

Tuesday, April 14, 2020

COVID-19 Command Center

Massachusetts Emergency Management Agency

Situation Update

State Actions in Today's Report:

- Daily Case Update (Link in sidebar)
- Cape Cod Field Medical Station
- Expanded COVID-19 Response Reporting
- Update on Mobile Testing Program & Cases in LTC Facilities
- Update on Holyoke and Chelsea Soldiers' Homes
- Massachusetts Frontline Worker Resources

Governor & Lt. Governor Tour Field Medical Station on Cape Cod



Helpful Links:

- NOW: [Jobs Available to Assist Long Term Care Facilities](#)
- [Mass.Gov/covid19](#)
- [Massachusetts Emergency Management Agency](#)
- [Unemployment & COVID-19](#)
- [Dept. Of Transitional Assistance Online Portal](#)
- [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 4/14*

28,163 Total Cases (click for more information)

957 Deaths

126,551 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States *current as of 4/14*

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:

579,005 Total Cases

22,252 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

At a 2:00 p.m. press conference, Governor Baker, Lt. Governor Polito, Massachusetts National Guard Adjutant Major General Gary W. Keefe, and Cape Cod Healthcare CEO Michael Lauf provided the following updates and announcements: ([see video of today's briefing](#))

Cape Cod Field Medical Station (News Release)

The Joint Base Cape Cod Field Medical Station supports the Administration's strategy to increase hospital bed capacity for COVID-19 patients across the Commonwealth through the development of five regional medical facilities. Cape Cod Healthcare serves as the field hospital's local health care partner and will manage the facility, which will house 94 beds and expects to admit patients beginning next Monday, April 20.

Medical stations, like the one being deployed to Cape Cod, are required to set up in facilities of at least 40,000 square feet to comply with the Americans with Disabilities Act, and include beds, supplies and a cache of medicine for basic care. Alternate medical sites like this one are in place to support existing hospital capacity in the region and do not provide care for walk-in patients.

Expanded COVID-19 Response Reporting

To support ongoing preparations for a surge in COVID-19 cases, the Baker-Polito Administration today announced the expansion of COVID-19 response reporting to include statewide hospital capacity and PPE distribution data.

- **Testing:** Daily test reporting data, including number of positive cases, can already be found at [this link](#) at 4:00 PM each day.
- **Hospital Capacity:** At 4:00 PM each day, the Command Center will report hospital bed occupancy and availability as reported by Massachusetts hospitals at [this link](#).
- **PPE Distribution:** PPE distribution reports will be posted each day at 4:00 PM, and can be found [here](#).

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

On March 31, the Commonwealth implemented a project that allows for safe, on-site testing of symptomatic residents of nursing and rest homes with a quick turnaround. The program, which has expanded to include Assisted Living Residences, and Department of Developmental Services group homes, is operating under the auspices of the Massachusetts National Guard in partnership with the Department of Public Health and Broad Institute of Cambridge. Since launching the initiative, more than **4,500** tests have been collected at **264 facilities**. Facilities with appropriately trained clinical staff can now conduct their own testing with test kits ordered through the mobile testing program; as of today, **77 facilities** had requested more than **8,600** test kits had been sent. See a summary by day below.

Onsite Testing

Date	Number of Tests Completed	Facilities Visited
Today	759	37
Total (as of 4/14)	4,572	264

Testing Kits Provided

Date	Number of Kits Sent	Facility Count
Today	3,473	33
Total (as of 4/14)	8,644	77

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

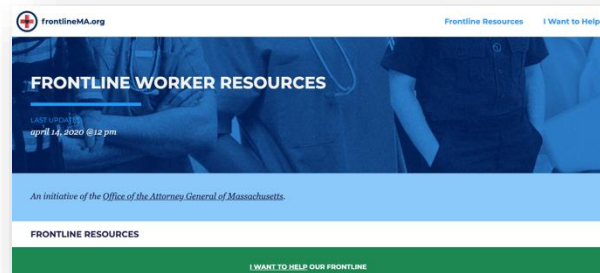
Cases in Long term Care Facilities (as of 4/14)

COVID-19 Cases in Long-Term Care (LTC) Facilities	
Residents/Healthcare Workers of LTC Facilities	3907
LTC Facilities Reporting at Least One Case of COVID-19	214
Deaths Reported in LTC Facilities	444

Other State Agency Updates

Massachusetts Frontline Worker Resources

Today, the Attorney General's Office rolled out [FrontlineMA.org](https://frontlineMA.org), a resource 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.



Other Important Updates

Holyoke Soldiers' Home

- The Holyoke Soldiers' Home has been in communication with the VA Health Care System and the VA has offered up potential locations for short-term transfers for veteran residents in various areas of the state. Social workers have been in touch with families where the clinical presentation and code status of residents would allow for such transfers. In most cases, families of the veterans have declined such transfers, though social workers are still finishing discussions with family members
 - There has been a total of 44 transfers to the satellite unit at Holyoke Medical Center for monitoring and care. Of those 44 transfers, 15 have had positive tests, and 3 have passed away
- Secondary testing for veteran residents continues, and as results come in veterans are being moved and placed in appropriate care settings within the facility, and social distancing continues to be urged among veteran residents and staff.
 - Expedited testing continues through a partnership with Holyoke Medical Center and Baystate Health with a 24-hour turnaround as veteran residents are monitored for symptoms.
- Baystate and DPH infection control nurses continue to be deeply involved to support infection control oversight and processes. As necessary facility updates to support infection control and clean and safe environments are identified, veteran residents are being moved to appropriate locations within the facility to enable important deep cleaning, maintenance, and renovation.
- Strong staff-to-resident ratios have been achieved thanks in large part to the presence of the Massachusetts National Guard trained medical and operational staff. The clinical command structure continues to refine staffing plans, including working to bring on new nursing leadership and clinical staff.
- The Holyoke Soldiers' Home is regularly communicating with veteran residents' health care proxies and is scheduling regular updates for families.

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

- This is being done with the support of the additional clinical case management nursing staff that was brought on board.
- 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 Holyoke Soldiers' Home clinical command continues to respond to the COVID-19 pandemic and outbreak at the Holyoke Soldiers' Home, and is enforcing quarantine zones for COVID-19 positive residents, and continues to distribute and require use of PPE, restricting visitors, increased personal hygiene measures, and increased disinfection protocols.
- **The total numbers at the Holyoke Soldiers' Home as of Tuesday:**
 - 44 veteran resident deaths (36 positive tests, 7 negatives, 1 unknown)
 - 4 veteran deaths reported today include: 1 unknown was DNR, DTR; 1 positive was DNR and DNH; 1 positive DNR and DNI; 1 positive was DNR and DNH]
 - 100 veteran residents have tested positive
 - 77 veteran residents have tested negative
 - 4 veteran residents have pending tests
 - 79 employees have tested positive
 - 221 employees have tested negative

Chelsea Soldiers' Home

- All veteran residents have been tested and the results have been received. If residents are positive, they are being isolated and their health is closely monitored, and if they test negative, they are appropriately cared for and monitored.
 - Some residents who had been proactively moved to the VA Health Care System for further monitoring and treatment are being readmitted to the Chelsea Soldiers' Home. Specific isolation and quarantine units have been established to be able to support residents who were transferred to the VA system and who are now stable and are being transferred back to the Home.
 - Additional wards have been established for veterans who are symptomatic but had negative tests.
- Families can request updates on their loved ones by contacting the Home at CSH@mass.gov.
 - Please note the Soldiers' Home can only share medical information about a resident with the authorized health care proxy on file.
 - Social work staff at the Chelsea Soldiers' Home are supporting veteran and family communication with the use of iPads and video chat.
- Staffing levels continue to be monitored closely by the Chelsea clinical command and they are being augmented by recently established contracts with six agencies to fill open slots with contract staff.
 - As staff testing results are returned, there are currently 42 staff who have tested positive and are therefore quarantined/out from work.
 - Existing staff are being provided emotional support through the Employee Assistance Program.
- 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

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

protective equipment (PPE) supply, and continuously reviewing and implementing infection control policy.

- **The total numbers at Chelsea Soldiers' Home as of Tuesday:**
 - 12 veteran resident deaths (8 tested positive, 4 tested negative) [today's update includes 1 death who had tested negative, was DNH and comfort measures only]
 - 23 veteran residents who have tested positive
 - 216 veteran residents who have tested negative
 - 42 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

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.

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

COVID-19 Public Resources Map

The COVID-19 Public Resources Map shows the location of resources available to the public during COVID-19 pandemic, such as food banks, houses of worship and Project Bread site locations. Please note the map is not inclusive of **all** resources, and is only as accurate as the information that has been provided to MEMA. To access the map [click here](#).

Stay Informed

- 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.
- 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

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:

[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)

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

[Stay Home - Save Lives](#) (:06)

10 Tips for at home quarantine or self-monitoring -- coming soon.

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.
- 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.