



Dear Members,

EOEA announced that Assisted Living Certification and Compliance Unit staff will be convening quarterly conference calls with assisted living residences beginning October 4 at 10:30AM via Zoom. Patricia Marchetti's message announcing this, along with the full memo, is below.

Good morning ALR Colleagues,

On behalf of the EOEA Assisted Living Certification and Compliance Unit (AL-Unit I am writing to inform you of a new initiative which is aimed at enhancing communication and collaboration between the AL-Unit and the AL industry. The [attached notice](#) outlines the plan and objectives envisioned for the new endeavor which we encourage your participation in.

I hope that you all enjoy this beautiful day.

Trisha Marchetti

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MEMORANDUM

To: Assisted Living Residence Executive Directors
From: Patricia C. Marchetti, Assisted Living Certification and Compliance Unit
Re: Quarterly Conference Call with Assisted Living Residences (ALRs)
Date: September 12, 2023

On behalf of the Executive Office of Elder Affairs (EOEA) Assisted Living Certification and Compliance Unit, I am writing to inform you of a new initiative by this office concerning the manner and frequency of communication with the Assisted Living Residences (ALRs). As part of our ongoing commitment to support ALR's efforts to maintain compliance with the regulations that guide the standards of care and service provision to the residents, we will be hosting scheduled conference calls with the ALR Executive Directors and Resident Care Directors on a quarterly basis.

Purpose and Benefits:

The primary objectives of the quarterly conference calls are to create a forum where EOEA's Assisted Living Certification and Compliance Unit Staff can address questions from management at ALRs. These quarterly calls will provide an opportunity to:

- Review compliance-related topics to deepen your understanding of the Massachusetts ALR regulatory requirements.
- Gain insight on compliance challenges and discuss suggested mitigation strategies.
- Present relevant industry wide trends or patterns, such as those related to site visit findings, incident reporting, etc.
- Facilitate the continuity of discussions initiated during compliance site visits, ensuring ongoing clarity and alignment.
- Share industry-wide insights, promoting a collaborative environment.

Meeting Details:

- **Frequency:** The first quarterly conference call is scheduled on **Wednesday October 4 2023, at 10:30 AM via Zoom**. Subsequent meetings will be tentatively scheduled on the third Wednesday of January, April, and July of 2024.
- **Format:** The meetings will be conducted virtually via Zoom.
- **Duration:** Each meeting is expected to last approximately 30-45 minutes.

Participant Engagement:

To facilitate effective planning, we kindly request that you submit any questions or specific topics you would like addressed during the meeting ahead of time. We encourage you to email your questions in advance to ALRHELP@mass.gov by September 22nd, 2023, so that we can provide comprehensive responses during the meeting.

Next Steps:

Each ALR Executive Director and ALR representative on file with the Assisted Living Certification and Compliance Unit will be sent an email notification with a Zoom link one week in advance of the meeting.

We look forward to seeing you virtually at our first meeting on October 4 2023.

Thank you



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