

2018 GUIDE TO Private Home Care Services

Central & Western Massachusetts Edition

A Directory of Agencies Serving Berkshire, Franklin,
Hampden, Hampshire & Worcester Counties



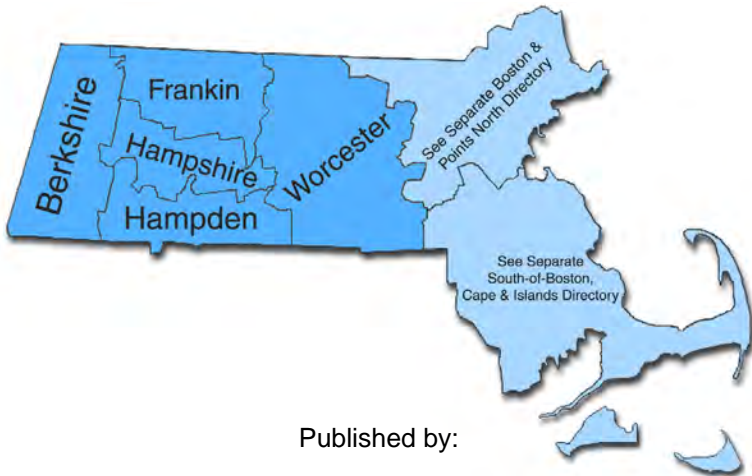

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HOME CARE ALLIANCE

www.thinkhomecare.org

Home Care. Making Life Easier.

2018 Guide To Private Care Services

Central & Western Massachusetts Edition



Published by:



Published By:

Home Care Alliance of Massachusetts, Inc.
75 Kneeland St., Suite 709 · Boston, MA 02111
Phone: (617) 482-8830 · **Fax:** (617) 426-0509 © 2018

Cover Image:

Gach Clamp, 2017 Co-Aide of the Year
Emerson Hospital Homecare

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Introduction

I. Introduction pp. 2-7

II. County-By-County Cross-reference

Berkshire (Pittsfield, N. Adams, G. Barrington, etc.)..... p. 8

Franklin (Greenfield, Montague, Orange, etc.)..... p. 8

Hampden (Springfield, Chicopee, Westfield, etc.)..... pp. 8-9

Hampshire (Amherst, Northampton, S. Hadley, etc.) ... pp. 9-10

Worcester (Worcester, Leominster, Fitchburg, etc.) pp. 10-11

III. Alphabetical Profiles of Agencies pp. 12-27

About This Directory

This book is one of three regional editions of the *2018 Guide to Private Home Care Services*, a *directory* published by the Home Care Alliance of Massachusetts. It is designed to introduce families in Central & Western Massachusetts to private home care services and help them select the best agency to meet their needs.

This introduction describes the basics of private home care: What it is, how to pay for it, what various forms of accreditation and certification mean, and how to select an agency. The county-by-county section that begins on p. 8 sorts agencies geographically, gives some basic information about them, and provides a cross-reference to their full profiles in the alphabetical section that begins on p. 12. In all, this directory lists a total of 42 home care agencies.

Additional copies of this directory – as well as the South-of-Boston and Boston-North editions – are available at **no charge** at www.thinkhomecare.org/directories. Those who make regular home care referrals might also consider our full directory, the *Home Health Resource Directory*, also available in our online store. A searchable version of this information is available online at www.thinkhomecare.org/agencies.

Think Home Care!

Many people find they need help maintaining their independence in their later years. Though families and friends are often the first source of assistance, additional help is sometimes necessary. In that situation, your local home care agency can be a true ally.

Every day in Massachusetts, home care agencies help tens of thousands of people live safely – and better – at home. Their compassionate and professional approach supports family and friends, respects client wishes and privacy, and increases independence and safety.

Though health insurance and public programs like Medicare and Medicaid often pay for home care following hospitalizations or during acute illnesses, they typically do **not** cover chronic or supportive home care services. Private duty home care agencies, however, specialize in these situations.

First: Understand What Home Care Is

Home care is the original way people cared for their loved ones. Before doctors' offices, hospitals, and nursing homes existed, most people received assistance and care in their own residence. Though institutional care received most of the attention as our health care system matured, home care has remained an essential component, quietly serving millions of Americans where they most want to be.

Formal home care started here in Massachusetts when public health nurses began travelling to patients' homes to care for the sick, instruct families, and comfort the dying. Though home care continues to provide these services, changing family dynamics, new client needs, and technological advances have enabled it to expand its repertoire.

Today, home care encompasses a wide array of services but – at its core – always involves aides, therapists, and nurses providing care and assistance in clients' residences. Depending on the situation, it can include everything from occasional help with household chores, to daily assistance with dressing and bathing, to around-the-clock medical care.

For example, some people use home care briefly to recover from injuries or hospitalizations. Others use it to supplement services from assisted living or retirement communities. Still others use it to remain healthy and independent at home, despite chronic illness or diminished capabilities. In all these situations, good home care recognizes that each client requires an individualized care plan. Services vary, but the objective is always to support independence and allow the client to remain at home.

Second: Assess Your Needs

It's best to determine what kind of care you need before beginning your search. Do you need skilled care from a nurse or a therapist? How about personal care services, such as help with bathing and dressing?

Are there mental health issues that need to be addressed? Does your home need to be made safer and more accessible? How often – and for how long – will you need care? Is your situation likely to change in the near future?

Home care agencies have staff with expertise in assessing client needs and developing plans of care, usually at no charge. These professionals can also help you negotiate the maze of care resources and effectively communicate your needs to physicians, hospital staff, and nursing home managers. When appropriate, they can also help emotionally resistant clients understand and accept services.

Depending on the scope of need, you may also want to work with an independent Geriatric Care Manager (GCM). These trained professionals – most often, nurses or social workers – can help assess needs, find resources, and monitor services. You can hire a GCM directly, though some agencies have GCMs on staff or have established relationships with those in their communities. A list of licensed GCMs is available at www.gcmnewengland.org.

The state's Aging Service Access Point (ASAP) network is also a good resource. ASAPs are publicly-funded, local agencies that provide information and referrals for a range of elder services. Information is available at (800) AGE-INFO, or by visiting www.800ageinfo.com.

Once you've identified your needs, it's much easier to select an agency to meet them.

Third: Explore Payment Options

The simplest way to pay for home care is to do so privately; i.e., out of pocket, as you would for any other service. This affordable option maximizes your flexibility and control over your care without requiring you to coordinate with third parties. ***All of the agencies listed in this directory accept private payment and will work with you to coordinate arrangements and billing.***

However, government programs and private insurance will pay for home care under specific circumstances:

Medicare covers home care when the client: 1) Cannot leave home without physical assistance; 2) Is under a physician's care; and 3) Requires skilled nursing or therapy services. The state **Medicaid** program covers home health for low-income individuals under similar requirements.

The Massachusetts Home Care program provides state-funded, non-medical services to elders and disabled individuals who meet certain financial guidelines. These supportive services enable frail elders to remain in their homes and target those at risk of needing nursing home care. They can be accessed locally through one of the ASAPs mentioned on page 4 by calling (800) AGE-INFO or www.800ageinfo.com.

Commercial health insurance typically covers some home care services when a person is recovering from injury, surgery, or temporary illness, but will *not* pay for most chronic conditions. Benefits vary from plan to plan and usually contain a cost-sharing provision. Check your policy and insurer for details on coverage requirements, benefits, co-payments, and deductibles,

Long-term care (LTC) insurance policies almost always cover home care as an alternative to a nursing home. The home care benefits under these policies are usually capped at a certain dollar level per day, week, or month; as always, check your policy. This directory's county-by-county cross-reference indicates which agencies accept most LTC insurances.

Fourth: Know About Agency Accreditation

While most states offer a specific license for private pay home care agencies, Massachusetts does not. In order to establish quality standards and help consumers make informed choices, the Alliance created an Agency Accreditation Program with standards similar to those for licensure in most other states.

The accreditation program includes fifteen standards relating to: Client rights, privacy, and complaint procedures; Protections against abuse; Fair employment practices; Caregiver background screening; Competency, training, and supervision; Insurance coverage; and Compliance with all applicable federal, state, and local laws.

To become accredited, agencies must present documentation demonstrating that they meet each of these standards; the documents are then carefully reviewed by Alliance staff for proof of compliance. The Alliance *only* accredits agencies that meet or exceed all fifteen standards.

Accreditation is not the only indicator of an agency's competence. All Medicare certified agencies, for instance, must meet strict standards established by the federal government. To learn more, about the Accreditation program, visit www.thinkhomecare.org/accreditation.

Fifth: Find & Interview Agencies

Use this directory's county-by-county cross-reference and agency profiles to narrow your search to a handful of candidates. Next, spend a few minutes on each of the remaining prospects' websites and consult with your physician or hospital as necessary. Then, interview the finalists over the phone.

Any agency listed in this guide should be able to answer all of the following questions:

- Can you provide documentation that your agency has been reviewed/accredited/certified by independent organizations?***
(Good answers include any of the following: Massachusetts Department of Health, the Home Care Alliance of Massachusetts, The Joint Commission, the Community Health Accreditation Program [CHAP], and the Accreditation Commission for Health Care [ACHC]).
- Does the agency have literature describing its services, fees, and billing? If so, will they send you copies?***
- Does the agency work with the client to develop a written plan of care or service contract? If so, how often is this plan updated?***
- Does the agency directly employ its workers or are they independent contractors? (They should be directly employed.)***
- Does the agency pay workers' compensation insurance and payroll taxes for its workers?***
- Does the agency provide a written list of client & family rights?***
- How does the agency screen and evaluate their employees?***
- Are caregivers, supervisors, and backup available 24/7/365?***
- How does the agency investigate complaints and/or resolve conflicts between its staff and clients?***
- Can the agency document that it carries professional & general liability insurance?***
- Will the agency provide a list of local references?***

About the Alliance

The Alliance is a statewide organization that promotes home care as an integral part of the health care system. Founded in 1969 – and with over 175 agency members – the Alliance is the definitive voice for home care in Massachusetts.

The Alliance builds public awareness of home care, helping citizens of the Commonwealth understand the scope of services available and how to make wise health care choices.

The Alliance closely monitors issues that affect the industry. It fosters ongoing communication with state and federal legislators and policy makers to ensure that legislative and regulatory oversight of home care is developed with appropriate industry input.

The Alliance facilitates quality home care services by fostering connections and cooperation between member agencies, and by keeping them informed of regulatory and marketplace forces that affect them and the clients they serve.

The Alliance's subsidiary – the Foundation for Home Health – provides educational programs, workshops, and online trainings for our members' staff. These programs sharpen clinical skills and excellence, and help agencies function in an ever-changing and complex marketplace. Visit us at www.thinkhomecare.org/education.

Alliance Staff

Patricia Kelleher, Executive Director

Timothy Burgers, Associate Director

Colleen Bayard, PT, MPA, Director of Regulatory & Clinical Affairs

Jake Krilovich, Director of Legislative & Public Affairs

Megan Fournier, Meetings & Education Coordinator

Tom Meyer, Membership & Information Services Coordinator

Michelle Burton, Administrative / Member Services Assistant

Jon Ezrin, Accountant



County-By-County Cross-Reference

Berkshire County

Includes: Pittsfield, N. Adams, Adams, Great Barrington, Williamston, etc.

*Alliance Accredited.
Medicare Cert.
LTC Insurance*



Commonwealth Registry of Nurses	✓	✓	(413) 527-2527	p. 16
EPIC Health Services, Inc.	✓	✓	(800) 601-3562	p. 17
Home Instead SC of Berkshire Cnty	✓	✓	(413) 442-0907	p. 19
HomeCare Hands			(413) 847-0513	p. 20
Porchlight Home Care	✓	✓	(413) 243-1122	p. 23

Franklin County

Includes: Greenfield, Montague, Orange, Deerfield, etc.

*Alliance Accredited.
Medicare Cert.
LTC Insurance*



Collective Home Care Inc.	✓	✓	(877) 397-9933	p. 15
Commonwealth Registry of Nurses		✓	(413) 527-2527	p. 16
Comprehensive Home Care		✓	(413) 665-9058	p. 16
EPIC Health Services, Inc.		✓	(800) 601-3562	p. 17
GVNA Healthcare, Inc.	✓	✓	(800) 382-7305	p. 18
Integra Home Health Agency	✓	✓	(413) 224-1912	p. 20
O'Connell Care at Home		✓	(413) 533-1030	p. 22

Hampden County

Includes: Springfield, Chicopee, Westfield, Holyoke, etc.

*Alliance Accredited.
Medicare Cert.
LTC Insurance*



Apex Healthcare Services, Inc.	✓	✓	(413) 746-4663	p. 13
Capuano HomeHealth Care, Inc.	✓	✓	(413) 525-2124	p. 14
Caretenders		✓	(888) 751-2273	p. 15
Colony Care At Home, Inc.	✓	✓	(413) 455-1122	p. 16
Commonwealth Registry of Nurses		✓	(413) 527-2527	p. 16

County-By-County Cross-Reference

Hampden County, cont.

Includes: Springfield, Chicopee, Westfield, Holyoke, etc.

*Alliance Accred.
Medicare Cert.
LTC Insurance*



EPIC Health Services, Inc.	✓	✓	(800) 601-3562	p. 17
Glenmeadow at Home	✓	✓	(800) 633-6313	p. 18
Golden Heart Home Healthcare.....	✓	✓	(413) 301-8561	p. 18
Home Instead SC of Springfield.....		✓	(413) 304-2316	p. 19
HomeCare Hands.....			(413) 847-0513	p. 20
Integra Home Health Agency.....	✓	✓	(413) 224-1912	p. 20
Kind Hands Care at Home LLC		✓	(413) 525-3800	p. 21
O'Connell Care at Home		✓	(413) 533-1030	p. 22
Porchlight Home Care.....	✓	✓	(413) 243-1122	p. 23
Prime HH & Companion Care	✓	✓	(413) 525-0155	p. 24
Royale Care, Inc.....		✓	(508) 926-8848	p. 24
Samaritan Health & Home Care.....		✓	(800) 336-7639	p. 25
Visiting Angels of West Springfield		✓	(413) 733-6900	p. 27

Hampshire County

Includes: Amherst, Northampton, South Hadley, Easthampton etc.

*Alliance Accred.
Medicare Cert.
LTC Insurance*



Apex Healthcare Services, Inc.	✓	✓	(413) 746-4663	p. 13
Capuano HomeHealth Care, Inc.	✓	✓	(413) 525-2124	p. 14
Caretenders.....		✓	(888) 751-2273	p. 15
Collective Home Care Inc.	✓	✓	(877) 397-9933	p. 15

County-By-County Cross-Reference

Hampshire County, cont.

Includes: Amherst, Northampton, South Hadley, Easthampton etc.

*Alliance Accredited.
Medicare Cert.
LTC Insurance*



Colony Care At Home, Inc.	✓	✓	(413) 455-1122	p. 16
Commonwealth Registry of Nurses		✓	(413) 527-2527	p. 16
Comprehensive Home Care.....		✓	(413) 665-9058	p. 16
EPIC Health Services, Inc.		✓	(800) 601-3562	p. 17
Golden Heart Home Healthcare.....	✓	✓	(413) 301-8561	p. 18
HomeCare Hands.....			(413) 847-0513	p. 20
Integra Home Health Agency.....	✓	✓	(413) 224-1912	p. 20
Kind Hands Care at Home LLC		✓	(413) 525-3800	p. 21
O'Connell Care at Home		✓	(413) 533-1030	p. 22
Porchlight Home Care.....	✓	✓	(413) 243-1122	p. 23
Prime HH & Companion Care	✓	✓	(413) 525-0155	p. 24
Samaritan Health & Home Care.....		✓	(800) 336-7639	p. 25
Visiting Angels of West Springfield		✓	(413) 733-6900	p. 27

Worcester County

Includes: Worcester, Leominster, Fitchburg, Shrewsbury, Milford, etc.

*Alliance Accredited.
Medicare Cert.
LTC Insurance*



24 Hours Care		✓	(617) 792-0500	p. 12
Ace Medical Services, Inc.....		✓	(508) 792-3800	p. 12
Always Best Care Senior Services ..		✓	(877) 616-3404	p. 12
BAYADA Home Health Care Asst.	✓	✓	(508) 778-8800	p. 13
Brookdale Home Health		✓	(508) 845-1232	p. 14
Caretenders.....		✓	(888) 751-2273	p. 15
Elderwood Home Care		✓	(508) 865-2170	p. 17

County-By-County Cross-Reference

Worcester County, cont.

Includes: Worcester, Leominster, Fitchburg, Shrewsbury, Milford, etc.

Alliance Accred.
Medicare Cert.
LTC Insurance



Agency Name	Alliance Accred.	Medicare Cert.	LTC Insurance	Phone Number	Page
EPIC Health Services, Inc.	✓	✓		(800) 601-3562	p. 17
GVNA Healthcare, Inc.	✓	✓	✓	(800) 382-7305	p. 18
Home Instead SC Hearthside, Inc	✓		✓	(888) 377-4446	p. 19
Home Resources, Inc.			✓	(508) 999-0878	p. 20
JHC Private Care (JHC HH & Hosp)	✓	✓	✓	(774) 276-0359	p. 21
Keystone Homecare LLC			✓	(866) 352-9900	p. 21
Open Door Healthcare Agency.....	✓			(855) 237-6736	p. 22
Overlook Care Private Duty HC.....			✓	(844) 533-0900	p. 22
Partners HealthCare at Home - PC	✓	✓	✓	(844) 744-4200	p. 23
Prime Home Health & Comp. Care	✓		✓	(413) 525-0155	p. 24
Right at Home of E. Worcester Cnty			✓	(508) 599-1122	p. 24
Royale Care, Inc.		✓		(508) 926-8848	p. 24
RSSI Home Care	✓			(888) 333-2481	p. 25
Samaritan Health & HC (VNA SWC) .		✓	✓	(800) 336-7639	p. 25
Seraphic Springs Healthcare.....		✓		(800) 777-3595	p. 26
T.L. Connections, Inc.				(781) 932-0759	p. 26
Visiting Angels of Acton	✓		✓	(888) 923-1115	p. 26
Visiting Angels of Worcester	✓		✓	(508) 757-4014	p. 27

24 Hours Care

73 Lexington St., #LL5, Newton, MA 02466

Phone: (617) 792-0500

Fax: (617) 559-9901

Email: office@24hourscare.com

Website: www.24hourscare.com

Services: Alzheimer's/Dementia Care, Appointment Escorts, Care Management, Chores & Cleaning, Companions, Home Modification, Homemaking, Hospice, Live-in Aides, Maternal & Child Support, Medical Social Work, Medication Management, Nursing, Pain Management, Personal Care/ Home Health Aides, Private Duty Nursing, Psychiatric Nursing, Speech & Language Therapy, Staffing, Telehealth Monitoring, Transportation

Description: *Private Care.* Offers medical home health care services provided by competent, compassionate, professional CNAs & RNs. Carefully assesses patient and family needs. Available for a few hours/week to 24 hours/day.

Ace Medical Services, Inc

90 Madison St., Ste. 600, Worcester, MA 01608

Phone: (508) 792-3800

Fax: (508) 792-3803

Email: info@acemedservices.com

Website: www.acemedservices.com

Services: Appointment Escorts, Care Management, Chores & Cleaning, Companions, Homemaking, Intravenous Therapy, Live-in Aides, Medical Social Work, Medication Management, Nursing, Occupational Therapy, Personal Care/ Home Health Aides, Physical Therapy, Private Duty Nursing, Psychiatric Nursing, Speech & Language Therapy

Description: *Private Care.* A team of professionals providing the highest quality home health care services to improve the lives of the elderly and disabled, promising the philosophy of independent living.

Always Best Care Senior Services

188 Oaks Rd., Framingham, MA 01702

Phone: (877) 616-3404

Fax: (866) 412-2975

Email: mwilsker@abc-seniors.com

Website: www.alwaysbestcare.com

Services: Care Management, Companions, Homemaking, Live-in Aides, Medication Management, Personal Care/Home Health Aides

Description: *Private Care.* Specializing in the needs of the senior community. Provides a variety of home care services. Strives to provide warm and caring home solutions.

Apex Healthcare Services, Inc.

1985 Main St., Ste. 208, Springfield, MA 01103



Phone: (413) 746-4663

Fax: (413) 746-3902

Email: apexhealth01@verizon.net

Website: www.apexcares.com

Services: Alzheimer's/Dementia Care, Homemaking, Personal Care/Home Health Aides

Description: *Private Care.* Provides clients with hands-on assistance with activities of daily living that include dressing and bathing, medication reminders, housekeeping, laundry, transportation to appointments, and exercise.

BAYADA Home Health Care Assistive Care Services

750 Attucks Ln., Hyannis, MA 02601



Phone: (508) 778-8800

Fax: (508) 778-6600

Email: mhixon@bayada.com

Website: www.bayada.com

Services: Appointment Escorts, Care Management, Chores & Cleaning, Companions, CWOON, Homemaking, Intravenous Therapy, Medical Social Work, Medication Management, Nursing, Occupational Therapy, Pain Management, Pediatric Nursing, Personal Care/Home Health Aides, Physical Therapy, Private Duty Nursing, Speech & Language Therapy, Telehealth Monitoring

Description: *Medicare Certified, Private Care.* Home health, rehab team at home, skilled nursing, and therapy services. Private care services thru BAYADA Assistive Care.

Branches: Braintree (Assistive Care): 639 Granite St., (781) 884-9425
Canton (Pediatrics): 275 Turnpike St., Ste. 206, (617) 472-1001
Dartmouth: 368 Faunce Corner Rd., (508) 742-0502
Falmouth: 80 Davis Straits, #104, (508) 540-8770
Hyannis: 750 Attucks Ln., (508) 778-5001
Newton: 2000 Commonwealth Ave., #320, (617) 969-2600
Norwood: 101 Access Rd., #1A, (781) 762-1077
Plymouth: 20 N. Park Ave., #1300, (508) 830-0999
Quincy (Home Hlth & State Prog): 300 Congress St., #401B, (617) 472-1333
Worcester: 1 W. Boylston St., (508) 853-410

Brookdale Home Health

512 Main St., Ste. 211, Shrewsbury, MA 01545

Phone: (508) 845-1232

Fax: (508) 845-1263

Email: bchowning@brookdale.com

Website: www.brookdale.com

Services: Adaptive Equipment, Care Management, Medical Social Work, Medication Management, Nursing, Occupational Therapy, Personal Care/Home Health Aides, Physical Therapy, Speech & Language Therapy

Description: *Medicare Certified, Private Care.* Offers nursing, physical, occupational and speech therapies, social worker, and home health aid services.

Capuano HomeHealth Care, Inc.

265 Benton Dr., Ste. 201, East Longmeadow, MA 01028

Phone: (413) 525-2124

Fax: (413) 525-5691

Email: fannielin@capuanocare.com

Website: www.capuanocare.com

Services: Alzheimer's/Dementia Care, Appointment Escorts, Care Management, Chores & Cleaning, Companions, Homemaking, Medical Social Work, Medication Management, Nursing, Occupational Therapy, Personal Care/ Home Health Aides, Physical Therapy, Transportation

Description: *Medicare Certified, Private Care.* Affordable and compassionate. Specializing in nursing and rehabilitation/medication management/ home management and support services/care management/ community assessments.



Caretenders

200 Reservoir St., Ste. 309, Needham, MA 02494

Phone: (888) 751-2273 **Fax:** (617) 332-5153

Email: michaelguarnieri@caretenders.com

Website: www.caretenders.com

Services: Adaptive Equipment, Care Management, CWOON, Intravenous Therapy, Medical Social Work, Medication Management, Nursing, Nutritionist, Occupational Therapy, Pain Management, Personal Care/Home Health Aides, Physical Therapy, Psychiatric Nursing, Respiratory Therapy, Speech & Language Therapy, Telehealth Monitoring

Description: *Medicare Certified, Private Care.* MA's leader in home health rehab & geri-psych care! 24 hr response for PT eval. Rehab specialties: Parkinson's; MS; ALS; CVA; COPD; CHF; cardiac, joint replacement. Vestibular & fall prevention.

Branches: Braintree: 222 Forbes Rd., (781) 356-7400
Chicopee: 333 Front St., (413) 592-1762
Holyoke: 330 Whitney Ave. #720, (413) 592-1762
North Andover: 401 Andover St., (978) 686-0004
Westborough: 287 Turnpike Rd., (508) 366-7031

Collective Home Care Inc.

9 West St., West Hatfield, MA 01088



Phone: (877) 397-9933 **Fax:** (413) 397-9961

Email: marchbald@collectivehomecare.com

Website: www.collectivehomecare.com

Services: Alzheimer's/Dementia Care, Appointment Escorts, Care Management, Chores & Cleaning, Companions, Homemaking, Hospice, Medication Management, Nursing, Pain Management, Pediatric Nursing, Personal Care/Home Health Aides, Private Duty Nursing, Psychiatric Nursing, Transportation

Description: *Private Care.* Providing truly comprehensive, professional home health care services for elders and individuals with disabilities throughout Hampshire and Franklin counties, with 24/7 nursing on call.

Colony Care At Home, Inc.

74 Walnut St., Springfield, MA 01105



Phone: (413) 455-1122

Fax: (888) 467-9097

Email: debbie@colonycareathome.com

Website: www.colonycareathome.com

Services: Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Personal Care/Home Health Aides, Transportation

Description: *Private Care.* Experienced & compassionate caregivers provide homemaking, personal care, and companion services. Specializes in memory care, transportation, and live-in cases. Accepts insurance and agency referrals.

Commonwealth Registry of Nurses, Inc.

29 Pelouin Dr., P.O. Box 11, Easthampton, MA 01027

Phone: (413) 527-2527

Fax: (413) 527-8456

Email: crnhomecare@msn.com

Website: www.crnhomecare.com

Services: Adaptive Equipment, Appointment Escorts, Care Management, Chores & Cleaning, Companions, Durable Medical Equipment, Home Modification, Homemaking, Hospice, Medication Management, Nursing, Pain Management, Personal Care/Home Health Aides, Private Duty Nursing, Staffing, Transportation

Description: *Private Care.* There's no place like home. Provides RNs, LPNs, and CNAs/ HHAs from 2 hours to 24/7; nurse on call, also 24/7. Serving Franklin, Hampshire, Berkshire & Hampden counties since 1989.

Comprehensive Home Care

235 Greenfield Rd., Ste. 6, South Deerfield, MA 01373

Phone: (413) 665-9058

Fax: (413) 665-3029

Email: chcare@the-spa.com

Website: www.comprehensive-homecare.com

Services: Alzheimer's/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Hospice, Medication Management, Personal Care/Home Health Aides, Staffing, Transportation

Description: *Private Care.* Centered on clients' needs and wants. Serving our communities with dedicated employees since 1990. Responsive, personal, and dependable.

Elderwood Home Care

176 Worcester Providence Tpke., Ste. 205, Sutton, MA 01590

Phone: (508) 865-2170

Fax: (508) 865-2975

Email: nlane@elderwood.com

Website: www.elderwoodhomecare.com

Services: Alzheimer's/Dementia Care, Appointment Escorts, Care Management, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Medication Management, Personal Care/Home Health Aides, Private Duty Nursing

Description: *Private Care.* Our personalized approach allows us to individualize services for clients. Staff insured, bonded, & rigorously screened. Serving Blackstone Valley & Greater Worcester since 2003. Free RN assessments.

EPIC Health Services, Inc.

67 Millbrook St., Ste. 401, Worcester, MA 01606

Phone: (800) 601-3562

Fax: (774) 670-1098

Email: ruth.langlais@epichealthservices.com

Website: www.epichealthservices.com

Services: Alzheimer's/Dementia Care, Care Management, Chores & Cleaning, Companions, CWOCN, Homemaking, Intravenous Therapy, Live-in Aides, Maternal & Child Support, Medical Social Work, Medication Management, Nursing, Occupational Therapy, Pediatric Nursing, Personal Care/Home Health Aides, Physical Therapy, Private Duty Nursing, Psychiatric Nursing, Speech & Language Therapy, Staffing

Description: *Medicare Certified, Private Care.* Has provided the community with quality health professionals for nearly a generation. Providing the best possible outcome for our patients is our number one goal.

Branches: Springfield: 2095 Roosevelt Ave., (800) 221-0727
Waltham: 460 Totten Pond Rd., (781) 373-1113
West Springfield: 78 Capital Dr., (413) 205-1696

Glenmeadow at Home

24 Tabor Crossing, Longmeadow, MA 01106



Phone: (800) 633-6313

Fax: (413) 567-7945

Email: eperkins@glenmeadow.org

Website: www.glenmeadow.org

Services: Care Management, Chores & Cleaning, Companions, Home Modification, Homemaking, Medication Management, Personal Care/Home Health Aides, Personal Emergency Response Systems, Transportation

Description: *Private Care.* Offers quality home health services from a proven non-profit provider.

Golden Heart Home Healthcare, LLC

181 State St., Ste. 2, Springfield, MA 01103



Phone: (413) 301-8561

Fax: (413) 342-4283

Email: info@goldenhearthomehealthcarema.com

Website: www.goldenhearthomehealthcarema.com

Services: Alzheimer's/Dementia Care, Appointment Escorts, Care Management, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Personal Care/Home Health Aides

Description: *Private Care.* Located in Springfield, provider of quality non-medical in-home health care that will serve the greater Western Massachusetts.

GVNA Healthcare, Inc.

34 Pearly Ln., Gardner, MA 01440



Phone: (800) 382-7305

Fax: (978) 632-4513

Email: elaine.fluet@gvnahealthcare.org

Website: www.gvnahealthcare.org

Services: Adult Day Health, Alzheimer's/Dementia Care, Appointment Escorts, Companions, CWOON, Homemaking, Hospice, Maternal & Child Support, Medical Social Work, Medication Management, Nursing, Occupational Therapy, Palliative Care, Pain Management, Personal Care/Home Health Aides, Personal Emergency Response Systems, Physical Therapy, Private Duty Nursing, Telehealth Monitoring

Description: *Medicare Certified, Private Care.* Providing comprehensive, professional, reliable home health services in 48 cities & towns of Massachusetts for 115 years. GVNA HealthCare - ask for us by name.

Branches: Greenfield: 489 Bernardston Rd., (413) 774-2275

Home Instead Senior Care Hearthside, Inc

386 W. Main St., Ste. 14, Northborough, MA 01532



Phone: (888) 377-4446 **Fax:** (508) 393-2730

Email: laurie.bender@homeinstead.com

Website: www.hearthside-homeinstead.com

Services: Alzheimer's/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Personal Care/Home Health Aides

Description: *Private Care.* Providing in-home assistance to seniors since 1997. Consistently rated 9.9 (out of 10) by HDPowers satisfaction survey. Award-winning Alzheimer's/dementia care. Professional, reliable & compassionate.

Branches: Natick: 209 W. Central St., (508) 647-3773

Home Instead Senior Care of Berkshire County

66 Wendell Ave., Pittsfield, MA 01201



Phone: (413) 442-0907 **Fax:** (413) 442-1404

Email: donna@berkshirehisc.com

Website: www.homeinstead.com/berkshire

Services: Alzheimer's/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Personal Care/Home Health Aides

Description: *Private Care.* Enhancing the lives of seniors and their families by providing quality in-home care. Whether a few hours a week or 24 hours a day, our reliable CAREGivers assist families throughout the Berkshires.

Home Instead Senior Care of Springfield

120 Carando Dr., Springfield, MA 01104

Phone: (413) 304-2316 **Fax:** (413) 304-2320

Email: suzanne.mcelroy@homeinstead.com

Website: https://www.homeinstead.com/621

Services: Alzheimer's/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Personal Care/Home Health Aides, Transportation

Description: *Private Care.* Over ten years' experience caring for Pioneer Valley seniors with bonded and trained caregivers. LTC insurance, veterans' benefits, and private pay.

Home Resources, Inc.

84 Rogers St., Dartmouth, MA 02748

Phone: (508) 999-0878

Fax: (508) 994-4313

Email: ehanks@egmcare.com

Website: www.elderservices.com

Services: Adult Day Health, Alzheimer's/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Nursing, Personal Care/Home Health Aides, Staffing

Description: *Private Care.* Associated with health group providers.

Branches: Milford: 10 Seena Heller Way, (508) 482-7292

HomeCare Hands

1242 Main St., Ste. 301-A, Springfield, MA 01103

Phone: (413) 847-0513

Email: homecarenetworks@gmail.com

Website: www.homecarehands24.com

Services: Alzheimer's/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Maternal & Child Support, Medication Management, Personal Care/Home Health Aides, Private Duty Nursing, Transportation

Description: *Private Care.* Independently-owned and operated agency offering a variety of personalized, supportive services to help individuals remain safe and independent in the comfort of their homes. Available 24/7.

Integra Home Health Agency

200 North Main St., Ste. 1203, East Longmeadow, MA 01028

Phone: (413) 224-1912

Fax: (413) 224-1915

Email: egralia@integrahomehealth.com

Website: www.integrahomehealth.com

Services: Alzheimer's/Dementia Care, Appointment Escorts, Care Management, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Medication Management, Nursing, Personal Care/Home Health Aides, Staffing, Transportation

Description: *Private Care.* A full-service agency that is family owned and operated with a professional care team that provides care to fit your individual needs 24 hrs day, 7 days week.



JHC Private Care (JHC HomeCare & Hospice)

629 Salisbury St., Worcester, MA 01609



Phone: (774) 276-0359

Fax: (508) 770-0539

Email: scasey@jhchomecare.com

Website: www.jewishhealthcarecenter.com

Services: Alzheimer's/Dementia Care, Care Management, Hospice, Intravenous Therapy, Medical Social Work, Medication Management, Nursing, Nutritionist, Occupational Therapy, Palliative Care, Pain Management, Personal Care/Home Health Aides, Physical Therapy, Speech & Language Therapy

Description: *Medicare Certified, Private Care.* An affiliate of the Jewish Healthcare Center, a leader in innovative quality care. Phys therapy available for weekend referrals. Also offers medically complex, wound, & enteral care.

Keystone Homecare LLC

132 Great Rd., Stow, MA 01775

Phone: (866) 352-9900

Fax: (978) 897-9799

Email: keycompanions@aol.com

Website: www.keystonehomecare.com

Services: Alzheimer's/Dementia Care, Appointment Escorts, Care Management, Companions, Homemaking, Hospice, Live-in Aides, Medication Management, Nursing, Pain Management, Pediatric Nursing, Physical Therapy, Staffing, Transportation

Description: *Private Care.* Provides RN/LPNs, certified home health aides, certified nurse assistants, and companions to private clients wherever they live. Live-in aides and nurse case management available.

Kind Hands Care at Home LLC

296 North Main St., Ste. 20, East Longmeadow, MA 01028

Phone: (413) 525-3800

Fax: (413) 525-3802

Email: ldavila@kindhandscare.com

Website: www.kindhandscare.com

Services: Alzheimer's/Dementia Care, Appointment Escorts, Care Management, Chores & Cleaning, Companions, Homemaking, Hospice, Medication Management, Personal Care/Home Health Aides

Description: *Private Care.* Family owned and operated. Committed to providing kind, compassionate, in-home care focused on the wants and needs of our clients, promoting highest level of independence possible.

O'Connell Care at Home

1 Federal St., Bldg. 103-1, Springfield, MA 01105

Phone: (413) 533-1030

Fax: (413) 533-3545

Email: danielle@opns.com

Website: www.opns.com

Services: Alzheimer's/Dementia Care, Appointment Escorts, Care Management, Chores & Cleaning, Companions, Homemaking, Nursing, Personal Care/Home Health Aides, Private Duty Nursing, Transportation

Description: *Private Care.* Provides everything from light housekeeping, to companionship, to full assistance with all daily tasks.

Branches: South Deerfield: 2 Park St., Ste. 3 (413) 665-1590

Open Door Healthcare Agency

449 West St., Randolph, MA 02368



Phone: (855) 237-6736

Fax: (855) 237-6736

Email: raphino@gmail.com

Website: www.opendoorhealthagency.com

Services: Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Live-in Aides

Description: *Private Care.* Provides comprehensive, client-centered, dependable, and affordable home care services throughout Massachusetts. Carefully assesses each client's needs and thoroughly trains all employees.

Branches: Randolph: 449 West St., (978) 274-0531

Overlook Care Private Duty Home Care

88 Masonic Home Rd., Charlton, MA 01507

Phone: (844) 533-0900

Fax: (888) 972-4504

Email: jpwarren@overlook-mass.org

Website: www.care-elderspecialist.com

Services: Alzheimer's/Dementia Care, Appointment Escorts, Care Management, Chores & Cleaning, Companions, Homemaking, Medication Management, Nursing, Personal Care/Home Health Aides, Staffing, Transportation

Description: *Private Care.* Serving Greater Charlton and Worcester areas.

Partners HealthCare at Home - Private Care

281 Winter St., Waltham, MA 02451



Phone: (844) 744-4200

Fax: (781) 290-4250

Email: homecareinfo@partners.org

Website: www.partnersathome.org

Services: Care Management, Companions, CWOCN, Homemaking, Intravenous Therapy, Maternal & Child Support, Medication Management, Nursing, Nutritionist, Occupational Therapy, Pediatric Nursing, Personal Care/Home Health Aides, Personal Emergency Response Systems, Physical Therapy, Private Duty Nursing, Speech & Language Therapy, Telehealth Monitoring

Description: **Medicare Certified, Private Care.** Delivers compassionate care to improve quality of life for persons recovering from illness or injury and for those wanting to maintain their independence at home.

Branches: Beverly: 152 Conant St., 3rd Fl., (844) 744-4200
Braintree: 45 Rockdale St., Ste. 100, (844) 744-4200
Chelsea: 70 Everett Ave., Ste. 505, (844) 744-4200

Porchlight Home Care (Porchlight VNA)

306 South St., Pittsfield, MA 01201



Phone: (413) 243-1122

Fax: (413) 243-2440

Email: hchaffee@porchlighthomecare.org

Website: www.porchlighthomecare.org

Services: Adaptive Equipment, Alzheimer's/Dementia Care, Appointment Escorts, Care Management, Companions, CWOCN, Durable Medical Equipment, Homemaking, Intravenous Therapy, Live-in Aides, Maternal & Child Support, Medical Social Work, Medication Management, Nursing, Nutritionist, Occupational Therapy, Personal Care/Home Health Aides, Personal Emergency Response Systems, Physical Therapy, Private Duty Nursing, Respiratory Therapy, Speech & Language Therapy, Staffing, Telehealth Monitoring, Transportation

Description: **Medicare Certified, Private Care.** Complete continuum of home care in Berkshire, Hampden, and Hampshire counties from acute to chronic care, including a Home Visiting Nurse Practitioner program. Member of Home Care Elite, VNAA, & VNAE.

Branches: Chicopee: 2024 Westover Rd., (413) 437-9862
Pittsfield: 306 South St., (413) 243-1212



Prime Home Health and Companion Care

264 N. Main St., Ste. 12, East Longmeadow, MA 01028

Phone: (413) 525-0155 **Fax:** (413) 525-0056

Email: primehealthandcompanion@gmail.com

Website: www.primehcc.com

Services: Alzheimer's/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Personal Care/Home Health Aides, Personal Emergency Response Systems, Transportation

Description: *Private Care.* With staff with more than 25 yrs' experience in home care, our company strives to provide caregivers who enjoy the clientele and are committed to providing quality, reliable, and compassionate care.

Right at Home of Eastern Worcester County

8 Church St., Worcester, MA 01581

Phone: (508) 599-1122 **Fax:** (508) 599-1130

Email: rightcare@rahewc.com

Website: www.rahewc.com

Services: Alzheimer's/Dementia Care, Appointment Escorts, Care Management, Chores & Cleaning, Companions, Homemaking, Hospice, Live-in Aides, Medication Management, Nursing, Personal Care/Home Health Aides, Private Duty Nursing, Staffing, Transportation

Description: *Private Care.* Experienced, locally owned and operated agency. Our RightCare Solutions are customized by client need and managed by skilled nurses, with the goal of safety and wellness at home.

Royale Care, Inc.

330 SW Cutoff, Ste. 102, Worcester, MA 01604

Phone: (508) 926-8848 **Fax:** (508) 926-8858

Email: rndille@royalecareinc.com

Website: www.royalecareinc.com

Services: Alzheimer's/Dementia Care, Care Management, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Medication Management, Nursing, Occupational Therapy, Personal Care/Home Health Aides, Physical Therapy, Private Duty Nursing, Speech & Language Therapy, Staffing

Description: *Medicare Certified, Private Care.* A for-profit Medicare Certified home health care corporation operated by professionals with over 24 years' home health experience. Also a provider of Adult Foster Care services.

RSSI Home Care

70 Bridge St., Ste. 201, Newton, MA 02458



Phone: (888) 333-2481

Fax: (617) 789-5750

Email: rssihomecare@mhpi.net

Website: www.mhpi.net

Services: Appointment Escorts, Companions, Homemaking, Personal Care/Home Health Aides

Description: *Private Care.* Promoting the ability of the elderly and disabled to remain in the community through the provision of high quality home care services that support their dignity and sustain living independently.

Branches: Chelsea: 100 Bellingham St., (617) 884-6333
Spencer: 195 Main St., (774) 745-7446

Samaritan Health & Home Care (VNA S. Worcester County)

534 School St., PO Box 368, Webster, MA 01570

Phone: (800) 336-7639

Fax: (508) 949-1476

Email: vnaswcmajf@aol.com

Website: www.vnaswc.org

Services: Homemaking, Hospice, Medical Social Work, Medication Management, Nursing, Nutritionist, Occupational Therapy, Palliative Care, Pain Management, Personal Care/Home Health Aides, Physical Therapy, Speech & Language Therapy, Telehealth Monitoring

Description: *Medicare Certified, Private Care.* Serving the greater Worcester area through our Auburn branch, as well as all of Southern Worcester County area and N.E. Connecticut.

Branches: Auburn: 191 Pakacoag Rd., (508) 791-0081
Quinebaug, CT: 148 Old TrnPk Rd., (860) 935-5267

Seraphic Springs Healthcare

425 Western Ave., Lynn, MA 01904

Phone: (800) 777-3595

Fax: (978) 745-5605

Email: tola@seraphicsprings.com

Website: www.seraphicsprings.com

Services: Alzheimer's/Dementia Care, Companions, Homemaking, Live-in Aides, Nursing, Pediatric Nursing, Personal Care/Home Health Aides, Private Duty Nursing

Description: **Medicare Certified, Private Care.** Provides quality, compassionate, cost-effective, complete, and patient-centered care. Specializes in direct care in the home to people who would otherwise require in-patient or institutional care.

Branches: Leominster: 435 Lancaster St., (978) 745-5604
Milford: 258 Main St., Ste. 115, (508) 634-2401
Roslindale: 4196 Washington St., (617) 409-2323
Spencer: 152 Main St., Ste. 6, (508) 434-4220

T.L. Connections, Inc.

100 TradeCenter, Suite 625, Woburn, MA 01801

Phone: (781) 932-0759

Fax: (781) 932-0797

Email: office@tlconnectionsinc.com

Website: www.tlconnectionsinc.com

Services: Intravenous Therapy

Description: **Private Care.** Skilled nursing to provide infusion therapy services in the home setting for clients ranging from infants through geriatrics.

Visiting Angels of Acton

498 Great Rd., Acton, MA 01720

Phone: (888) 923-1115

Fax: (978) 263-1225

Email: acton@visitingangels.com

Website: www.visitingangels.com/acton

Services: Alzheimer's/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Personal Care/Home Health Aides

Description: **Private Care.** Coverage available 24/7, short-term or long-term.



Visiting Angels of West Springfield

1233 Westfield St., Ste. 3, West Springfield, MA 01089

Phone: (413) 733-6900

Fax: (413) 733-4600

Email: jarduino@visitingangels.com

Website: www.visitingangels.com

Services: Alzheimer's/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Hospice, Live-in Aides, Personal Care/Home Health Aides, Transportation

Description: *Private Care.* Runs a comprehensive background screening on each caregiver. However, we also emphasize intangible traits such as a caring personality. At Visiting Angels, character matters.

Visiting Angels of Worcester

255 Park Ave., Ste. 1021, Worcester, MA 01609

Phone: (508) 757-4014

Fax: (508) 762-9727

Email: glindstrom@visitingangels.com

Website: www.visitingangels.com

Services: Alzheimer's/Dementia Care, Care Management, Chores & Cleaning, Companions, Homemaking, Hospice, Live-in Aides, Personal Care/Home Health Aides

Description: *Private Care.* Providing the best quality of care at the most affordable prices and "setting the new standard" for home care in the community.



For Safe, Professional, and Compassionate Care
Think Home Care!



The Agency Advantage

Question: Why contract with a home care agency rather than hire an aide or nurse directly?

Answer: Agencies have significant advantages over direct hires in the areas that matter most to families, including:

Employer Obligations: By hiring an aide or nurse directly, you take on the legal responsibilities of an employer, including paying payroll taxes, workers compensation, and unemployment insurance. Working with an agency alleviates you of these responsibilities.

Peace-of-Mind: The only background checks that come with a direct hire are those you conduct yourself. Home care agencies are required to conduct criminal background checks and screen their employees.

Security & Contingency: If something goes wrong with a direct hire, you're on your own. In contrast, home care agencies are required to carry insurance to protect you and can quickly provide a replacement if your aide or nurse is sick, injured, or changes jobs.

Training & Supervision: You're responsible for training and supervising your direct hire. Agencies, however, have the knowledge and resources to ensure their workers are thoroughly trained.



HOME CARE ALLIANCE
of MASSACHUSETTS
www.thinkhomecare.org

75 Kneeland St., Suite 709, Boston, MA 02111
Ph: (617) 482-8830 • Fx: (617) 426-0509