

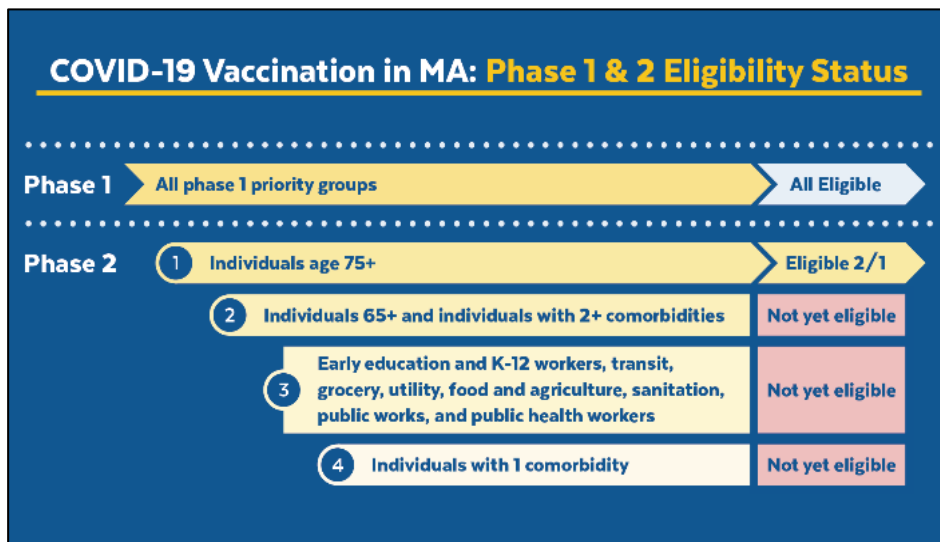
Thursday, January 28, 2021

COVID-19 Command Center

Massachusetts Emergency Management Agency

Situation Update

The Command Center Situation Report is published weekly.
The next report will be published on Thursday, 2/4/21.



Starting Monday, February 1st, individuals age 75 and up will be eligible for the COVID-19 vaccine in Massachusetts. Appointments became available yesterday for online booking at www.mass.gov/COVIDVaccine.

In This Week's Report:

- Latest Data: Public Health Update
- Week in Review: Key State Actions
 - Vaccine Appointment Booking for Individuals 75+ to Begin 2/1 as Part of Phase 2
 - Administration Announces Launch of Pilot to Provide Dedicated COVID-19 Testing Sites to Child Care Programs, Expanded Resources for Providers
 - Administration Awards Over \$45 Million in Grants to 1,100 New Small Businesses Through COVID Relief Program
 - Small Business Technical Assistance Grant Program
 - DPH, Emergency Management, and Disaster Recovery Updates
 - Holyoke and Chelsea Soldiers' Homes Weekly Update

Helpful Links:

- [COVID-19 Vaccination Locations](#)
- [When can I get the COVID-19 vaccine?](#)
- [COVID-19 Vaccine in Massachusetts](#)
- [Public Messaging Resources for Municipalities & Businesses](#)
- Mass.gov/findfoodhelp
- HandHoldMA.org
- [Reopening Massachusetts](#)
- [Massachusetts Emergency Management Agency](#)
- [Unemployment & COVID-19](#)
- [Dept. Of Transitional Assistance Online Portal](#)
- [COVID-19 Cost Eligibility and Tracking Guidance](#)

Situation in Numbers

Massachusetts **current as of 1/28**

488,861 Total Confirmed Cases ([click here for more information](#))

14,056 Deaths among confirmed cases

13,309,441 tests for the virus conducted to date by MA State Public Health Laboratory, hospitals, and commercial laboratories.

United States **Last Updated 1/28**

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:

25,456,670 Total Cases

427,626 Deaths

57 Jurisdictions Reporting Cases (50 states, D.C., Puerto Rico, Guam, Northern Marianas, Marshall Islands, American Samoa, 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.

COVID-19 RESPONSE COMMAND CENTER
WEEKLY SITUATION REPORT

Latest Data: COVID-19 Public Health Update

Key indicators from today's interactive dashboard are below.

Massachusetts Department of Public Health | COVID-19 Dashboard
Today at a Glance

Released on: January 28, 2021
Data as of: January 27, 2021
Caution: recent data may be incomplete

Navigation

- Today's Overview
- Overview Trends
- COVID-19 Cases
- COVID-19 Testing
- Hospitalization
- COVID-19 Deaths
- Higher Ed & LTCF
- Patient Breakdown
- City and Town
- Resources
- Data Archive

Cases	Testing	Hospitalizations	Deaths																		
<p>Confirmed Cases</p> <p>Today there were 4,222 new, confirmed cases reported bringing the total to 488,861 total confirmed cases.</p> <p>Probable Cases</p> <p>Today, there were 409 new, probable cases reported bringing the total to 25,273 total probable cases.</p> <p>Estimated Active Cases</p> <p>There are an estimated 78,171 currently active COVID-19 cases.</p>	<p>Tests Reported</p> <p>There were 116,963 new COVID-19 molecular tests reported, bringing the cumulative total to 13,309,441 tests.</p> <p>Turn Around Time</p> <p>The current turn around time for a molecular test is 1.92 days.</p> <p>Percent Positivity</p> <p>The 7-day average of percent positivity is 4.44%.</p>	<p>Hospitalizations</p> <p>There are 1,878 patients hospitalized for COVID-19.</p> <p>ICU & Intubated Patients</p> <p>There are 442 patients in Intensive Care Units (ICU) and 255 patients are intubated.</p> <p>Average Age of Patients</p> <p>The average age of patients who were hospitalized for COVID-19 was 70 years old.</p>	<p>Confirmed Deaths</p> <p>There were 43 new, confirmed deaths reported. There have been 14,056 confirmed deaths in total.</p> <p>Probable Deaths</p> <p>There were 1 new, probable deaths reported. There have been 292 probable deaths in total.</p>																		
<p>Cases by age during the last two weeks <small>*Data updated weekly</small></p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 0.8em;"> <thead> <tr> <th>Age Group</th> <th>Cases</th> </tr> </thead> <tbody> <tr><td>0-19 Years</td><td>11,433</td></tr> <tr><td>20-29 Years</td><td>10,337</td></tr> <tr><td>30-39 Years</td><td>8,520</td></tr> <tr><td>40-49 Years</td><td>7,780</td></tr> <tr><td>50-59 Years</td><td>8,519</td></tr> <tr><td>60-69 Years</td><td>5,921</td></tr> <tr><td>70-79 Years</td><td>3,098</td></tr> <tr><td>80+ Years</td><td>2,312</td></tr> </tbody> </table>	Age Group	Cases	0-19 Years	11,433	20-29 Years	10,337	30-39 Years	8,520	40-49 Years	7,780	50-59 Years	8,519	60-69 Years	5,921	70-79 Years	3,098	80+ Years	2,312			
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For details on the definitions of each indicator hover over the box or graph. All data included in this dashboard are preliminary and subject to change. Data Sources: COVID-19 Data provided by the Bureau of Infectious Disease and Laboratory Sciences and the Registry of Vital Records and Statistics; COVID-19 Hospitalization Data provided by the MDPH survey of hospitals (hospital survey data are self-reported); Created by the Massachusetts Department of Public Health, Bureau of Infectious Disease and Laboratory Sciences, Office of Integrated Surveillance and Informatics Services.

Massachusetts Department of Public Health | COVID-19 Dashboard
Trends: 7-day Averages Over Time

Released on: January 28, 2021
Data as of: January 27, 2021
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Cases	Testing	Hospitalizations	Deaths
<p>7-day average of COVID-19 confirmed cases</p> <p>The lowest observed value was 156.7 on 7/4/2020.</p>	<p>7-day weighted average percent positivity</p> <p>The lowest observed value was 0.8% on 9/21/2020.</p>	<p>7-day average of hospitalizations</p> <p>The lowest observed value was 155.3 on 8/26/2020.</p>	<p>7-day average of confirmed deaths</p> <p>The lowest observed value was 3.7 on 9/9/2020.</p>

For details on the definitions of each indicator please see the corresponding tab for that indicator. All data included in this dashboard are preliminary and subject to change. Data Sources: COVID-19 Data provided by the Bureau of Infectious Disease and Laboratory Sciences and the Registry of Vital Records and Statistics; Created by the Massachusetts Department of Public Health, Bureau of Infectious Disease and Laboratory Sciences, Office of Integrated Surveillance and Informatics Services.

COVID-19 RESPONSE COMMAND CENTER WEEKLY SITUATION REPORT

Weekly Public Health Report:

The Command Center released the [Weekly Public Health Report, with town by town information, including the weekly listing of city and town risk levels](#) on Thursday, 1/28. The report also includes granular information on cases by county, biweekly testing rates, contact tracing information (including active COVID cluster information by Exposure Setting Type), hospitalization data, race and ethnicity data, information about cases in long term care facilities, and PPE distribution data.

Week in Review: State Actions

Vaccine Appointment Booking for Individuals 75+ to Begin 2/1 as Part of Phase 2

Beginning Monday, February 1st, residents age 75 and older are eligible for the COVID-19 vaccine in Massachusetts. Appointments became available yesterday for online booking at www.mass.gov/COVIDVaccine.

Right now, and until more vaccines are readily available, there will be a very high demand for a limited number of appointments through the online platform. Additional appointments will be added to the website regularly, with the most availability at mass vaccination sites. Some smaller sites, like CVS Health, will post a smaller number of new appointments daily.



More mass vaccination sites will be announced soon in other locations. On Wednesday, 10,000 appointments were posted in Springfield and Danvers and were filled within hours.

Today, Springfield and Danvers made another 15,000 appointments available; Gillette Stadium and Fenway Park posted a total of 20,000 appointments this morning.

CVS Health will post 1,152 new appointments daily across their 8 sites, for a total of 8,000 per week. CVS Health is posting new appointments online daily.

In total, over 35,000 new appointments are live over the course of the day for appointments in the next 7 days.

Mass Vaccination Sites (currently accepting appointments):

- Gillette Stadium in Foxboro
- Fenway Park in Boston
- Eastfield Mall in Springfield
- DoubleTree Hotel in Danvers

Currently, the mass vaccination sites are posting large batches of appointments once a week (on Thursdays) for the next 7 days. The number of appointments is based on the available number of doses allocated from the federal government to ensure every appointment is fulfilled with a dose. The mass vaccination sites plan to increase the number of appointments posted weekly in the coming weeks based on the federal allocation of vaccines shipped to Massachusetts. Residents are encouraged to check mass vaccination sites weekly for the most number of appointments. It could take weeks for eligible residents to secure an appointment based on availability and supply.

Steps to book an appointment online:

1. Visit www.mass.gov/CovidVaccineMap and click on the map.

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2. Select a location, schedule an appointment online
3. Have your important information with you, such as your insurance card
4. Fill out the self-attestation form, which will need to be presented at your appointment.

Appointments are also available in other locations, including some pharmacies and community health centers. Some of these sites will post appointments more frequently, in some cases daily. Please check www.mass.gov/covidvaccinemap frequently for open appointments. These sites are smaller and will have fewer available appointments on a weekly basis.

Administration Announces Launch of Pilot to Provide Dedicated COVID-19 Testing Sites to Child Care Programs, Expanded Resources for Providers

On Monday, the Administration announced the launch of a pilot COVID-19 testing program dedicated to providing on-demand PCR testing to child care providers and the families they serve to ensure easy access to testing when there is suspected COVID-19 exposure.

The Department of Early Education and Care (EEC), partnering with private and philanthropic funders from the [Massachusetts Early Childhood Funder Collaborative](#) and [BayCoast Bank](#), will launch an eight week pilot, setting up eight rotating drive-through testing sites throughout the Commonwealth, which will be open only to child care providers and individuals affiliated with programs.



In addition, EEC is dedicating \$8 million in state and federal funds to purchase personal protective equipment (PPE) to distribute to child care providers at no cost. Child care providers will be able to order up to a one-month supply of PPE, including masks for children and adults, gloves, hand sanitizer, and other supplies.

With dedicated testing locations and test results provided within 48 hours, the new testing initiative is an effort to prevent sudden temporary closures of child care programs due to virus exposure. The testing sites – located in Athol, Braintree, Billerica, Dalton, Franklin, Plymouth, Sturbridge, and Westfield – will allow child care programs to continue providing care when symptomatic individuals test negative and reopen quicker after potential exposures. The sites were chosen in collaboration with the Department of Public Health (DPH) and the COVID-19 Response Command Center based on distance from a current state-sponsored Stop the Spread testing location and concentration of child care providers.

Anyone affiliated with a child care program who is symptomatic, identified as a close contact or has concerns about exposure, including all staff and their household members as well as children in care and their families, will be eligible for testing at no cost. Each site will have capacity to test approximately 400 people a day. Tests will be conducted by medical personnel using a simple anterior nasal swab and will be processed by a CLIA-certified laboratory with results available to individuals via a portal in 48 hours or less.

Those receiving a test will need the EEC provider number of the child care program to verify their eligibility. No appointment is necessary, but pre-registration is highly encouraged.

As required by state law, the lab will report results to the state's Department of Public Health. Individuals will be responsible for reporting to their child care provider or employer.

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Members of the Massachusetts Early Childhood Funder Collaborative and BayCoast Bank have committed \$450,000 to support the initial eight-week pilot, which will provide time to evaluate the efficacy of the testing program and determine next steps. The Massachusetts Early Childhood Funder Collaborative is comprised of individuals and foundations supporting the early childhood sector in the Commonwealth, sharing information and best practices in early childhood philanthropy.

Currently, there are 2,429 center-based programs open and 4,373 family child care homes serving children and their families, which represents approximately 82 percent of pre-COVID child care capacity level. Approximately 125,000 children are enrolled in licensed child care programs each day in Massachusetts.

To learn more about the pilot program, [click here](#).

To order supplemental PPE supplies, [click here](#).

Administration Awards Over \$45 Million in Grants to 1,100 New Small Businesses Through COVID Relief Program

Today, Governor Charlie Baker, Lt. Governor Karyn Polito, and Secretary of Housing and Economic Development Mike Kennealy joined small business owner Raquel Mullaney and state and local officials representing Plymouth to announce an additional \$45.3 million in grants to 1,100 small businesses in the fifth round of awards through the COVID-19 Small Business Grant Program administered by the Massachusetts Growth Capital Corporation (MGCC). Among the key industries most impacted by the pandemic, restaurants, bars, and retail stores comprise the leading groups to receive grants. Today's announcement was held at The 1620 Winery, located at Cordage Park in Plymouth, a recipient of a small business grant in a previous award round.



To date, the Administration has awarded more than \$277 million in direct financial support to 5,857 small businesses. This funding has been made available through a \$668 million business [relief fund](#) set up in December 2020, as well as \$50.8 million for small and diverse businesses included in the [economic recovery package](#) announced in October of last year.

Additional grants will be announced in the coming weeks for thousands of additional businesses.

Separate from this round of small business grants, MGCC continues to review applications submitted for its Sector-Specific Small Business Relief Grant Program. Based on the success of MGCC's first grant program targeting small businesses, the sector-specific program targets businesses in the industries experiencing the greatest economic hardship, regardless of employee headcount. The industries that will be given preference in the new program include:

- Restaurants, bars, caterers, and food trucks;
- Indoor recreation and entertainment establishments;
- Gyms and fitness centers;
- Event-support companies (photographers, videographers, etc.) ;
- Personal services (nail salons, barbershops, independent pharmacies, etc.);
- Independent retailers.

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Sector-specific applicants are able to review the status of their application through the submittable portal found on www.empoweringsmallbusiness.org. Award notifications for the sector-specific program will be made in February.

Small Business Technical Assistance Grant Program

The Administration and [Massachusetts Growth Capital Corporation](#) also announced nearly \$5 million in small business technical assistance grants to 63 non-profit organizations across the state. The state-funded [Small Business Technical Assistance Grant Program](#), administered by MGCC, aims to expand economic and entrepreneurial opportunities in underserved communities throughout the Commonwealth.

These technical assistance grants enable nonprofit organizations throughout Massachusetts to provide crucial services such as help with applying for pandemic-related grant and loan programs, like the Paycheck Protection Program (PPP), as well as individualized business management assistance, financial training, access to non-COVID capital and loan packaging services to under-resourced small businesses in urban and rural communities. The grant recipients, selected through a competitive process, are as diverse as the businesses they serve, including community development corporations, micro lenders, and chambers of commerce.

Since Fiscal Year 2015, the program has awarded more than \$15 million in grants. These funds have directly benefited more than 15,000 jobs and served over 12,500 small businesses, including 2,682 startups across Massachusetts.

Important Updates

Department of Public Health Updates:

- The new public information campaign, “Trust the Facts, Get the Vax” is set to begin February 8 with a :30 sec video focused on vaccine safety recorded with physicians in Springfield, the Southcoast and in Boston. This was a project of the Governor’s Office and MHA with assistance from DPH.
- The COVID-19 vaccine webpages have been updated to reflect the latest information on vaccine rollout and availability. Visit www.mass.gov/covidvaccine.
- The MA vaccine dashboard is among the most comprehensive in the country. It includes doses of vaccine shipped and administered; people vaccinated; distribution by county, age, race, ethnicity breakdowns. View the [vaccination dashboard](#) which also posts Thursdays at 5pm.
- DPH communicated that effective 1/21, community health centers, multispecialty practices, and physician offices may use doses on hand to vaccinate selected high-risk patients.
- DPH issued guidance to Clinical Laboratory Directors: [Temporary Laboratory License for CLIA-waived COVID-19 Testing and Clinical Laboratory Alternate Sites](#)
- DPH issued a Bulletin – What Massachusetts COVID-19 Vaccine Providers Need to Know, for the week of 1/21. This Bulletin offers the Latest Numbers, Who to Vaccinate This Week, What to Know This Week, Vaccine Allocation and Ordering Process, where to go when you have questions about COVID-19 vaccination, and Resources and Learning Opportunities.
- The DPH Epidemiology Line handled 595 COVID-19 calls and 83 non-COVID-19 calls for a total of 678 calls from 1/18 through 1/24.
- Mass211 received 5,331 calls from Monday 1/18 through Sunday 1/24 for a new total of 199,213.
- DPH received Cycle 9 allocations on 1/19 as follows: Bamlanivimab 1920 doses and Regeneron 350 doses. This allocation is for a two-week period. The Therapeutics Working Group is recommending an equitable allocation strategy.
- As of 1/28/21, the Academic Public Health Volunteer Corps has 299 volunteers supporting 52 local boards of health. This week volunteers also began supporting COVID-19 vaccination efforts. For more information about the Academic Public Health Volunteer Corps, please visit the [APHVC webpage](#) on Mass.gov.

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- DPH provided long term care facilities with a new [frequently asked questions web page](#) to help Chapter 93 Elder Facility Reporters navigate the REDCap system to report statutorily-required Chapter 93 data to DPH.
- DPH issued guidance to Long Term Care facilities: [Federal Pharmacy Partnership Program Discharged Resident Vaccination Update](#)
- All Health and Medical Coordinating Coalition (HMCC) regions are at Tier 4 status. In Tier 4, the hospitals in each region meet at least daily, and continue to collaborate across regions where necessary, to address growing capacity constraints and continue to load balance as needed.
- From 12/9 through 1/22, there were 843 infusions of COVID-19 monoclonal antibodies reported by 12 facilities, including 1 nursing home. For Week 7 (1/16 through 1/22), there were 200 infusions.
- For the date range of 1/15 – 1/21, 95 of 96 Massachusetts hospitals were 100% compliant in their COVID-19 data submissions to the DPH WebEOC portal which is submitted to the federal HHS Protect portal daily.
- There are currently 14 Rapid Response Teams deployed to nursing homes across the Commonwealth. Teams are also helping nursing homes on the day of their Vaccine Clinics to ensure staff and residents are monitored after vaccination.
- There are also 10 National Guard Teams deployed and supporting nursing and rest homes.
- DPH has collaborated on the establishment of [alternate medical sites](#) (or “Field Medical Stations”) to mitigate stress on health care systems as cases increase. The [Lowell General Hospital Alternative Care Site](#) opened on 1/4/21, and the [UMASS Memorial Medical Center DCU Center Field Hospital](#) opened on 12/6/20. In addition, DPH has contracted with ambulance services in each of the five EMS Regions to help ensure transport capability to alternate medical sites.

Emergency Management and Disaster Recovery Updates:

Mass Care

- 4 state contracted isolation/recovery hotels in the communities of Everett, Pittsfield, Taunton, and Wakefield continue to receive client placements: 186 individuals are currently housed in the program.
 - Top 5 referring cities:
 - Boston (291)
 - Worcester (176)
 - Springfield (152)
 - Cambridge (113)
 - Brockton (109)
 - To date, a total of 1,851 residents have been placed in these hotels for safe isolation and recovery, an increase of 91 since last week.

Community Food Box Program Update (1/22 to 1/28):

MEMA is partnering with the Salvation Army, and a vendor, to bring in shelf-stable food boxes each week to support communities in their effort to deliver food to individuals and families in quarantine and isolation who require assistance accessing food. Each week MEMA’s warehouse receives a delivery of shelf-stable food boxes. Distribution of food boxes is coordinated between MEMA and communities in need via a request through WebEOC. The table below reflects the current food box inventory, and number of food boxes distributed to communities during the weekly reporting period (data is updated every Friday).

Total Number of Food Boxes in MEMA’s Inventory	Total Number of Food Boxes Distributed to One or More Local Communities During the Reporting Period	Total Number of Communities that Received Food Boxes During the Reporting Period
4,505	185	4

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Logistics (including Personal Protective Equipment and Supplies)

- 148 orders prepared for pickup or delivery from the MEMA State Logistics Warehouse from 1/22-1/28
- Deliveries continue for the isolation hotels in Pittsfield, Taunton, Everett, and Wakefield
- The warehouse is prepared to receive additional food boxes in support of the Food Box Program and continue distribution of those boxes to communities that request them.
- DPH coordinated 21 deliveries to health care entities on Monday (1/25) (6 PPE/1 testing supplies and 14 BinaxNOW kits); 17 deliveries were made on Tuesday (1/26) (2 PPE/4 testing supplies and 11 BinaxNOW kits); 9 deliveries were made on Wednesday (1/27) (1 PPE/1 testing supplies and 7 BinaxNOW kits); 17 deliveries were made on Thursday (1/28) (4 PPE/1 testing supplies, 12 BinaxNOW kits and 1 HFNC); and 9 deliveries have been scheduled for Friday (1/29) (1PPE/1 testing supplies, 6 BinaxNOW kits and 1 therapeutic).

Disaster Recovery

On March 27, 2020, 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 [webpage](#) with information and guidance on, but not limited to, disaster declaration, eligibility criteria, and the application process. Highlights from the Disaster Recovery process include the following:

Data as of: 1/22/2021			
MEMA COVID-19 EXECUTIVE DASHBOARD			
AGGREGATE PROGRAM VIEW			
<i>Note: Financial data represents 75% federal cost share; figures do not include MEMA management cost allowance</i>			
Overall (Best Available Estimate)	Submitted (Eligibility & Cost Review)	Approved* (by FEMA)	Paid (by MEMA)
\$681.1M +\$28.55M	\$469.1M +\$1.28M	\$291.6M +\$987.52K	\$7.4M +\$64.39K
894 Projects +11	617 Projects +14	88 Projects +6	39 Projects +2
Approved Applicants: 638			

- Online Applicant Technical Assistant Requests: 501
- Request for FEMA RPA Applicants: 678
- FEMA recently awarded a \$236,861,846 grant to MEMA to cover eligible expenses incurred purchasing PPE used to protect frontline workers in response to the COVID-19 pandemic. The grant will reimburse eligible PPE procurement, storage, and distribution undertaken between March and September 2020.
- FEMA obligated the City of Boston’s Food and Distribution PW, providing \$713,928 (75% cost share) to cover costs incurred through the City’s vendor contract with “About Fresh” (aka “Fresh Truck”). Through this program, the City of Boston served groceries to an average of 2,500 households each week over a 9-week period (July 13, 2020 – September11, 2020). The City of Boston is planning to continue the Emergency Feeding Program through June 2021, and is expected to submit additional PWs in two

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installments: Emergency Feeding Phase 2 (September to December 2020) and Emergency Feeding Phase 3 (January 2021 through June 2021).

- Coordinating with FEMA to obtain additional eligibility guidance for the new Presidential Executive Orders and memorandums.
- Preparing revised non-congregate medical sheltering survey for monthly FEMA reporting.
- Distributed updated guidance regarding COVID-19 vaccination expenses and notified applicants of an informational webinar on vaccine cost reimbursements being hosted on 2/4/21. Click [here](#) to learn how to register. The webinar will also be recorded and made available on the MEMA website.

COVID-19 Cases in Long-Term Care (LTC) Facilities (as of 1/28)	
Residents/Healthcare Workers of LTC Facilities	33,733
LTC Facilities Reporting at Least One Case of COVID-19	421
Deaths Reported in LTC Facilities	7,993



**NURSING HOME
FAMILY RESOURCE LINE**
617-660-5399

CALL US MONDAY THRU FRIDAY FROM 9AM-5PM

617-660-5399

MASSACHUSETTS DEPARTMENT OF SENIORS AND DISABILITY SERVICES

Holyoke Soldiers’ Home Weekly Update (current as of 1/26/21)

- Following the completion of Phase II of the Refresh Project, Veterans residing at Holyoke Medical Center since April 2020 have returned to the Soldiers' Home in Holyoke in a project known as Operation Bring'em Home. The refresh project is an important initiative to ensure infection control standards are met throughout the Soldiers’ Home in Holyoke.
- CVS Health was on site at the Soldiers’ Home on January 19 to administer the second dose of the vaccine and to also vaccinate those who were not vaccinated in the first round. On December 29, the first veteran residents and staff at the Soldiers’ Home in Holyoke received the COVID-19 vaccination.
 - 111 veteran residents and 153 staff have received both doses.
 - 6 veteran residents and 84 staff received their first dose.
- The Home is strongly encouraging all staff to receive the vaccine. Staff are being provided with educational information about the COVID-19 vaccine, including COVID-19 vaccine FAQ sheets, and the Nurse Education Team and Medical Team held vaccine informational forums. The materials are available in both English and Spanish.
- The Soldiers’ Home is working with Home Base, a veteran support organization, to help improve the quality of life, increase psychosocial interventions to address isolation during the pandemic. Home Base has linked us to virtual concerts provided by professional and amateur volunteers. The concerts are interactive—featuring musical performances and conversation between the Veterans and musicians. The concerts occur every Tuesday and Thursday afternoon. The team at Home Base is working with Social Work, Recreation and Nursing to provide other opportunities for virtual activities.
- The Soldiers’ Home in Holyoke continues to prioritize virtual visitation and family communication as visitation and movement throughout the facility have been suspended and PPE protocols have been heightened, per infection control protocol, since November 20 for all units until further notice. Families are encouraged to continue video visits for regular family communication through video chat, and the Family Line is available for ad hoc updates with support from social work and clinical staff. Virtual visits

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can be scheduled by calling the Family Line at 413-552-4764 Monday - Friday 8:00 a.m. - 4:00 p.m. Families can also request updates via email at CommunicationsMailbox-HLY@Mass.gov. Note: The Soldiers' Home can only share medical information about a resident with the authorized health care proxy on file.

- The Soldiers' Home in Holyoke is taking every precaution to mitigate COVID-19 entering and spreading at the Soldiers' Home in Holyoke. Based on guidance from DPH, and in consultation with infection control experts, the Home is continuing mandatory 2 times per week testing for all staff and residents. Increased testing frequency will allow us to detect COVID-19 early and will continue until the Home receives 14 consecutive days of negative results.
 - The Soldiers' Home in Holyoke has been intently focused on following infection control procedures and maintaining best practices for the safety of veteran residents and staff. All veteran residents' health is being monitored and retesting is being conducted for veterans both on- and off-site as clinically appropriate. The Soldiers' Home's medical team is making all clinical decisions following [the latest CDC guidance](#), which continues to evolve as the medical community learns more about this new virus.
- In addition to mandatory testing at state-operated 24/7 facilities, daily symptom checking and routine staff surveillance testing are important tools to protect staff, residents and visitors and will remain in place until such time there is a medical breakthrough or a safe and effective vaccine for COVID 19. Staff who are not feeling well are instructed not to come to work and to contact their health care provider. If staff show any signs of COVID-symptoms, they are required to self-quarantine at home, per CDC guidance for health care workers.
- The Soldiers' Home leadership is committed to ensuring the safety of the Veteran residents and restoring the Home to its rightful place that treats them with dignity, honor, and respect. The Soldiers' Home leadership is moving into the Transition & Rebuilding Phase that is focused on rebuilding staff leadership and team and positioning the facility to move forward safely.
- The Commonwealth has been making capital investments to address the short and long-term needs of the Home. This includes a short-term Refresh Project and a longer-term Rapid Planning Capital Project for a future Soldiers' Home in Holyoke. While the expedited capital project will address long-term facility needs, the Executive Office of Health and Human Services, Department of Veterans' Services, and Division of Capital Asset Management and Maintenance have been addressing immediate capital needs, including a \$6 million refresh of units to significantly improve infection control for the residents and staff.
 - On Veterans Day, the Baker-Polito Administration announced the next steps for the expedited capital project for the Soldiers' Home in Holyoke. Following the conclusion of the 12-week [Rapid Planning Phase](#) of the project, the Division of Capital Asset Management and Maintenance released the [needs assessment report](#), and announced the selection of Payette Associates for the next phase as the design firm to lead the design and planning phase, the next step of the expedited capital project. Payette will build on the evaluation they previously completed, and will develop a full project scope, refine the plan, and confirm the budget, timelines, and ensure conformity with the regulatory process. One of the early deliverables is the preparation of the submission for the VA State Home Construction Grant by its April 15, 2021 deadline. The website for the project is www.mass.gov/HolyokeSHProject.
- In June, the Baker-Polito Administration released the independent report ordered by Governor Baker to investigate the COVID-19 outbreak at Holyoke Soldiers' Home, and announced a series of reforms to strengthen its governance and oversight of the Home, improving staffing processes, providing quality care for our Veterans, and planning for significant capital improvements.
- The status of all residents as of January 26 is as follows:
 - Status:
 - 0 veteran residents are positive and not clinically recovered

COVID-19 RESPONSE COMMAND CENTER WEEKLY SITUATION REPORT

- 2 veteran residents are negative
- 44 veteran residents have a pending test. Please note that all veteran residents and staff are now being tested twice weekly, which will increase the number of pending tests.
- 76 veteran residents have been determined clinically recovered
- 0 veteran residents have refused testing
- Resident locations:
 - 120 veteran residents are onsite
 - 1 veteran resident is offsite
 - 1 veteran is receiving acute care offsite
- Since March 1, there have been 77 veteran deaths of veterans who tested positive
- Following the most recent round of staff surveillance testing
 - 0 staff are positive
 - All others who previously tested positive are clinically recovered

Chelsea Soldiers' Home Weekly Update (current as of 1/26/21)

- CVS Health returned to the Soldiers' Home on January 19 and 20 to administer the second dose of the vaccine, while also providing vaccinations to those who were not vaccinated in the first round. On December 29 and 30, the first veteran residents and staff at the Soldiers' Home in Chelsea received the COVID-19 vaccination.
 - 145 residents and 148 staff have received both doses.
 - 18 veteran residents and 97 staff received their first dose.
- The Soldiers' Home in Chelsea continues to prioritize virtual visitation, as visitation and movement throughout the facility remains suspended for all units until further notice per infection control protocol. The Home remains vigilant in its infection control, including enhanced precautions throughout the facility and strict infection control protocols to keep veteran residents and staff safe, including continuing staff education, screening, and testing. Visitation will resume after 14 consecutive days without a new positive test.
- Families can request updates on their loved ones by contacting their assigned social worker, or emailing the Home at CSH@mass.gov. They can schedule virtual visits by video or phone call. Medical information can only be shared with an authorized health care proxy.
- Clinical staff closely monitor any changes in residents, and the Soldiers' Home's medical team is making all clinical decisions following [the latest CDC guidance](#), which continues to evolve as the medical community learns more about this new virus. The CDC recommends making medical decisions regarding when to end isolation and determine that the patient has recovered based on symptoms and time elapsed.
- The Soldiers' Home in Chelsea currently weekly staff surveillance testing. In accordance with [CMS rules](#), the Soldiers' Home is now conducting weekly testing until the facility is 14 days without positive test results. These tests are provided at no cost to employees.
- The Soldiers' Home in Chelsea monitors the PPE supply, and continues to receive shipments of PPE. The Incident Command team at the Chelsea Soldiers' Home continues to enforce staff use of personal protective equipment (PPE), as well as source PPE to ensure that residents and staff have access to critical safety equipment. The team continues to coordinate closely with the VA Health Care System.
- The status as of January 26 is as follows:
 - Residents
 - 3 veteran residents are positive and not clinically recovered, all in independent living
 - 129 veteran residents are negative
 - 45 veteran residents have recovered, meaning they previously tested positive and are now clinically recovered

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- 0 veteran residents have pending tests
- Since March 1, there have been 31 deaths of veteran residents who tested positive
- Following the most recent round of staff surveillance testing:
 - 25 staff are positive
 - All other employees who previously tested positive have been determined clinically recovered

Communications Resources

Public Messaging Resources for Communities:

The COVID-19 Command Center has produced many communication resources aimed at helping communities inform and educate residents on recent executive orders and guidance related to COVID-19.

[Visitors to the Stop COVID-19 Public Messaging webpage](#) will find both printable flyers, posters, and digital resources in multiple languages on topics such as:

- [When can I get the COVID-19 vaccine?](#)
- [Vaccine Graphics](#)
- Statewide guidelines, advisories, and orders
- Staying safe in the community
- Using local public alert systems for COVID-19 information
- Materials for Business
 - [Return to work guidance](#)
 - [Employee Screening Questionnaire](#)
 - [Business guidance – New, Temporary Capacity Limits](#)
 - [Updated safe store tips for retailers](#)

DPH Communication Materials in Multiple Languages

- [Facts Sheets](#)
- [Videos](#)

Resources

MassSupport

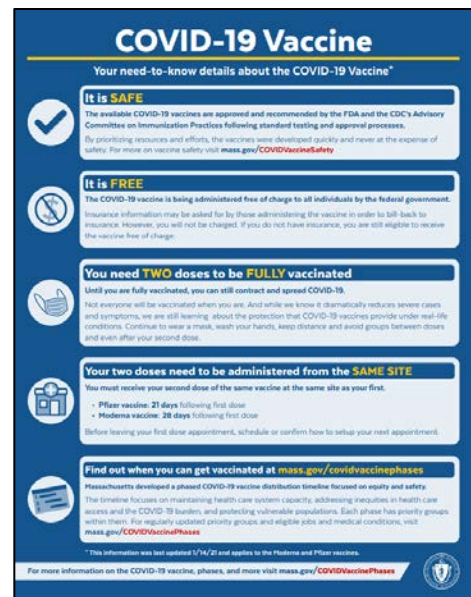
MassSupport is the Massachusetts Crisis Counseling Program funded by the Federal Emergency Management Agency and managed in partnership between the Massachusetts Department of Mental Health and Riverside Trauma Center, a program of Riverside Community Care.

Contact MassSupport by phone at **888-215-4920** or by email at MassSupport@riversidecc.org

Red Cross Virtual Family Assistance Center

In order to provide support to families and communities who have suffered loss as a result of the COVID-19 pandemic, the American Red Cross has developed a Virtual Family Assistance Center (VFAC), staffed by a team of specially trained mental health, spiritual care, and health services volunteers who are:

- Connecting with families over the phone to offer condolences, emotional and spiritual support, and access to available resources
- Providing support for virtual memorial services for families, including connecting with local faith-based community partners
- Hosting online classes to foster resilience and facilitate coping skills



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- Assisting families with access to national, state, or local resources such as grief counseling, legal resources, funeral information, financial information services, or veterans' assistance
- Additional state- and local-specific resources are available.

People can visit: <https://www.redcross.org/virtual-family-assistance-center/ma-family-assistance-center.html> to access this resource with special virtual programs, information, referrals, and services to support families in need. People without internet access can **call toll-free 833-492-0094** for help. All Family Assistance Center support will be provided virtually and is completely confidential and free.

Department of Elementary and Secondary Education

The Department of Elementary and Secondary Education (DESE) now reports on the number of positive COVID-19 cases as reported to the DESE by school districts (including charter schools), collaboratives, and approved special education schools. The data only represents what has been reported to DESE. For more information and to view the report people can visit: <http://www.doe.mass.edu/covid19/positive-cases/>

COVID-19 Test Site Locator

MEMA, in conjunction with the COVID-19 Command Center, has developed an [interactive map](#) that shows the locations of COVID-19 testing sites around the Commonwealth.

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 daily as enhancements are continuously being added.

Health care facilities can learn more about [requesting personal protective equipment here](#).

Stay Informed

- Get information from trusted sources. Get notified by text, email, or phone call in your preferred language. Visit <https://member.everbridge.net/index/406686158291020/#/signup> to sign-up for **AlertsMA** for the latest news on the Commonwealth's response to COVID-19
- 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.

How to Help Out

- Work at an Alternate Care Site in either [Worcester](#) or [Lowell](#)
- [Donate](#) to the Massachusetts COVID-19 Relief Fund

The Need for Blood Donations Continues, and Recovered COVID-19 Donors Can Help Save Lives

In coordination with the U.S. Food and Drug Administration (FDA), the Red Cross is seeking people who are fully recovered from the new coronavirus to sign up to donate plasma to help current COVID-19 patients. People who have fully recovered from COVID-19 have antibodies in their plasma that can attack the virus. This convalescent

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plasma is being evaluated as treatment for patients with serious or immediately life-threatening COVID-19 infections, or those judged by a healthcare provider to be at high risk of progression to severe or life-threatening condition. Interested individuals can visit [RedCrossBlood.org/plasma4covid](https://www.RedCrossBlood.org/plasma4covid) to learn more. The Red Cross follows the highest standards of safety and infection control, and volunteer donors are the only source of blood for those in need. To make an appointment to donate, please visit www.RedCrossBlood.org