



Dear Members,

To help providers navigate the implementation of the new assisted living regulations, the Executive Office of Aging & Independence (AGE) is offering a series of Assisted Living Unit [Office Hours](#) throughout September. Sessions will include discussion of incident reporting requirements, clarification of questions received from providers, and open Q&A opportunities driven by provider feedback. We encourage members to take advantage of these sessions to receive timely guidance and answers directly from AGE.

See today's update from AGE below.

Good morning ALR Executive Directors,

As stated in AGE's July 29, 2026, implementation guidance concerning the final amendments to 651 CMR 12.00, AGE's ALR Certification staff are taking a reasonable transition period into account through September 29, 2026, when conducting certification reviews and taking other compliance actions.

As of September 30, 2026, compliance reviews will assess for full compliance with the amended regulations, and findings will be issued for noncompliance with all applicable requirements, including both newly amended and continuing provisions.

To support Residences in this work, AGE will hold [office hours](#) throughout the month of September. These sessions are an opportunity for providers to ask questions and obtain clarification on the amended regulations as they complete implementation. The sessions are informational; they do not modify the transition period, alter any effective date, or affect any obligation under an existing Plan of Correction. Each session is scheduled for 45 minutes and will be held via Zoom. Morning sessions begin at 10:30 a.m. and afternoon sessions begin at 1:30 p.m. Sessions may be extended up to a maximum of one hour if additional time is needed to address questions; participants are encouraged to reserve the full hour on their calendars. Office hours are scheduled on Tuesdays and Thursdays throughout the month. There will be no session on Tuesday, September 8; both sessions for that week will be held on Thursday, September 10, at 10:30 a.m. and 1:30 p.m.

Opening sessions: Office hours will begin on Tuesday, September 1, with two sessions dedicated to incident reporting. These sessions will address what constitutes a *serious incident* under the amended regulation and how the applicable reporting requirements compare with the prior regulatory requirements. The sessions will also provide clarification regarding the application of the amended regulatory requirements. Time permitting, we will also address other questions received to date.

Remaining sessions: Topics for the sessions on September 3 through September 29 will be determined by provider feedback. Submitting questions in advance of these meetings will be helpful in ensuring that topics of concern are addressed and that time is used efficiently. Please submit any questions to ALRHelp@mass.gov. Questions raised during these sessions will assist AGE with development of a consolidated set of frequently asked questions (FAQs) for the industry, which we anticipate sharing as a reference for Residences.

Related deadline: As a reminder, documents updated pursuant to 651 CMR 12.04(14)(b)1. must be submitted to AGE no later than **Thursday, October 15, 2026**. Instructions

for electronic submission will be issued separately. Questions regarding this requirement may be raised during any session.

Registration: Zoom information for each session is included in the attachment to this email.

Please register for each session individually — registering for one call does not enroll you in the others.

Day	Date	Time	Topic
Tuesday	9/1/26	10:30 – 11:15 a.m.	Incident Reporting; Open Q & A as time permits
Tuesday	9/1/26	1:30 – 2:15 p.m.	Incident Reporting; Open Q & A as time permits
Thursday	9/3/26	10:30 – 11:15 a.m.	Open Q&A — topic set by provider feedback
Tuesday	9/8/26	-----	No session scheduled
Thursday	9/10/26	10:30 – 11:15 a.m.	Open Q&A — topic set by provider feedback
Thursday	9/10/26	1:30 – 2:15 p.m.	Open Q&A — topic set by provider feedback
Tuesday	9/15/26	10:30 – 11:15 a.m.	Open Q&A — topic set by provider feedback
Thursday	9/17/26	10:30 – 11:15 a.m.	Open Q&A — topic set by provider feedback
Tuesday	9/22/26	10:30 – 11:15 a.m.	Open Q&A — topic set by provider feedback
Thursday	9/24/26	10:30 – 11:15 a.m.	Open Q&A — topic set by provider feedback
Tuesday	9/29/26	10:30 – 11:15 a.m.	Open Q&A — topic set by provider feedback
Tuesday	9/29/26	1:30 – 2:15 p.m.	Open Q&A — topic set by provider feedback

AGE AL-Unit Office Hours — September 2026

Zoom Access Information

Please sign up for each session individually. Sessions are scheduled for 45 minutes. Questions may be submitted in advance to ALRHelp@mass.gov.

Tuesday, September 1, 2026

- **Morning Session: 10:30 a.m. ET**
 - Topic: Incident Reporting; clarifications on questions received to date
 - Sign Up: [Register Here](#)
 - Join Link: [Zoom Link](#)
 - Meeting ID: 948 3264 5680 | Passcode: 102160
 - Dial-in: +1 309 205 3325 / +1 312 626 6799
 - SIP: 94832645680@zoomcrc.com
- **Afternoon Session: 1:30 p.m. ET**
 - Topic: Incident Reporting; clarifications on questions received to date
 - Sign Up: [Register Here](#)
 - Join Link: [Zoom Link](#)
 - Meeting ID: 992 1966 3529 | Passcode: 915207
 - Dial-in: +1 646 931 3860 / +1 301 715 8592
 - SIP: 99219663529@zoomcrc.com

Thursday, September 3, 2026

- **10:30 a.m. ET**
 - Topic: Open Q&A — topic set by provider feedback
 - Sign Up: [Register Here](#)
 - Join Link: [Zoom Link](#)
 - Meeting ID: 941 7454 8876 | Passcode: 899459
 - Dial-in: +1 301 715 8592 / +1 305 224 1968
 - SIP: 94174548876@zoomcrc.com

 **Labor Day Week Notice:** There will be no session on Tuesday, September 8th. Both sessions for that week will be held on Thursday, September 10th.

Thursday, September 10, 2026

- Morning Session: 10:30 a.m. ET
 - Topic: Open Q&A — topic set by provider feedback
 - Sign Up: [Register Here](#)
 - Join Link: [Zoom Link](#)
 - Meeting ID: 941 9715 7711 | Passcode: 334800
 - Dial-in: +1 646 931 3860 / +1 301 715 8592
 - SIP: 94197157711@zoomcrc.com
- Afternoon Session: 1:30 p.m. ET
 - Topic: Open Q&A — topic set by provider feedback
 - Sign Up: TBD
 - Join Link: [Zoom Link](#)
 - Meeting ID: 922 2446 9575 | Passcode: 640672
 - Dial-in: +1 646 931 3860 / +1 301 715 8592
 - SIP: 92224469575@zoomcrc.com

Tuesday, September 15, 2026

- 10:30 a.m. ET
 - Topic: Open Q&A — topic set by provider feedback
 - Sign Up: [Register Here](#)
 - Join Link: [Zoom Link](#)
 - Meeting ID: 994 2373 9031 | Passcode: 512569
 - Dial-in: +1 305 224 1968 / +1 309 205 3325
 - SIP: 99423739031@zoomcrc.com

Thursday, September 17, 2026

- 10:30 a.m. ET
 - Topic: Open Q&A — topic set by provider feedback
 - Sign Up: [Register Here](#)
 - Join Link: [Zoom Link](#)
 - Meeting ID: 930 3240 3089 | Passcode: 333994
 - Dial-in: +1 305 224 1968 / +1 309 205 3325
 - SIP: 93032403089@zoomcrc.com

Tuesday, September 22, 2026

- 10:30 a.m. ET
 - Topic: Open Q&A — topic set by provider feedback
 - Sign Up: [Register Here](#)
 - Join Link: [Zoom Link](#)
 - Meeting ID: 918 0735 9002 | Passcode: 078143
 - Dial-in: +1 646 558 8656 / +1 646 931 3860
 - SIP: 91807359002@zoomcrc.com

Thursday, September 24, 2026

- 10:30 a.m. ET
 - Topic: Open Q&A — topic set by provider feedback
 - Sign Up: [Register Here](#)
 - Join Link: [Zoom Link](#)
 - Meeting ID: 950 9060 2129 | Passcode: 088806
 - Dial-in: +1 646 931 3860 / +1 301 715 8592
 - SIP: 95090602129@zoomcrc.com

Tuesday, September 29, 2026

- Morning Session: 10:30 a.m. ET
 - Topic: Open Q&A — topic set by provider feedback
 - Sign Up: [Register Here](#)
 - Join Link: [Zoom Link](#)
 - Meeting ID: 958 1591 1625 | Passcode: 264973
 - Dial-in: +1 646 931 3860 / +1 301 715 8592
 - SIP: 95815911625@zoomcrc.com
- Afternoon Session: 1:30 p.m. ET
 - Topic: Open Q&A — topic set by provider feedback

- Sign Up: [Register Here](#)
- Join Link: [Zoom Link](#)
- Meeting ID: 938 7357 5862 | Passcode: 518134
- Dial-in: +1 301 715 8592 / +1 305 224 1968
- SIP: 93873575862@zoomcrc.com

**Assisted Living Certification & Compliance Unit
Executive Office of Aging & Independence (AGE)**

Your Partners in Aging.

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MassOptions: 800-243-4636

If you have any questions, please contact us at 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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