

Sunday, April 12, 2020

COVID-19 Command Center

Massachusetts Emergency Management Agency

Situation Update

State Actions in Today's Report:

- Daily Case Update (Link in sidebar)
- PPE Distribution List Posted Online
- Update on Mobile Testing Program & Cases in LTC Facilities
- Gillette & Big E Testing Sites Closed Tomorrow Due to Inclement Wx
- Update on Holyoke and Chelsea Soldiers' Homes

New PPE Distribution Chart Posted (Details Below)

PPE Distribution Summary - By Entity Type					
Cumulative PPE distribution as of April 12, 2020 at 9:00am	N95s/KN95s	N95s/KN95s - KRAFT	Masks	Gowns	Gloves
Nursing home/Senior living	37,695	128,150	236,150	38,551	231,700
Hospital	26,650	83,600	67,000	13,092	43,000
Community health center	9,150	38,800	58,500	8,793	41,400
Local Public Safety (incl. Fire, Police, Public EMS)	20,733	37,546	131,021	67,677	510,610
EMS (Private)	3,380	22,000	11,300	1,596	23,000
Local BOH	1,045	7,000	8,000	786	21,000
State agency	5,476	8,300	50,890	18,506	812,900
Other health (e.g. home and pediatric care)	7,640	36,740	141,730	11,808	251,400
Total distributions	111,769	362,136	704,591	160,809	1,935,010

PPE Distribution Summary - By Region					
Cumulative PPE distribution as of April 12, 2020 at 9:00am	N95s/KN95s	N95s/KN95s - KRAFT	Masks	Gowns	Gloves
Southeastern Massachusetts	31,970	91,421	139,435	39,569	280,200
Metro West	15,470	75,080	142,082	23,545	110,480
Western Massachusetts	24,133	60,135	114,462	25,050	180,780
Central Massachusetts	10,990	49,735	82,424	21,375	240,270
Metro Boston	9,240	45,780	67,200	16,640	194,100
Northeastern Massachusetts	13,150	31,685	83,748	13,196	99,600
State agency	6,816	8,300	75,240	21,434	829,580
Total distributions	111,769	362,136	704,591	160,809	1,935,010

Helpful Links:

- [Mass.Gov/covid19](https://www.mass.gov/covid19)
- [Massachusetts Emergency Management Agency](https://www.mass.gov/emergency-management)
- [Unemployment & COVID-19](https://www.mass.gov/unemployment)
- [Dept. Of Transitional Assistance Online Portal](https://www.mass.gov/transitional-assistance)
- [Emergency Childcare Site](https://www.mass.gov/emergency-childcare)
- [MBTA.com/covid19](https://www.mass.gov/mbta-covid19)
- [COVID-19 Cost Eligibility and Tracking Guidance](https://www.mass.gov/covid19-cost)
- [Complete List of Emergency Orders & Guidance](https://www.mass.gov/emergency-orders)

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 4/12**

25,475 Total Cases (click for more information)

756 Deaths

116,730 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States **current as of 4/12**

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:

525,704 Total Cases

20,486 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

Command Center Posts PPE Distribution Update

The Baker-Polito Administration has made, and will continue to make, every effort to secure the supplies and personal protective equipment - from all possible sources - to support front line workers responding to this unprecedented public health emergency. Today the Command Center posted for the first time a PPE distribution summary that describes what and where **1,935,010** pieces of PPE have been delivered. The summary provides the numbers of respirators, masks, gowns and gloves that have been distributed through April 12. The chart also provides a breakdown of distribution by entity and by region and will be updated regularly.

[\(See The PPE Distribution Chart\)](#)

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, nearly **3,700** tests have been collected at **221 facilities**. Facilities with appropriately trained clinical staff can now conduct their own testing with test kits ordered through the mobile testing program; as of Saturday afternoon, **35 facilities** had requested more than **4,400** test kits had been sent. See a summary by day below.

On-Site Testing

Date	Tests Completed	Facilities Visited
3/31	225	1
4/1	55	1
4/2	145	10
4/3	193	18
4/4	310	21
4/5	309	18
4/6	124	11
4/7	308	23
4/8	362	19
4/9	723	26
4/10	291	25
4/11	419	36
4/12	235	12
Total	3,699	221

Testing Kits Provided

Date	Kits Sent	Facility Count
4/9	136	2
4/10	2967	23
4/11	103	2
4/12	1266	8
Total	4,472	35

Cases in Long Term Care Facilities (as of 4/12)

COVID-19 Cases in Long-Term Care (LTC) Facilities	
Residents/Healthcare Workers of LTC Facilities	3050
LTC Facilities Reporting at Least One Case of COVID-19	199
Deaths Reported in LTC Facilities	340

[Click here for the source](#)

Update on Gillette & Big E Drive-Thru COVID-19 Testing Sites:

Due to the forecasted inclement weather, the drive-thru testing sites at Gillette Stadium and the Big E will be **closed** tomorrow (4/13).

Other Important Updates

Update on Holyoke & Chelsea Soldiers' Home

The Commonwealth continues to make every resource available to the clinical command centers at the Holyoke and Chelsea Soldiers' Homes as they work to care for the veteran residents and staff, including deploying additional staff, supplies, and support for veteran residents, families, and employees as they navigate the challenges of this public health emergency. Below are updates for 4/12:

Holyoke Soldiers' Home

- An Easter Sunday Mass was televised throughout the facility for all who wanted to watch. The Mass was celebrated by three Chaplains of the Massachusetts National Guard.
 - Following the Mass, the Chaplains rounded the facility to provide assistance to staff and residents of the Soldiers' Home.
- Continued to move veterans within the building to semi-private and private rooms, encouraging social distancing.
- Continued partnership with Holyoke Medical Center and Baystate Health for 24 hour turnaround on tests.
 - Secondary testing of veteran residents continues as they are monitored for symptoms.
 - A total of 44 transfers to the satellite unit at Holyoke Medical Center for monitoring and care occurred in the last 9 days (no new transfers in the last 24 hours).
- The Military Friends Foundation plans to use donated funds from their recently launched COVID-19 Military Families Relief Fund to purchase iPads for the Holyoke and Chelsea Soldiers' Homes, so that Veterans can connect with their families. This will improve the staff's ability to facilitate family communications with residents.
- The Holyoke Soldiers' Home is regularly communicating with veteran residents' health care proxies and is scheduling regular updates for families.
 - This is being done with the support of the additional clinical case management nursing staff that was brought onboard last week from Behavioral Health Network and Riverside Community Care.
 - 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.
- With strong staff to resident ratios 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.

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DAILY SITUATION REPORT

- The clinical command structure has identified and is implementing new staffing patterns developed for all units that ensure their operations are aligned with industry standards.
 - Continued surveillance of infection control protocols and re-educating staff at the point of noticing lapses in protocol.
 - Staff testing was completed last week, and staff that are off site for medical leave have been contacted and offered testing.
- Leveling grounds to bring in 3 storage containers to store hospital property in order to facilitate improvements to veterans' living quarters in preparation for their return.
 - The Holyoke Soldiers' Home clinical command continues to respond to the COVID-19 pandemic and outbreak at the Holyoke Soldiers' Home.
 - Holyoke continues to implement the guidance issued from CDC, DPH, CMS, and the VA.
 - The clinical command 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 personal protective equipment (PPE) supply is monitored daily and additional supplies are being delivered as needed to keep staff and residents safe.
 - Additional contracted housekeeping staff brought onsite for ongoing terminal cleaning to ensure that infection control measures are adhered to.
 - **The total numbers at the Holyoke Soldiers' Home as of Sunday:**
 - 38 veteran resident deaths (32 positive tests, 6 negative) [+1 veteran - positive - resident had DNR]
 - 88 veteran residents have tested positive
 - 99 veteran residents have tested negative
 - 8 veteran residents have pending tests
 - 78 employees have tested positive (43 positives from recent onsite testing)
 - 222 employees have tested negative (216 negatives from recent onsite testing)

Chelsea Soldiers' Home

- Testing of veteran residents continues to come back largely negative. In the case of positive results, the veterans are appropriately isolated, their health status is closely monitored, and many residents are being proactively moved to the VA Health Care System for further monitoring and treatment.
- Establishing additional wards for Veterans who are symptomatic but had negative tests, and another for those COVID-19 positive Veterans who were sent out to other facilities, but will be returning to the Soldiers' Home.
- The Military Friends Foundation informed Chelsea that they intend to use donated funds from their recently launched COVID-19 Military Families Relief Fund to purchase iPads for the Chelsea and Holyoke Soldiers' Homes, so that Veterans can connect with their families. This will augment the current supply of iPads the staff is using to facilitate family communications with residents.
- 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.

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- This weekend, all domiciliary residents were given 24-hour notice on new curfew: no one off campus (unless being taken to medical appointment) and no one to leave dorm building from 10PM – 5AM.
- There will be a make-up employee testing session early next week for those who were out of office this week, and staff that are currently on medical leave were screened via drive through testing in the parking lot.
 - Staff testing positive are quarantining and staying away from work in accordance with CDC and DPH guidance.
- Recently established contracts with six agencies to fill open slots with contract staff to address ongoing staffing needs.
- The Chelsea Soldiers' Home clinical command has standing meetings to proactively prepare and respond to the COVID-19 pandemic:
 - The Chelsea Soldiers' Home has and continues to implement the guidance issued from CDC, DPH, CMS, and the VA.
 - The personal protective equipment (PPE) supply is monitored daily.
 - Strictly enforcing isolation rooms and quarantine zones for COVID-19 positive residents, increased use of PPE, restricting visitors, increased personal hygiene measures, and increased disinfection protocols.
 - Deep cleaning has been and is continuing to be conducted throughout the facility per CDC guidelines and Chelsea has contracted with a cleaning vendor to augment staff housekeeping efforts.
 - The team continues to manage staffing to provide safe care for residents - and is putting in place per diem contracts with NP, RN, LPNs for immediate starts.
- **The total numbers at Chelsea Soldiers' Home as of Sunday:**
 - 9 veteran resident deaths (6 tested positive, 3 test negative) [+1 death – negative - resident had DNR and was on hospice]
 - 25 veteran residents who have tested positive
 - 217 veteran residents who have tested negative
 - 41 staff tested positive (25 positives from onsite testing)
 - 182 staff tested negative (171 negatives from onsite testing)

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](#)).

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

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.redcross.org/blood) or calling 1-800-RED CROSS (1-800-733-2767).

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

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)

[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.