Friday, April 10, 2020
COVID-19 Command Center
Massachusetts Emergency Management Agency

Situation Update

State Actions in Today's Report:

- Daily Case Update (Link in sidebar)
- Updates on Hospital Surge Capacity
- Updates from the Command Center
- Face Coverings and Cloth Mask Advisory
- Grocery Worker Priority Testing
- 3,000 Additional National Guard Personnel Activated
- Governor Baker Signs Additional COVID-19 Muni Bill
- Additional Measures to Reduce Crowding at State Parks
- Update on Cases in Long Term Care Facilities & Testing Program
- Update on Holyoke and Chelsea Soldiers' Homes

COVID-19 Text Alerts Now Available in Spanish
Envíe COVIDMAESP al 888-777

Helpful Links:

- 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 4/10

20,974 Total Cases (click for more information)

599 Deaths

102,372 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States current as of 4/10

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:

459,165 Total Cases

16,570 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

COVID-19 RESPONSE COMMAND CENTER
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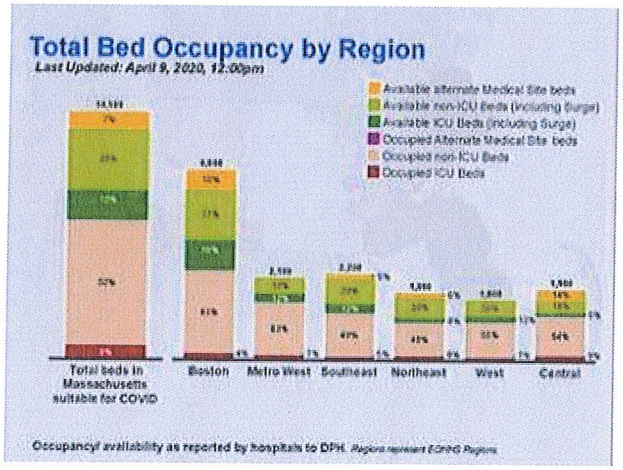
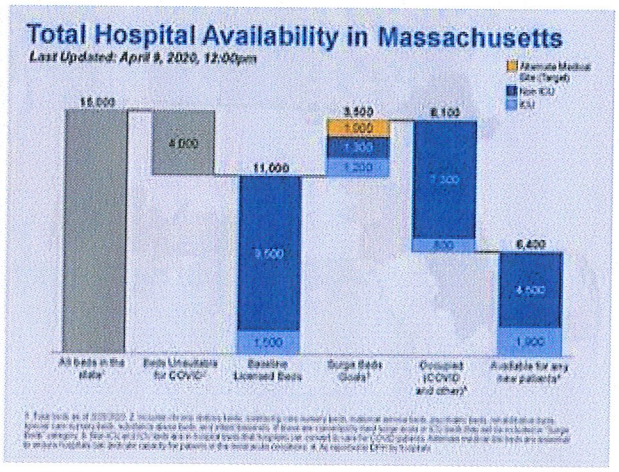
State Actions Today

At a 2 p.m. press conference, Governor Charlie Baker and Lt. Governor Karyn Polito joined Secretary of Health and Human Services Marylou Sudders, and Boston Medical Center CEO Kate Walsh to provide updates on the Commonwealth's COVID-19 response. (See video of today's briefing)

Hospital Capacity in Massachusetts:





(Click here for high-resolution versions of these charts)

Hospital Surge Capacity (News Release)
The Administration's COVID-19 Response Command Center released its initial projections on the surge last week. Since then, the Command Center has remained in regular contact with the Commonwealth's hospitals on a daily basis as they work to increase acute and ICU bed capacity. As of today, the Commonwealth has worked to make a total of approximately 14,500 treatment beds available ahead of the surge:

- 11,000 beds could be available for ICU and acute care in the existing hospital system. This represents a breakdown of roughly 9,400 acute care beds and 1,500 ICU beds.
- Through hospital surge planning and field hospitals, the Commonwealth is bringing approximately 3,500 new beds online for ICU and acute care. This breaks down to approximately 2,500 new hospital beds coming online from hospital surge planning, and 1,000 beds coming online though field hospitals.

The Command Center continues to monitor the impact of COVID-19 on different regions and tracking how many hospital beds are available across the Commonwealth. As of today, hospitals have reported that 8,100 beds are occupied now statewide, or approximately 55% (this figure includes hospitalizations for non COVID-19 patients). This means that 6,400 beds are currently available for both ICU and acute care, or roughly 45%.

Field Hospitals
In the coming days, hundreds of new beds will come online that will help the Commonwealth significantly ramp up care capacity ahead of the surge to support existing hospitals. The Command Center is targeting five alternate care sites. These field hospitals will serve as an alternative site for hospitals to treat patients, particularly individuals who need acute care. They are being built all around the state to ensure all residents have access to this emergency care. The field hospital at the Boston Convention and Exhibition Center opened

today. Field hospitals at the DCU Center in Worcester and Newton Pavilion started accepting patients yesterday. Over the coming week, additional facilities will open up in Cape Cod, Springfield, and Lowell. These facilities will provide approximately 1,000 additional beds for patients who do not require ICU-level care.

The Administration is grateful to federal partners and to the hospital systems of UMass Memorial, Partners Healthcare, Beth Israel Lahey, Cape Cod Hospital, Baystate Hospital, and Lowell General for their efforts to stand facilities these up.

Updates from the Command Center

Secretary Sudders provided updates on distribution of additional ventilators received by the Commonwealth from the Strategic National Stockpile, and the Mobile Testing Program and Family Resource Line. 109 ventilators have been delivered to 20 sites throughout the state. The Commonwealth has received an additional 100 ventilators from the National Stockpile that are being tested today and delivered to facilities tomorrow.

The Command Center has accelerated on-site testing and made resources available to long term care facilities to prioritize the safety and wellness of vulnerable residents. In addition to expanding the program to assisted living residences, all facilities can now request test kits to perform sample collection, rather than having the National Guard Specialists perform the testing onsite. A facility may order test kits for the entire facility – including both symptomatic and asymptomatic residents and employees.

Today, the Secretary announced the kick-off of a partnership with Transformative Healthcare – a Quincy-based company and the largest EMS provider in New England – to provide testing services for EOHHS clients in group homes and congregate settings. Transformative Healthcare began by providing on-site testing services for residents in several DDS group homes.

Face Coverings and Cloth Masks Advisory

The Baker-Polito Administration today issued guidance to residents and Executive Branch employees recommending the use of a face covering or cloth mask when in situations where maintaining proper social distancing measures are not possible to prevent the spread of COVID-19, such as in a grocery store.

A face covering may include anything that covers your nose and mouth, including a mask, scarf or bandana. Health care masks, such as N95 masks, should not be used and should be preserved for health care workers and first responders. Cloth masks should not be worn by young children under the age of two, persons with difficulty breathing, or those who are unconscious, incapacitated or otherwise unable to remove the mask without assistance. Instructions on how to make a cloth mask are available from the CDC here.

Read the guidance here.

Grocery Store Worker Priority Testing (**News Release**)

The Baker-Polito Administration and the Executive Office of Public Safety and Security today expanded access to the free, priority COVID-19 testing sites for first responders to now include grocery store and supermarket workers. Beginning Saturday, April 11, the men and women who provide critical access to food and other necessities may schedule an appointment to receive COVID-19 testing at the sites located at Gillette Stadium in Foxboro and the Big E fairgrounds in West Springfield.

All appointments must be made in advance by the worker's supervisor or manager, and personnel do not need to be symptomatic to be eligible.

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Massachusetts National Guard Activation

Today, the Baker-Polito Administration authorized the activation of an additional 3,000 military personnel of the Massachusetts National Guard to support the Commonwealth's COVID-19 response. This order raises the total authorization to up to 5,000 members statewide, who may be tasked with supporting requests from state agencies for equipment, logistics, warehousing and related duties. Local cities, towns and state agencies should submit requests for support through the Massachusetts Emergency Management Agency.

Governor Signs Additional COVID-19 Muni Bill

Today, Governor Baker signed into law *An Act to Further Address Challenges Faced by Municipalities, School Districts and State Authorities Resulting From COVID-19*. To view a section-by-section summary of this important legislation, please click here.

Additional Measures to Reduce Crowding at State Parks (News Release)

In an effort to prevent the spread of COVID-19, the Baker-Polito Administration today announced several new measures throughout the state parks system ahead of the upcoming holiday weekend. To expand pedestrian and cyclist access, the Department of Conservation and Recreation (DCR) will open segments of three parkways in the Greater Boston Metro Area for recreational use starting Saturday, April 11, 2020 at dawn. These segments will close to vehicular traffic on Friday, April 10, 2020 at dusk, and after the weekend, DCR will evaluate the effectiveness of the measure. Additionally, the agency will work to reduce parking capacity at state park properties statewide starting Saturday, April 11, 2020, which will continue indefinitely.

Importantly, the measures will reduce close contact of park users, and aid in the reduction of large concentrations of people on adjacent sidewalks and paths. Parkways that will open to pedestrians and cyclists include:

- William J. Day Boulevard between Farragut Road and Shore Drive in the City of Boston (South Boston);
- Francis Parkman Drive between Perkins Street and the Arborway in the City of Boston (Jamaica Plain); and,
- Greenough Boulevard (Little Greenough) between Arsenal Street and North Beacon Street in the Town of Watertown.

While visiting state park properties, the public should visit locations that are located near their homes, limit their excursions to short periods of time, and only participate in recreational activities that are transitory in nature, such as walking, jogging and biking. This will allow access to the outdoors while continuing to ensure social distancing to limit the spread of COVID-19.

COVID-19 Text Alerts Now Available In Spanish: (News Release)

The Baker-Polito Administration today announced that its COVID-19 text message alert system "AlertsMA" is now available in Spanish. This expansion of the text-alert system means that the same text alerts that are distributed via the English-language system will now be available to Spanish-language users.

- Users can subscribe to the Spanish-language service by texting **COVIDMAESP** to **888-777**.
- Since its launch on March 24, over 215,000 individuals have signed up to receive text-message updates from AlertsMA.

The Spanish-language text alerts are the latest effort from the Commonwealth to deliver crucial COVID-19 information to non-English speakers. All of Mass.Gov (including Mass.Gov/COVID19) is available in 13 different languages, and the Commonwealth's non-emergency help line, 2-1-1 is available in over 150 languages. Several agencies, including the Department of Public Health and the Department of Unemployment Assistance, offer additional fact sheets available in multiple languages.

The Commonwealth's Executive Office of Technology Services and Security partnered with Everbridge, a Massachusetts-based company whose platform powers AlertsMA, to initially bring the notification service online. The Commonwealth and Everbridge partnered with UMass Medical School and the Center for Health Impact for Spanish-language translation services.

Other Important Updates

Known Cases in Long Term Care Facilities (as of 4/10 at 12:30 p.m.)

COVID-19 Cases in Long-Term Care (LTC) Facilities	
Residents/Healthcare Workers of LTC Facilities	2124
LTC Facilities Reporting at Least One Case of COVID-19	176
Deaths Reported in LTC Facilities	247

Click here for the source

Update on Mobile Testing Program for Long Term Care and Assisted Living Facilities

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 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 **3,000** tests have been collected. On Thursday, As of April 9th, facilities with appropriately trained clinical staff can conduct their own testing with test kits ordered through the mobile testing program; as of Friday afternoon, **25 facilities** had requested more than **3,100** test kits had been ordered. See a summary below of tests completed so far.

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
Total	**173**	**3045**

Date	Count of Facility	Kits Requested
4/9/20	2	136
4/10/20	23	2967
Grand Total	**25**	**3103**

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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 4/10:

Holyoke Soldiers' Home

- The Holyoke Soldiers' Home is now able to get tests in a 24-hour turnaround time through a new partnership with Holyoke Medical Center and Baystate Health.
  - Secondary testing of veteran residents continues as they are monitored for symptoms.
  - Additional veteran residents are being transferred to the satellite unit at Holyoke Medical Center for monitoring and care.
- The Home has now reached a staffing ratio of one staff for every 5-6 residents, which exceeds national standards, as a result of onboarding new staff, utilizing contracted and per-diem staff, and leveraging support from the Massachusetts National Guard trained medical and operational staff.
  - 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.
  - Staff testing was completed this week, and staff that are off site for medical leave have been contacted and offered testing.
- 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 this 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.
- 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 Friday:**
  - 35 veteran resident deaths (30 positive tests, 5 negative)

- 76 veteran residents have tested positive
- 99 veteran residents have tested negative
- 17 veteran residents have pending tests
- 73 staff tested positive

Chelsea Soldiers' Home

- Largely negative veteran resident test results are coming back on those recently tested. 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.
- Staff testing was offered to all staff on-site this week, and as additional staff tests are returned, staff are quarantining and staying away from work in accordance with CDC and DPH guidance.
  - There will be a make-up session early next week for those who were out of office this week, and staff that are currently on medical leave are being screened via drive through testing in the parking lot.
- More than 25 virtual visitations have been coordinated at Chelsea as the team continues to leverage its clinical case management staff and social workers for resident communications.
  - iPads have been delivered to Chelsea to support veteran resident communications, with assistance of social workers.
  - Families can also 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.
- 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, and a delivery of face shields, surgical masks, and other PPE is expected this week.
  - 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 Friday:**
  - 7 veteran resident deaths (5 tested positive, 2 test negative)
  - 22 veteran residents who have tested positive
  - 217 veteran residents who have tested negative
  - 29 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 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.