekly COVID-19 Public Health Report also includes town-by-town case and testing information, along with detailed case and death data related to long term care facilities. The report also includes update on nursing facility audits and more. You can find all the data reports by visiting the [COVID-19 Response Reporting page](#). ([Find the Data Files Here](#)). **Key data reflected in today’s Daily Dashboard is provided below:**



**Massachusetts Department of Public Health COVID-19 Dashboard - Wednesday, June 03, 2020**

## Dashboard of Public Health Indicators

Below is the status as of June 1, 2020:

| 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                  | ●      |

Legend

- Positive trend
- In progress
- Negative trend

Newly Reported Cases Today

# 429

Total Cases

# 101,592

Newly Reported Deaths Today

# 68

Total Deaths

# 7,152

New Patients Tested by Molecular Tests

# 8,362

Total Patients Tested by Molecular Tests

# 614,133

New Patients Tested by Antibody Tests

# 849

Total Patients Tested by Antibody Tests

# 47,414

1



**Massachusetts Department of Public Health COVID-19 Dashboard - Wednesday, June 03, 2020**

## Confirmed and Probable Case Breakdown

### Confirmed

|   |                                    |
|---|------------------------------------|
| Newly Reported Confirmed Cases Today        | Total Confirmed Cases              |
| 425   | 97,964                             |
| Newly Reported Deaths among Confirmed Today | Total Deaths among Confirmed Cases |
| 68  | 7,012                              |

### Probable

|  |                                   |
|--|-----------------------------------|
| Newly Reported Probable Cases Today        | Total Probable Cases              |
| 4  | 3,628                             |
| Newly Reported Deaths among Probable Today | Total Deaths among Probable Cases |
| 0  | 140                               |

Patients with a positive molecular test for COVID-19 are counted as confirmed.  
 Patients with a positive serology/antibody test and either COVID-like symptoms or likely exposure to COVID-19 are counted as probable cases.  
 Patients who did not have a laboratory test but whose death certificate listed COVID-19 as a cause of death are counted as probable deaths.  
 Probable cases are included in all counts from March 1 onward.  
 For more information on Confirmed and Probable case definitions, see [https://cdn.ymaws.com/www.cste.org/resource/resmgr/2020ps/Interim-20-ID-01\\_COVID-19.pdf](https://cdn.ymaws.com/www.cste.org/resource/resmgr/2020ps/Interim-20-ID-01_COVID-19.pdf)

Data Sources: COVID-19 Data provided by the Bureau of Infectious Disease and Laboratory Sciences, and the Registry of Vital Records and Statistics; Tables and Figures created by the Office of Population Health.  
 Note: all data are current as of 10:00am. 2



**Massachusetts Department of Public Health COVID-19 Dashboard - Wednesday, June 03, 2020**

## Dashboard of Public Health Indicators

Percent Change Since April 15th

**7 Day Weighted Average of Positive Molecular Test Rate**



-79%

**3 Day Average of Number of COVID-19 Patients in Hospital\***



-53%

**Number of Hospitals using Surge Capacity**



-71%

**3 Day Average of COVID-19 Deaths\*\***



-66%

\*Includes both confirmed and suspected cases of COVID-19; \*\*Includes deaths in only confirmed cases of COVID-19 3

## Important Updates

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

**Note:** The hours of operation for the Nursing Home/Long Term Care Family Resource Line have changed. **The Family Resource Line is now available Monday-Friday, from 9 am to 5 pm.**

#### Onsite Testing

| Date                     | Number of Tests Completed | Unique Facilities Visited |
|--------------------------|---------------------------|---------------------------|
| 6/3                      | 344                       | 4                         |
| <b>Total (as of 6/3)</b> | <b>48,013</b>             | <b>444</b>                |

| COVID-19 Cases in Long-Term Care (LTC) Facilities (as of 6/03) |               |
|--|---------------|
| Residents/Healthcare Workers of LTC Facilities                 | <b>21,785</b> |
| LTC Facilities Reporting at Least One Case of COVID-19         | <b>350</b>    |
| Deaths Reported in LTC Facilities                              | <b>4,447</b>  |

#### Mobile Testing at EOHHS Group Homes & Care Sites (as of 6/3 by Fallon Ambulance Service)

| DDS, DMH, DCF and DPH Facilities |               |
|----------------------------------|---------------|
| Clients                          | 12,024        |
| Staff                            | 16,974        |
| <b>Total Tests</b>               | <b>28,998</b> |
| Number of Locations              | <b>1,909</b>  |

**617-660-5399**

**NURSING HOME  
FAMILY RESOURCE LINE**

**617-660-5399**

CALL US MONDAY THRU FRIDAY FROM 9AM-5PM

### Holyoke Soldiers' Home Update

- The Soldiers' Home in Holyoke is actively preparing to resume outdoor visitation per the state-issued guidelines in the middle of June, but before that is conducting another round of full house COVID-19 testing of Veteran residents and staff, developing outdoor visitation protocols that prioritize the health and safety of our Veterans and staff with continued focus on infection control.
  - On Monday, Governor Charlie Baker announced that restrictions on visitation at nursing homes, rest homes, and assisted living residences implemented March 15<sup>th</sup> have been modified to allow for outdoor visitation for families with restrictions for continued public health. This plan will be contingent on the continued stability of infection controls and public health metrics, which we continue to monitor daily and coordinate with state and local health officials.
- The Holyoke Soldiers' Home has been intently focused on following infection control procedures and maintaining best practices for the safety of veteran residents and staff, and to support the recovery of veterans as the health status of many stabilizes. All veteran residents' health is being monitored and retesting is being conducted for veterans both on- and off-site as clinically appropriate. As results are received, veteran residents are being cohorted and further monitored. Recovery units are being identified and readied for residents.
- For the Soldiers' Homes in Holyoke, we expect to resume outdoor visitation per the state-issued guidelines in the middle of June. We are actively planning and preparing

COVID-19 RESPONSE COMMAND CENTER  
DAILY SITUATION REPORT

- Holyoke's Clinical Command continues to respond to the COVID-19 outbreak, monitoring staffing levels, while bringing on additional management staff for nursing, facilities, and administration staff to build capacity for resuming regular operations and moving to the recovery phase.
- Staff continue to work with veterans on iPad training, and have started to individualize iPads for veterans with contacts and apps. Members of the National Guard are supporting this and other recreation. iPads are being used for regular family communication through video chat, and the Family Hotline is available for ad hoc updates with support from social work and clinical staff.
  - Families can call the Family Hotline at 413-552-4764 Monday - Friday 8:00 a.m. - 4:00 p.m. Families can also request updates via email at [CommunicationsMailbox-HLY@Mass.gov](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. If a family member requests an update and is **not** the health care proxy, the name of the health care proxy will be shared and it will be suggested that the health care proxy should call and request the update.
- Governor Charlie Baker has advised flags be lowered to half-staff until the end of the public health emergency at the Soldiers' Home in Holyoke, Soldiers' Home in Chelsea, as well as the Massachusetts Veterans Memorial Cemetery in Agawam and Winchendon due to the fact Military Honors are unavailable during this public health crisis.
- The Soldiers' Home in Holyoke presented a virtual Memorial Day service, as part of the state's efforts to hold Memorial Day events virtually this year to honor military who have sacrificed for our country, and veterans who have passed in the last year. The program will continue to be available for viewing on their [Facebook page](#).
- **These numbers will be updated when retesting results are received.** The most recent numbers are those from Tuesday, June 2:
  - 93 veteran resident deaths (76 positive, 16 negatives, 1 unknown)
  - Testing results of all residents:
    - 74 veteran residents have tested positive
    - 57 veteran residents have tested negative
  - Resident locations:
    - 103 residents are onsite
    - 28 residents are offsite
    - 28 residents are at a dedicated skilled nursing unit at Holyoke Medical Center
    - 0 residents are receiving acute care offsite
  - 84 employees have tested positive

### Chelsea Soldiers' Home Update

- The Soldiers' Home in Chelsea is actively preparing to resume outdoor visitation per the state-issued guidelines in the middle of June, but before that is conducting another round of full house COVID-19 testing of Veteran residents and staff, developing outdoor visitation protocols that prioritize the health and safety of our Veterans and staff with continued focus on infection control. All Veterans and staff will be tested in the next week.
  - On Monday, Governor Charlie Baker announced that restrictions on visitation at nursing homes, rest homes, and assisted living residences implemented March 15 have been modified to allow for outdoor visitation for families with restrictions for continued public health. This plan will be contingent on the continued stability of infection controls and public health metrics, which we continue to monitor daily and coordinate with state and local health officials.

COVID-19 RESPONSE COMMAND CENTER  
DAILY SITUATION REPORT

- As infection control remains a focus of the Chelsea Soldiers' Home, the Chelsea Clinical Command continues to monitor and enforce staff use of personal protective equipment (PPE). Staff have been provided PPE core competency training, the entire facility is rounded on daily for infection control quality assurance checks, all units have been provided with educational materials, and there are daily cleanings throughout the facility in addition to frequent terminal cleaning.
- The Chelsea Soldiers' Home Clinical Command continues to respond to the COVID-19 pandemic, including regular coordinating calls with the VA Health Care System. The Home continues to review its infection control and clinical operations with experts.
- Veteran residents' health is being monitored and retesting is being conducted for veterans both on- and off-site as clinically appropriate. As results are received, veteran residents are being cohorted and further monitored. Additional isolation space has been identified and is being readied.
- Video visits between veteran residents and their loved ones are continuing with support from the Chelsea Soldiers' Home Social Work team and staff. Families can request updates on their loved ones by contacting the Home at [CSH@mass.gov](mailto:CSH@mass.gov) and through phone and video conversations. Medical information can only be shared with an authorized health care proxy.
- Governor Charlie Baker has advised flags be lowered to half-staff until the end of the public health emergency at the Soldiers' Home in Chelsea, Soldiers' Home in Holyoke, as well as the Massachusetts Veterans Memorial Cemetery in Agawam and Winchendon due to the fact Military Honors are unavailable during this public health crisis.
- The Soldiers' Home in Chelsea presented a virtual Memorial Day service, as part of the state's efforts to hold Memorial Day events virtually this year to honor military who have sacrificed for our country, and veterans who have passed in the last year. The program is still available for viewing on the Home's [Facebook page](#).
- **The numbers at the Chelsea Soldiers' Home as of Wednesday June 3:**
  - 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.

COVID-19 RESPONSE COMMAND CENTER  
DAILY SITUATION REPORT

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

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

### **Disaster Recovery Information**

On March 27, the President [declared](#) a Major Disaster Declaration for the Commonwealth of Massachusetts related to the COVID-19 pandemic response. Through this declaration, federal aid will be made available to cities and towns, state agencies, and certain non-profits in all Massachusetts counties to help pay for emergency protective measures (response costs) related to the COVID-19 pandemic. MEMA's Recovery Unit has developed a [webpage](#) with information and guidance on, but not limited to, disaster declaration, eligibility criteria, and the application process.

### **COVID-19 Public Resources Map**

MEMA, together with MA VOAD and other partners, has developed a [COVID-19 Public Resources Map](#) showing the location of resources available to the public, such as food banks, houses of worship, and Project Bread site locations. Please note that this map is not inclusive of all resources and is only as accurate as the information that has been provided to MEMA.

### **Massachusetts COVID-19 Response Dashboard**

MEMA has developed and maintains a public-facing COVID-19 ArcGIS Online dashboard, available [here](#). This dashboard is continuously updated and captures information about current COVID 19 case counts, cases by age, cases by county, hospital status, hospital bed status, death tolls, and deaths by age. Users should refresh the dashboard on a daily basis as enhancements are continuously being added.

## ***Stay Informed***

- Get information from trusted sources. Visit <https://www.mass.gov/covid19> for the latest news, case counts, and lab testing results. Call 2-1-1 with questions. Text the keyword **COVIDMA to 888-777** to receive notifications to your phone. To receive these notifications in Spanish, text **COVIDMAESP to 888-777**
- Take care of your emotional health:
- Call 2-1-1 and choose the "CALL2TALK" option.
- Samaritans is continuing operations 24/7, as always. During this unprecedented time, it can feel overwhelming to receive constant messages about COVID-19. Call or text their 24/7 helpline any time at 877-870-4673.
- The Disaster Distress Helpline, 1-800-985-5990, is a 24/7, 365-day-a-year, national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster, including disease outbreaks like COVID-19. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories.

## Please share our Communications Resources

**NEW:** The DPH video *“How to Safely Cover Your Face Outside of Home”* is now available in Spanish, Portuguese, Simplified Chinese, Traditional Chinese, Haitian Creole and Vietnamese. Please share! ([Find The Videos Here](#))



### Infographics

- [Stop the Spread of Germs](#)
- Social distancing: for [youth](#) for [general audience](#)
- [Coping with stress or fear](#)
- What to do [if you are sick](#)
- 10 tips for at-home [quarantine or self-monitoring](#)

### Short videos:

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

### Spanish Radio Spots (available on request):

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

## How to Help Out

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

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

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

COVID-19 RESPONSE COMMAND CENTER  
DAILY SITUATION REPORT

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](http://www.RedCrossBlood.org)

## ***Requests for Red Cross Emergency Response***

### **American Red Cross**

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

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

**When calling:** Please have contact information for the head of household for each displaced family unit. A point of contact from the Fire Department or Emergency Management on-scene that we can coordinate with if needed. Quick assessment as to extent of damage.

**What we will do:**

- Contact each head of household by phone or video chat. Open a virtual case for each affected family.
- Arrange for lodging if needed.
- Deliver a Client Assistance Card (financial assistance) to hotel, family member's home, etc.
- Provide Recovery guidance and assistance in the days following the incident.

If a virtual response is not possible, we will send a minimal number of Red Cross volunteers to the scene to orchestrate the virtual intake process. We value our partnership with your department and encourage you to contact us with any questions.