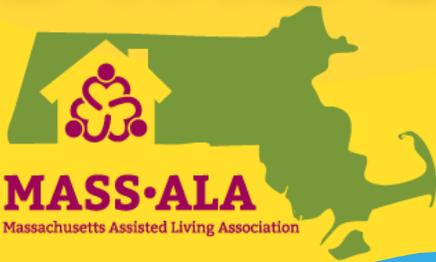


THE MASSACHUSETTS ASSISTED LIVING ASSOCIATION

BUSINESS PARTNERS DIRECTORY

3rd Edition



www.Mass-ALA.org
MassALA@mass-ala.org
781.622.5999
465 Waverley Oaks Road
Suite 300
Waltham, MA 02452





ABOUT MASS-ALA

Who is MASS-ALA?

The Massachusetts Assisted Living Association (Mass-ALA) is a not-for-profit association, dedicated to professionally operated assisted living residences in Massachusetts that provide housing and services for individuals with varied needs and income levels.

Mission Statement

To lead the assisted living industry in its service of seniors through advocacy, education, operational support, and enhanced growth opportunities.

About Us

Mass-ALA serves as the voice of assisted living in Massachusetts, providing information and education, and advocating on behalf of our members and the seniors they serve. Mass-ALA promotes a model of care which treats all residents with dignity, provides privacy and encourages independence and freedom of choice.

THANK YOU ALL ASSISTED LIVING STAFF; TRUE UNSUNG HEROES!

Throughout the COVID-19 pandemic, assisted living staff have demonstrated great flexibility and exceptional dedication in keeping residents safe from COVID-19. Recognizing how difficult the past year and a half has been for our member communities, Mass-ALA would like to honor all assisted living staff and the outstanding contributions they have made during this challenging time. Thank You ALL Assisted Living Staff; true Unsung Heroes!





Message from the President & CEO

Dear Colleagues,

Mass-ALA is proud to partner with 70 local, national, and international businesses that provide crucial services, products, and solutions to assisted living residences in Massachusetts. The Association is excited to present the third edition of the Mass-ALA Business Partners Directory. The purpose of this directory is to introduce you to these valued members of our association and the services they offer. As a Mass-ALA Business Partner, these businesses show that they are dedicated to the assisted living industry. By maintaining active membership, Business Partners add a level of credibility to their brands, receive important industry news, and demonstrate their support of assisted living.

We understand that part of what it means to work in assisted living is that you are busy and always on-the-go. This directory is designed to be a go-to resource that contains quick facts and information that you may need to keep your community running smoothly and efficiently for your residents. Pipe burst? Tree through the roof? Need cleaning or food supplies, fitness, or rehabilitation experts? Want to build an addition? Seeking new ways to keep residents engaged, healthy, and happy? Are you seeking an infection control audit? We have Mass-ALA business partners who can assist you with all of these services and so much more. Please take a few minutes to review this directory and learn what our business partners can do for you. The directory is organized in alphabetical order, by company name. You can also search for a Mass-ALA Business Partner by name, business profession or location at www.mass-ala.org. Remember to keep this directory at your workspace; you just never know when you are going to need their services. We are all partners; working together to provide dignity, choice, and an enhanced quality of life to assisted living residents.

Best Regards,

Brian Doherty, CAE
President & CEO, Mass-ALA



ASSISTED LIVING IN MASSACHUSETTS

Assisted living emphasizes aging with dignity and choice, while offering a high-quality lifestyle in a supportive, non-clinical environment. Residents transitioning from living independently often choose assisted living for a variety of reasons. Many residents receive support with certain activities of daily living (ADLs), such as bathing, dressing, grooming, or mobility. More than 26% of residents live in special memory care living quarters that support the management of Alzheimer's Disease and related dementias. Regardless of need or ability, every resident can benefit from the community atmosphere that sets assisted living apart from many other housing options. With loneliness and social isolation being a concern regarding older adults, assisted living supports residents in staying active, acquiring new hobbies, developing new social connections, and enjoying inclusivity in the community.

Aging presents challenges that evolve over time, but assisted living is rooted in the value that older adults, regardless of age or impairment level, should never be defined by their medical needs. Assisted living promotes wellness through supporting residents with daily hygiene, managing medications, eating healthy and regularly, maintaining a consistent sleep schedule, nurturing social connections, and staying physically active. Upon entering an assisted living community, an individualized assessment takes place and a service plan is developed for each resident, which may be revised over time for each individual, as needs change.



Diamond



Platinum



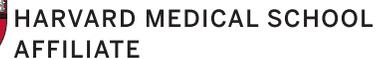
Gold



Silver



Bronze



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BUSINESS PARTNERS

This directory includes all Mass-ALA Business Partners that offer a variety of professional services to assisted living residences.

We know that running and managing a residence is a hard job! Luckily, residences aren't in it alone. Mass-ALA's Business Partners Directory is your source for finding a vendor that fits your service needs. By making a commitment to Mass-ALA, Business Partners are showing that they are interested in working in the assisted living industry.

Mass-ALA Business Partner professions are as follows:

Accountants	Infection Control
Advertising/Publications	Insurance
Architects	Legal Services
Commercial Equipment Representatives	Market Research
Computer Software	Medical-Health Care
Construction Management	Pest Control
Consultants	Pharmacies
Contractors	PPE Supplies
Cosmetology	Property Management
Dining and Environmental Services	Referral and Placement Agency
Emergency Call Systems	Rehabilitation Services
Energy Efficiency	Restoration
Financial Services	Senior Move Managers
Fitness	Technology
Food Services	Telecommunications
Gardening/Garden Workshops/Horticultural Therapy	Training/Trainers
Health Care Services	UV Disinfection
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Hospice	



2Sisters Senior Living Advisors

Alyson Powers

alyson@2sisters-sla.com

PHONE 617-701-7007 FAX 888-755-5001

288 Grove Street, #386

Braintree, Massachusetts 02184

www.2sisters-sla.com

2Sisters Senior Living Advisors is a resource to families and seniors navigating through the growing maze of choices in Independent Living, Assisted Living, Memory Care Communities, Home Care and Skilled Nursing Facilities. We provide this as a free service and work closely with clients to determine a personalized plan that suits their care, financial, and location preferences. 2Sisters is compensated by providers when clients choose services based on our recommendation.





Acton Pharmacy

Saad Dinno

ACTONpharmacy@yahoo.com

PHONE 978-263-3901 FAX 978-263-2305

563 Massachusetts Ave.

Acton, Massachusetts 01720

www.ACTONpharmacy.com

Acton Pharmacy is a local community pharmacy that is committed to providing the highest quality of care for each customer. Owned by brothers and pharmacists Saad and Raied Dinno, Acton Pharmacy offers prescriptions, compounded medications and other specialty items such as medical supplies, homeopathic remedies, and a full line of vitamins and vaccines.

Our pharmacists – some of whom have worked at the pharmacy for decades – are passionate about providing individualized care, including one-on-one counseling for prescriptions and health issues, and care coordination to ensure that prescriptions are authorized and expedited. We listen to and care about our patients' concerns and tailor all of our compounded medications to the needs of each individual. We also work very closely with physicians and other health care providers to determine the best possible therapy for our patients.





Air Duct Services and Restoration

Jack Evans

jack@airductservices.com

PHONE 800-974-2622 FAX 781-356-8493

100 Messina Drive, Suite U

Braintree, Massachusetts 02184

www.airductservices.com

We provide HVAC duct cleaning, kitchen exhaust cleaning, dryer vent cleaning, fire/smoke damper inspection, cleaning and repair, fire/water restoration, mold remediation. Your one-stop shop for all your HVAC and restoration needs.

We provide 24/7 Emergency Water/Flood & Fire cleanup & restoration; HVAC duct cleaning; Kitchen Grease Exhaust/Laundry Exhaust Cleaning; Fire/Smoke Damper Inspection, Cleaning & Repair; 3rd Party Duct Video Inspections & Infrared Camera Thermal Imaging.

Air Duct Services
& Restoration





American Safety Programs and Training Inc.

Jane Peterson
jane@aspandtrinc.com
PHONE 401-273-6900
150 Atlantic Avenue
Providence, Rhode Island 02907
www.asptems.com

American Safety Programs & Training Inc. was incorporated in April 2006 with the sole purpose of Teaching Others to Save Lives. We dedicate ourselves on being the most knowledgeable, efficient and professional teaching facility offering classes, courses and programs in the Emergency Medical Services and Healthcare Industry. We are the largest training facility for EMT programs in the state of Rhode Island. We also are the largest Community Training Center for the American Heart Association in New England. We certify over 5000 students a month. We currently have over 50 Training Sites under our CTC. They include most RI based Hospitals, Private Institutions, Fire Departments and Health Care Facilities and many private businesses. We currently offer the National Registered EMT-Basic, EMT-Cardiac and the National Registered EMT-Paramedic program. We currently have over 600 Instructors that are affiliated with our CTC that teach a variety of courses. We offer only the highest quality education for EMTs in the state.



**American Safety
Programs And Training Inc.**

WWW.MASS-ALA.ORG



Andrews Pharmacy

Michael Levy

michael@andrewspharmacy.com

PHONE 781-235-1001 FAX 781-239-0655

324 Weston Road

Wellesley, Massachusetts 02482

www.andrewspharmacy.com

Andrews is a full service, family-owned and operated pharmacy that has been servicing the community for over fifty years.

We have computerized patient profiles and accept all major insurance plans. Our specialty is providing medication compliance packaging to Assisted Living facilities and individuals with medication management needs. In addition to the prescription services, we offer a complete line of health, beauty aids, medical supplies, toys, gift items, greeting cards and sundries.

Visit our “Toy Stop” on our lower level where we carry a wide variety of toys, games, and art supplies for children of all ages.



ANDREWS PHARMACY
Specialists In Assisted Living



AvanteUSA

Joe Barnes

jbarnes@avanteusa.com

PHONE 978-478-7430

8 E Industrial Drive, Suite 1
Salem, New Hampshire 03079
www.avanteusa.com

AvanteUSA is a uniquely qualified Accounts Receivable Management firm equipped with work flow solutions that guarantee a results-driven relationship from the start. AvanteUSA can help your business make a well-informed decision when it comes to choosing the best fit for your organizations Accounts Receivable Management partner. While AvanteUSA's solutions are results driven, they also emphasize the importance of integrity, honesty, and privacy. From the first day AvanteUSA opened its doors in Houston, Tx, we put an emphasis on respect and service values that create meaningful synergies throughout our organization. AvanteUSA will help you establish long-term goals and objectives necessary to promote success. With our extensive custom-reporting capabilities, we provide you with necessary data to help better understand our progress towards these long-term goals and objectives. Our staff is trained in an environment that promotes ethics and professionalism, leading them toward the success we strive for in a relationship. The collective effort of our people, combined with unrivaled technology at their fingertips, have proven to deliver a track record of maintaining long-term mutually profitable relationships with our clients.

The logo for AVANTEUSA, featuring the word "AVANTEUSA" in a blue, serif font. The letters are bold and have a slight shadow effect. The "A" is significantly larger than the other letters.



Baby Boomer Movers

Frederick Brewer
fred@babyboommover.com

PHONE 617-645-1776

220 Edenfield Avenue
Watertown, Massachusetts 02472
www.babyboommover.com

At BBM, we understand how stressful moving can be. A senior move can be especially difficult both physically and emotionally, and often presents a sense of loss and uncertainty in taking that next step in life. Our goal is to ease the stress of your move, and ensure that the process is as smooth and comfortable as possible for all involved.





BAYADA Home Health Care

Yvonne Bridges

ybridges@bayada.com

PHONE 781-320-5849 FAX 774-283-7012

20 North Park Avenue

Plymouth, Massachusetts 02360

www.Bayada.com

BAYADA was founded on the principle that health care gets better when clients get better care at home—the place they most want to be. From the nurse, therapist, or aide in the home, to thousands of committed employees supporting their work, delivering that care is our highest priority and greatest joy. The BAYADA Way, our company philosophy, is at the heart of everything we do, and the ever-present guiding force in our daily work—in spirit and in action. The mission, vision, beliefs, and core values it expresses define our culture and embody the essence of what we stand for, believe in, and value.





BELFOR Property Restoration

Doug Van Heest
doug.vanheest@us.belfor.com
PHONE 508-485-9780 FAX 508-485-9783
138 Bartlett Street
Marlborough, Massachusetts 01752
www.belfor.com

When disaster damages a property, it can be an overwhelming task to quickly get all the players in place. One phone call, day or night, puts the North American leader in property restoration into action to stabilize and assess your damage, work with the insurance company, and provide every restoration service needed.

PEACE OF MIND IS ONE CALL AWAY



**Water, Fire, Storm,
Mold Damage**



**COVID-19
Deep Clean and
Surface Protection**

BELFOR has never stopped providing essential property restoration services. As we face this ongoing public health crisis together, BELFOR wants to reassure you that we are continuing to offer emergency recovery services for fire, water, storm, and mold damage, as well as providing critical construction services when needed.



BELFOR has the right solutions for COVID-19 cleaning and protection. To provide you with peace of mind, BELFOR COVID-19 services combine effective deep cleaning protocols and prolonged anti-microbial surface protection, using our groundbreaking BIOPROTECT™ system. Call for more information.

One Call Does It All. 24/7 800.856.3333

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WWW.MASS-ALA.ORG



Bouvier Pharmacy & Home Medical Solutions

Brian Bouvier

brian@bouvierpharmacy.com

PHONE 508-485-0432 FAX 508-485-8777

515 Lincoln Street

Marlborough, Massachusetts 01752

www.bouvierpharmacy.com

With a reputation built on service since 1900, Bouvier Pharmacy & Home Medical Solutions, through our innovative Facility Services Program, assists facilities and their residents providing one stop for all their pharmacy packaging and medical equipment needs. From our full respiratory offering to diabetic shoes, chairs, beds and walkers, our knowledgeable and professional team can help.





Burgess Pest Management

David J. Flynn
davidf@burgesspest.com
PHONE 800-698-2847
177 South Main Street
West Bridgewater, Massachusetts 02379
www.burgesspest.com



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Care Dimensions

Lyn Skarmeas

lskarmeas@caredimensions.org

PHONE 888-287-1255 FAX 978-774-4389

75 Sylvan Street Suite B-102

Danvers, Massachusetts 01923

www.CareDimensions.org

Care Dimensions, founded in 1978, provides hospice and palliative care to adults throughout all stages of advanced illness and offers support for their families and caregivers. Recognized nationally for innovation and quality, Care Dimensions is dedicated to helping patients and families through this difficult and challenging time, so that patients can live each day as fully and comfortably as possible. Care Dimensions offers open access allowing for the continuation of certain medical treatments that provide improved symptom management and quality of life (IV antibiotics, TPN, palliative radiation and chemotherapy, etc), specialized clinical programs for patients with advanced dementia, cardiac and respiratory diseases, and services tailored to the needs of adults with developmental disabilities, veterans, and members of the Jewish faith and LGBTQ community. We provide care for patients wherever they call “home”—private residences, assisted living and skilled nursing facilities, hospitals, group homes and veteran’s facilities. Patients who need acute symptom management can be admitted to one of our inpatient hospice facilities—the 20-bed Kaplan Family Hospice House in Danvers and our 18-bed Care Dimensions Hospice House on the Waltham/Lincoln line opening in early 2018. Care Dimensions is a non-profit organization and is the largest provider of hospice care in Massachusetts, serving more than 90 communities in Eastern Massachusetts.





CAREtenders

Michael Guarnieri
michaelguarnieri@caretenders.com
PHONE 508-366 7031 FAX 508-366 7174
287 Turnpike Rd, Suite 285
Westborough, Massachusetts 01581
www.caretenders.com

We care for people, and people are far more than their medical conditions.

We are about Person Centered care. That means knowing the people we serve, understanding their needs, and tailoring healthcare to ensure the best journey possible.

Our Purpose — It's all about helping people.

Our Mission — We provide exceptional care and unparalleled service to patients and families who have placed their trust in us.

Our Vision — We will improve the quality of life in the United States by transforming the delivery of healthcare services.

CAREtenders[®]



CliftonLarsonAllen LLP

Mark Cummings

mark.cummings@claconnect.com

PHONE 781-982-1001 FAX 617-472-2586

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Quincy, Massachusetts 02169

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CLA exists to create opportunities for our clients, our people, and our communities through industry-focused wealth advisory, outsourcing, audit, tax, and consulting services. With 7,400 people, more than 120 U.S. locations, and a global affiliation, we promise to know you and help you. For more information visit CLAconnect.com. Investment advisory services are offered through CliftonLarsonAllen Wealth Advisors, LLC, an SEC-registered investment advisor.





Cohn & Dussi, LLC

Lewis Cohn

lcohn@cohnanddussi.com

PHONE 781-494-0200 ext 211

68 Harrison Avenue, Ste. 502

Boston, Massachusetts 02111

www.cohnanddussi.com



Cohn & Dussi, LLC is a Boston-based law firm that specializes in the collections and recovery. Our value proposition goes beyond superior performance to include a national solution that supports alternative fee arrangements such as contingency fee and flat fees. We have specialized in this market for 25+ years and offer the following suite of services to clients in the assisted living community space:

- Pre-Legal Collections, Recovery & Workouts where we leverage the impact of our legal letterhead and greeting to resolve matters without incurring the costs, time and risks associated with litigation.
- Litigation against debtors deemed suit-worthy with a good address and verified assets. Cohn & Dussi does the research and provides recommendations based on a positive ROI.
- Probate Collections on estates of deceased customers, including identifying estates, filing claims, reopening estates with claims and evaluating settlement offers.
- Evictions of debtors unwilling to maintain a current account status.
- Compliance & Defense Litigation, transactional services as well as advice on letters, contracts, procedures and real estate transactions.

Clients that partner with Cohn & Dussi enjoy the following:

- A full end-to-end solution that includes traditional collections, litigation, probate and evictions.
- National representation using a formal attorney network
- Centralized placements, remittances and contact for more control, productivity and efficiency.
- Formal work standards that support predictable results.
- On-line real-time account statuses, reporting and file referrals via user friendly CLUES.
- Free advice based on experience and intellectual capital accumulated over 400 years.
- Consistent fee options ranging from contingency fees to flat fees to hourly.

Overall, our goal is help you reduce delinquency, increase recoveries, improve cashflow and minimize losses – all at a fair cost with an optimized netback.



Cutler Associates, Inc.

Garth Johnson

gjohnson@cutlerdb.com

PHONE 508-757-7500 FAX 508-799-2068

43 Harvard Street

Worcester, Massachusetts 01609

www.cutlerdb.com

Cutler is a value-added facility solutions provider offering planning, architecture and construction services throughout the east coast, from offices in Massachusetts, Pennsylvania and Florida. We've been working for senior living clients for over 45 years, completing more than 65 projects and over 4500 beds across the care continuum. Our highly experienced project teams have an in-depth understanding of the challenges, opportunities, and trends associated with these communities. 40+ years. 60+ projects. 4,000+ beds. We plan, we build and we assist with financing acquisition. This is why Cutler Associates is recognized as a leader in the senior living market. Talk to us, learn from us, and let us help make your next project a success. "We're Passionate About Client Success!"



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Ask about our COVID
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for Senior Living*



Dave Swain Associates

Jon McCallion

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Westford, Massachusetts 01886

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Design to Finish General Contracting, Inc.

Lisa Graham

lgraham@designtofinish.com

PHONE 860-749-2660 FAX 860-749-2661

5 Anngina Drive, Unit B
Enfield, Connecticut 06082

www.designtofinish.com

Design to Finish was conceived from the get go to develop and successfully manage commercial and privately funded construction projects. We have succeeded and have built a reputation for quality, innovativeness, integrity and excellence in execution.

Our passion goes beyond construction. Our corporate culture and family atmosphere drives us to serve the communities in which we live and work. Design to Finish General Contracting, Inc. works hard to support organizations and meet the needs of others.





Eisenstein Flaherty and Associates

Patrick Flaherty, Principal

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PHONE 617-702-2644

15 Richards Road, Suite 1

Plymouth, Massachusetts 02360

www.eisensteinflaherty.com

We are experts in senior living with a proven track record of success in establishing positive culture, management, operations and relationship building.

Our niche is exclusively working with senior living communities and skilled nursing facilities operating in the Commonwealth of Massachusetts.

We partner with Assisted Living communities and Skilled Nursing Facilities by spending time to get to know the organization's staff, residents and families at an operational level. We deliver recommendations empowering all levels of staff to implement positive change. Our services improve culture, resident or patient satisfaction and financial performance through active engagement and building relationships.



EISENSTEIN FLAHERTY
SENIOR LIVING CONSULTANTS



ESL Distributing, LLC

Eric LaRoche

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PHONE 603-435-7521 FAX 603-435-7527

16 Main Street

Pittsfield, New Hampshire 03263

www.esldistributing.com

ESL Distributing LLC provides wireless Emergency call, Traditional Nurse Call, wandering resident security and surveillance systems to Senior Living communities Throughout New England. We take pride in providing reliable cost effective solutions to our customers. With over 50 years of combined experience, we are ready to assist our customers with a solution that fits their needs.

ESL Distributing LLC

WWW.MASS-ALA.ORG



Fallon Health/ Summit ElderCare

Steven Boyce

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PHONE 508-368-9718 FAX 508-373-7704

10 Chestnut Street

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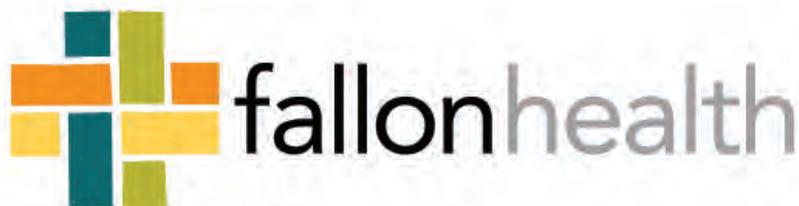
www.summiteldercare.org

Fallon Health's Summit ElderCare®

Fallon Health's Summit ElderCare is a Program of All-inclusive Care for the Elderly (PACE). An innovative approach to care, the program helps adults age 55 and older—who have chronic care needs—continue to live in their homes.

The largest program of its kind in New England, Summit ElderCare provides medical care, social supports, in-home services, health insurance and adult day health services—all in one convenient program.

A plan of care is developed for each participant's specific needs. Care is provided by a team of medical professionals from several disciplines, with most services administered at the Summit ElderCare PACE Centers. At the Centers, participants also socialize, enjoy meals and take part in activities. Fallon Health currently operates several PACE Centers in Massachusetts with locations in Leominster, Lowell, Springfield, Webster and Worcester.





Ferguson Senior Living Consulting

Colleen Ferguson

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PHONE **617-997-6360** FAX **781-925-0417**

1 Holbrook Ave

Hull, Massachusetts 02045

Ferguson Senior Living Consulting is a consulting practice with extensive experience in preparing communities and their teams for EOEA recertification and improving operational excellence. Juggling the intensive needs of keeping residents and staff safe during the Covid 19 pandemic have necessarily shifted every community's time and resources. As a seasoned former Executive Director, Colleen Ferguson completely understands the demands of directing a community. As even the smoothest running communities move forward and refocus on their operations, recertification preparation will need a renewed focus.

A typical recertification review by Ferguson Senior Living Consulting will include business files, wellness files and employee files. While the first component of a recert review will reflect what you can anticipate from the Executive Office of Elder Affairs (EOEA) recert visit, the most important elements are what follows. Each community will receive not only a summary of the findings, but also a resulting proposed action plan. The individualized action plan will provide a guide to resolve the issues, and collaboratively work with the management team to implement customized systems to prevent the reoccurrence of the issues. In addition to recertification reviews, Ferguson Senior Living Consulting has provided a wide spectrum of consulting services. It has been as varied as assisting a developer create policies and procedures for a community in construction to turning around an existing community and preventing it from being shut down. Colleen has served as an interim Executive Director in communities to provide leadership and assist with transitions. Consulting services are customized to meet each community's needs.

Well-run communities drive census. The most effective sales lead is a referral from a happy resident or family member. At a time when many communities are working hard to improve census, a refocus on operational excellence through a recertification review is invaluable.



FERGUSON
SENIOR LIVING
CONSULTING





Fox Rehabilitation

Irene Blumenthal
slc@foxrehab.org
PHONE 877-407-3422
7 Carnegie Plaza
Cherry Hill, New Jersey 08003
www.foxrehab.org

Founded in 1998, FOX Rehabilitation was built on the foundation of Geriatric House Calls™ and is the nation's largest provider of physical, occupational and speech therapy for older adults.

Partnering with senior living communities in more than 20 states, FOX specializes in geriatric-specific, evidence-based fall prevention and dementia programs. Our clinicians provide clinically excellent care through evidence-based interventions and best practice guidelines, treating all patients with compassion and respect. We believe in the power of exercise to restore and rehabilitate the lives of older adults. In short, we help older adults be stronger so they can live better longer.





Greater Boston Long Term Care Pharmacy

David Bezarro

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PHONE 508-450-6498 FAX 617-327-7611

1864 Center Street, #7

West Roxbury, Massachusetts 02132

www.greaterbostonlongtermcare.com

Greater Boston Long Term Care proudly serves Group Homes, Assisted Living Facilities, Residential Health Care Facilities, Independent Living Facilities, Rest Homes and Private Residents in the Greater Boston area for all of their prescription and medical supply needs.





Greenleaf Energy Solutions

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119 Hawley Road
Oxford, Connecticut 06478
www.greenleafenergy.com

Greenleaf Energy Solutions is dedicated to delivering practical energy solutions one customer at a time.

Through our alliances with utility companies, manufacturers, and financial institutions, we design and execute energy efficiency upgrades to provide our customers with the most technologically innovative and sustainable products available. We offer a high level of customer care in the industry with an exclusive five-year warranty that is unsurpassed.





Healthcare Services Group

Linda Bullock

lbullock@hcsqcorp.com

PHONE 800-622-6010 FAX 888-467-3197

27 Meriden Avenue

Southington, Massachusetts 06489

www.hcsqcorp.com

Healthcare Services Group delivers exceptional housekeeping/laundry and dining/nutritional services in an ever changing and growing healthcare environment.

Today's challenging healthcare environment demands an experienced partner who can deliver innovative service solutions, while operating on budget. Healthcare Services Group has the experience and expertise to meet these needs, making us the preferred choice for hospital and senior living clients nationwide.



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Hillyard, Inc.

James O'Neil

joneil@hillyard.com

PHONE 781-898-8293

98 Adams Street

Lexington, Massachusetts 02420

www.hillyard.com

Founded in 1907, we are a leading manufacturer and distributor of cleaning and hygiene solutions. We help our customers realize clean, safe and healthy facilities at the lowest total cost.

We have the cleaning expertise and know-how that makes a difference. It's how we help improve outcomes, lower cleaning costs, and deliver results that matter. We earn the right to be Your Cleaning Resource!





Home Care Alliance of Massachusetts

Tom Meyer

tmeyer@thinkhomecare.org

PHONE 617-482-8830 FAX 617-426-0509

75 Kneeland St., #709

Boston, Massachusetts 02111

www.thinkhomecare.org

The Home Care Alliance of Massachusetts is a non-profit trade association of home care agencies that promotes home care as an integral part of the health care delivery system. Founded in 1969, our mission is to “unite people and organizations to advance community health through care and services in the home.”





Husch Blackwell LLP

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One Beacon Street, Suite 1320

Boston, Massachusetts 02108

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Husch Blackwell's Healthcare team has the depth and breadth of knowledge to help our clients' businesses grow along with the aging U.S. population. Our counsel to assisted living facilities and other post-acute care providers includes licensure matters, corporate compliance, internal investigations, privacy, data security and Medicaid certification.

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Practice concentrated in the areas of health care and human services, nonprofit, administrative and corporate law. Representation of acute and non-acute hospitals, community health centers, nursing homes, community-based human service organizations, hospices, home health agencies, behavioral health providers, assisted living residences, senior living communities, special education schools and physicians.





KTS, Inc.

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Scott Griggs

Chair of Long Term Care Defense Group

Scott specializes in defending the interests of skilled nursing and assisted living providers in professional liability litigation and employment and regulatory actions. Scott also handles landlord/tenant cases for Assisted Living Residences. He has established a record of success at trial, obtaining defense verdicts in several long term care and senior housing professional liability cases, and his team is adept at effectuating efficient results for landlords in evictions and tenant disputes. As former Vice President and General Counsel of Harborside Healthcare, a national provider of skilled nursing services, Vice President and Assistant General Counsel of The Berkshire Group, and Staff Counsel to The Fafard Companies, Scott brings a keen sense of economic efficiency to his practice. Scott believes that providing excellent legal representation involves a clear understanding of the facts and law in each case combined with straight forward advice about how to economically achieve the client's goals.



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The MA Care Self-Insurance Group provides WORKERS' COMPENSATION coverage for eligible nursing homes, retirement homes and assisted living facilities throughout Massachusetts. A Self-insurance group is an association of employers that join together for the common purpose of providing cost-effective, stable workers' compensation coverage. Cove Risk Services is the exclusive third party administrator for six self-insurance groups in MA and NH, inclusive of the MA Care Self-Insurance Group. As administrator for these groups, we provide workers' compensation benefits to more than 5,000 businesses, generating in excess of \$45,000,000 in premium. Cove Risk Services coordinates the following for the various members of our groups.

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Morrison Mahoney LLP is a regional firm that is nationally recognized as a leader in the law in long term care litigation. From our representation of the nation's largest ALF providers to the smallest, local providers, our attorneys strive to partner with our clients and provide individual attention to solve our clients' legal issues in a cost effective manner. Our attorneys have been on the cutting edge of the law concerning long term care issues over the last 20 years, with proven results in the court room and numerous successes in making favorable law in the appellate courts in favor of our clients. In addition to our defense of malpractice claims, our attorneys have practical experience in all aspects of long-term care litigation, including:

- Crisis management and oversight of investigation into abuse and neglect of residents
- Reviewing and advising on resident admission contracts and arbitration programs
- Handling appeals of involuntary discharges and evictions of ALF residents;
- Defense of civil enforcement actions involving Medicare/Medicaid fraud
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Murtha Cullina LLP's attorneys provide quality, value and client-centered service. Our Long-Term Care Practice Group has significant experience in meeting the needs of nursing home, assisted living and senior housing providers, home health and hospice agencies. The firm represents nearly 200 for-profit and not-for-profit nursing homes and a large number of assisted living providers in Connecticut and Massachusetts. We serve as general counsel to the Connecticut Association of Health Care Facilities (CAHCF), the major Connecticut nursing home association, and the Connecticut Assisted Living Association (CALA). This strong long-term care client base has allowed us to develop significant knowledge and in-depth attorney staffing to meet our long-term care clients' needs. Our interdisciplinary team approach provides our clients with attorneys experienced in all types of legal issues affecting long-term care providers. This range and depth of experience assures quality legal services specifically designed to meet the needs of providers. Our attorneys advise and represent providers regarding all aspects of long-term care, including: Regulatory and risk management, Acquisitions and sales, Commercial and tax-exempt financing, Licensing HIPAA and corporate compliance, Medicare and Medicaid Audits/Reimbursement, Collections and evictions, Work-outs and restructuring, Litigation/Labor and employment/ OSHA/Immigration. The firm also advises not-for-profit providers regarding corporate governance and tax-exempt status.





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www.prescottpharmacy.com

Prescott Pharmacy LTC was founded in September 2016.

Prescott Pharmacy LTC is a Long-Term Care Pharmacy committed to catering to the specific needs of individuals residing in assisted living communities, intermediate care facilities, rehabilitation programs, and other forms of congregate living.

The mission at Prescott Pharmacy LTC is to provide outstanding customer service and work as a partner to the facilities and communities we serve to provide the best care to our customers. When you partner with Prescott Pharmacy LTC, you join a team of dedicated professionals.

The Prescott Team has more than 30 combined years of Long-Term Care experience. We are happy to answer your questions and concerns and help residents to not only understand the medications they are taking but also how to take them properly.

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www.ProCareLTC.com

Procare LTC was formed in 2007 by former nationally owned long term care pharmacy leaders that realized the need to go back to the more personalized, customer service fundamentals of quality care.

Procare LTC was founded on a basic premise: to provide the highest level of customer service possible while delivering the best economic value to the facilities and residents we serve. This is achieved through the use of highly qualified and trained staff at every level of our organization. Collectively, we understand the importance of positive clinical outcomes combined with reduced costs for the beneficiaries of our services. Exceeding your expectations is what we are all about.





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Resident Salon Services

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Resident Salon Services provides on-site salon services to retirement communities, assisted living facilities, long term care centers, and nursing homes. Services include salon and spa set-up, management, and staffing, as well as special events for residents, staff, and prospective residents.

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Senior Living Advocates is an independent organization providing advocacy, support, expert advice, and assistance in navigating a complicated healthcare system for seniors and their families. Our personalized approach is most needed when seniors are facing chronic healthcare issues that require sensitive coordination of services, follow-up, and ongoing monitoring. Our interdisciplinary team provides a gamut of services from nurse case management, Alzheimer's and Dementia consultation, home safety and medication assessment, consultation and placement services, crisis management, support at medical appointments, personal care services, transitional support from a hospitalization, to ongoing monitoring and appropriateness of an individualized care plan. Senior Living Advocates additionally offers inservice education services for healthcare organizations who seek to meet the training requirements of state regulations.





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Strategic Care Solutions

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Since its inception in October, 2014, Strategic Care Solutions, LLC has been providing assistance to nursing facility providers in obtaining payment under Bulletin 94, the lawsuit brought by Janine Boudreau Healthcare Consulting (JBHC), Inc. The company has arranged for \$12-million in reimbursement for over 200 providers since subcontracting with JBHC, and has been submitting 550 claims per week. As the first phase of submissions for Bulletin 94 claims comes to a close, Strategic Care will begin focusing on other services for nursing facility providers, assisted living, transitional care units and other senior care entities.

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The Congress Companies is a Construction Management Company specializing in the Senior Living and Healthcare market sectors throughout New England, New York, and New Jersey. Congress provides a full spectrum of construction services including Construction Management, Pre-Construction strategy, Design/Build Turnkey, Real Estate Development, and Building Commissioning.



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Needham, Massachusetts 02494
www.needhamma.gov

As a town department the Needham Council on Aging is charged with serving Needham's 60 plus population and their families, by addressing diverse aspects of aging service interests, concerns and needs. The functions of the department are not confined by walls. We fulfill our mission as a true community partner by delivering programs and services in a variety of places, and wherever it is needed throughout the town. The Council on Aging also offers a variety of programs and services five days a week at the nationally accredited the Center At The Heights.

NEEDHAM

MASSACHUSETTS



Traditions Home Health Services, LLC

Ann Breitner

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PHONE 617-315-4433 FAX 617-299-3355

1 New Boston Drive, Suite 7

Canton, Massachusetts 02021

www.traditionshhs.com

Traditions Home Health Services is the premier home care company serving the greater Boston area, Eastern Massachusetts and Cape Cod that focuses on your loved one's joy and bringing meaning and purpose to their life. We bring personalized, compassionate and safe care to seniors of all backgrounds in the comfort of their own homes, assisted living facilities and nursing homes. We offer several unique specialized programs.

Our Alzheimer's and Dementia Care programs offer individualized care for those for whom staying in their home is a priority. From brain flexing to physical activity to in-home massage, we make sure their bodies, minds and feelings are cared for.

Hospice Care: Our specially trained caregivers offer compassion and sensitivity to families dealing with end of life needs. We have extensive experience with pain and medication management, providing comfort and help to families as well as the patient.

We consistently go above and beyond for all of your family and your loved one. Our personalized concierge services bring your community—your life—to you.





Triad Advertising Corp. / Red Ball Promotions

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www.triadadvertising.com

What started 20+ years ago with 3 people in one room is now an agency group 3 companies strong, all working together to help our clients think success. Our three companies include Triad Advertising, 5HD, our digital agency, and Red Ball Promotions—our clients' source for anything and everything you can brand. One call to Triad's account service team, and you'll have the resources of all 3 companies at your service to grow your brand. It's that simple. You'll never find a harder working, more caring group. We're in this together. Your success is our success.

At Triad, we've spent the past 20 years discovering what motivates patients, residents, guests, and students. Really, what motivates us all – since we're all patients, residents, guests, and students throughout our lives. Sure, we know media. We set brands apart. But most of all, we know people.

With business-first creativity, we bring strategy, branding, and advertising together to help our clients think success. How? Through the emotional connections that compel us all to choose a place to stay, a place to live, or a place to better ourselves.





Vantage Healthcare

Chris Wasel

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45 Dan Road

Canton, Massachusetts 02021

Vantage Healthcare is your full-service medical practice bringing the doctor's office to you. We have doctors, physician assistants, and nurse practitioners on staff. You'll be treated in the comfort of your own residence, assisted living or memory care facility for any problems, conditions, and/or injuries for which you would normally go to a primary-care physician. We also offer an online patient portal to keep patients and healthcare proxy up to date on medications, conditions, and upcoming appointments. We will manage the medical care for homebound individuals with chronic conditions such as Diabetes, Parkinson's, Alzheimer's, Strokes, & COPD. We can also provide medical care for minor emergencies, such as, flu, cough & colds, nausea, sprains, and falls.





VoiceFriend

Bruce Baron

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www.voicefriend.net

VoiceFriend is the leading provider of automated notifications and voice technology to senior living communities. Communities using VoiceFriend have increased resident and family attendance at activities, staff productivity and prospect attendance at events. VoiceFriend's Amazon Alexa skills enable residents to become further engaged in the community, while improving their health and wellness.

For regional or corporate executives, VoiceFriend now offers multi-site messaging capabilities. This feature enables executives to send alerts, notifications and reminders to one or more communities from a corporate dashboard. It allows corporate personnel to control content of vital messages to families and it's great for sending corporate instructions or uplifting and thankful notes to staff at various communities.

"VoiceFriend positively impacted Herrick House in many ways. Attendance at activities increased, resident satisfaction improved, and staff are more productive. Looking back, I can't believe we did not implement VoiceFriend sooner. Even at a high touch community, residents and families appreciate the automated telephone reminders they receive." -Nancy Moore, Executive Director at Herrick House and Board Officer, Mass-ALA

"VoiceFriend has been an essential tool during the pandemic. Thank you so much for such an innovative design". -Eric Borgeson, CTO, SALMON Health and Retirement

VoiceFriend



Winbrook

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Advertising/Publications/Branding Solutions

Our Services include:

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- Online Purchasing, Distribution and Reporting Infrastructure
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- Kitting & Fulfillment
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- Direct Mailing Services



Promotional Products:

Promotional products are a great way to create internal brand awareness and pride, as well as creating visibility with clients and in the community. The promotional item production can be challenging given the numerous manufacturing processes, vendors and time sensitive delivery dates. Winbrook brings a creative team with dedicated account resources and detailed project management capabilities. We use a superior promotional products sourcing platform with an on-line customer facing search engine.

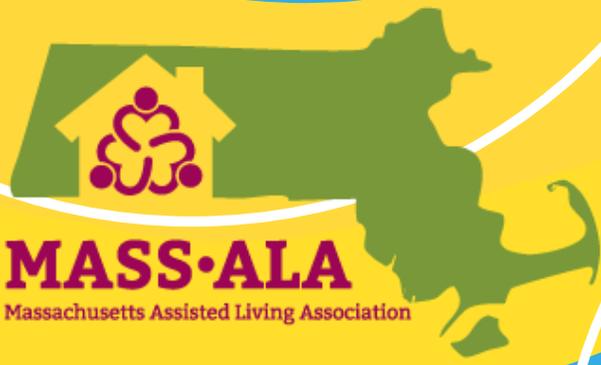


Thank You!

Thank you to all of our Business Partners!
You are an integral part of Mass-ALA's membership and your contribution to the assisted living industry is unparalleled.

Are You Interested in Membership?

If you are interested in becoming a Mass-ALA Business Partner, or are interested in another level of membership, please contact Martha Chamberlin, Manager of Membership, MChamberlin@mass-ala.org or 781.622.5999x 110.



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