



For Immediate Release

CONTACT:

Nicole Goldstein

954.218.7979

ngoldstein@denterlein.com

**EMPLOYEE FROM HARRIETT AND RALPH KAPLAN ESTATES WINS 2022 EXCELLENCE
AWARD FROM MASSACHUSETTS ASSISTED LIVING ASSOCIATION**

August 8, 2022 – Patricia Vigliotti from the Harriett and Ralph Kaplan Estates was named the recipient of the Dining Services Excellence Award by the Massachusetts Assisted Living Association (Mass-ALA) at the organization’s annual Excellence Awards Dinner on July 26th, 2022. The awards are presented each year to individuals at every level of assisted living who have demonstrated their desire to make a positive difference in the lives of residents and who, in the view of their peers, stand out as role models in the industry.

Vigliotti has been with the Harriett and Ralph Kaplan Estates for 15 years and has consistently gone above and beyond her role to make sure residents are satisfied. Over the past two years of the pandemic, when the once social and communal mealtimes became a solitary experience, Patricia ensured her visits to deliver individual meals offered much needed socialization and laughter to isolating residents. Her colleagues say “when you have the opportunity to dine with Patricia, her thoughtful, attentive, and dedicated approach to service will make you feel as if you are at home dining with a dear friend.”

“We are honored to recognize the 2022 Excellence Award winners for their hard work and dedication in ensuring the highest quality of life for older adults, especially during the last two years,” said Brian Doherty, President and CEO of Mass-ALA. “Their commitment to their communities has been exemplary and we are incredibly proud to partner with them in strengthening assisted living across the Commonwealth.”

“Patricia goes the extra mile to ensure our residents are satisfied,” said Andrea Hillel, Executive Director, Peabody Campus, Harriett and Ralph Kaplan Estates. Her personal connections make a difference in the lives of our residents and their families

The Dining Services Award is awarded to an employee at a Mass-ALA provider member organization who provides residents and staff with healthy, aesthetically pleasing, high quality, meals. This person provides excellent care above and beyond the call of duty and truly

exemplifies the ideal of assisted living by treating all residents with dignity, providing privacy and encouraging independence and freedom of choice.

About Mass-ALA

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

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