

MASS-ALA Resident Care Helpline



We're here for
YOU!

781.622.5999

EXPERTISE

The Mass-ALA helpline was established to assist Mass-ALA providers in reviewing, evaluating and determining protocol for resident care issues/concerns in assisted living residences in a confidential, supportive environment of peer support. The helpline is staffed by your peers with expertise in the field who can consult and problem solve resident care issues.

REGULATIONS

The helpline provides an opportunity for collaboration on resident care issues that uses MA Executive Office of Elder Affairs Regulations (651 CMR) and established standards of practice as the basis for quality practice. The service will help you increase regulatory compliance and improve quality of resident care.

THE NEXT TIME YOU HAVE A RESIDENT CARE QUESTION, CALL MASS-ALA. A STAFF MEMBER WILL TAKE YOUR INQUIRY, ALONG WITH YOUR TELEPHONE NUMBER AND A CONVENIENT TIME FOR THE RETURNING CALL, AND REFER YOU FOR A ONE ON ONE DISCUSSION WITH THE ON CALL HELPLINE VOLUNTEER. ALL INQUIRIES ARE KEPT STRICTLY CONFIDENTIAL.

The Helpline is designed to promote collaboration on resident care and regulatory compliance related issues. The Helpline will connect you with a volunteer who is experienced in both assisted living resident care matters and EOE compliance. This is a peer to peer consultation performed by volunteers. As a condition of participating in this consultation process, you acknowledge on behalf of yourself and the organization you represent that you will hold Mass-ALA and its Helpline volunteers harmless from any and all liability of any type or nature. By your participation, you also acknowledge that Mass-ALA is not endorsing any specific information, interpretation, policy or procedure, nor are such consultations intended to provide legal advice or to be used in place of consulting an attorney.