

# Thursday, August 20, 2020

## COVID-19 Command Center

### Massachusetts Emergency Management Agency

## Situation Update

The Command Center Situation Report is published weekly on Thursdays.

### In This Week's Report:

- Latest Data: Public Health Update
- Week in Review: Key State Actions



- Administration Announces Testing Initiative to Help Schools
- DPH Upgrading Data System This Weekend
- Flu Vaccine Now Required for All Students
- Over \$3 Million Awarded to Improve Food Security
- Rapid Planning Phase Begins for Holyoke Soldiers' Home Expedited Capital Project
- Interactive Map of COVID-19 Community Data Launched
- COVID-19 Travel Order Update
- DPH, Emergency Management, and Disaster Recovery Updates
- Surveillance Testing in Congregate Care Facilities
- Holyoke and Chelsea Soldiers' Homes Weekly Update

### Helpful Links:

- [COVID-19 Travel Order](#)
- [Mass.gov/findfoodhelp](#)
- [Stop the Spread](#)
- [Reopening Massachusetts](#)
- [Mass.Gov/covid19](#)
- [Massachusetts Emergency Management Agency](#)
- [Unemployment & COVID-19](#)
- [Dept. Of Transitional Assistance Online Portal](#)
- [Emergency Childcare Site](#)
- [COVID-19 Cost Eligibility and Tracking 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 8/20**

115,310 Total Confirmed Cases ([click here for more information](#))

8,657 Deaths among confirmed cases

1,509,104 individuals tested for the virus to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States **Last Updated 8/20**

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:

5,506,929 Total Cases

172,416 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:

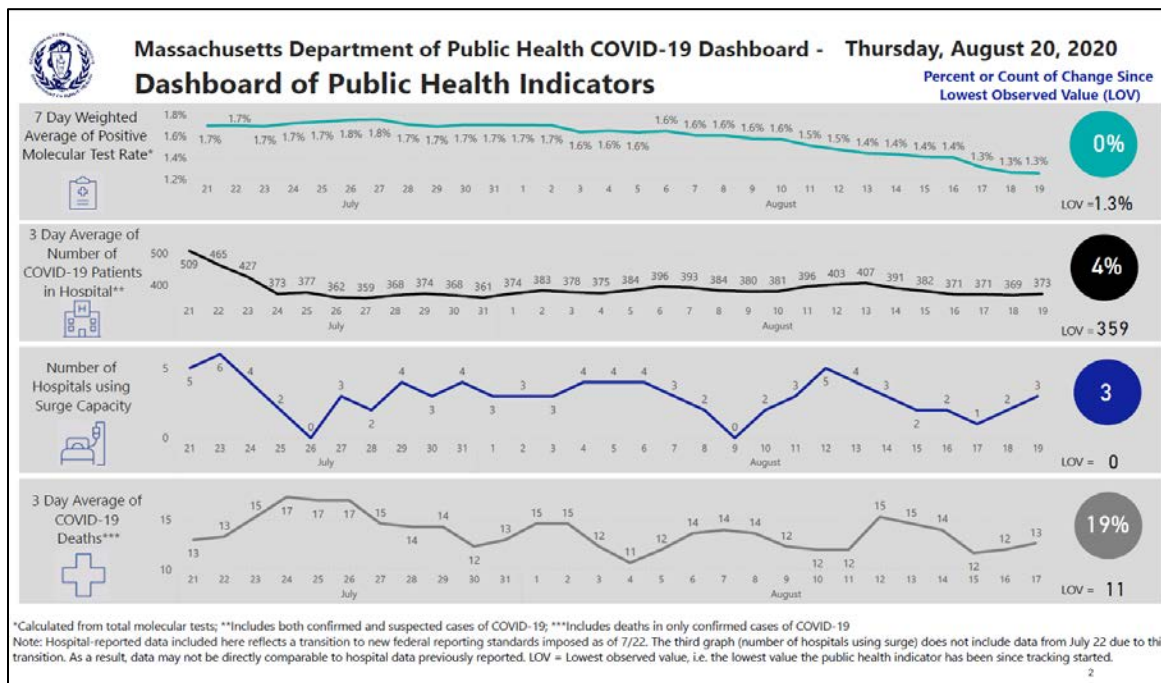
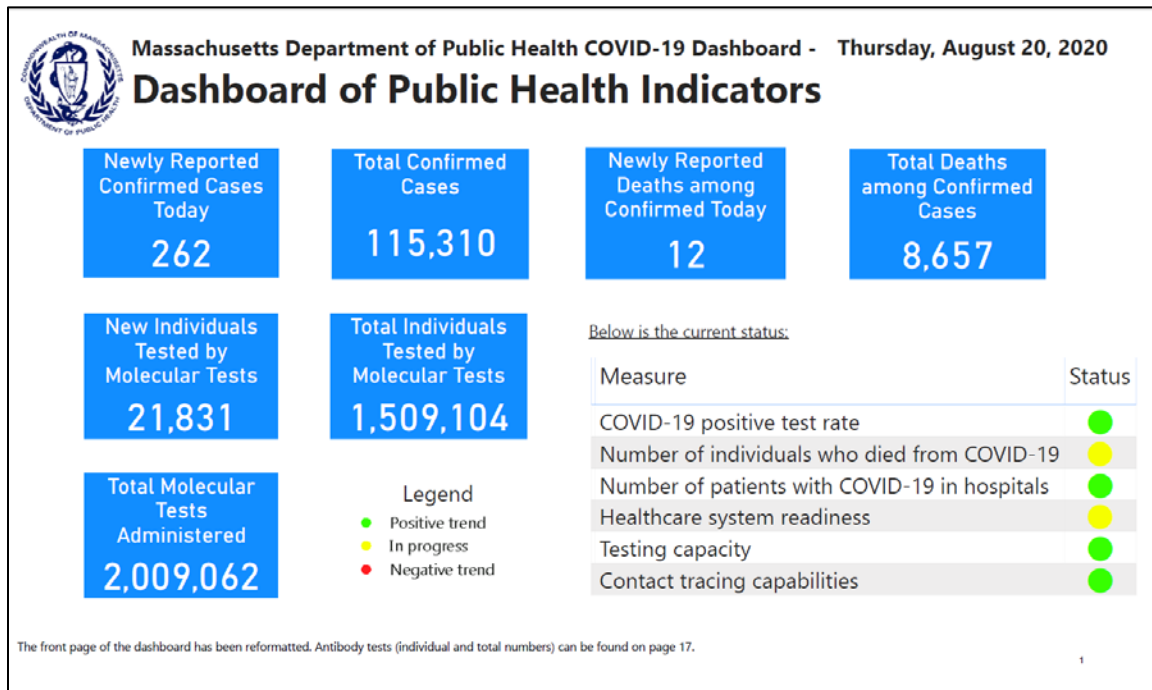
- ✓ Avoid crowds
- ✓ Stay 6 feet away from others
- ✓ Don't shake hands or hug
- ✓ Wear a face covering or mask if physical distancing is not possible.

## Latest Data: COVID-19 Public Health Update

### Testing Update:

Today, more than **21,000** new individuals tested by molecular (viral) tests were reported in Massachusetts with **262** newly reported confirmed positive cases. The total molecular tests administered to date is more than **2 million**.

**Hospitalizations & Capacity Update:** As of today, **379** people are hospitalized, with **62** reported to be in the Intensive Care Unit (ICU). Key indicators from today's Daily Dashboard are below.



# COVID-19 RESPONSE COMMAND CENTER DAILY SITUATION REPORT

## **New Weekly Public Health Data Report Released**

Yesterday, the Command Center released the comprehensive [COVID-19 Weekly Public Health Report](#).

DPH has also posted an archive of previously released city and town data dating back to April on the COVID-19 reporting page. The Weekly Public Health Report includes also includes data on recoveries, along with detailed case and death data related to long term care facilities. The report also includes information on new nursing facility staff baseline testing, infection control audits, and more. You can find all the data reports, raw data files, by visiting the [COVID-19 Response Reporting page](#).

## ***Week in Review: State Actions***

### **Administration Announces Testing Initiative to Help Schools**

The Baker-Polito Administration today announced two rapid response testing initiatives for schools to address potential clusters of COVID-19 cases among students, teachers or staff at a school building.

School officials, after consultation with public health authorities, will be able to request a state-sponsored mobile testing unit come to their school to test a group of students and/or staff if a potential cluster of COVID-19 has been identified and transmission appears to have occurred within the school. This resource is available to both public and private schools.



Before making a request, school administrators should consult with public health authorities first to determine if a request for mobile testing should be made.

The mobile rapid response unit will provide free testing of asymptomatic students or staff, who are not known to be a close contact of someone who tested positive, when there is evidence that COVID-19 transmission may have occurred within a classroom or school within the past 14 days. After consulting with an epidemiologist from the Department of Public Health, a school administrator or the local board of health can request a mobile rapid response unit be deployed by the COVID-19 Command Response Center.

- Anyone under the age of 18 must have written permission from their parent or legal guardian to receive testing.
- The Department of Elementary and Secondary Education and the Department of Public Health will release detailed guidance in the coming weeks on how and when testing can be requested, as well as testing and result protocols.
- *The mobile response team may be deployed if the following minimal conditions apply:*
  - Two or more students/staff within the classroom group develop COVID-19 within 14 days, and transmission/exposure occurred in the classroom;
  - More than 3 percent of the cohort/grade (at least 3 individuals) develop COVID-19 within 14 days, and transmission/exposure occurred in the school;
  - More than 3 percent of the school develops COVID-19 within 14 days, and there is evidence of transmission within the school;
  - Three or more staff within the same school develop COVID-19 within 14 days, and there is evidence of transmission among the staff; or
  - Two or more students on the bus develop COVID-19 within 14 days.

In addition to the mobile testing unit, **the Administration will extend the Stop the Spread initiative through September 30** in certain communities with higher rates of COVID-19 to help cities and towns as students begin to return to school.

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The [Stop the Spread initiative](#) was launched on July 10. It is a data-driven initiative and currently provides free testing in 20 communities that have high rates of COVID-19.

### **DPH State Lab To Upgrade Data System This Weekend:**

In anticipation of increased COVID-19 testing volumes linked to expanded testing at Massachusetts colleges and universities this fall, the Department of Public Health (DPH) will be making a long-planned transition of its electronic laboratory reporting system to the Amazon Web Services (AWS) cloud on August 22, a move that will greatly increase the state's public health data collection capacity.

The migration to the cloud requires a temporary interruption of laboratory data reporting to DPH. This means that on Saturday, August 22, DPH will publish a dashboard based on data received by 5 PM Friday, instead of by 8 am Saturday. As a result, it should be noted that **Saturday's report could reflect lower numbers** of individual tests, total tests, new cases, and deaths. Hospitalization numbers will not be impacted. No dashboard will be published on Sunday, August 23.

DPH expects laboratory data to have resumed to its normal flow by Monday, August 24, when the daily COVID-19 dashboard posting will resume. **All laboratory results from the weekend will be displayed on the Monday dashboard report** and will be appropriately assigned to their respective test dates, as usual.

[Read more about these important upgrades.](#)

### **Flu Vaccine Now Required for All Students Enrolled in Child Care, Pre-School, K-12, and Post-Secondary Institutions**

State public health officials announced that influenza immunization will be required for all children 6 months of age or older who are attending Massachusetts child care, pre-school, kindergarten, K-12, and colleges and universities. The new vaccine requirement is an important step to reduce flu-related illness and the overall impact of respiratory illness during the COVID-19 pandemic.

Students will be expected to have received a flu vaccine by December 31, 2020 for the 2020-2021 influenza season, unless either a medical or religious exemption is provided. Also exempted are K-12 students who are homeschooled and higher education students who are completely off-campus and engaged in remote learning only. This new flu immunization requirement to enter school in January is in addition to existing vaccine requirements for all those attending child care, preschool, K-12, and colleges and universities in Massachusetts. Elementary and secondary students in districts and schools that are using a remote education model are not exempt.

All children at least 6 months old who attend child care or preschool must be immunized in accordance with the [ACIP Recommended Immunization Schedule](#).

More information on the new requirement can be found [here](#).

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### **Baker-Polito Administration Awards over \$3 Million to Improve Food Security in Massachusetts**

On Tuesday, the Baker-Polito Administration [announced \\$3.3 million in grants to address urgent food insecurity for Massachusetts](#) residents as a result of the COVID-19 pandemic and make the Commonwealth's food system more resilient. This funding is being awarded as part of the second round of the new \$36 million Food Security Infrastructure Grant Program, created following recommendations from the Administration's COVID-19 Command Center's Food Security Task Force, which promotes ongoing efforts to ensure that individuals and families throughout the Commonwealth have access to healthy, local food.

The goal of the Food Security Infrastructure Grant Program is to ensure that individuals and families throughout the Commonwealth have equitable access to food, especially local food. The program also seeks to ensure that farmers, fishermen and other local food producers are better connected to a strong, resilient food system to help mitigate future food supply and distribution disruption.

The second round of the grant program includes 34 awards totaling \$3,324,349 to fund investments in technology, equipment, increased capacity, and other assistance to help producers distribute food, especially to food insecure communities. When evaluating the applications, considerations included equity, economic impact and need, sustainability and scalability of efforts, and ability to support producer readiness to accept SNAP and HIP benefits. This round follows the first round of \$2,941,838 in grants [awarded](#) last month to 26 recipients.



Applications will continue to be evaluated on a rolling basis through September 15, 2020. Eligible grantees include entities that are part of the Massachusetts local food system including production, processing and distribution, the emergency food distribution network, Buy Local, community and food organizations, school meal programming, urban farms and community gardens, non-profits, and organizations that provide business planning, technical assistance and information technology services. The Request for Responses for project proposals is available [here](#).

### **Rapid Planning Phase Begins for Holyoke Soldiers' Home Expedited Capital Project**

On Monday, the Baker-Polito Administration announced that a vendor has been selected and has started work on an expedited capital project to reimagine the future of the Soldiers' Home in Holyoke. [Payette](#) has been awarded the contract for the first phase of the expedited capital project, the Rapid Planning Phase, which consists of completing a needs assessment and conducting stakeholder engagement. This work will inform the development of the implementation plan to meet the April 15, 2021 federal Veterans' Affairs' State Home Construction Grant application deadline.

Payette's 12-week engagement work will identify a sustainable, public health-centered, implementation roadmap to provide significant upgrades to the Holyoke Soldiers' Home. More about the capital project is available [here](#).

The scope of work includes four key elements:

1. **Update needs assessment:** Develop an updated needs assessment to include current and future demographic needs of veterans in Massachusetts.
2. **Engage stakeholders:** Using a variety of methods, gather input from a broad base of stakeholders to develop strategic guidelines for transforming the Home, including veterans and their family members,

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staff and management, members of the Board of Trustees, federal and state legislative leaders, local officials and interest groups, veteran advocates, and administration officials.

3. **Prioritize infection control:** Review and evaluate ongoing infection control measures and infrastructure upgrades to ensure the highest standards are met in light of the pandemic.
4. **Explore feasible implementation scenarios:** Outline up to three scenarios with order-of-magnitude cost estimates, financing options, and realistic timelines for regulatory approvals, design, and construction.

Payette is a well-known firm that has done scores of similar projects, including completing the Community Living Center and Campus Framework Plan for Chelsea Soldiers' Home.

While the expedited capital project will address long-term facility viability, the Executive Office of Health and Human Services (EOHHS), the Department of Veterans' Services (DVS) and the Division of Capital Asset Management and Maintenance (DCAMM) have been addressing immediate capital needs, including a \$6 million refresh of units, to significantly improve infection control for the residents and staff. The refresh includes refinishing the living and working environment to support infection control, including the installation of air purification units.

### *Important Updates*

#### **Interactive Map of COVID-19 Community Data Launched**

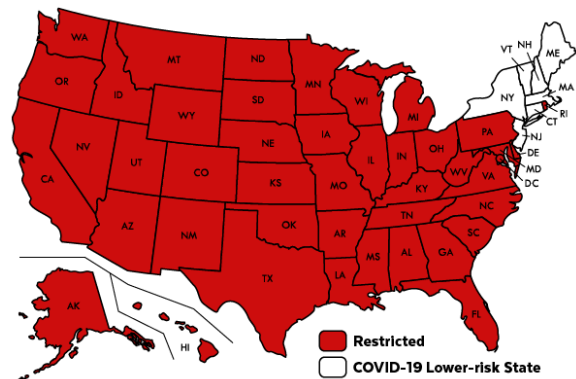
Last week, the Commonwealth began reporting enhanced community-level data on key COVID-19 metrics as part of the Baker-Polito Administration's [efforts](#) to partner with cities and towns to slow the spread of the virus. On Tuesday, the Administration launched an [interactive map](#) in order to make it easier to access this important data. The data in this interactive map is based on the weekly [Public Health Report](#) published each Wednesday by MDPH.

#### **COVID-19 Travel Order Update**

Effective August 14<sup>th</sup>, Hawaii was removed from the list of lower-risk states.

All visitors entering Massachusetts, including returning residents, who do not meet an exemption, are required to:

- Complete the [Massachusetts Travel Form](#) prior to arrival, unless visiting from a lower-risk state designated by the [Department of Public Health](#).
- Quarantine for 14 days or produce a negative COVID-19 test result that has been administered up to 72-hours prior to arrival in Massachusetts.



If a COVID-19 test result has not been received prior to arrival, visitors and residents must quarantine until they receive a negative test result.

Failure to comply may result in a **\$500 fine per day**.

More information, including a list of lower-risk states, exemptions, business guidance, and other details can be found [here](#).

**Department of Public Health Updates:**

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- DPH hosted multiple calls with local health officials and provided support and technical assistance to local boards of health on the implementation of the Travel Order, resolution of complaints regarding quarantine requirements and use of face coverings, and development of coordinated plans for contact tracing between local boards of health, Community Tracing Collaborative, schools, and colleges and universities.
- MA 211 received 2,677 calls from Friday 9am (8/14) to Wednesday 9am (8/20) for a new total of 105,537.

### **Emergency Management and Disaster Recovery Updates:**

#### **Mass Care**

- 2 state contracted quarantine/isolation hotels in the communities of Northampton and Everett continue to receive client placements.
  - Currently 17 residents are housed in these hotels (change of +8 since last Thursday)
  - These hotels will continue through August to support the “Stop the Spread” testing initiative. MEMA is requesting an additional month of non-congregate sheltering approval from FEMA for continued isolation support into September.
  - Resident demographics have shifted from being primarily individuals experiencing homelessness to mostly referrals for individuals living with high-risk household members and individuals living in overcrowded households. Currently, of the 17 guests, only 4 are experiencing homelessness.
- A total of 128,290 meals have been distributed to date through state contracted hotel sites and distributions of food boxes and meal bags.
- Tent operations supporting homeless individuals continue in Haverhill.

#### **Logistics (including Personal Protective Equipment and Supplies)**

- 13 orders have been prepared for pickup or delivery over the last week
- KN-95 distribution continues to State University and Community College Police Departments
- Isolation Hotel Kits are being staged and restocked in the event they are needed in the fall. Two full Isolation Hotel Kits are prepared for deployment if needed.
- DPH coordinated 7 deliveries to health care entities on Tuesday (8/18) (5PPE/2 testing supplies) and 21 deliveries have been scheduled for Friday (8/21) (9 PPE/12 testing supplies).

#### **Disaster Recovery**

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 [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:

- Total FEMA RPA Applicants: 567 (+3)
- Total # Obligated Projects: 21 / \$7,524,304.42 (+1 / +\$15,067.5)
- Total # of Payments Disbursed: 7 / \$606,009.53 (+0 / +\$0)
- Total # of Partial Payments Disbursed: 1 / \$170,759.77 (+0 / +\$0)
- Online Applicant Technical Assistant Requests: 426 (+2)
- Working with EOLWD and A&F on an application package for FEMA’s Other Needs Assistance - Lost Wages Assistance grant (DHS-20-ONA-050-00-99) for Disaster Unemployment Assistance.

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- Survey distributed to local governments to collect data on food purchase and distribution operations. 45 responses have been received. This information will be used in MEMA’s request to extend the food purchase and distribution deadline.
- Continuing to provide technical assistance to project applicants.

### **Surveillance Testing in Congregate Care Facilities**

The Commonwealth has taken strong steps throughout the pandemic to address the challenges congregate residential settings face, including providing \$139 million in incremental financial support, creating detailed infection control guidance, and providing emergency supplies of PPE to providers. EOHHS has also worked to expand testing at residential congregate care settings, including by deploying mobile testing to over 2000 congregate care sites and testing more 30,000 residents and staff.

On August 13<sup>th</sup>, the Command Center issued evidence-based surveillance testing guidance for congregate care facilities, which includes residential social services providers, Veteran’s shelters, and residential special education schools. The guidance outlines expectations for surveillance testing of staff in these facilities, and additional steps that must be taken based on testing results.

To find out more about the guidance released last week, including the cost reimbursement structure for providers visit the [COVID-19 Public Health Guidance and Directives page](#).

| <b>COVID-19 Cases in Long-Term Care (LTC) Facilities (as of 8/20)</b> |               |
|---|---------------|
| Residents/Healthcare Workers of LTC Facilities                        | <b>24,551</b> |
| LTC Facilities Reporting at Least One Case of COVID-19                | <b>379</b>    |
| Deaths Reported in LTC Facilities                                     | <b>5,693</b>  |



617-660-5399

**NURSING HOME  
FAMILY RESOURCE LINE**

**617-660-5399**

CALL US MONDAY THRU FRIDAY FROM 9AM-5PM



### **Holyoke Soldiers’ Home Weekly Update**

- The Baker-Polito Administration announced this week that a vendor has been selected and has started work on an expedited capital project to reimagine the future of the Soldiers’ Home in Holyoke. Payette has been awarded the contract for the first phase of the expedited capital project, the Rapid Planning Phase, which consists of completing a needs assessment and conducting stakeholder engagement. DCAMM anticipates the cost of the contract will be \$250,000. This work will inform the development of the implementation plan to meet the April 15, 2021 federal Veterans’ Affairs’ State Home Construction Grant application deadline. More about the capital project is available [here](#).
- The Soldiers’ Home in Holyoke is closely monitoring the health of all veterans and staff and is retesting individuals. The most recent round of testing done resulted in no positive tests. Outside of regular facility testing, residents are closely monitored and if there is any sign of COVID-like symptoms, they are immediately retested.



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- Soldiers' Home staff are all subject to the August 1 travel order and are required to get tested and/or self-quarantine before returning to work if they travel to a state that is not deemed low-risk for COVID-19.
- 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.
  - Since the start of the pandemic, more than 80 residents had been determined clinically recovered, meaning that they at one point tested positive for COVID-19 but are now considered clinically recovered as defined by federal CDC guidance.
  - The Home continues to adhere to infection control protocols throughout the Home and continues the cohorting of veterans with the same status.
- Outdoor visitation resumed on Thursday last week after the results of all testing returned negative. The [outdoor visitation plan](#) will always be contingent on the continued stability of infection control and public health metrics, which are monitored daily and coordinated with state and local health officials.
  - Video visits between veteran residents and their loved ones is continuing, 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. - 4:00 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.
- 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 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.
- Holyoke's Clinical Command continues to respond to the COVID-19 outbreak, monitoring staffing levels, while bringing on additional management staff for nursing, facilities, and administration. The Holyoke Soldiers' Home has been intently focused on following infection control procedures and maintaining best practices for the safety of veteran residents and staff, and to support the recovery of veterans as the health status of many stabilizes. All veteran residents' health is being monitored and retesting is being conducted for veterans both on- and off-site as clinically appropriate.
- **The current status as August 18 is as follows:**
  - The current status of all residents:
    - 0 positive and not clinically recovered
    - 60 veterans are negative
    - 1 resident has a pending test
    - 81 residents have been determined clinically recovered
    - 1 resident has refused testing
  - Resident locations:
    - 118 veterans are onsite
    - 25 veterans are offsite
      - 24 veterans are at a dedicated skilled nursing unit at Holyoke Medical Center
      - 1 veteran are receiving acute care offsite
  - Since March 1, there have been 76 veteran deaths of veterans who tested positive
  - All employees had been determined clinically recovered, In the most recent round of testing,

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- 0 tested positive
- All who previously tested positive are clinically recovered

### Chelsea Soldiers' Home Weekly Update

- The Chelsea Soldiers' Home continues to welcome visitors for outdoor visitation between veterans and loved ones and at the start of this week there had been over 350 visits. Following [visitation guidance](#), the Home's protocols prioritize the health and safety of Veterans and staff, with continued focus on infection control. Ongoing plans are contingent on the continued stability of infection controls and public health metrics, which we continue to monitor daily and coordinate with state and local health officials.
  - Outdoor visitation is occurring in addition to continued video visits between veteran residents and their loved ones. Families can also request updates on their loved ones by contacting the Home at [CSH@mass.gov](mailto:CSH@mass.gov) and through phone and video conversations. Medical information can only be shared with an authorized health care proxy.
- The Soldiers' Home in Chelsea is reporting the recovery of residents based on clinical determinations following the retesting of all veterans, and 43 residents who had previously tested positive have been determined clinically recovered.
- The Home has eased restrictions for Dorm residents, who can now order food delivery from area restaurants, and drive in their personal vehicles off-site to medical appointments. The curfew has been extended, now from 11pm - 5am. Dorm veterans are visiting a local outdoor music event, respecting social distancing.
- The Soldiers' Home in Chelsea monitors the PPE supply, and continues to receive shipments of PPE including gloves, masks, eye protection, gowns, and shoe covers. 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 current status as of August 18 is as follows:**
  - Residents
    - 0 veteran residents are positive
    - 149 veteran residents are negative
    - 43 residents have recovered, meaning they previously tested positive and are now clinically recovered
    - 0 residents have pending tests
    - Since March 1, there have been 31 deaths of veterans who tested positive

Employees:

0 employees are positive

All employees who previously tested positive have been determined clinically recovered

## Resources

### 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

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- 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
- 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.

### **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 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.

## *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](#)

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**Short videos:**

| Overview of COVID-19 Testing  | Importance of COVID-19 Testing  | <a href="#">How to Safely Cover Your Face Outside of Home</a>  |
|---|---|--|
| <ul style="list-style-type: none"> <li>• <a href="#">English</a></li> <li>• <a href="#">Spanish</a></li> <li>• <a href="#">Portuguese</a></li> <li>• <a href="#">Simplified Chinese</a></li> <li>• <a href="#">Traditional Chinese</a></li> <li>• <a href="#">Vietnamese</a></li> <li>• <a href="#">Haitian Creole</a></li> </ul> | <ul style="list-style-type: none"> <li>• <a href="#">English</a></li> <li>• <a href="#">Spanish</a></li> <li>• <a href="#">Portuguese</a></li> <li>• <a href="#">Simplified Chinese</a></li> <li>• <a href="#">Traditional Chinese</a></li> <li>• <a href="#">Vietnamese</a></li> <li>• <a href="#">Haitian Creole</a></li> </ul> | <ul style="list-style-type: none"> <li>• <a href="#">Spanish</a></li> <li>• <a href="#">Portuguese</a></li> <li>• <a href="#">Simplified Chinese</a></li> <li>• <a href="#">Traditional Chinese</a></li> <li>• <a href="#">Haitian Creole</a></li> <li>• <a href="#">Vietnamese</a></li> </ul> |

- [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 and Stay Home,” and “Stay Safe. Save Lives.”

## *How to Help Out*

- [Donate](#) to the Massachusetts COVID-19 Relief Fund.
- Volunteer opportunities for health professionals: [Please click here.](#)
- Health care facilities can learn more about [requesting personal protective equipment here.](#)

**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 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](https://www.RedCrossBlood.org)