

Monday, May 11, 2020

COVID-19 Command Center

Massachusetts Emergency Management Agency

Situation Update

Command Center Situation Reports will be issued Monday-Friday.

State Actions in Today's Report:

- Daily Case Update (link in sidebar)
- Governor Baker Provides Daily Update
- Reopening Framework: A Four-Phase Approach
- Mandatory Workplace Safety Standards
- Update on Mobile Testing Numbers & New DOC Data
- Update on Holyoke and Chelsea Soldiers' Homes



Helpful Links:

- [Get Involved: Community Contact Tracing Collaborative](#)
- [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 5/11**

78,462 Total Cases ([click here for more information](#))

5,108 Deaths

394,728 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States **Last Updated 5/11**

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:

1,324,488 Total Cases

79,756 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, and DPH Commissioner Dr. Monica Bharel attended the daily update on the Commonwealth's response to the COVID-19 pandemic. During his remarks, the Governor provided his daily update on testing, hospitalizations, PPE distribution and outlined the four-phase approach to reopening the Commonwealth's economy. Lt. Governor Polito provided new guidance on mandatory workplace safety standards. ([Read the news release](#)) ([See video here](#)).

Testing:

- Yesterday (May 10th) almost 12,000 new tests were reported in Massachusetts. 388,389 total tests have been completed to date.
 - 9% of yesterday's tests were positive. Positive test rates have been under 20% for the past week.

Hospitalizations & Capacity:

- As of May 10th, the number of hospitalizations has been trending downward.
- For people who test positive for COVID-19, about 4% become ill enough to be hospitalized.

Personal Protective Equipment:

- As of yesterday, the Commonwealth delivered over 10 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.

Four-Phase Approach to Reopening

Today, the Baker-Polito Administration announced a four-phase approach to reopening the Massachusetts economy amidst the COVID-19 pandemic, and published Mandatory Workplace Safety Standards that will apply across all sectors and industries once reopening begins.

The goal of the phased reopening, based on public health guidance, is to methodically allow certain businesses, services, and activities to resume, while protecting public health and limiting a resurgence of new COVID-19 cases.

- Phase 1 will be "Start:" limited industries resume operations with severe restrictions.
- Phase 2 will be "Cautious:" additional industries resume operations with restrictions and capacity limits.
- Phase 3 will be "Vigilant:" additional industries resume operations with guidance.
- Phase 4 will be the "New Normal:" development of vaccine and/or therapy enables resumption of new normal.

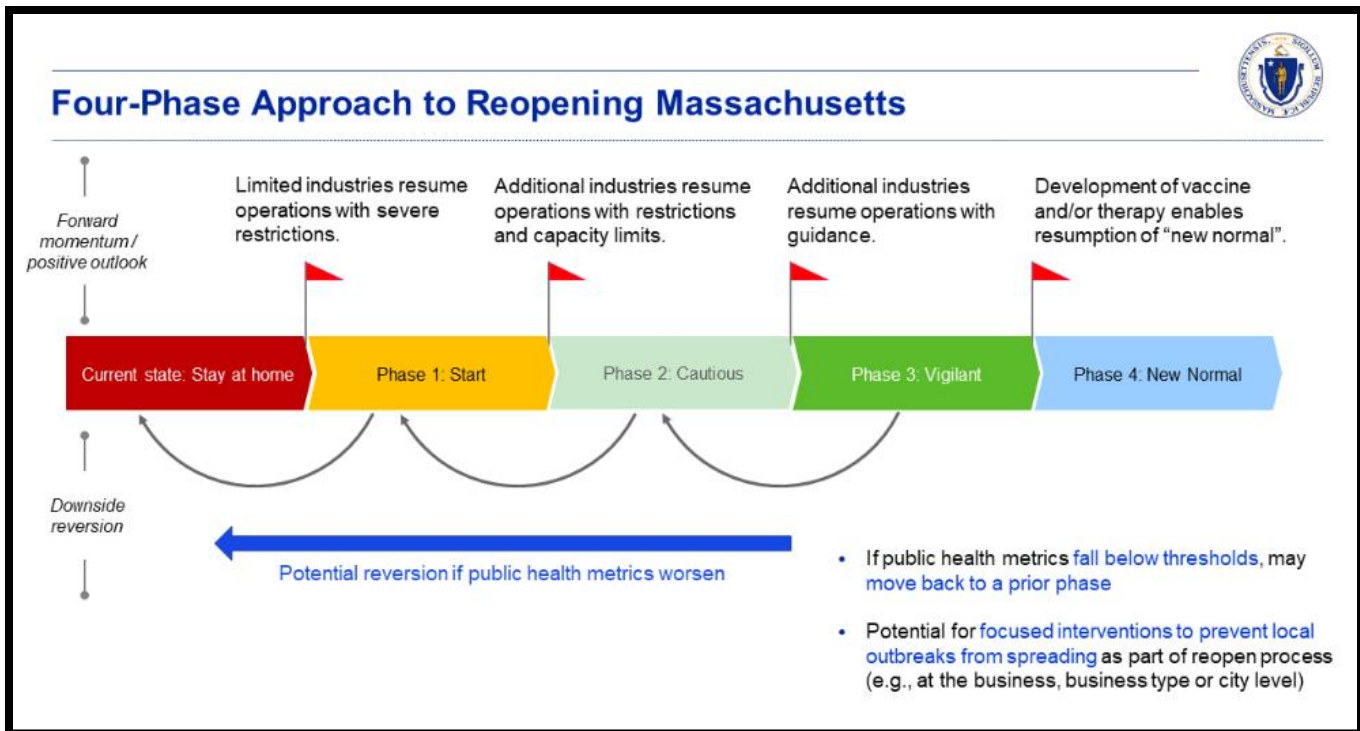


Figure 1: Four-Phase Approach to Reopening Massachusetts

Businesses and activities that provided “COVID-19 Essential Services,” per Governor Baker’s March 23rd order, will continue to operate. Certain businesses and activities with a lower risk of COVID-19 transmission will open in earlier phases. Decisions and timing will be influenced by public health metrics for when the first phase of reopening begins, as well as when it is safe to move into concurrent phases.

[CLICK HERE](#) for more information about the four-phased reopening approach.

[CLICK HERE](#) for today’s presentation from the Reopening Advisory Board.

Mandatory Workplace Safety Standards

The Department of Public Health (DPH) and the COVID-19 Command Center, in consultation with the Reopening Advisory Board and based on feedback from industry, labor, and community coalitions, has developed Mandatory Workplace Safety Standards to reduce the risk of COVID-19 transmission as employees and customers begin to return to workplaces during the first phase of reopening. These Mandatory Workplace Safety Standards are applicable to all sectors and industries that will be open in phase one, and create new workplace requirements for social distancing, hygiene, staffing and operations, and cleaning. These standards are being released to give workplaces time to plan and prepare for reopening.

For social distancing:

- All persons, including employees, customers, and vendors should remain at least six feet apart to the greatest extent possible, both inside and outside workplaces
- Establish protocols to ensure that employees can practice adequate social distancing
- Provide signage for safe social distancing
- Require face coverings or masks for all employees

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

For hygiene:

- Provide hand washing capabilities throughout the workplace
- Ensure frequent hand washing by employees and adequate supplies to do so
- Provide regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout work site

For staffing and operations:

- Provide training for employees regarding the social distancing and hygiene protocols
- Employees who are displaying COVID19-like symptoms do not report to work
- Establish a plan for employees getting ill from COVID-19 at work, and a return-to-work plan

For cleaning and disinfecting:

- Establish and maintain cleaning protocols specific to the business
- When an active employee is diagnosed with COVID-19, cleaning and disinfecting must be performed
- Disinfection of all common surfaces must take place at intervals appropriate to said workplace

[CLICK HERE](#) for more information about the Mandatory Workplace Safety Standards.

In addition to these Mandatory Standards which apply to all workplaces, the Reopening Advisory Board is developing Sector Specific Safety Protocols and Best Practices that will detail how particular industries should operate upon reopening.

The Reopening Advisory Board is scheduled to provide its full report to Governor Baker on Monday, May 18th.

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

Onsite Testing

Date	Number of Tests Completed	Facilities Visited
5/11	946	11
Total (as of 5/11)	38,485	640

COVID-19 Cases in Long-Term Care (LTC) Facilities (as of 5/11)	
Residents/Healthcare Workers of LTC Facilities	16,420
LTC Facilities Reporting at Least One Case of COVID-19	336
Deaths Reported in LTC Facilities	3,071

Mobile Testing at EOHHS Group Homes & Care Sites (as of 5/8 by Fallon Ambulance Service)

DDS, DMH, DCF and DPH Facilities	
Clients	8,557
Staff	13,414
Total Tests	21,971
Number of Locations	1,409



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

CALL ANY TIME 9AM-5PM, 7 DAYS A WEEK

Other Important Updates

Department of Corrections Data

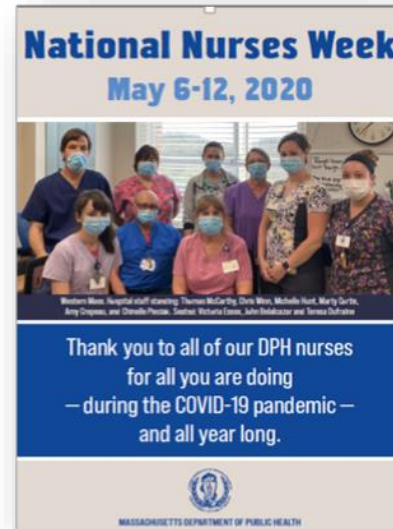
Beginning today, data from the Massachusetts Department of Correction's (DOC) on-site testing program will be included in the DPH Daily COVID-19 Dashboard. You can find the first chart on the [DOC data here on page 31](#).

Updated DPH Guidance

The Department of Public Health has posted revised guidance on Dedicated Care Capacity at Nursing Facilities for COVID-19 patients [here](#).

National Nurses Week (May 6-12)

This week the Department of Public Health posted flyers in all DPH public health hospitals to recognize and thank hard-working nursing staff for their extraordinary efforts.



Holyoke Soldiers' Home 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.
- In addition to increased environmental cleaning, additional air purifying equipment has been brought into the units today.
- A full-time in-house Occupational Therapist is beginning today to support the resumed physical rehabilitation services for veteran residents. Additional social and recreational activities are also being added back in while maintaining social distance and proper usage of PPE.
- Ensuring adequate staffing levels remains a central focus of the Holyoke Soldiers' Home Clinical Command, and the Home remains above the industry standard for staffing based on Hours Per Patient Day (HPPD). The Holyoke Soldiers' Home Clinical Command continues to respond to the COVID-19 outbreak 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; Additionally, infection control staff is developing plans for dedicated recovery units.
- As veteran residents are being cared for, their status and symptoms are being closely monitored and they are being retested as appropriate. As results are returned, residents are being cohorted appropriately.
- Regular family communication continues from Holyoke Soldiers' Home staff through video chat, using donated iPads, 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.

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

- 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 total numbers at the Holyoke Soldiers' Home as of Monday May 11:**
 - 88 veteran resident deaths (74 positive, 13 negatives, 1 unknown)
 - Testing results of all residents:
 - 77 veteran residents have tested positive
 - 59 veteran residents have tested negative
 - Resident locations:
 - 104 residents are onsite
 - 32 residents are offsite
 - 31 residents are at a dedicated skilled nursing unit at Holyoke Medical Center
 - 1 resident is receiving acute care offsite
 - 83 employees have tested positive

Chelsea Soldiers' Home Update

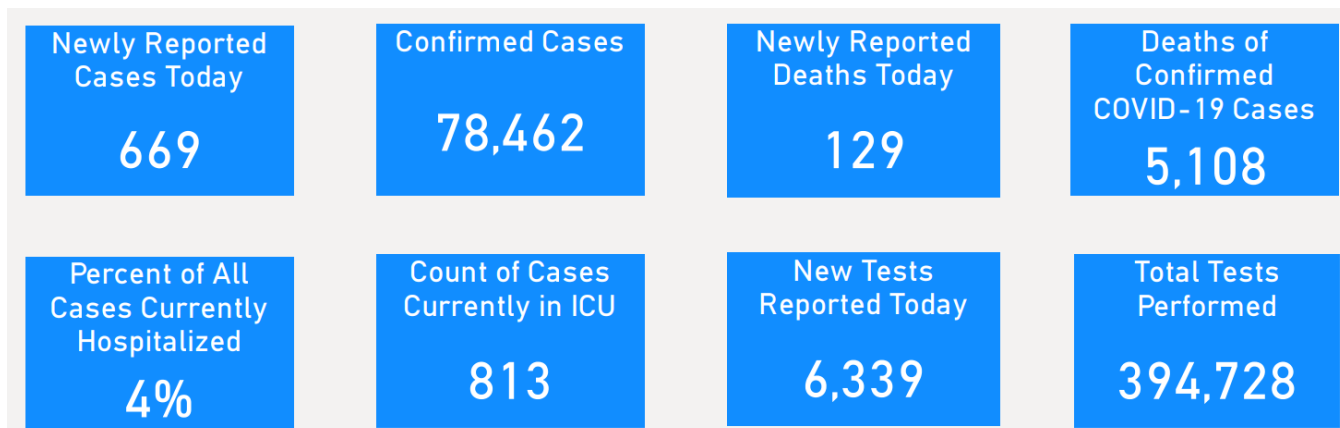
- Today the Soldiers' Home in Chelsea Board of Trustees are accepting a donation of 175 iPads from Brighton Marine to support additional veteran communication between loved ones.
- The Chelsea Soldiers' Home received an additional shipment of N95 masks, and continues to enforce proper staff usage of Personal Protective Equipment (PPE) and closely track and supplement the supply. 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.
- 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 if needed.
- The Chelsea Soldiers' Home is safely reintroducing recreation activities, respecting social distancing, to support residents' mental and emotional health during this challenging time. This will include socially distanced group activities to cope with the impact of the virus, as well as mindfulness, living well, and coping with other concerns.
- The Chelsea Soldiers' Home clinical command continues to respond to the COVID-19 pandemic, including regular coordinating calls with the VA Health Care System, monitoring and enforcing staff use of personal protective equipment (PPE), and closely monitoring staff levels, supplementing as necessary with support from contracted staff. The Home has reviewed its infection control and clinical operations with additional experts.
- There have been more than 130 video visits between veteran residents and their loved ones complete 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.

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

- **The total numbers at the Chelsea Soldiers' Home as of Monday May 11:**
 - 36 veteran resident deaths (29 tested positive, 7 tested negative)
 - 31 veteran residents who have tested positive
 - 185 veteran residents who have tested negative
 - 57 staff tested positive

COVID-19 Public Health Data

The Department of Public Health has made available the underlying data files the Department uses each day to produce the COVID-19 Dashboard, as part of a continued effort to expand the amount and type of data released to the public. The data files are updated and posted daily (**by 4pm**) with the dashboard report for the public, researchers, and media to download. **City and town case data are published weekly each Wednesday.** ([Find the Data Files Here](#)). Key data reflected in today's report is provided below:



Resources

COVID-19 Testing

Looking for a COVID-19 test site? The Department of Public Health (DPH) has posted to their COVID-19 website information on testing and mobile testing site locations ([available here](#)). This information is updated twice weekly.

The Commonwealth's COVID-19 Command Center and MEMA have stood up regional isolation and recovery sites located in hotels across the state ([click here for more information](#)). Currently there are sites in Lexington, Pittsfield, Taunton, Northampton, and Everett. These locations are for individuals who:

- Are homeless (people who normally sleep at a shelter, on the street, for whom home is unsafe due to violence, or who do not have a permanent address) AND
- Who are COVID-19 positive OR have a medical provider's note recommending isolation and can safely isolate without medical supervision.

These sites are for individuals who have mild or moderate symptoms and do not need hospital level of care or nursing facility level of care. Medical treatment is not provided on site. As noted above, individuals must have a positive COVID-19 test or must have been seen by a medical provider and directed to isolate for them to be

COVID-19 RESPONSE COMMAND CENTER DAILY SITUATION REPORT

accepted. These locations cannot support individuals who need assistance with Activities of Daily Living or who need the level of care provided at a Skilled Nursing Facility.

For shelter providers located outside Boston, please call 617-367-5150 between the hours of 7 a.m. and 7 p.m. The intake coordinator will determine eligibility, register an individual for the program, and have the guest placed and transported to the nearest Isolation and Recovery location that has availability.

For shelter providers located in Boston please call 617-534-5050 to access sites in Boston.

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

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 [\(Details Here\).](#)

Give Blood:

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).

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.