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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

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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 [ALRHelp@mass.gov](mailto:ALRHelp@mass.gov).