



Date: October 1, 2010
To: Interested Parties
From: Timothy Burgers, Associate Director
RE: Home Care Agency Accreditation

Upon careful review of their application, we have determined that **Right At Home Central MA**, Westborough, MA, is in full compliance with all applicable standards and has been awarded Home Care Agency Accreditation by the Home Care Alliance of Massachusetts, Inc., for the period from **September 30, 2010, to September 30, 2011.**

Since the Commonwealth of Massachusetts does not have a Licensure regulation specific to private pay home health care agencies as such, the Home Care Alliance has created a Home Care Agency Accreditation program to establish operational and quality standards that are the equivalent of licensure in most other states. (The MA Division of Occupational Safety requires home care agencies to be licensed as Employment Agencies, albeit with special provisions, despite the fact that these agencies directly employ their workers.)

The Home Care Alliance's Accreditation program includes fourteen specific standards relating to:

- client rights
- client privacy and complaint procedures
- protections against abuse
- fair employment practices
- caregiver criminal background screening
- competency, training and supervision
- insurance coverage
- compliance with all applicable federal, state and local laws.

In order to be accredited by the Home Care Alliance, a home care agency must submit documentation proving their compliance with each of these standards. The Home Care Alliance inspects these documents for compliance and awards accreditation only to those agencies that meet or exceed all fourteen standards. Accreditation is not free and is not guaranteed, and must be renewed at least every two years. The accreditation application, including the fourteen standards and detailed explanatory materials, is available at <http://thinkhomecare.org/accreditation>.

If you have any questions about the Accreditation standards, we are confident that a representative from Right At Home Central MA will be able to assist you.