

**Tuesday, April 28, 2020**  
**COVID-19 Command Center**  
**Massachusetts Emergency Management Agency**

## Situation Update

### State Actions in Today's Report:

- Daily Case Update (link in sidebar)
- Non-Essential Business Closures Extended to May 18; Reopening Advisory Board Announced
- Update on Mobile Testing Numbers
- Update on Holyoke and Chelsea Soldiers' Homes



### Helpful Links:

- [Get Involved: Community Contact Tracing Collaborative](#)
- [Jobs Available to Assist Long Term Care Facilities](#)
- [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 4/28**

58,302 Total Cases ([click here for more information](#))

3,153 Deaths

254,500 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

### United States **current as of 4/28**

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:

981,246 Total Cases

55,258 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*

Today, Governor Charlie Baker and Lt. Governor Karyn Polito provided an update on the Commonwealth's response to the COVID-19 pandemic ([see video here](#)).

### **Non-Essential Business Closures Extended to May 18; Reopening Advisory Board Announced (News Release)**

Today, the Baker-Polito Administration extended the essential services emergency order to May 18<sup>th</sup> and launched a Reopening Advisory Board that will produce a plan to the Governor by May 18<sup>th</sup>. The Administration also announced that the Department of Public Health's Stay At Home Advisory remains in effect and gatherings of 10 or more people remain prohibited until May 18<sup>th</sup>.

#### Essential Services Order Extended:

Governor Baker's emergency order requiring that all businesses and organizations that do not provide "COVID-19 Essential Services" close their physical workplaces and facilities to workers, customers and the public will be extended until May 18<sup>th</sup>. Businesses and organizations not on the list of essential services are encouraged to continue operations through remote means that do not require workers, customers, or the public to enter or appear at the brick-and-mortar premises closed by the order. This order also extends the existing ban on gatherings of more than 10 people until May 18<sup>th</sup>.

#### Stay at Home Advisory:

Governor Baker announced that the Department of Public Health's (DPH) stay-at-home advisory will remain in effect. Residents are strongly urged to stay home and avoid unnecessary travel and other unnecessary person to person contact during this time period. Residents who are considered at high risk when exposed to COVID-19 should limit social interactions with other people as much as possible.

#### Executive Branch Employee Guidance:

The Baker-Polito Administration today also extended the guidance issued to Executive Branch employees on protocol during the COVID-19 outbreak to ensure state government can continue to provide key services while protecting the health and safety of the public and the Executive Branch workforce. Under the guidance, all employees performing non-core functions who are able to work remotely should continue to do so until May 18<sup>th</sup>.

#### Reopening Advisory Board:

Today, Governor Baker announced the formation of the Reopening Advisory Board, which will be Co-Chaired by Lt. Governor Karyn Polito and Housing and Economic Development Secretary Mike Kennealy. The Board brings public health officials together with leaders from the business community and municipal government from across the Commonwealth. This group is charged with advising the administration on strategies to reopen the economy in phases based on health and safety metrics. It will meet with key stakeholders and solicit input from a variety of constituencies over the next three weeks to develop a report by May 18<sup>th</sup> that will include DPH approved workplace safety standards, industry frameworks and customer protocols and guidelines, including enforcement mechanisms and coordination with municipal leaders. This report is due on the 18<sup>th</sup>, but the administration has made clear that public health data and guidance from health care experts will dictate the timeline of the re-opening process.

The 17-member Advisory Board is composed of three public health officials, including DPH Commissioner Dr. Monica Bharel, three municipal officials, and eleven leaders from the business community, including MassDOT Secretary Stephanie Pollack. Members of the Advisory Board bring a range of perspectives to the table, such as

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an understanding of workplaces and workforces and insights into key areas like financial markets, education, manufacturing and transportation.

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

The Mobile Testing Program can test both symptomatic and asymptomatic residents and staff at nursing homes, rest homes, Assisted Living Residences, and EOHHS group homes and care sites. The program was launched by the Command Center on 3/31, and operates under the auspices of the Massachusetts National Guard, in partnership with the Department of Public Health, Fallon Ambulance, and Broad Institute of Cambridge. See a summary below of testing activity.

**Onsite Testing**

Date	Number of Tests Completed	Facilities Visited
4/28	1260	10
<b>Total (as of 4/28)</b>	<b>20,960</b>	<b>443</b>

**Mobile Testing at EOHHS Group Homes & Care Sites  
(as of 4/27 by Fallon Ambulance Service)**

DDS, DMH, DCF and DPH Facilities	
Clients	4730
Staff	4860
<b>Total Tests</b>	<b>9,590</b>
Number of Locations	<b>827</b>

**Cases in Long term Care Facilities (as of 4/28)**

COVID-19 Cases in Long-Term Care (LTC) Facilities	
Residents/Healthcare Workers of LTC Facilities	<b>11,022</b>
LTC Facilities Reporting at Least One Case of COVID-19	<b>310</b>
Deaths Reported in LTC Facilities	<b>1,810</b>



*Maj. General Gary Keefe, Adjutant General of the MA National Guard, and Command Sgt. Maj. Greg Widberg visited with personnel providing critical support and testing for nursing facilities throughout the Commonwealth.*

***Other Important Updates***

**Holyoke Soldiers' Home**

- The Holyoke Soldiers' Home continues to add staff and this week so far has added six CNAs to support veteran care.
- The Clinical Command is enforcing use of PPE and monitoring levels, and yesterday received a shipment that included gowns and coveralls.
- This week, 8 Personal Protective Equipment (PPE) coaches are on the units to provide additional coaching to ensure staff are compliant with proper use. These coaches will be on the units across all shifts observing staff PPE usage and providing real time coaching and friendly correction on PPE donning

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and doffing. Staff have all been trained, but require some additional coaching on the units to ensure they are compliant with proper use.

- As veteran residents are being cared for, their status and symptoms are being closely monitored and they are being retested as appropriate. As results are returned, residents are being cohorted appropriately.
- 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.
- Regular family communication continues from Holyoke Soldiers' Home staff through video chat, 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. – 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](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.
- **The total numbers at the Holyoke Soldiers' Home as of Tuesday:**
  - Testing results of all residents
    - 82 veteran residents have tested positive
    - 61 veteran residents have tested negative
    - 3 veteran residents have pending tests
  - Of all residents:
    - 103 residents are onsite
    - 40 residents are offsite:
      - 7 residents are receiving acute care offsite
      - 33 residents are at a dedicated skilled nursing unit at Holyoke Medical Center
  - 80 veteran resident deaths (68 positive, 11 negatives, 1 unknown)
    - Today's update includes 3 deaths: 1 resident who was being treated at the hospital and was DNR, DTR; 2 deaths of residents who tested positive and were DNR, DNH
    - 81 employees have tested positive

### Chelsea Soldiers' Home

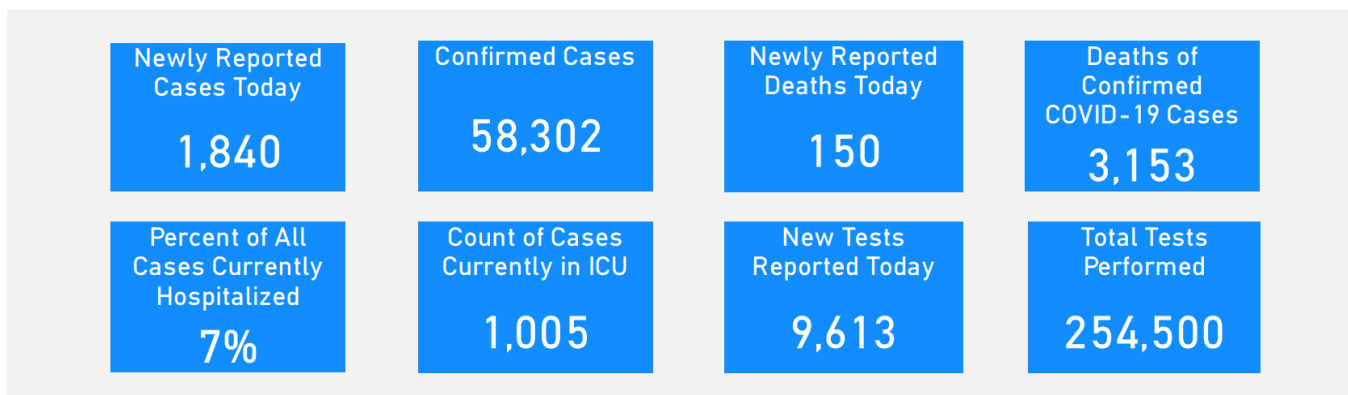
- Today the Chelsea Soldiers' Home expects its first veterans back who were proactively transferred to VA facilities after testing positive for COVID-19 and are being medically cleared to return to the Soldiers' Home. Veterans will be cohorted and will continue to be monitored.
- As retesting is being conducted for veterans on- and off-site, and some veteran residents are testing positive, they are being appropriately cohorted, and many are being transferred to other facilities for higher acuity care.
- The Chelsea Soldiers' Home clinical command continues to respond to the COVID-19 pandemic, including regular coordinating calls with the VA Health Care System, continuously reviewing and implementing infection control policy, monitoring and enforcing staff use of personal protective equipment (PPE), and closely monitoring staff levels, supplementing as necessary with support from contracted staff.

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- The Home received an additional shipment of gowns on Monday.
- So far, 60 slots have been filled through staffing agency contracted roles.
- 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.
- Veteran residents are communicating with their families and loved ones via video with support from the Chelsea Soldiers' Home Social Work team. 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. Please note the Soldiers' Home can only share medical information about a resident with the authorized health care proxy on file.
- **The total numbers at the Chelsea Soldiers' Home as of Tuesday:**
  - 29 veteran resident deaths (22 tested positive, 7 tested negative)
    - Today's update includes 3 veteran resident deaths: 1 veteran resident was positive and was receiving comfort measures only offsite, 1 veteran resident who was positive and was being treated at the hospital, 1 veteran resident who was positive and being treated offsite
  - 25 veteran residents who have tested positive
  - 198 veteran residents who have tested negative
  - 53 staff tested positive

## *Department of Public Health COVID-19 Dashboard*

An enhanced, comprehensive and detailed COVID-19 data report, which includes trend data in a variety of areas (e.g. information on cases rates, testing, geography of confirmed cases etc.), death related data and specific data on COVID-19 hospital census information, nursing homes, skilled nursing facilities, rest homes (with known clusters), and PPE distribution is updated daily by 4PM. **City and town case data are published weekly each Wednesday.** ([Click here to access the report](#)). Key data reflected in today's report is provided below:



## ***Resources***

### **COVID-19 Testing**

The Department of Public Health (DPH) has posted to their COVID-19 website information on testing and mobile testing site locations ([available here](#)). This information is updated twice weekly.

### **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.

### **Buoy Health's free Online Symptom Checker**

Individuals can use Buoy Health's free online symptom checker to connect with telemedicine options. This tool is not a substitute for professional medical advice, diagnosis, or treatment. If you are experiencing a life-threatening emergency that requires immediate attention please call 911 or the number for your local emergency service. Buoy is available at [www.buoy.com/mass](http://www.buoy.com/mass) and is available in both English and Spanish.

### **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**

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



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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**

#### **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:**

[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**

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.