2019 GUIDE TO
Private Home Care Services
Central & Western
Massachusetts Edition
A Directory of Agencies Serving Berkshire, Franklin,
Hampden, Hampshire & Worcester Counties

Home Care. Making Life Easier.

HOME CARE ALLIANCE
of MASSACHUSETTS

www.thinkhomecare.org
2019 Guide To Private Care Services
Central & Western Massachusetts Edition

Published By:
Home Care Alliance of Massachusetts, Inc.
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www.thinkhomecare.org
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Cover Image:
Pam Ripley, 2018 Co-Aide of the Year
Porchlight Home Care (now, part of VNA Care)

Disclaimer: Every effort has been made to compile complete and accurate information for this guide; however, neither the Home Care Alliance of Massachusetts, Inc., nor its members, nor its employees will be responsible for errors or omissions in this guide. The information contained herein should not be construed as an endorsement of any home care provider or company, nor reflect in any way upon the quality of care and/or services provided by an agency or company.
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About This Directory

This book is one of three regional editions of the 2019 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 duty 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 each, and provides a cross-reference to their full profiles beginning on p. 13. In all, this directory lists a total of 48 home care agencies.

Additional copies of this directory – as well as its regional counterparts – 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 on the directory page. 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, ensures 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 care agencies, however, specialize in these situations.

What Is Home Care?

Given the option, most people prefer to be cared for in the comfort and dignity of their own homes. Fortunately, many types of care that were once only available in professional facilities can now be done at home. Home care – both in its medical and non-medical forms – is now an essential component of our health and long-term-care sectors, quietly serving millions of Americans at home, 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 expanded 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, home care can include everything from occasional help with household chores, to daily help 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.

How Do I Assess My 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.aginglifecareare.org.

The state’s Aging Service Access Point (ASAP) network is also a good resource. ASAPs are publicly-funded, local organizations 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. MassHealth, the state’s 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 generally does \textit{not} pay for 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 nursing homes. 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.

\textbf{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.

The Alliance \textit{only} accredits agencies that meet or exceed all fifteen standards. Look for the round accreditation logo throughout the Agencies section that begins on page 13.

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, review each of the remaining prospects’ websites and consult with your physician or hospital as necessary. Finally, interview the finalists over the phone.

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

☐ 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?

☐ Has the agency been accredited or certified by another organization?

☐ 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 Home Care Alliance of Massachusetts, Inc. is a statewide organization that promotes home care as an integral part of the health care system. Celebrating its 50th anniversary this year, the Alliance represents more than 160 agencies and 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 monitors issues that affect the industry. It fosters ongoing communication with state and federal officials 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 help agencies function in an ever-changing and complex marketplace. To learn more about upcoming programs, visit www.thinkhomecare.org/education.

Alliance Staff

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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.

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[www.thinkhomecare.org/agencies](http://www.thinkhomecare.org/agencies)
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## County-By-County Cross-Reference

### Hampshire County

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

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www.thinkhomecare.org/agencies
## County-By-County Cross-Reference

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

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<td>(508) 999-0878</td>
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<tr>
<td>HouseWorks, LLC</td>
<td>(617) 928-1010</td>
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<tr>
<td>JHC Private Care</td>
<td>(508) 713-0585</td>
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<tr>
<td>Nationwide Home Care Services</td>
<td>(781) 219-9491</td>
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<tr>
<td>Orchard Homecare</td>
<td>(508) 963-3303</td>
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<tr>
<td>Oriol Home Health, Inc</td>
<td>(508) 829-1124</td>
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</tr>
<tr>
<td>Overlook VNA, Inc</td>
<td>(800) 990-7642</td>
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</tbody>
</table>

[www.thinkhomecare.org/agencies](http://www.thinkhomecare.org/agencies)
## County-By-County Cross-Reference

### Worcester County, cont.

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

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Accred.</th>
<th>Medicare</th>
<th>LTC</th>
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<tr>
<td>Prime Home Hlth &amp; Companion Care</td>
<td>✔️</td>
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<td>Royale Care, Inc.</td>
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<td>RSSI Home Care</td>
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<td></td>
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<tr>
<td>Samaritan Health &amp; Home Care</td>
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<td>✔️</td>
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<tr>
<td>Seraphic Springs Healthcare</td>
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<td>✔️</td>
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<td>(800) 777-3595</td>
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<td>T.L. Connections, Inc.</td>
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<td></td>
<td>(781) 932-0759</td>
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<tr>
<td>Visiting Angels of Acton</td>
<td>✔️</td>
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<td>✔️</td>
<td>(888) 923-1115</td>
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<tr>
<td>Visiting Angels of Worcester</td>
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<td>(508) 757-4014</td>
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[www.thinkhomecare.org/agencies](http://www.thinkhomecare.org/agencies)
24 Hours Care  
73 Lexington St., #LL5, Newton, MA 02466  
Phone: (617) 792-0500  Fax: (617) 559-9901  
Email: info@24hourscare.com  
Website: www.24hourscare.com  
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.** CHAP accredited. 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.

Advantage Home Health Care Services  
1778 Washington St., 7B, Stoughton, MA 02072  
Phone: (781) 436-5071  Fax: (781) 436-3192  
Email: mjryan@aol.com  
Website: www.ahhcs.com  
Services: Alzheimer’s/Dementia Care, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Medication Management, Nursing, Pain Management, Personal Care/Home Health Aides, Physical Therapy, Private Duty Nursing, Psychiatric Nursing  
Description: **Medicare Certified, Private Care.** A small agency, focusing on the patient and families. Strives on continuity of care as well as friendly, trained staff.
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.

Around the Clock Home Healthcare
276 Turnpike Rd., Ste. 221, Westborough, MA 01581
Phone: (508) 281-6070    Fax: (508) 453-1028
Email: lindseyb@atchomehealthcare.com
Website: www.atchomehealthcare.com
Services: Alzheimer’s/Dementia Care, Appointment Escorts, Care Management, Chores & Cleaning, Companions, Homemaking, Hospice, Live-in Aides, Medication Management, Personal Care/Home Health Aides, Private Duty Nursing, Transportation
Description: **Private Care.** Provides the highest quality home care services to lend a helping hand. Provides guidance & assistance from the minute you call us, through the duration of your experience. Also accepts VA insurance.

Ascend Home Health of MA
100 Locke Dr., Marlborough, MA 01752
Phone: (800) 466-3227    Fax: (508) 251-5179
Email: mbackaler@ascendhealth.com
Website: www.ascendhealth.com
Services: Care Management, Hospice, Intravenous Therapy, Medical Social Work, Medication Management, Nursing, Occupational Therapy, Pain Management, Physical Therapy, Speech & Language Therapy
Description: **Private Care.** Dedicated to providing hospice and home health care services in the comfort of patient homes, ALF, and other areas within regulations.
Aveanna Healthcare
400 Interstate North Pkwy SE, Atlanta, GA 30339

Phone:  (857) 576-6924  Fax:   (978) 268-5150
Email:   meredith.ferreira@aveanna.com
Website:  www.aveanna.com


Description:  Medicare Certified, Private Care. CHAP accredited. Has helped set the standard for highly-skilled, in-home nursing services, raising the level of expertise in the home care community.

Branches:  Pediatrics
Brookline:  7 Harvard St., Suite 220, (857) 576-6924
Plymouth:  116 Long Pond Rd., Ste. 9, (508) 591-4113
Shrewsbury:  415 Boston Turnpike, Ste. 101, (508) 842-5809
Springfield:  354 Birnie Ave., 4th Fl., (413) 731-3050

Home Health
Waltham:  460 Totten Pond Rd., Ste. 400 (781) 373-1113
West Springfield:  78 Capitol Dr., (413) 205-1696
Worcester:  67 Millbrook St., Ste. 401 (508) 421-6800
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, CWOCN, 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. CHAP accredited. Home health, rehab team at home, skilled nursing, and therapy services. Private care services thru BAYADA Assistive Care. Adult Nursing, Pediatrics

Branches:
- Beverly (Assistive Care): 800 Cummings Center., (978) 922-0186
- Braintree (Assistive Care): 639 Granite St., (781) 884-9425
- Hyannis (Assistive Care): 270 Communication Way., (508) 778-5001
- Newton (Assistive Care): 2000 Commonwealth Ave., (617) 969-2600
- Quincy (Assistive Care): 400 Crown Colony Drive., (617) 773-0012
- Burlington: 127 Cambridge St., (781) 272-2536
- Canton: 275 Turnpike St., (617) 472-1001
- Dartmouth: 368 Faunce Corner Rd., (508) 742-0502
- Dedham: 980 Washington St., (617) 969-2600
- Falmouth: 80 Davis Straits., (508) 540-8770
- Hyannis: 750 Attucks Ln., (508) 778-8100
- Plymouth: 20 N. Park Ave., (508) 830-0999
- Worcester: 1 W. Boylston St., (508) 853-4100
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, Alzheimer’s/Dementia Care, Care Management,
CWOCN, Intravenous Therapy, Medical Social Work, Medication
Management, Nursing, Nutritionist, Occupational Therapy, Palliative Care,
Pain Management, Personal Care/Home Health Aides, Personal Emergency
Response Systems, Physical Therapy, Psychiatric Nursing, Respiratory
Therapy, Speech & Language Therapy, Telehealth Monitoring

Description: Medicare Certified, Private Care. Joint Commission accredited. 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
Carol Seager Associates
68 Hubbardston Rd., Princeton, MA 01541
Phone: (508) 755-7133
Email: susan@carolseagerassociates.com
Website: www.carolseagerassociates.com
Services: Alzheimer’s/Dementia Care, Appointment Escorts, Care Management, Chores & Cleaning, Companions, Homemaking, Hospice, Live-in Aides, Palliative Care, Pain Management, Personal Care/Home Health Aides
Description: Private Care. Provides non-medical, in-home services primarily staffed by licensed CNAs.

Century Homecare LLC
65 Water St., 2nd Fl., Worcester, MA 010604
Phone: (888) 292-1809 Fax: (877) 992-3820
Email: ceo@centuryhomecare.com
Website: www.centuryhomecare.com
Services: Alzheimer’s/Dementia Care, Care Management, Companions, Homemaking, Intravenous Therapy, Medical Social Work, Medication Management, Nursing, Occupational Therapy, Palliative Care, Pain Management, Personal Care/Home Health Aides, Physical Therapy, Private Duty Nursing, Psychiatric Nursing, Speech & Language Therapy
Description: Medicare Certified, Private Care. Our mission is to provide the highest quality of healthcare to empower our patients to enjoy safe, independent, and fulfilling lives in their own homes.
Branches: Springfield: 1 Federal St. 2nd Fl, East Ste., (413) 213-7060
Brockton: 103 Commercial St., 4th Fl. (508) 762-4031

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 Peloquin Dr., P.O. Box 11, Easthampton, MA 01027

Phone: (413) 527-2527  
Fax: (413) 527-8456  
Email: crnhomemcare@msn.com  
Website: www.crnhomecare.com  
Services: Adaptive Equipment, Alzheimer’s/Dementia Care, 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.

**CS&R Quality Homecare LLC**
67 Forest St., Ste. 267, Marlborough, MA 01752

Phone: (508) 630-8585  
Fax: (508) 630-8547  
Email: contact@csandrqualityhomecare.org  
Website: www.csandrqualityhomecare.org  
Services: Companions, Homemaking, Live-in Aides, Personal Care/Home Health Aides, Transportation  
Description: **Private Care.** Provides the highest quality services. Recruits the best staff & encourages their professional development. Fosters a “hands on,” proactive client advocacy & aims to deliver the best customer service.
Elderwood Home Care
176 Worcester Providence Tpke., Ste. 205, Sutton, MA 01590
Phone: (508) 865-2170 Fax: (508) 865-2975
Email: drokes@postacute.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.

Elevation Homecare
100 Cambridge St., Ste. 1400, Boston, MA 02114
Phone: (617) 917-5566
Email: service@elevationhca.com
Website: www.elevationhca.com
Services: Alzheimer’s/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Personal Care/Home Health Aides
Description: Private Care. Our services are aimed towards allowing seniors and disabled individuals to recover and maintain their health without having to be away from home.

Emerson Hospital Home Care
310 Baker Ave., Concord, MA 01742
Phone: (978) 287-8300 Fax: (978) 287-8399
Email: cdixon@emersonhosp.org
Website: www.emersonhospital.org/support/home_care
Services: CWOCN, Intravenous Therapy, Medical Social Work, Medication Management, Nursing, Nutritionist, Occupational Therapy, Pain Management, Personal Care/Home Health Aides, Physical Therapy, Private Duty Nursing, Speech & Language Therapy
Description: Medicare Certified, Private Care. Joint Commission accredited. CLD Program, CHF Program, wound care, ostomy, Fall Prevention Program, Total Joint Replacement. Quality patient-centered care.
**Excel HomeCare Services**  
4 Stony Hill Rd., Wilbraham, MA 01095  
Phone: (413) 583-2005  
Fax: (413) 583-2090  
Email: Excelnsg@yahoo.com  
Website: www.excelhomecareservices.com  
Services: Alzheimer's/Dementia Care, Care Management, Companions, Homemaking, Intravenous Therapy, Medical Social Work, Medication Management, Nursing, Nutritionist, Occupational Therapy, Personal Care/Home Health Aides, Physical Therapy, Private Duty Nursing, Speech & Language Therapy, Staffing, Transportation  
Description: Medicare Certified, Private Care. Accepts referrals 7 days a week for in-home VNA and therapy services and private duty care needs 24/7 in Western MA. LTC insurance accepted.  
Branches: Pittsfield: 100 Wendell Ave., Ste. 1 (413) 464-7444

**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 serves greater Western Massachusetts.
Grace Home Care, Inc.
51 Union St., Worcester, MA 01608
Phone: (508) 713-5834
Fax: (508) 365-6178
Email: gracehomecare2@gmail.com
Services: Alzheimer’s/Dementia Care, Care Management, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Medication Management, Nursing, Personal Care/Home Health Aides, Private Duty Nursing
Description: Private Care.

Guardian Angel Senior Services, Inc.
PO Box 36, North Billerica, MA 01862
Phone: (877) 279-4554
Fax: (978) 667-2636
Email: mlewis@guardianangelseniorservices.com
Website: www.guardianangelseniorservices.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. We provide quality home care services with love. We match caregivers to best suit your needs and keep a very consistent schedule up to 24-hr care.
Branches: Lynnfield: 40 Salem St., Bldg. 1, Ste. 8, (781) 854-4000
Worcester: 27 West Mountain St., (508) 365-6400

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
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: (508) 393-8338  Fax: (508) 393-2730
Email: laurie.bender@homeinstead.com
Website: www.homeinstead.com/151
Services: Alzheimer’s/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Personal Care/Home Health Aides
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: 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, Medication Management, Nursing, Personal Care/Home Health Aides, Staffing

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

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

**HouseWorks, LLC**
One Gateway Ctr., Ste. 902, Newton, MA 02458

Phone: (617) 928-1010
Fax: (617) 244-8256
Email: acohen@house-works.com
Website: www.house-works.com

Services: Alzheimer’s/Dementia Care, Companions, Home Modification, Live-in Aides, Personal Care/Home Health Aides

Description: *Private Care.* Founded in 1998. Dedicated to helping seniors live where and how they want. Committed to providing the best home care possible. Available anytime 24/7 and can fill same-day and last-minute requests.

Branches: Westborough: 129 E Main St., Ste. 132, (508) 366-1453

**Integra Home Health Agency**
200 North Main St., Ste. 1203, East Longmeadow, MA 01028

Phone: (413) 224-1912
Fax: (413) 224-1915
Email: emily@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.* CHAP accredited. 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**  
629 Salisbury Street, Worcester, MA 01609  
Phone: (508) 713-0585  
Fax: (508) 770-0539  
Email: mmontiverdi@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.* Joint Commission accredited. An affiliate of the Jewish Healthcare Center, a leader in innovative quality care. Physical therapy available for weekend referrals. Also offers medically complex, wound, & enteral care.

**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.

**Nationwide Home Care Services**  
112 Central Ave., Medford, MA 02155  
Phone: (781) 219-9491  
Fax: (781) 396-2017  
Email: nationwidehomecareservices@yahoo.com  
Website: www.nationwidehcs.org  
Services: Alzheimer’s/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Hospice, Live-in Aides, Personal Care/Home Health Aides  
Description: *Private Care.* A local non-medical home care agency built on integrity, love, kindness, and compassion. Customized care plans. Services available in English, Haitian Creole, Spanish, and French.
**O’Connell Care at Home**  
19 College Street Suite 7, South Hadley, MA 01075  
**Phone:** (413) 536-1110  
**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:** Holyoke: 512 Pleasant St., (413) 433-1030  
Springfield: 1 Federal St. Bldg. 101, (413) 798-4343  
South Deerfield: 2 Park St., Ste. 3, (413) 665-1590

**Orchard Homecare**  
340 Main St., Ste. 801A, Worcester, MA 01608  
**Phone:** (508) 963-3303  
**Fax:** (508) 770-1612  
**Email:** angwafolaw@aol.com  
**Website:** www.orchardhomecare.us  
**Services:** Chores & Cleaning, Companions, Homemaking, Hospice, Live-in Aides, Personal Care/Home Health Aides  
**Description:** Private Care. Provides individualized and high-quality care to seniors at home who might otherwise be living in assisted living or other long-term care facilities.

**Oriol Home Health, Inc.**  
52 Boyden Rd., Ste. 209, Holden, MA 01520  
**Phone:** (508) 829-1124  
**Fax:** (833) 841-3307  
**Email:** coriolmahoney@oriolhealthcare.com  
**Website:** www.oriolhomehealth.com  
**Services:** Intravenous Therapy, Medical Social Work, Nursing, Occupational Therapy, Pain Management, Personal Care/Home Health Aides, Physical Therapy, Speech & Language Therapy  
**Description:** Private Care. CHAP accredited. Adding home health services to family-owned & operated health care company with two established rehab & skilled nursing facilities and out-patient rehab services to better provide continuity of care.
Overlook Visiting Nurse Association, Inc.
88 Masonic Home Rd., Charlton, MA 01507

Phone: (800) 990-7642  Fax: (888) 978-9808
Email: info@overlook-vna.org
Website: www.overlook-vna.org

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

Description: Medicare Certified, Private Care. Joint Commission accredited. A non-profit home care agency. Our mission is to provide home health services across the continuum, with emphasis on health and well-being, one individual at a time.

Branches: New Bedford: 1 Welby Rd., (800) 990-7642
Sunderland: 267 Amherst Rd., Ste. 2B, (800) 990-7642

Porclilight Home Care (VNA Care)
32 Park St., Lee, MA 01238

Phone: (413) 243-1122  Fax: (413) 243-2440
Email: plamont@porchlighthomecare.org
Website: www.porchlighthomecare.org


Description: Medicare Certified, Private Care. Not-for-profit private duty agency offers quality home care in Berkshire, Hampden, and Hampshire Counties as an affordable alternative to a nursing home. Home Visiting Nurse Practitioner & Therapists.

Branches: Chicopee: 2024 Westover Rd., (413) 593-6962
West Hatfield: 9 West St., (413) 397-9933.
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.primehhcc.com
Services: Companions, Homemaking, Medication Management, Nursing, Personal Care/Home Health Aides
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.

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
Description: Medicare Certified, Private Care. CHAP accredited. 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
29 Craft St. Ste 260, 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
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.

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, Occupational Therapy, Pediatric Nursing, Personal Care/Home Health Aides, Physical Therapy, 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 Trade Center, Ste. 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) 923-1115Fax: (978) 263-1225
Email: trivero@visitingangel.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) 733-6900Fax: (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) 757-4014Fax: (508) 762-9727
Email: glindstrom@visitingangels.com
Website: www.visitingangels.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, Transportation
Description: Private Care. Providing the best quality of care at the most affordable prices. “Setting the new standard” for home care in the community.
The Agency Advantage

Many families ask why they should work with a home care agency rather than hiring a nurse or aide themselves. The answer is that agencies provide significant benefits over direct hires in the areas that matter the most to those receiving care.

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

**Peace of Mind:** Agencies are required to conduct criminal background checks and have access to comprehensive data generally unavailable to the public.

**Security & Contingency:** Agencies are required to carry various forms of insurance — such as workers’ compensation and liability — to protect you. Additionally, an agency can quickly provide a replacement if your aide or nurse is sick, injured, or changes jobs.

**Training & Supervision:** Agencies have resources to ensure their workers are thoroughly trained in every service they perform, including infection control, falls prevention, emergency preparation, and personal care tasks.