

*Wednesday, May 13, 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 Visits Drive Through Testing Site in Fall River
- Deadline Approaching for Nursing Facility Testing Requirement
- Update on Mobile Testing Numbers
- Update on Holyoke and Chelsea Soldiers' Homes
- New DPH Face Covering Videos in Multiple Languages



### **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 5/13**

80,497 Total Cases ([click here for more information](#))

5,315 Deaths

410,032 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

**United States** **Last Updated 5/13**

*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:**

1,364,061 Total Cases

82,246 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 joined SSTAR CEO Nancy Paull to visit a drive-through testing site at Stanley Street Treatment and Resources (SSTAR) in Fall River, one of 18 community health centers to expand COVID-19 testing capacity in recent weeks through a partnership with the Baker-Polito Administration and Quest Diagnostics. During his remarks, the Governor provided his daily update on testing, hospitalizations, and PPE distribution. ([See video here](#)).

### **Daily Update on Testing, Hospitalizations, and PPE Distribution**

#### **Testing:**

- Yesterday (May 12<sup>th</sup>) approximately 6,700 new tests were reported in Massachusetts. Just over 401,000 total tests have been completed to date.
  - 13% of yesterday's tests were positive. Positive test rates have been around 10% for the past week.

#### **Hospitalizations and Capacity:**

- As of May 12<sup>th</sup>, the number of hospitalizations continues to trend downward.
- Approximately 3,100 individuals are reported hospitalized.

#### **Personal Protective Equipment:**

- To date, the Commonwealth has 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.

### **Governor Highlights Administration's COVID-19 Testing, Contact Tracing Initiatives at Drive-Through Test Site**

Governor Charlie Baker today visited a drive-through testing site at Stanley Street Treatment and Resources (SSTAR) in Fall River, one of 18 community health centers to [expand COVID-19 testing capacity](#) in recent weeks through a [partnership](#) with the Baker-Polito Administration, the Massachusetts League of Community Health Centers, and Quest Diagnostics. Following the visit, Governor Baker highlighted an expansion of testing criteria included in new guidance from the Department of Public Health, and provided updates on testing capacity and the Commonwealth's first-in-the-nation contact tracing initiative.

#### **Expanded Testing Criteria:**

Yesterday, the Department of Public Health (DPH) issued updated guidance about the appropriate use of laboratory testing for COVID-19 and expanded testing recommendations in clinical and commercial laboratories. The new guidance expands the criteria for COVID-19 testing eligibility.

Updated guidelines recommend the following:

- All symptomatic individuals, including those with mild symptoms, should be tested. Symptoms of COVID-19 include:
  - Fever, chills or shaking chills
  - Signs of a lower respiratory illness
  - Fatigue, sore throat, headache, body aches or new loss of sense of taste or smell
  - Other less common symptoms can include gastrointestinal symptoms and inflammatory conditions

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- In elderly, chronically ill or debilitated individuals, symptoms of COVID-19 may be subtle, including alterations in mental status or in blood glucose control
- All individuals who are identified as close contacts of a COVID-19 confirmed case by a local board of health, DPH, the Community Tracing Collaborative or a healthcare provider should be tested.

Read the guidance [here](#).

**Testing Capacity Update:**

Testing remains a critically important component of the Commonwealth's plan to begin re-opening the economy. In total, the Commonwealth has conducted more than 400,000 tests. Daily testing data can be found on the COVID-19 Response Command Center's [daily dashboard](#).

This progress has been made possible by the work of partners like SSTAR who have established successful testing sites and are participating in other key programs like isolation housing and contact tracing. Expanded testing partnerships are specifically focused on increasing testing in areas hardest hit by COVID-19, including high-density communities and communities of color. Mobile testing is being conducted on-site at nursing homes, rest homes and assisted living facilities, and to date, over 38,000 tests at more than 360 facilities have been conducted.

Thanks to shared efforts by the Administration and health care and lab partners to ramp up testing, Massachusetts now has one of the top per capita testing rates in the country, and currently outpaces some countries around the world on testing totals.

**Contact Tracing Update:**

Last month, the Baker-Polito Administration, DPH, Partners in Health and local Boards of Health [launched](#) the Community Tracing Collaborative (CTC), a first in the nation statewide contact tracing initiative to mitigate the spread of COVID-19.

Since calls began on April 12, tens of thousands of Massachusetts residents have participated in contact tracing. Staffed with nearly 1,600 tracers, the Tracing Collaborative has reached nearly 18,000 confirmed cases and over 14,000 of their contacts since calls began on April 12. In part due to effective social distancing measures, the median number of contacts reported by each confirmed case remains approximately two.

As the CTC continues its contact tracing work to mitigate the spread of COVID-19, it is critical that Massachusetts residents answer the phone when a contact tracer calls or texts. Contact tracers will only reach out from phone numbers with **833** or **857 area codes**, and the phone's caller ID will say **MA COVID Team**. The Community Tracing Collaborative will not ask for social security numbers or health insurance information.

To learn more about the MA COVID Team and the Community Tracing Collaborative, visit [www.mass.gov/MATracingTeam](http://www.mass.gov/MATracingTeam).

**Deadline Approaching for Nursing Facility Testing Requirement**

On April 27, [the Administration announced](#) a comprehensive nursing home accountability and support policy which includes up to \$130 million in new funding to support long care facilities during the COVID-19 pandemic. To access this support package, nursing facilities are **required to conduct baseline testing of staff and residents**. Testing **must be completed by May 25** in order for facilities to be eligible for the enhanced funding. To date, only 10% of nursing facilities have met this requirement.

More information related to the required testing policy can be found [here](#) and an FAQ can be found [here](#). As a reminder, facilities have several options for testing which can be found in the FAQ.

Nursing facilities wishing to pursue testing through state-directed methods (COVID Command Center Congregate Care Mobile Testing Program call center), must:

- Call the call center at 617-366-2350 to **request testing no later than Monday, May 18<sup>th</sup>, at 4 PM**
- Confirm with the call center that your facility is ready with paperwork to be scheduled no later than Wednesday, May 20<sup>th</sup>, at 4 PM. The call center will work with you to ensure the requisition requirements are met

Nursing facilities that have not called to request testing by Monday, May 18th, at 4 PM, will not be able to make use of the COVID Command Center Congregate Care Mobile Testing Program and will have to use an alternate testing channel to meet requirements before May 25<sup>th</sup>.

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

**Onsite Testing**

Date	Number of Tests Completed	Facilities Visited
5/13	1,388	14
<b>Total (as of 5/13)</b>	<b>40,867</b>	<b>663</b>

<b>COVID-19 Cases in Long-Term Care (LTC) Facilities (as of 5/13)</b>	
Residents/Healthcare Workers of LTC Facilities	<b>17,076</b>
LTC Facilities Reporting at Least One Case of COVID-19	<b>338</b>
Deaths Reported in LTC Facilities	<b>3,236</b>

**Mobile Testing at EOHHS Group Homes & Care Sites (as of 5/13 by Fallon Ambulance Service)**

<b>DDS, DMH, DCF and DPH Facilities</b>	
Clients	9,118
Staff	13,936
<b>Total Tests</b>	<b>23,054</b>
Number of Locations	<b>1,462</b>



**NURSING HOME  
FAMILY RESOURCE LINE**

**617-660-5399**



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

## *Other Important Updates*

### **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.
- The veterans that are at a dedicated skilled nursing unit at Holyoke Medical Center have all been retested and results are being returned. As results are received, residents are being cohorted appropriately.
- 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.
- At a meeting of the Holyoke Board of Trustees on Tuesday evening the Home's interim leadership team provided a status update to the Board, including an update on a refresh of units for infection control protocols to prepare in the coming months to take veteran residents back from Holyoke Medical Center.
- Additional social and recreational activities are also being added back in while maintaining social distance and proper usage of Personal Protective Equipment (PPE).
- 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; Additionally, infection control staff is developing plans for dedicated recovery units.
- 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](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 total numbers at the Holyoke Soldiers' Home as of Wednesday May 13:**
  - 88 veteran resident deaths (74 positive, 13 negatives, 1 unknown)
  - Testing results of all residents:
    - 73 veteran residents have tested positive
    - 53 veteran residents have tested negative
    - 10 veteran residents have pending tests
  - Resident locations:
    - 104 residents are onsite
    - 32 residents are offsite
      - 31 residents are at a dedicated skilled nursing unit at Holyoke Medical Center

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- 1 resident is receiving acute care offsite
- 83 employees have tested positive

### **Chelsea Soldiers' Home Update**

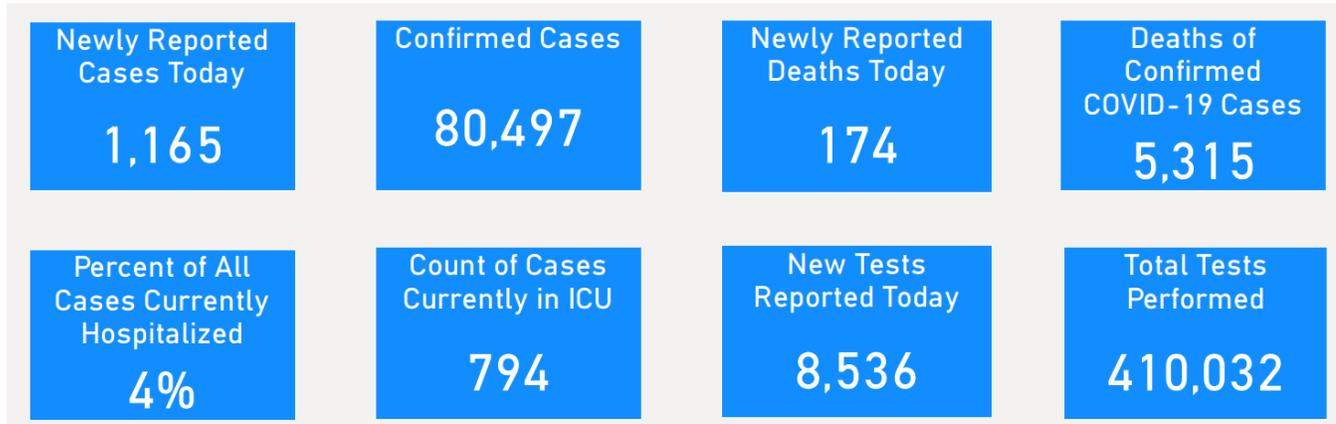
- This week, the Chelsea Soldiers' Home leadership and Board of Trustees accepted a generous donation from [Brighton Marine of 175 iPads](#) to help keep Veterans connected during the pandemic. These iPads will allow for additional video visits between veteran residents and their loved ones, which have been made 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.
- The Chelsea Soldiers' Home continues to enforce proper staff Personal Protective Equipment (PPE) usage 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. The Chelsea Soldiers' Home continues to receive shipments of PPE including masks, face shields, gowns, and hand sanitizer.
- 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.
- 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.
- 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 total numbers at the Chelsea Soldiers' Home as of Wednesday May 13:
  - 38 veteran resident deaths (30 tested positive, 8 tested negative)
    - Today's update includes the death of one veteran resident who tested negative and was being treated offsite at a hospital
  - 32 veteran residents who have tested positive
  - 184 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,

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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:



*Please Note:* Data from the Massachusetts Department of Correction's (DOC) on-site testing program is now included in the DPH Daily COVID-19 Dashboard.

## Resources

### Homeless COVID-19 Isolation Sites

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 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.

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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 [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](#)



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- [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](mailto: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**

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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.