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Dear Members,

As of April 11, 2022, EOEA's ALR Certification and Compliance Unit resumed a regular schedule of on-site Recertification Surveys. In an update issued yesterday, the three main points that ALRs should be aware of are highlighted below.

- The ALR Certification and Compliance Unit now has a staff of six, comprised of two registered nurses and four non-clinical specialists.
- ALRs can expect to receive an email notification at least four days in advance of the anticipated site visit.
- ALRs that have been affected by the backlog of recertifications and have not received their site visits are deemed certified and may continue regular operations until a recertification is issued.

Additional details about each of these points may be found in the email update issued by EOEA yesterday, which you can see below.

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## Memorandum

**TO:** ALR Executive Directors  
**FROM:** Patricia Marchetti, Director  
Assisted Living Certification & Compliance  
**SUBJECT:** Resumption of on-site Compliance Review visits  
**DATE:** June 9, 2022

The Assisted Living Residence (ALR) Certification and Compliance Unit at Executive Office of Elder Affairs (EOEA) resumed a regular schedule of on-site Compliance Reviews on April 11, 2022.

The effects of the COVID-19 pandemic resulted in a backlog of ALR recertifications. Under 651 CMR 12.03(7), ALRs that are part of this backlog are deemed certified and may continue regular operations until a recertification is issued.

In preparation for the resumption of regular Compliance Reviews, the ALR Certification Unit increased the size of its field certification staff to six. At this time, the staff is comprised of two (2) registered nurses and four (4) non-clinical Certification Specialists, each of whom have been trained on regulatory requirements and the site visit process.

When an ALR is scheduled for an on-site Compliance Review, it will be notified via email a minimum of four (4) business days in advance of the site visit. The initial communication will include information and instructions to ensure the process of recertification is conducted in an effective and efficient manner. Please note that EOEA is unable to schedule Compliance Reviews to

accommodate ALR staff vacation requests.

Thank you in advance for your cooperation with our office on this endeavor.  
Please direct any questions to [AIRHelp@mass.gov](mailto:AIRHelp@mass.gov).

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*If you have any questions, please contact us at [Mass-ALA@mass-ala.org](mailto:Mass-ALA@mass-ala.org)*

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