

Monday, April 13, 2020

COVID-19 Command Center

Massachusetts Emergency Management Agency

Situation Update

State Actions in Today's Report:

- Daily Case Update (Link in sidebar)
- Manufacturing Emergency Response Team
- Assistance to the City of Chelsea
- Updates from the Command Center
- Update on Mobile Testing Program & Cases in LTC Facilities
- Update on Holyoke and Chelsea Soldiers' Homes
- Disaster Recovery Update

Lawrence-based 99Degrees Pivots to Make Protective Gowns for Health Care Workers (Details Below)



Helpful Links:

- NOW: [Jobs Available to Assist Long Term Care Facilities](#)
- [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 4/13*

26,867 Total Cases (click for more information)

844 Deaths

122,049 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States *current as of 4/13*

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:

554,849 Total Cases

21,942 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

At a 1:00 p.m. press conference, Governor Baker, Lt. Governor Polito, and Secretary Sudders, and Brenna Schneider, CEO of 99Degrees, a Lawrence-based manufacturer, provided the following updates and announcements: ([see video of today's briefing](#))

Manufacturing Emergency Response Team (M-ERT) (News Release)

The M-ERT is a coordinated response by the Baker-Polito Administration and leading academic and industry stakeholders to support the Commonwealth's manufacturers in their efforts to produce much-needed supplies for front-line workers and the health care system. Members of the M-ERT include representatives from: Massachusetts Life Sciences Center, Advanced Functional Fabrics of America (AFFOA), MIT, MIT Lincoln Labs, the University of Massachusetts Lowell, Worcester Polytechnic Institute (WPI), the Massachusetts Manufacturing Extension Partnership (MassMEP), Associated Industries of Massachusetts (AIM), and other industry partners.

The M-ERT is being launched alongside \$10.6 million in new funding to help manufacturers scale their operations to produce PPE and other critical items. Companies can apply for grants [through an online form](#) for equipment, materials, supplies, workforce training and other needs. A Review Committee will process applications based on criteria including production timeline and recommend grant awards.

MassTech and [AFFOA](#) (Advanced Functional Fabrics of America), a member of the National Network of Manufacturing Innovation Institutes based in Cambridge, will administer \$5.6 million in funds through the existing Massachusetts Manufacturing Innovation Institute (M2I2) program. Another \$4 million has been made available through the Massachusetts Life Sciences Center (MLSC), with an additional \$1 million for workforce training contributed by the Executive Office of Labor and Workforce Development and the Commonwealth Corporation through the existing Workforce Training Fund Program (WTFP).

In addition to this funding, the M-ERT will offer other assistance to manufacturers, including:

- Understanding what PPE and COVID-19 related materials are of highest priority to produce;
- Regulatory compliance, including insight into FDA guidance;
- Addressing specifications and testing that is necessary, and identifying in-state test centers;
- Retraining workers on new production lines and standards; and
- Sharing design and CAD files for critical items.

Assistance to the City of Chelsea

Over the last few days, the Command Center, together with several other state agencies, have been working to provide vital assistance to the City of Chelsea. With assistance from Partners and Mass General Hospital, testing capacity in the Chelsea area has increased fourfold. In partnership with the City and the Salvation Army, MEMA is implementing a plan to increase mass feeding capacity from 100 food kits per week to 750 per week by the end of this week (1 food kit is equivalent to about 35 meals). The MA National Guard will play a key role in logistical support and delivery of these food kits.

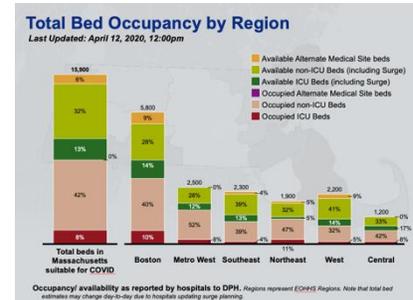
For individuals in Chelsea who are homeless and have tested positive for COVID-19, the Command Center is helping to set up an isolation facility. For individuals who have tested positive but cannot stay with their families due to density issues, the Command Center and MEMA have provided technical assistance and support to both Chelsea and Revere to access isolation capacity at a local hotel. MEMA is providing supplies to the hotel such as linens and PPE, and will begin providing food service when the hotel opens. The Command Center and MEMA have also contracted for an additional 50 beds as potential overflow capacity.

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

Updates from the Command Center

At today's daily briefing, Secretary Sudders provided several updates.

- Surge Capacity planning and monitoring continues including review of daily bed utilization in hospitals throughout the Commonwealth, frequent calls with hospitals monitoring their capacity, staff and equipment needs, as well as monitoring capacity at Alternative Care Sites.
- A bed capacity chart is posted on the COVID-19 website and will be updated regularly.
- Alternative Care Sites in Boston and Worcester are caring for patients. As of last evening, "Boston Hope", at the BCEC, was caring for 36 patients. At the DCU Center in Worcester, UMass Memorial was caring for 10 patients and had successfully discharged one patient.



[\(Get the Bed Occupancy Chart\)](#)

Video: UMass Memorial Health Care's DCU Field Medical Station Virtual Tour



[\(Click Here to View\)](#)

PPE Distribution

The 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. Yesterday the Command Center posted for the first time a PPE distribution summary that provides the numbers of respirators, masks, gowns, and gloves that have been distributed through **April 13**. 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

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

Institute of Cambridge. Since launching the initiative, more than **3,800** tests have been collected at **227 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, **44 facilities** had requested more than **5,100** test kits had been sent. See a summary by day below. ([Jobs Available to Assist Long Term Care Facilities](#))

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
4/13	114	6
Total	3,813	227

Testing Kits Provided

Date	Kits Sent	Facility Count
4/9	136	2
4/10	2967	23
4/11	103	2
4/12	978	7
4/13	987	10
Total	5,171	44

Cases in Long Term Care Facilities (as of 4/13)

COVID-19 Cases in Long-Term Care (LTC) Facilities	
Residents/Healthcare Workers of LTC Facilities	3446
LTC Facilities Reporting at Least One Case of COVID-19	201
Deaths Reported in LTC Facilities	378

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 4/13:

Holyoke Soldiers' Home

- Secondary testing for veteran residents continues to be expedited through a partnership with Holyoke Medical Center and Baystate Health with a 24-hour turnaround as veteran residents are monitored for symptoms.
 - Veterans are being moved and cohorted appropriately within the facility, and social distancing continues to be urged.
 - There has been a total of 44 transfers to the satellite unit at Holyoke Medical Center for monitoring and care occurred.
- Today, an additional four contracted staff and one nursing executive are being onboarded to support the work of the staff of the Holyoke Soldiers' Home, who continue to go above and beyond to provide care to resident veterans.

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

- Strong staff-to-resident ratios have been 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.
- 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.
- The Holyoke Soldiers' Home is regularly communicating with veteran residents' health care proxies and is scheduling regular updates for families.
 - 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 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.
- **The total numbers at the Holyoke Soldiers' Home as of Monday:**
 - 40 veteran resident deaths (33 positive tests, 7 negative) (Today's update includes +2 deaths - 1 positive who had a DNR and DNH, 1 negative who had a DNR)
 - 88 veteran residents have tested positive
 - 84 veteran residents have tested negative
 - 11 veteran residents have pending tests
 - 78 employees have tested positive
 - 222 employees have tested negative

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.
 - Additional wards are being established 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.
- This week, the new curfew for the domiciliary - a dormitory style residence - takes effect. No one off campus (unless being taken to medical appointment) and no one to leave the dorm building from 10PM – 5AM.
- 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.

COVID-19 RESPONSE COMMAND CENTER DAILY SITUATION REPORT

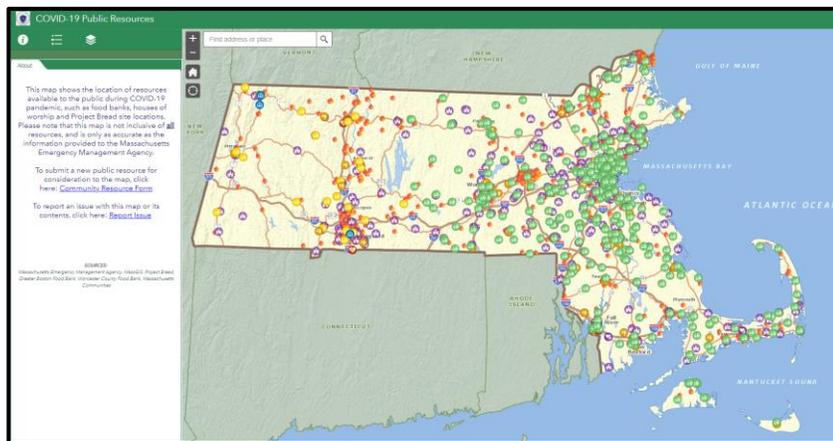
- The Military Friends Foundation informed Chelsea that they intend to use donated funds from their recently launched COVID-19 Military Families Relief Fund to purchase iPads for the Chelsea and Holyoke Soldiers' Homes, so that Veterans can connect with their families. This will augment the current supply of iPads the staff is using to facilitate family communications with residents.
- Staff testing make-up sessions are being provided today, and emotional support continues to be provided through the Employee Assistance Program.
 - 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.
- **The total numbers at Chelsea Soldiers' Home as of Monday:**
 - 11 veteran resident deaths (8 tested positive, 3 test negative)
 - 23 veteran residents who have tested positive
 - 217 veteran residents who have tested negative
 - 41 staff tested positive
 - 182 staff tested negative

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 [website](#) with information and guidance regarding the disaster declaration, eligibility criteria, and the application process.

COVID-19 Public Resources Map

The COVID-19 Public Resources Map shows the location of resources available to the public during COVID-19 pandemic, such as food banks, houses of worship and Project Bread site locations. Please note the map is not inclusive of **all** resources, and is only as accurate as the information that has been provided to MEMA. To access the map [click here](#).



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](https://www.redcrossblood.org) or calling 1-800-RED CROSS (1-800-733-2767).

Stay Informed

- 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.
- 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

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

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.

COVID-19 RESPONSE COMMAND CENTER
DAILY SITUATION REPORT

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.