

Saturday, April 18, 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 Visits Boston Hope Field Medical Station
- Update on Mobile Testing Program & Cases in LTC Facilities
- Update on Holyoke and Chelsea Soldiers' Homes



Gov. Charlie Baker & Army Chief of Staff General James C. McConville meet with the press after visiting Boston Hope Field Medical Station at the Boston Convention and Exhibition Center today.

Helpful Links:

- [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 4/18**

36,372 Total Cases ([click here for more information](#))

1,560 Deaths

156,806 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States **current as of 4/18**

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:

690,714 Total Cases

35,443 Deaths

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

Social Distancing Basics:

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

If you go out:

- ✓ Avoid crowds
- ✓ Stay 6 feet away from others
- ✓ Don't shake hands or hug

State Actions Today

Today, Governor Charlie Baker joined U.S. Army Chief of Staff General James C. McConville, Massachusetts National Guard Adjutant Major General Gary W. Keefe, Brig. Gen. (ret.) Jack Hammond, Dr. Gregg Meyer, Chief Medical Officer at Partners HealthCare and Boston Planning and Development Director Brian Golden to visit the Boston Hope Field Medical Station at the Boston Convention & Exhibition Center.



The Governor thanked Mayor Walsh and all of the organizations, staff, and volunteers responsible for constructing and opening Boston Hope, which has increased bed capacity in the city by 1,000 beds. He thanked the many frontline health care providers, including active duty military, reserve, and National Guard personnel for helping care for patients, and supporting the city of Boston, and the Commonwealth during this unprecedented public health emergency. For details about working at Boston Hope visit www.partners.org/BostonHope.

Governor Baker also provided an update on the continued increase in testing capacity in Massachusetts, and the Administration's ongoing efforts to obtain and distribute equipment to protect our frontline essential workforce.

Update on Testing

As today, **156,806** tests have been conducted; **8,062** new tests conducted today. Daily test reporting data, including number of positive cases, can be found at [here](#) at 4:00 PM each day.

Data: Cases, PPE Distribution & Hospital Capacity

The Command Center continues to provide the most updated data related to cases, planning and response at the links below.

- Daily dashboard data [are published here](#)
- Cases, city/town, & hospital facility data [are published here](#)
- PPE distribution data [are published here](#)
- Hospital capacity published data [are published here](#)

Massachusetts Frontline Worker Resources

In an effort to connect frontline workers with various supports such as free/discounted meals, guidance on accessing PPE and priority testing, emergency child care, and alternate housing options, the Attorney General's Office developed the Frontline Workers Resource website. The website can be accessed at FrontlineMA.org.

Update on Mobile Testing Program for Long Term Care, Assisted Living Residences and DDS Group Homes

The Mobile Testing Program has expanded and can now test both symptomatic and asymptomatic residents and staff at nursing homes, rest homes, Assisted Living Residences, and the Department of Developmental Services group homes. Facilities with clinical capacity, can also order test kits to perform themselves. The program operates under the auspices of the Massachusetts National Guard, in partnership with the Department of Public Health and Broad Institute of Cambridge, See a summary below of activity today and since the launch of the program.

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Onsite Testing

Date	Number of Tests Completed	Facilities Visited
4/17	1112	12
Total (as of 4/17)	7,612	299

Testing Kits Provided

Date	Number of Kits Sent	Facility Count
4/17	2290	21
Total (as of 4/17)	14,056	140

Cases in Long term Care Facilities (as of 4/18)

COVID-19 Cases in Long-Term Care (LTC) Facilities	
Residents/Healthcare Workers of LTC Facilities	5790
LTC Facilities Reporting at Least One Case of COVID-19	250
Deaths Reported in LTC Facilities	810

Other Important Updates

Holyoke Soldiers' Home

- The Holyoke Soldiers' Home is conducting gap analysis to help establish a comprehensive hiring and recruitment plan - the analysis will ensure an optimal staffing ratio that aligns with industry standards on Hours Per Patient Day (HPPD), accounting for current and expected patient acuity at the facility, as well functional staff call-out rates and vacancies.
 - Currently, the Home is maintaining strong staff-to-resident ratios with continued presence of the Massachusetts National Guard trained medical and operational staff.
- The Social Work Team, with added support from the National Guard and Behavioral Health Network staff, is doing rounds to check in with staff about emotional support needs. This support complements the continued availability of the Employee Assistance Program.
- The Clinical Command continues to respond to the COVID-19 outbreak while bringing on additional management staff for nursing, facilities, operations and administration to complement the existing staff. Continued focus on quarantine zones for COVID-19 positive residents, enforcing use of PPE and monitoring supply, and ensuring increased disinfection protocols.
- The Holyoke Soldiers' Home is regularly communicating with veteran residents' health care proxies and is scheduling regular updates for families, which is made possible through the additional clinical case management nursing staff that was brought on board.

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- Families can call the Family Hotline at 413-552-4764 Monday – Friday 8:00 a.m. – 6:00 p.m., and Saturday 9:00 a.m. – 1:00 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 Friday:**
 - 57 veteran resident deaths (48 positive, 7 negatives, 1 pending, 1 unknown)
 - 91 veteran residents have tested positive
 - 74 veteran residents have tested negative
 - 4 veteran residents have pending tests
 - 81 employees have tested positive

Chelsea Soldiers' Home

- On Friday, the Chelsea Soldiers' Home accepted its first Veterans back who have been medically cleared to return from VA facilities after being transferred for proactive monitoring and additional care. They will temporarily stay on a dedicated ward, where their health will be monitored before returning to their respective wards.
- Conversations with the VA Health Care system are continuing as additional needs are identified, and Chelsea is preparing additional veteran residents for proactive transfer to another VA facility for additional monitoring and care.
- Staffing levels continue to be monitored closely by the Chelsea clinical command and they are being supplemented by staff from staffing agencies as needed. So far 47 slots have been filled through staffing agency contracted roles.
 - Staffing needs are driven by staff who tested positive and are therefore quarantined/out from work in accordance with CDC guidelines.
- The Chelsea Soldiers' Home clinical command continues to respond to the COVID-19 pandemic, including regular coordinating calls with the VA Health Care System, daily monitoring of personal protective equipment (PPE) supply, and continuously reviewing and implementing infection control policy.
- There have been more than 50 video visits between veteran residents and their loved ones complete with support from the Chelsea Soldiers' Home Social Work team.
 - Brighton Marine has generously donated 25 iPads to help our Veterans stay connected.
 - 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.

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- **The total numbers at Chelsea Soldiers' Home as of Saturday:**
 - 13 veteran resident deaths (9 tested positive, 4 tested negative)
 - 27 veteran residents who have tested positive
 - 207 veteran residents who have tested negative
 - 51 staff tested positive

How to Help Out

- [Donate](#) to the Massachusetts COVID-19 Relief Fund.
- Volunteer opportunities for health professionals: [Please click here.](#)
- Volunteer for the new Community Tracing Collaborative by visiting the [PIH Ma-Response](#) page [Or DIRECT link](#) to recruiter web.
- 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:

As you are aware, 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](https://www.redcrossblood.org) or calling 1-800-RED CROSS (1-800-733-2767).

Resources

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.

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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 [website](#) with information and guidance regarding the disaster declaration, eligibility criteria, and the application process.

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 and help others do the same. If you need emotional support during these stressful times:
 - 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

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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:

NEW: [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.

Social media – please continue to follow and re-tweet DPH on Twitter @MassDPH, updated several times per day.

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. In order to maintain our commitment to assisting to those affected while balancing our volunteer workforce safety, we have implemented the below 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.