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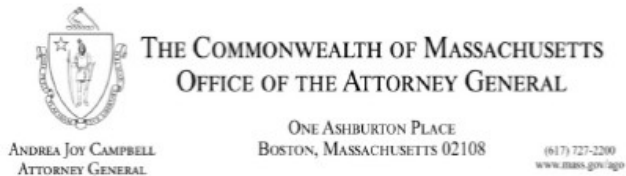
Dear Members,

The Office of Andrea Joy Campbell has released draft consumer protection regulations for Assisted Living Residences (ALRs), which you can view [here](#), along with the accompanying press release [here](#).

We will be carefully reviewing the draft regulations and providing further information related to them. Mass-ALA will testify at the regulatory hearing and will provide input on the draft regulations. We welcome your input on the regulations at [massala@mass-ala.org](mailto:massala@mass-ala.org).

*Please see below for the Attorney General's press release.*

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**FOR IMMEDIATE RELEASE:**  
April 6, 2026

**MEDIA CONTACT:**  
Allie Zuliani  
617-727-2543

***New Regulations Aim to Strengthen Consumer Protections and Accountability for Elder Care Providers and Will be Finalized Following Public Hearing and Comment Period***

**BOSTON** – Massachusetts Attorney General Andrea Joy Campbell today released [draft regulations for Assisted Living Residences](#) (ALRs) to protect residents from unfair and deceptive acts and practices, including misrepresentation of available services, improper fees, and unlawful evictions. The draft regulations, the first of their kind under the state's consumer protection law, were developed by the Attorney General's Office, and are [informed](#) by community concerns, including those voiced by community partners, elder law attorneys, and members of the Attorney General's Elder Justice Council.

The draft regulations will now enter a public comment period. After taking the public's feedback in account, the AGO anticipates releasing final regulations over the summer. Members of the public can provide comments to [AGOregs@mass.gov](mailto:AGOregs@mass.gov), or by mail to One Ashburton Place, 20<sup>th</sup> Floor, Policy and Government Affairs Division, Boston, MA 02108, until 5:00pm on May 1, 2026. The AGO will also host a hybrid public hearing on the draft regulations on Wednesday, April 29, 2026, at 1:00 pm in the Conference Room located on the 2<sup>nd</sup> Floor of One Hundred Cambridge St, Boston, MA 02108 and virtually using [this link](#).

"When our elders move into assisted living residences, they and their loved ones deserve safe accommodations and clear information about the costs they will pay and services offered," said **AG Campbell**. "These regulations will strengthen accountability to ensure that these facilities are fulfilling their commitments and help ensure older adults live with dignity and respect. I look forward to collaborating with community partners as we work to finalize and implement them."

Assisted living residences serve older adults who can live independently in a home-like setting, but may need assistance with daily activities such as housekeeping, bathing, or medication assistance. According to the Massachusetts Executive Office of Aging &

Independence (AGE) more than [17,000](#) people currently live in the [over 270](#) certified ALRs in Massachusetts.

In 2024, the AGO launched a public process to gather input on challenges facing assisted living residents. That feedback, as well as concerns reported to the AGO through consumer complaints, directly informed the development of the proposed regulations announced today. They focus on key areas of consumer protection, including financial protections and billing transparency, protection against misrepresentation of services, contractual and eviction protections, and complaint and reporting mechanisms.

Among other rules, the draft regulations state that:

- ALRs should have straightforward service agreements that clearly disclose the cost of services provided in the residence, as well as guidelines for when those costs may increase.
- Residents should have transparent information about what may happen if they cannot afford to remain in the ALR, or if they require advanced care that the ALR cannot provide.
- ALRs should provide clear information about the availability of nursing care at the residence.
  
- Residents in ALRs have the same rights as other tenants, including protections related to fees, eviction, and other tenancy matters.

Chapter [93A](#), the consumer protection statute, authorizes the Attorney General to promulgate regulations to protect consumers. These regulations can require that facilities make certain disclosures about their contractual terms, and they also can declare certain acts and practices to be unlawful.

These new consumer protection regulations complement the recent proposed amendments to regulations pertaining to [Assisted Living Residences](#) by the Executive Office of Aging & Independence (AGE).

The promulgation of these regulations is led by Assistant Attorney General Andrew Musgrave, Director Mary Freeley and Deputy Director Valerie Frias of the AGO's [Elder Justice Unit](#) with assistance from Assistant Attorney General Thomas Furlong. AG Campbell created the Elder Justice Unit in August 2023 to protect and promote the safety and well-being of older adults through enforcement actions, legislative advocacy, and community engagement and education.

**Allie Zuliani**

*Deputy Press Secretary*

Office of Massachusetts Attorney General Andrea Joy Campbell

Office: (617) 963-2543

Cell: (781) 474-6709

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

*This update is solely for general informational purposes. It is not intended to replace a full review of the cited regulations or guidance.*

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Mass-ALA | 465 Waverley Oaks Road, Suite 415 | Waltham, MA 02452 US

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