2020 GUIDE TO
Private Home Care Services
Central & Western
Massachusetts Edition
A Directory of Agencies Serving Berkshire, Franklin, Hampden, Hampshire & Worcester Counties

Vinetta Tyme, 2019 Co-Aide of the Year
HouseWorks, LLC

HOME CARE ALLIANCE
of MASSACHUSETTS
www.thinkhomecare.org
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 2020 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 what private home care 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 page 7 sorts agencies geographically, gives some basic information about each, and provides a cross-reference to their full profiles beginning on page 12. In all, this directory lists a total of 51 home care agencies.

Additional copies of this directory – as well as its regional counterparts – are available at no charge at www.thinkhomecare.org/directories or by calling (617) 482-8830. Those who make regular home care referrals might also consider our full directory, the Home Health Resource Directory. 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, local home care agencies can be true allies.

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 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? 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? Once you've identified your needs, it's much easier to select an agency to meet them.
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 your scope of need, a client or family may also want to work with an independent Aging Life Care Professional or geriatric care manager. These trained professionals can assess needs, find resources, and monitor services. A full list of Aging Life Care Professionals in the region is available at www.aginglifecarene.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.

**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 services enable elders to remain in their homes and target those at risk of needing nursing home care. They can be accessed through the ASAPs mentioned above.

**Commercial health insurance** typically covers some home care services when a person is recovering from injury, surgery, or temporary illness, but generally does **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 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.

The Alliance **only** accredits agencies that meet or exceed all fifteen standards. Look for the round accreditation logo throughout the Agencies section that begins on page 12.

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](http://www.thinkhomecare.org/accreditation).

**Fifth: Find & Interview Agencies**

Use this directory to narrow your search to a handful of candidates. Next, review the remaining prospects’ websites and consult with medical professionals as necessary. Finally, interview the finalists over the phone.

Agencies listed in this guide should 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 non-profit organization that promotes home care as an integral part of the health care system. The Alliance represents more than 160 agencies and is the definitive voice for home care in Massachusetts for more than 50 years.

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. It monitors issues that affect the industry and fosters ongoing communication with government officials to ensure that oversight of home care is developed with industry input. It fosters cooperation among agencies and keeps them informed of regulatory and marketplace forces that affect them and their clients.

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.

For more about the Alliance, visit us at www.thinkhomecare.org.
## County-By-County Cross-Reference

### Berkshire County

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

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### Franklin County

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

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

### Hampden County
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www.thinkhomecare.org/agencies
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www.thinkhomecare.org/agencies
Worcester County
Includes: Worcester, Leominster, Fitchburg, Shrewsbury, Milford, etc.

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<td>American Dream Homecare Agency</td>
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<td>Around the Clock Home Healthcare</td>
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<td>Commonwealth Nursing Service</td>
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<td>Elderwood Home Care</td>
<td>(508) 865-2170</td>
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<td>Emerson Hospital Home Care</td>
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<td>JHC Private Care (JHC HC&amp;H)</td>
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www.thinkhomecare.org/agencies
# County-By-County Cross-Reference

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

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<td>(508) 926-8848</td>
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<tr>
<td>Samaritan Health &amp; Home Care</td>
<td></td>
<td>✓</td>
<td></td>
<td>(800) 336-7639</td>
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<tr>
<td>Seraphic Springs Healthcare</td>
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<td>✓</td>
<td>✓</td>
<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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<td>Traditions Home Health Services</td>
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<td>✓</td>
<td>✓</td>
<td>(617) 229-6444</td>
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<td>Tribute Home Care</td>
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<td>(617) 517-5400</td>
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<td>UMass Memorial HealthAlliance</td>
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<td>✓</td>
<td>✓</td>
<td>(978) 728-0621</td>
<td>29</td>
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<tr>
<td>Visiting Angels of Acton</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>(888) 923-1115</td>
<td>29</td>
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<tr>
<td>Visiting Angels of Worcester</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>(508) 757-4014</td>
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www.thinkhomecare.org/agencies
Acclaim Home Health Care
120 Stafford St., Ste. 206, Worcester, MA 01603
Phone: (508) 459-6937  Fax: (508) 459-4154
Email: cnacclaim@msn.com
Website: www.acclaimworcester.com
Services: Companions, Intravenous Therapy, Medical Social Work, Nursing, Occupational Therapy, Palliative Care, Personal Care/Home Health Aides, Physical Therapy, Speech & Language Therapy
Description: Medicare Certified, Private Care. Clinician owned & run. High-skill clinicians, culturally competent staff. Primary nursing module, strong therapy. Patients are individuals, not numbers. No delays with services.

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, ASAP Contractor, Chores & Cleaning, Companions, Homemaking, Intravenous Therapy, Live-in Aides, Medical Social Work, 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, ASAP Contractor, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Nursing, Pain Management, Personal Care/Home Health Aides, Physical Therapy, Private Duty Nursing, Psychiatric Nursing, Staffing
Description: Medicare Certified, Private Care. A small agency, focusing on the patient and the family. Strives on continuity of care, as well providing friendly and trained staff.
American Dream Homecare Agency, LLC
33 Dover St., Brockton, MA 02301
Phone: (774) 223-8801 Fax: (774) 517-5466
Email: tavaresdonations69@gmail.com
Website: americandreamhca.com
Services: Alzheimer’s/Dementia Care, ASAP Contractor, Chores & Cleaning, Companions, CWOCN, Homemaking, Home Modification, Hospice (Licensed), Intravenous Therapy, Live-in Aides, Maternal/Child Support, Nursing, Nutritionist, Pain Management, Personal Care/Home Health Aides, Private Duty Nursing, Staffing, Telehealth Monitoring, VA Aide & Attendance
Description: Private Care. A local, non-medical agency built on integrity, love, kindness, & compassion. Committed to the care of your loved one by providing the services needed to improve their activities of daily living.

Anne Home Health Care, LLC
1078 Canterbury St., Roslindale, MA 02131
Phone: (857) 544-6694
Email: contact@annehomehealthcarellc.com
Website: www.annehomehealthcarellc.com
Services: Adult Day Health, Alzheimer’s/Dementia Care, Appointment Escorts, Companions, Homemaking, Live-in Aides, Personal Care/Home Health Aides
Description: Private Care. A non-medical healthcare agency made possible by a network of qualified personal care assistants. Our HHA and CNA have more than 5 years’ experience in the health field.

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, Appointment Escorts, ASAP Contractor, Companions, Homemaking, Nursing, Personal Care/Home Health Aides, Private Duty Nursing, VA Aide & Attendance
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
512 Main St., Ste. 203, Shrewsbury, MA 01545
Phone: (855) 839-4663 Fax: (508) 453-1028
Email: lindseyb@atchomehealthcare.com
Website: www.atchomehealthcare.com
Services: Alzheimer’s/Dementia Care, Appointment Escorts, ASAP Contractor, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Palliative Care, Personal Care/Home Health Aides, Private Duty Nursing, VA Aide & Attendance
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.

Aveanna Healthcare
7 Harvard St., Ste. 220, Brookline, MA 02445
Phone: (857) 576-6924 Fax: (978) 268-5150
Email: robert.kane@aveanna.com
Website: www.aveanna.com
Services: ASAP Contractor, Chores & Cleaning, Companions, CWOCN, Homemaking, Intravenous Therapy, Live-in Aides, Maternal/Child Support, Medical Social Work, 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. CHAP Accredited. Has helped set the standard for highly-skilled, in-home nursing services, raising the level of expertise in the home care community.
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, ASAP Contractor, Chores & Cleaning, Companions, CWOCN, Homemaking, Intravenous Therapy, Medical Social Work, 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
- Marlborough: 5 Mount Royal Ave, (508) 460-2023
- Plymouth: 20 N. Park Ave., (508) 830-0999
- Worcester: 1 W. Boylston St., (508) 853-4100

Capuano Home Health 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, ASAP Contractor, Chores & Cleaning, Companions, Homemaking, Medical Social Work, Nursing, Occupational Therapy, Personal Care/Home Health Aides, Physical Therapy

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: Alzheimer’s/Dementia Care, CWOCN, Intravenous Therapy, Medical Social Work, Nursing, Nutritionist, Occupational Therapy, Pain Mngmnt, Palliative Care, Personal Care/Home Health Aides, Personal Emergency Response Systems, Physical Therapy, Psychiatric Nursing, Respiratory Therapy, Speech & Language Therapy, Telehealth Monitoring, VA Aide & Attendance
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.cselderCare.com
Services: Alzheimer’s/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Pain Management, Palliative Care, Personal Care/Home Health Aides
Description: Private Care. Provides non-medical, in-home services primarily staffed by licensed CNAs.

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, ASAP Contractor, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Personal Care/Home Health Aides
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 Nursing Service, Inc.  
(Home Health Found.)  
847 Rogers St., Ste. 201, Lowell, MA 01852

Phone: (978) 459-7771  Fax: (978) 459-7767  
Email: info@homehealthfoundation.org  
Website: commonwealthnursing.org  
Services: Chores-and-Cleaning, Companions, CWOCN, Homemaking, Hospice (Licensed), Intravenous Therapy, Maternal/Child Support, Medical Social Work, Nursing, Nutritionist, Occupational Therapy, Pain Management, Palliative Care, Pediatric Nursing, Personal Care/Home Health Aides, Physical Therapy, Private duty Nursing, Psychiatric Nursing, Respiratory Therapy, Speech & Language Therapy, Telehealth Monitoring

Description: Medicare Certified, Licensed Hospice, Private Care. Joint Commission Accredited. Pre- and post-acute comprehensive home and community care provided by Home Health VNA, Circle Home, Hallmark Health VNA, & Merrimack Valley Hospice. Member of Wellforce Health System.

Branches: Lowell (Circle Home, Inc.): 847 Rogers St., Ste. 201, (978) 459-9343  
Newburyport: 95 Parker St., (978) 465-3441  
Haverhill (Hospice House): 360 North Ave., (978) 377-9100  
Malden (Hallmark Health VNA): 178 Savin St., Ste. 300, (781) 338-7800  
North Hampton, NH: 29 Lafayette Rd., (603) 926-2066

Commonwealth Registry of Nurses, Inc.  
29 Peloquin 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: Alzheimer's/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Home Modification, Nursing, Pain Management, Palliative Care, Personal Care/Home Health Aides, Private Duty Nursing, Staffing

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.

Compassionate HealthCare Systems LLC  
1275 Elm St., Ste. D, West Springfield, MA 01089

Phone: (888) 372-0571  Fax: (888) 380-7251  
Website: www.compassionatehcs.com  
Services: Chores & Cleaning, Homemaking, Nursing, Personal Care/Home Health Aides, Physical Therapy

Description: Medicare Certified, Private Care. CHAP Accredited. Committed to providing quality home care as an effective alternative to hospitalization and assisting clients in transitioning from inpatient to the community.
CS&R Quality Home Care 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: Alzheimer’s/Dementia Care, Appointment Escorts, Companions, Homemaking, Live-in Aides, Personal Care/Home Health Aides
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, ASAP Contractor, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Nursing, 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.

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, 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, Appointment Escorts, ASAP Contractor, Companions, Homemaking, Intravenous Therapy, Medical Social Work, Nursing, Nutritionist, Occupational Therapy, Personal Care/Home Health Aides, Physical Therapy, Private Duty Nursing, Speech & Language Therapy, Staffing  
**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

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**Glenmeadow at Home**  
24 Tabor Crossing, Longmeadow, MA 01106  
**Phone:** (800) 633-6313  
**Fax:** (413) 567-7945  
**Email:** mcarrier@glenmeadow.org  
**Website:** www.glenmeadow.org  
**Services:** Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Home Modification, Personal Care/Home Health Aides, Personal Emergency Response Systems, Private Duty Nursing  
**Description:** *Private Care.* Offers quality home health services from a proven non-profit provider.

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**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, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Personal Care/Home Health Aides, VA Aide & Attendance  
**Description:** *Private Care.* Located in Springfield, and provider of quality, non-medical, in-home health care that serves greater Western Massachusetts and Suffield Connecticut.  
**Branches:** Suffield, CT: 11 High St., Ste. 101, (860) 386-6323
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, ASAP Contractor, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Nursing, Palliative Care, Personal Care/Home Health Aides, Private Duty Nursing, Staffing
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

Guardian Healthcare, LLC
891 Centre St., Boston, MA 02130
Phone: (888) 943-1976  Fax: (888) 333-1164
Email: jose.delarosa@myguardian.org
Website: www.myguardian.org
Services: ASAP Contractor, Homemaking, Medical Social Work, Nursing, Occupational Therapy, Personal Care/Home Health Aides, Physical Therapy, Speech & Language Therapy
Description: **Medicare Certified, Private Care.** Joint Commission Accredited. Provides superior care from dedicated professionals. Achieves the highest possible clinical outcomes and patient satisfaction. Our staff is culturally competent in more than 8 different languages.
Branches: Lawrence: 25 Marston St., Ste. 302, (978) 975-2000
Shrewsbury: 415 Boston Turnpike, Ste. 303, (508) 925-4800
Brockton: 1324 Belmont St., Ste. 209, (508) 562-4009
GVNA Healthcare, Inc.
34 Pearly Ln., Gardner, MA 01440
Phone: (800) 382-7305 Fax: (978) 632-6843
Email: elaine.fluet@gvnahealthcare.org
Website: www.gvnahealthcare.org
Services: Adult Day Health, Alzheimer’s/Dementia Care, Appointment Escorts, ASAP Contractor, Companions, CWOCN, Homemaking, Hospice (Licensed), Maternal/Child Support, Medical Social Work, Nursing, Occupational Therapy, Pain Management, Palliative Care, Personal Care/Home Health Aides, Personal Emergency Response Systems, Physical Therapy, Private Duty Nursing, Speech & Language Therapy, Telehealth Monitoring
Description: Medicare Certified, Licensed Hospice, 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, VA Aide & Attendance
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, ASAP Contractor, 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

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, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Nursing, Personal Care/Home Health Aides, Private Duty Nursing, Staffing
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 (JHC HomeCare & Hospice)
629 Salisbury St., Worcester, MA 01609
Phone: (508) 713-0585  Fax: (508) 770-0539
Email: mmontiverdi@jhchomecare.com
Website: www.jewishhealthcarecenter.com
Services: Alzheimer’s/Dementia Care, Hospice (Licensed), Intravenous Therapy, Medical Social Work, Nursing, Nutritionist, Occupational Therapy, Pain Management, Palliative Care, Personal Care/Home Health Aides, Physical Therapy, Speech & Language Therapy
Description: Medicare Certified, Licensed Hospice, Private Care. Joint Commission Accredited. An affiliate of the Jewish Healthcare Center, a leader in innovative quality care. Therapy available for weekend referrals. Also offers medically complex, IV, 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, Chores & Cleaning, Companions, Homemaking, Palliative Care, Personal Care/Home Health Aides, VA Aide & Attendance
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.
Legacy Home Senior Care
311C Main St., Williamstown, MA 01267
Phone: (413) 884-5754
Email: mmorrison@athomeseniors.net
Website: www.legacyhomeseniorkare.com
Services: Alzheimer’s/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Personal Care/Home Health Aides, Staffing
Description: Private Care. Dedicated to providing professional care that enables seniors to continue living in the comfort of home. We encourage independence, individuality, and freedom of choice.

Mainstay Supportive Housing and Home Care, Inc.
29 Craft St., Ste. 260, Newton, MA 02458
Phone: (888) 333-2481 Fax: (617) 789-5750
Email: doreen.cummings@mainstayliving.org
Website: www.mainstayliving.org
Services: Chores-and-Cleaning, Companions, Homemaking, Live-in Aides, Personal Care/Home Health Aides
Description: Private Care. A non-profit organization that develops, manages, and services affordable, community-based, service-enriched housing for a variety of vulnerable populations. Formerly, MHPI and RSSI, Inc.
Branches: Chelsea: 100 Bellingham St., (617) 884-6333
Spencer: 195 Main St., (774) 745-7446

O’Connell Care at Home
19 College Street, Ste. 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, ASAP Contractor, Chores & Cleaning, Companions, Homemaking, Nursing, Personal Care/Home Health Aides, Private Duty Nursing
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
Omama Home HealthCare
484 Main St., Ste. 535 D, Worcester, MA 01609
Phone: (508) 459-1549         Fax: (833) 274-1228
Email: info@omamahomehealth.net
Website: www.omamahomehealth.net
Services: Alzheimer’s/Dementia Care, Appointment Escorts, Companions, Live-in Aides, Palliative Care, Personal Care/Home Health Aides
Description: *Private Care.* A new generation of non-medical home care located in the heart of Massachusetts. Compassionate and caring about the dignity, safety, and well-being of our clients. Your loved ones are in good hands.

Oriol At Home (Oriol Home Health, Inc.)
52 Boyden Road, Holden, MA 01520
Phone: (508) 829-1140         Fax: (774) 221-2216
Email: coriolmahoney@oriolhealthcare.com
Website: www.oriolhealthcare.com
Services: Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Intravenous Therapy, Medical Social Work, Nursing, Occupational Therapy, Pain Management, Personal Care/Home Health Aides, Physical Therapy, Private Duty Nursing, Speech & Language Therapy
Description: *Medicare Certified, Private Care.* CHAP Accredited. Focuses on continuum of care for patients from rehab stays, to home care and out-patient needs. We understand the importance of family, community, comfort and wellness. Family-owned.

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-mass.org
Services: ASAP Contractor, Chores & Cleaning, Companions, Homemaking, Hospice (Licensed), Intravenous Therapy, Medical Social Work, 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
Prime Home Health and Companion Care
296 N. Main street, East Longmeadow, MA 01028
Phone: (413) 525-0155 Fax: (413) 525-0056
Email: kristin@primehhcc.com
Website: www.primehhcc.com
Services: Alzheimer’s/Dementia Care, ASAP Contractor, Companions, Homemaking, Nursing, Personal Care/Home Health Aides
Description: Private Care. With staff with more than 30 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., Westborough, MA 01581
Phone: (508) 282-5332 Fax: (508) 599-1130
Email: gail.hanson@rahewc.com
Website: www.rahewc.com
Services: Alzheimer’s/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Nursing, Palliative Care, Personal Care/Home Health Aides, Private Duty Nursing
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, Chores & Cleaning, Companions, Homemaking, Live-in Aides, 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.

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Samaritan Health & Home Care (VNA of SWC)
534 School St., PO Box 368, Webster, MA 01570

Phone: (800) 336-7639     Fax: (508) 949-1476
Email: vnaswcmajf@aol.com
Website: www.vnaswcc.org

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

Description: **Medicare Certified, Licensed Hospice, 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, ASAP Contractor, 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: Fitchburg: 348 Lancaster St., Ste. 102 (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.

Traditions Home Health Services, LLC
1 New Boston Dr., Ste. 7, Canton, MA 02021
Phone: (617) 229-6444  Fax: (617) 299-3355
Email: owen@traditionshhs.com
Website: www.traditionshhs.com
Services: Alzheimer’s/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Nursing, Personal Care/Home Health Aides, Private Duty Nursing, Staffing
Description: Private Care. Brings personalized, compassionate, meaningful, and safe care to seniors of all backgrounds in their homes, assisted living facilities, or nursing homes. Offers several unique specialized programs.
Branches: Hyannis: 100 Independence Dr., (617) 229-6444
**Tribute Home Care**  
24 Cambridge St., 2nd Fl., Charlestown, MA 02129  
Phone:  (617) 517-5400  Fax:  (617) 517-5454  
Email:  info@tributehomecare.com  
Website:  www.tributehomecare.com  
Services:  Alzheimer’s/Dementia Care, Appointment Escorts, Companions, Live-in Aides, Personal Care/Home Health Aides  
Description:  *Private Care.* When caregivers are inspired, equipped, and celebrated, their relationships with clients can be deep, even transforming. We want to share that with you.  

**UMass Memorial HealthAlliance Home Health & Hospice**  
*(HealthAlliance Home Health & Hospice)*  
60 Hospital Road, Leominster, MA 01453  
Phone:  (978) 728-0621  Fax:  (978) 537-0134  
Email:  astgermain@healthalliance.com  
Website:  www.hahhh.org  
Services:  Hospice (Licensed), Intravenous Therapy, Medical Social Work, Nursing, Occupational Therapy, Pain Management, Palliative Care, Personal Care/Home Health Aides, Physical Therapy, Speech & Language Therapy, Telehealth Monitoring  
Description:  *Medicare Certified, Licensed Hospice, Private Care.* Will help you and your family during difficult times by providing quality, compassionate, and cost-effective care.

**Visiting Angels of Acton**  
498 Great Rd., Acton, MA 01720  
Phone:  (888) 923-1115  Fax:  (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) 733-6900  
**Fax:** (413) 733-4600  
**Email:** jarduino@visitingangels.com  
**Website:** www.visitingangels.com  
**Services:** Alzheimer’s/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Palliative Care, Personal Care/Home Health Aides

**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.

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**Visiting Angels of Worcester**
255 Park Ave., Ste. 705, Worcester, MA 01609

**Phone:** (508) 757-4014  
**Fax:** (508) 762-9727  
**Email:** glindstrom@visitingangels.com  
**Website:** www.visitingangels.com  
**Services:** Alzheimer’s/Dementia Care, Appointment Escorts, Chores & Cleaning, Companions, Homemaking, Live-in Aides, Nursing, Palliative Care, Personal Care/Home Health Aides

**Description:** *Private Care.* Providing the best quality of care at the most affordable prices. “Setting the new standard” for home care in the community.
Notes
For Safe, Professional, and Compassionate Care

Think Home Care!

HOME CARE ALLIANCE
of MASSACHUSETTS

www.thinkhomecare.org
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.