Friday, April 3, 2020

COVID-19 Command Center

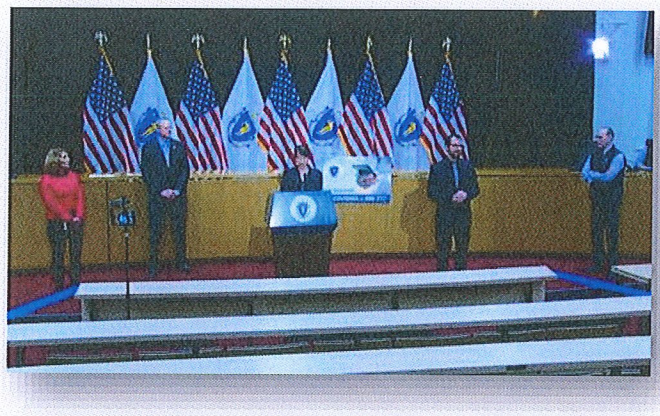
Massachusetts Emergency Management Agency

Situation Update

State Actions in Today's Report:

- Daily Case Update (Link in sidebar)
- COVID-19 Contact Tracing Program Announced
- Red Cross of Massachusetts Disaster Response Temporary Changes
- Update on Cases in Long Term Care Facilities & Testing Program
- Update on Holyoke and Chelsea Soldiers' Homes

MA Launches Community Tracing Collaborative with Partners in Health
Neary 1,000 'Tracers' to be deployed across the state
(See details below)



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 4/3

10,402 Total Cases (click for more information)

192 Deaths

62,962 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States current as of 4/3

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:

239,279 Total Cases

5,443 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
DAILY SITUATION REPORT

State Actions Today

At a 1:30 p.m. press conference, Governor Baker, Lt. Governor Polito, and Secretary Sudders provided the following updates and announcements: (see video of today's briefing)

COVID-19 Community Tracing Collaborative to Further Mitigate the Spread of Virus (News Release)
Today the Baker-Polito Administration announced the creation of the COVID-19 Community Tracing Collaborative (CTC) to mitigate the spread of COVID-19 in Massachusetts. This initiative is a collaboration between the administration and Partners In Health, and is the first of its kind in the nation. The initiative will focus on tracing the contacts of confirmed positive COVID-19 patients, and supporting individuals in quarantine, and builds on the efforts already underway from the Command Center to leverage public health college students to augment the contact tracing being done by local boards of health.

Led by the administration's COVID-19 Response Command Center, Partners In Health will coordinate closely with the Massachusetts Department of Public Health and the Executive Office of Health and Human Services. Contact tracing will be combined with the state's efforts to increase testing and will provide support to people in quarantine in order to contain the spread of the novel coronavirus.

Partners In Health will provide staff and contribute technical expertise in community tracing. The Commonwealth Health Insurance Connector Authority (CCA) will stand up a virtual support center and maintain connectivity, while the Massachusetts Department of Health (DPH) will maintain data, guides and processes. Accenture, a leading global professional services company, and Salesforce, a global leader in CRM, are implementing support center capabilities for the CTC's tracing purposes.

The Collaborative will deploy nearly 1,000 contact tracers throughout the state to connect with COVID-19 patients and their contacts to support Massachusetts' efforts to track and contain the virus.

Contact tracing through the CTC will support the Baker-Polito Administration's ongoing efforts to expand bed capacity, increase personal protective equipment (PPE) supplies and provide resources for health care providers and patients. If you'd like to volunteer to be part of this program, please visit the PIH Ma-Response page Or DIRECT link to recruiter web.

Other Important Updates

Known Cases in Long Term Care Facilities (as of 4/3):

COVID-19 Cases in Long-Term Care Facilities	
Residents of LTC Facilities with Positive Test Results	382
LTC Facilities Reporting at Least One Case of COVID-19	82

Click here for the source

DPH is working with the nursing home industry and individual nursing homes across the state to mitigate the spread of COVID-19 in their facilities and to make sure residents are receiving the care they need during this unprecedented public health emergency. The administration has distributed advisories to ensure that facilities were aware of and practicing infectious disease controls, restricted visitation to long term care facilities,

implemented mobile testing, distributed personal protective equipment and provide support and technical assistance by public health nurses and epidemiologists. Department of Public Health epidemiologists and nurses are working daily with nursing homes across the state to respond to these outbreaks and prevent additional cases. When a nursing home or rest home has identified staffing shortages, DPH works with regional, state, and federal partners such as the Medical Reserve Corps to request staffing support of nurses with nursing home experience to help ensure the facility has the skilled nursing staff they need to appropriately and safely care for residents.

Update on Nursing Home Testing Program

Earlier this week, the Commonwealth implemented a pilot project that allows for safe, on-site testing of symptomatic residents of nursing and rest homes with a quick turnaround. The pilot is operating under the auspices of the Massachusetts National Guard in partnership with the Department of Public Health and Broad Institute of Cambridge, and samples will be collected by trained personnel from the Massachusetts National Guard. See below for summary of tests completed this week.

Number of Tests Completed:

- Tues: 225 (Holyoke Soldiers' Home)
- Wed: 55 (Hunt Nursing and Rehabilitation Center)
- Thurs: 109 (10 facilities)
- Friday: 168 (16 facilities completed/ 6 cancelled when MANG called to confirm they were coming)
  Total: 557 (Testing will continue through the weekend.)

A Message From The Red Cross of Massachusetts Disaster Response Re: Temporary Changes

The American Red Cross 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. Beginning immediately, 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 (will the clients be able to return home within the next 48 hours?)

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.

In the event that 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.

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

Update on Holyoke & Chelsea Soldiers' Home (as of 4/3)

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 unprecedented pandemic. Today, HHS Secretary/COVID Command Center Director Marylou Sudders hosted the first of weekly calls with elected public official (municipal, state and federal call) and provided the following updates:

Holyoke Soldiers' Home

- By Friday, all patients and almost all the staff have been tested for COVID-19. The majority of testing results have come in and have more fully informed the isolation and quarantine zone movements within the facility.
- The patient zones are organized to appropriately separate and protect residents, including residents who have tested positive, residents who have tested negative but are under observation, and residents who have tested negative and have no known contact with a positive case.
- The Clinical Command Center has partnered with the Holyoke Medical Center to create a specialized unit for up to 40 veterans who are COVID-19 negative. This will help ensure those individuals are able to be situated in a different setting, away from other infected units at the Home. It will also help preserve staff at the Home to focus on care for individuals who are positive and those who remain at the Home. The National Guard helped to refurbish the Holyoke Medical Center in preparation of the transfers.
- The total numbers at the Holyoke Soldiers' Home as of Friday:
    - 21 veteran resident deaths (15 positive tests, 3 pending, 2 negatives, 1 unknown)
    - 59 veteran residents have tested positive
    - 160 veteran residents have tested negative
    - 18 staff tested positive
- The clinical command structure that was established on Monday continues to focus its efforts on ensuring controlled medical protocols and patient and staff safety:
    - An infection control nurse is onsite to maintain appropriate infection control measures throughout the building.
    - Additional infection control consultation is being provided by DPH
    - Bay State Medical Center provided infection control policies and onsite consultation
    - An occupation health nurse has been brought in to implement employee testing and reporting.
    - Additional nursing staff are slated to start on Monday to ensure safe care and environments for residents.
    - Personal Protective Equipment is being monitored and provided to ensure adequate safety.
    - 15 new housekeepers are onsite to increase the frequency of cleaning and housekeeping.
    - To support the mental and emotional health of residents and staff, the Home has brought in military chaplains.
- Families are able to reach out to the Soldiers' Home in Holyoke for updates about their relatives and loved ones.
    - In the past 36 hours, all the residents' primary family member (those listed in the resident's chart) have been contacted.

- **The Family Hotline number is 413-552-4764, and help is available Monday – Friday 8:00 p.m. – 6:00 p.m., Saturday 9:00 a.m. – 1:00 p.m.**
- Public Officials can send constituent contact information to **Debra.Foley@mass.gov** to have staff from the facility return telephone calls.
- The email inbox is **CommunicationsMailbox-HLY@Mass.gov**.

Chelsea Soldiers' Home

- The Chelsea Soldiers' Home established an incident command center to implement CDC, DPH, CMS and VA guidelines in preparation and response to COVID-19. The Home continues to review, monitor and revised its protocols in order to take immediate and aggressive actions to protect the veterans of the Home.
- Additional actions include:
  - An additional screening tent will be erected outside Chelsea soldiers' home domiciliary for residents screening
  - An DPH infection control clinician has been on-site to provide support, education, and training.
  - A cleaning vendor was secured to ensure that frequent, deep, disinfecting cleaning is occurring.
  - An email inbox has been set up for families to get updates on their loved ones. Family members can email CSH@mass.gov for updates on their loved ones.
  - 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.
  - Increased PPE supplies
  - Deep cleaning has been and is continuing to be conducted throughout the facility per CDC guidelines.
  - Residents who are symptomatic or who are at higher risk are being transferred proactively to the Boston VA Health Care System to be monitored and cared for.
- The total numbers at Chelsea Soldiers' Home as of Friday:
  - 2 veteran resident deaths (2 positive)
  - 11 veteran residents who have tested positive
  - 3 resident negatives, 12 residents pending
  - 5 staff tested positive

How to Help Out

- 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**.

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*** for patients with chronic conditions and trauma, as well as ensuring an adequate

blood and blood product supply ***going forward***. 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.
- 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.

Communications Resources:

- DPH Flyer/Infographic on reducing stress & coping with fear of COVID-19
- DMH resources on maintaining Emotional Health & Well-Being
- Social Distancing (youth and general) infographic released on website.
- Social Distancing messages are now on billboards and will soon be available on public transit. They are also now translated into multiple languages.
- MA Commission for the Deaf and Hard of Hearing (MCDHH) visual tool for communicating with hard of hearing and Deaf individuals.
- Find and share printable flyers on prevention measures and social distancing on the Department of Public Health's website. Flyers available in multiple languages. Find the flyers by clicking here.

COVID-2019 infographic for posting in all public places: https://www.mass.gov/doc/stop-the-spread-of-germs-respiratory-diseases-like-flu-and-covid-19/download

Social media – follow and retweet DPH on Twitter @MassDPH, updated several times per day.