

The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Public Health  
250 Washington Street, Boston, MA 02108-4619

MAURA T. HEALEY  
Governor

KIMBERLEY DRISCOLL  
Lieutenant Governor

KATHLEEN E. WALSH  
Secretary

ROBERT GOLDSTEIN, MD,  
PHD Commissioner

Tel: 617-624-0000  
[www.mass.gov/dph](http://www.mass.gov/dph)

November 21, 2023

VIA FIRST CLASS & CERTIFIED MAIL NO. 7021 2720 0000 7504 2168,  
RETURN RECEIPT REQUESTED

Chad Waterman  
123 Pleasant Street  
Holbrook, MA 02343

RE: In the Matter of Chad Waterman  
Docket No. NHA-2022-005  
License No. NH5401 (Expired 6/30/2023)

Dear Mr. Waterman:

Please find enclosed the **Final Decision and Order by Default** issued by the Board of Registration of Nursing Home Administrators on November 21, 2023 and effective December 1, 2023. This constitutes full and final disposition of the above-referenced complaint, as well as the final agency action of the Board. Your appeal rights are noted on page 4.

Please note that as of the effective date, your license status will change to **Revoked; Expired**. It will remain in this status until the Board notifies you of a change in license status in accordance with the terms of the order.

Please direct all questions, correspondence and documentation relating to licensure reinstatement to the attention of Lisa Ferguson at the address above. You may also contact Ms. Ferguson at [lisa.ferguson@mass.gov](mailto:lisa.ferguson@mass.gov)

You may contact Judith Bromley, Esq., Board Counsel at [judith.bromley2@mass.gov](mailto:judith.bromley2@mass.gov) with any questions that you may have concerning this matter.

Sincerely,

  
Steven R. Joubert, LMHC, LNHA  
Executive Director  
Board of Nursing Home Administrators

Enclosures

Cc: Candace Hodge, Esq., Prosecutor

COMMONWEALTH OF MASSACHUSETTS  
SUFFOLK COUNTY

BOARD OF REGISTRATION OF  
NURSING HOME  
ADMINISTRATORS

---

Board of Registration of )  
Nursing Home Administrators )  
Petitioner )  
v. )  
 )  
Chad Waterman )  
License No. NH5401 )  
License Expires: 06/30/2023 )  
Respondent )

---

Docket No.: NHA-2022-005

**FINAL DECISION AND ORDER BY DEFAULT**

On March 31, 2023, an Order to Show Cause ("Show Cause Order") on behalf of the Board of Registration of Nursing Home Administrators ("Board") was issued and duly served on Chad Waterman ("Respondent") related to a complaint filed regarding Respondent's license.<sup>1</sup> In addition to stating the allegations against Respondent, the Show Cause Order notified Respondent that an Answer to the Show Cause Order ("Answer") was to be submitted within 21 days of receipt of the Show Cause Order.<sup>2</sup> The Show Cause Order also notified Respondent of the right to request a hearing on the allegations,<sup>3</sup> and that any hearing request ("Request for Hearing") was to be submitted within 21 days of receipt of the Show Cause Order.<sup>4</sup> Respondent was further notified that failure to submit an Answer within 21 days "shall result in the entry of default in the above-captioned matter" and, if defaulted, "the Board may enter a Final Decision and Order that assumes the truth of the allegations in the Show Cause Order and may revoke, suspend, or take other disciplinary action against [Respondent's] license, ...including any right to

---

<sup>1</sup> Pursuant to 801 CMR 1.01(6)(a).

<sup>2</sup> In accordance with 801 CMR 1.01(6)(d)(2).

<sup>3</sup> Pursuant to M.G.L. c. 112, § 61.

<sup>4</sup> Respondent was also notified that failure to timely submit a Request for Hearing would constitute a waiver of the right to a hearing.

renew [Respondent's] license." A copy of the Show Cause Order is attached to this Final Decision and Order by Default and is incorporated herein by reference.

As of the date of this Final Decision and Order by Default, Respondent has failed to file either an Answer or a Request for Hearing.

The Board has afforded Respondent an opportunity for a full and fair hearing on the allegations in the Show Cause Order as required by M.G.L. c. 30A, § 10, and sufficient notice of the issues involved to afford Respondent reasonable opportunity to prepare and present evidence and argument as required by M.G.L. c. 30A, § 11(1). The Board has also notified Respondent of the obligation under 801 CMR 1.01(6)(d) to file an Answer to the Show Cause Order within 21 days of its receipt and of the consequences of failing to file an Answer or otherwise respond.

As authorized by M.G.L. c. 30A, § 10(2), the Board may make informal disposition of any adjudicatory proceeding by default. Upon default, the allegations of the complaint against Respondent are accepted as true. *Danca Corp. v. Raytheon Co.*, 28 Mass. App. Ct. 942, 943 (1990).

Based on the foregoing, the Board enters a default in the above-captioned matter and, consequently, the allegations in the Order to Show Cause are deemed to be true and Respondent has waived the right to be heard. In accordance with the Board's authority and statutory mandate, the Board orders as follows:

The Board voted to adopt the within Final Decision at its meeting held on November 17, 2023, by the following vote:

*In favor:* P. Stapleton, LNHA, S. Davis, LNHA, C. Fenn, LNHA, P. Terpelets, J. Divver,  
T. Loy, Ph.D., Sr. J. McCarthy, CSJ, RN, N. Lordan, NHA

Opposed: None

Abstained: None

Recused: None

Absent: N. Prendergast, R. Webster, RN

## ORDER

Based on the foregoing, the Board **REVOKES** the Respondent's license to practice as a Nursing Home Administrator in Massachusetts, License No. NH5401 indefinitely. The Board further revokes the Respondent's right to renew his license. If Respondent renews his license to practice as a Nursing Home Administrator in Massachusetts before the Effective Date of this Final Decision and Order by Default, the Board Revokes said license.

Respondent shall not practice as a Nursing Home Administrator in Massachusetts on or after the Effective Date of this Order. "Practice as a Nursing Home Administrator" includes, but is not limited to, seeking and accepting a paid or voluntary position as a Nursing Home Administrator or in any way representing herself as a Nursing Home Administrator in Massachusetts. The Board shall refer any evidence of unlicensed practice to appropriate law enforcement authorities for prosecution as provided by M.G.L. c. 112, §§ 65 and 23Y.

The Board may choose to reinstate Respondent's license if the Board determines in its sole discretion that reinstatement is in the best interests of the public health, safety and welfare.

The Board voted to adopt the within Final Order at its meeting held on November 17, 2023, by the following vote:

*In favor:* P. Stapleton, LNHA, S. Davis, LNHA, C. Fenn, LNHA, P. Terpelets, J. Divver,  
T. Loy, Ph.D., Sr. J. McCarthy, CSJ, RN, N. Lordan, NHA

*Opposed:* None

*Abstained:* None

*Recused:* None

*Absent:* N. Prendergast, R. Webster, RN

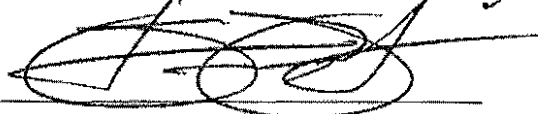
## EFFECTIVE DATE OF ORDER

This Final Decision and Order becomes effective upon the tenth (10<sup>th</sup>) day from the date issued (see "Date Issued" below).

**RIGHT TO APPEAL**

Respondent is hereby notified of the right to appeal this Final Decision and Order to the Supreme Judicial Court pursuant to M.G.L. c. 112, §64. Respondent must file any appeal within thirty (30) days of receipt of this notice of Final Decision and Order.

Board of Registration of Nursing Home Administrators



Steven R. Joubert, LMHC, LNHA

Executive Director

Board of Nursing Home Administrators

Date Issued: November 21, 2023

Notified:

**Via First Class & Certified Mail No. 7021 2720 0000 7504 2168,**

**Return Receipt Requested**

Chad Waterman  
123 Pleasant Street  
Holbrook, MA 02343

**Via Interoffice**

Candace Hodge, Esq.  
Prosecutor  
Office of General Counsel  
250 Washington Street, 2<sup>nd</sup> Floor  
Boston, MA 02108

COMMONWEALTH OF MASSACHUSETTS

SUFFOLK COUNTY

BOARD OF REGISTRATION OF  
NURSING HOME ADMINISTRATORS

Board of Registration of  
Nursing Home Administrators  
Petitioner

v.

Chad Waterman  
License No. NH5401  
License Expires 06/30/2023  
Respondent

Docket No. NHA-2022-005

**ORDER TO SHOW CAUSE**

Chad Waterman, ("Respondent") you are hereby ordered to appear and show cause why the Massachusetts Board of Registration of Nursing Home Administrators ("Board") should not suspend, revoke, or otherwise take action against your license to practice as a Nursing Home Administrator ("NHA") in the Commonwealth of Massachusetts, License No. NH5401 or your right to renew such license, pursuant to the Massachusetts General Laws Chapter 112, § 61 and Board regulations at 245 Code Mass. Regs. §§ 5.02, 6.03, based upon the following facts and allegations:

**Factual Allegations**

1. On or about August 22, 2014, the Board issued to you a license to engage in the practice of nursing home administration as an NHA in the Commonwealth of Massachusetts, License No. NH5401 ("License"). Your License expires on June 30, 2023, if not renewed.
2. From at least June 9, 2021, through and including September 23, 2021, you were employed in your capacity as a NHA as Administrator of Revolution Charlwell ("Charlwell"), located at 305 Walpole Street, Norwood, MA.
3. Charlwell is a "Nursing Home" as defined by Mass. Gen. Laws ch. 112, § 71.
4. The Division of Health Care Facility Licensure and Certification ("Division") conducted a Recertification Survey and an Extended Survey from June 9, 2021, through July 6, 2021 ("the Survey").

5. During the survey, the Division identified Immediate Jeopardy for F689 Free of Accident Hazards/Supervision Devices.
6. On June 17, 2021, the Division sent a Notice of Determination of Immediate Jeopardy to the Respondent.
7. On June 23, 2021, during the Survey, Charlwell was found in compliance and the Immediate Jeopardy was removed effective July 3, 2021.
8. In the Survey, the Division cited Charlwell for forty-three deficiencies.
9. On or about July 6, 2021, the Division generated a statement of Deficiencies because of the Survey which contained findings of a substandard quality of care at Charlwell. The deficiencies include the following:
  - a. F550 – Resident Rights/Exercise of Rights in violation of 42 Code of Federal Regulations §§ 483.10(a)- 483.10(b)(2).
  - b. F557 – Respect, Dignity/Right to have Personal Property in violation of 42 C.F.R. §§ 483.10(e), 483.10(e)(2).
  - c. F558 – Reasonable Accommodations Needs/Preferences in violation of 42 C.F.R. § 483.10(e)(3).
  - d. F561 – Self Determination in violation of 42 C.F.R. §§ 483.10(f)(1)-(3), 483.10(f)(8).
  - e. F563 – Right to Receive/Deny Visitors in violation of 42 C.F.R. §§ 483.10(f)(4)(i)-(v).
  - f. F565 – Resident/Family Group and Response in violation of 42 C.F.R. §§ 483.10(f)(5)(i)-(iv), 483.10(f)(6)-483.10(f)(7)
  - g. F582 – Medicaid/Medicare Coverage/Liability Notice in violation of 42 C.F.R. §§ 483.10(g)(17)-483.10(g)(18).
  - h. F584 – Safe/Clean/Comfortable/Homelike Environment in violation of 42 C.F.R. § 483.10(i).
  - i. F585 – Grievances in violation of 42 C.F.R. § 483.10(j).
  - j. F609 – Reporting of Alleged Violations in violation of 42 C.F.R. § 483.12(c).
  - k. F656 Develop Implement Comprehensive Care Plan, in violation of 42 C.F.R. § 483.21(b)(1).
  - l. F657 – Care Plan Timing and Revision in violation of 42 C.F.R. § 483.21(b)(2).

- m. F658 – Services Provided Meet Professional Standards in violation of 42 C.F.R. § 483.10(b)(3)(i).
- n. F661 – Discharge Summary in violation of 42 C.F.R. § 483.21(c)(2).
- o. F675 – Quality of Life in violation of 42 C.F.R. § 483.24.
- p. F679 – Activities Meet Interest/Needs Each Resident in violation of 42 C.F.R. § 483.24(c)(1).
- q. F684 – Quality of Care in violation of 42 C.F.R. § 483.25.
- r. F689 – Free of Accident Hazards/Supervision/Devices, in violation of 42 C.F.R. § 483.25(d).
- s. F692 – Nutrition/Hydration Status Maintenance in violation of 42 C.F.R. §§ 483.25(g)(1)-(3).
- t. F697 – Pain Management in violation of 42 C.F.R. § 483.25(k).
- u. F698 – Dialysis in violation of 42 C.F.R. § 483.25(l).
- v. F700 – Bedrails in violation of 42 C.F.R. § 483.25(n).
- w. F726 – Competent Nursing Staff in violation of 42 C.F.R. §§ 483.35(a)(3)-(4), 483.35(c).
- x. F740 – Behavioral Health Services in violation of 42 C.F.R. § 483.40.
- y. F744 – Treatment/Service for Dementia in violation of 42 C.F.R. § 483.40(b)(3).
- z. F760 – Residents are Free of Significant Medication Errors in violation of 42 C.F.R. § 483.45(f)(2).
- aa. F761 – Label/Store Drugs and Biologicals, in violation of 42 C.F.R. §§ 483.45(g), 483.45(h).
- bb. F801 – Qualified Dietary Staff, in violation of 42 C.F.R. §§ 483.60(a)(1)-(2).
- cc. F802 – Sufficient Dietary Support Personnel in violation of 42 C.F.R. §§ 483.60(a)(3), 483.60(b).
- dd. F803 – Menus Meet Resident Needs/Prepared in Advance/Be Followed in violation of 42 C.F.R. §§ 483(c)(1)-(7).
- ee. F804 – Nutritive Value/Appear, Palatable/Preferred Temperature, in violation of 42 C.F.R. §§ 483.60(d)(1)-(2).

- ff. F806 – Resident Allergies, Preferences, Substitutes in violation of 42 C.F.R. §§ 483.60(d)(4)-(5).
  - gg. F812 – Food Procurement, Store/Prepare/Serve-Sanitary in violation of 42 C.F.R. §§ 483.60(l)(1)-(2).
  - hh. F814 – Dispose Garbage and Refuse Properly in violation of 42 C.F.R. § 483.60(i)(4).
  - ii. F838 – Facility Assessment in violation of 42 C.F.R. §§ 483.70(e)(1)-(3).
  - jj. F849 – Hospice Services in violation of 42 C.F.R. §§ 483.70(o)(1)-(4).
  - kk. F867 – Quality Assurance and Performance Improvement Program/QAA Improvement Activities in violation of 42 C.F.R. § 483.75(g)(2)(ii).
  - ll. F880 – Infection Prevention and Control in violation of 42 C.F.R. §§ 483.80(a)(1)-(2), 483.80(a)(4), 483.80(e), 483.80(f).
  - mm. F908 – Essential Equipment, Safe Operating Condition in violation of 42 C.F.R. § 483.90(d)(2).
  - nn. F909 – Resident Bed in violation of 42 C.F.R. § 483.90(d)(3).
  - oo. F914 – Bedrooms Assure Full Visual Privacy in violation of 42 C.F.R. §§ 483.90(e)(1)(iv)-(v).
  - pp. F921 – Safe/Functional/Sanitary/Comfortable Environment in violation of 42 C.F.R. § 483.90(i).
  - qq. F925 – Maintains an Effective Pest Control Program in violation of 42 C.F.R. § 483.90(l)(4).
10. On or about July 9, 2021, the Division issued the Statement of Deficiencies to Charlwell. You did not contest the deficiencies and did not file an appeal.
  11. A follow up survey was conducted at Charlwell from September 22, 2021, through September 23, 2021 ("Second Survey").
  12. In the Second Survey, the Division cited Charlwell for six deficiencies identified in the Statement of Deficiencies dated July 9, 2021, which Charlwell failed to resolve.
  13. On or about September 23, 2021, the Department generated a statement of Deficiencies because of the Second Survey which contained findings of a substandard quality of care at Charlwell. The deficiencies include the following:
    - a. F565 – Resident/Family Group and Response in violation of 42 C.F.R. §§ 483.10(f)(5), 483.10(6)-(7).

- b. F726 – Competent Nursing Staff in violation of 42 C.F.R. §§ 483.35(a)(3)-(4), 483.35(e).
  - c. F740 – Behavioral Health Services in violation of 42 C.F.R. § 483.40.
  - d. F744 – Treatment/Service for Dementia in violation of 42 C.F.R. § 483.40(b)(3).
  - e. F802 – Sufficient Dietary Support Personnel in violation of 42 C.F.R. §§ 483.60(a)(3), 483.60(b).
  - f. F880 – Infection Prevention and Control in violation of 42 C.F.R. §§ 483.80(a)(1)-(2), 483.80(a)(4), 483.80(e), 483.80(f).
14. On or about September 23, 2021, the Division issued the Statement of Deficiencies to Charlwell. You did not contest the deficiencies and did not file an appeal.
15. To date, you have not submitted a response to the Board.

**Grounds for Discipline<sup>1</sup>**

- 16. Your conduct as alleged, as well as other evidence that may be adduced at hearing, warrants disciplinary action by the Board against your license to practice as an NHA and/or your right to renew your license pursuant to Board Regulation 245 Code Mass. Regs. § 5.02(4) for not acting within the scope of practice of Nursing Home Administrators.
- 17. Your conduct as alleged, as well as other evidence that may be adduced at hearing, warrants disciplinary action by the Board against your license to practice as an NHA and/or your right to renew your license pursuant to Board regulation 245 Code Mass. Regs. § 5.02(5) for failing to only assume those duties and responsibilities within your scope of practice and for which you have acquired and maintained necessary knowledge, skills, and abilities.
- 18. Your conduct as alleged, as well as other evidence that may be adduced at hearing, warrants disciplinary action by the Board against your license to practice as an NHA and/or your right to renew your license pursuant to Board regulation 245 Code Mass. Regs. § 5.02(6) for failing to be responsible and accountable for your judgments, actions, and competency while performing your duties as a Nursing Home Administrator.
- 19. Your conduct as alleged, as well as other evidence which may be adduced at hearing, warrants disciplinary action by the Board against your license to practice as an NHA and/or

---

<sup>1</sup> It is well-settled administrative law that due process requires that "notice must be given that is reasonably calculated to apprise an interested party of the proceeding and to afford him an opportunity to present his case;" due process does not require Prosecuting Counsel to provide a detailed description of evidence they intend to introduce at a disciplinary hearing. *Langlitz v. Board of Registration of Chiropractors*, 396 Mass. 374, 376-377 (1985). *See Lapointe v. License Board of Worcester*, 389 Mass. 454, 458 (1983) ("[d]ue process requires notice of the grounds on which the board might act rather than the evidentiary support for those grounds"). Thus, notice pleadings do not require Prosecuting Counsel to match factual allegations to grounds for discipline. Similarly, factual allegations are not necessarily an exhaustive characterization of the evidence to be adduced at a hearing.

your right to renew your license pursuant to Board regulation 245 Code Mass. Regs. § 5.02(12) for placing a resident, yourself, or others at undue risk for the transmission of infectious diseases.

20. Your conduct as alleged, as well as other evidence which may be adduced at hearing, warrants disciplinary action by the Board against your license to practice as an NHA and/or your right to renew your license pursuant to Board regulation 245 Code Mass. Regs. § 5.02(13) for failing to safeguard a resident's dignity and right to privacy.
21. Your conduct as alleged, as well as other evidence which may be adduced at hearing, warrants disciplinary action by the Board against your license to practice as an NHA and/or your right to renew your license pursuant to Board regulation 245 Code Mass. Regs. § 6.03(1)(a) for failing to comply with any provision of Mass. Gen. Laws ch. 112, §§ 108-117.
22. Your conduct as alleged, as well as other evidence which may be adduced at hearing, warrants disciplinary action by the Board against your license to practice as an NHA and/or your right to renew your license pursuant to Board regulation 245 Code Mass. Regs. § 6.03(1)(f) for failing to comply with an Order of the Commissioner of the Department of Public Health pursuant to a Declaration of Emergency Detrimental to Public Health made in accordance with Mass. Gen. Laws ch. 17, § 2A or pursuant to such other authority as may be vested in the Commissioner.
23. Your conduct as alleged, as well as other evidence which may be adduced at hearing, warrants disciplinary action by the Board against your license to practice as an NHA and/or your right to renew your license pursuant to Board regulation 245 Code Mass. Regs. § 6.03(1)(h) for engaging in conduct that violated recognized standards of care.
24. Your conduct as alleged, as well as other evidence which may be adduced at hearing, warrants disciplinary action by the Board against your license to practice as an NHA and/or your right to renew your license pursuant to Board regulation 245 Code Mass. Regs. § 6.03(1)(o) for failing, without cause, to appear before the Board when requested as part of the Board's review of a matter concerning the licensee, including but not limited to an investigation, complaint, or application.
25. Your conduct as alleged, as well as other evidence which may be adduced at hearing, warrants disciplinary action by the Board against your license to practice as an NHA and/or your right to renew your license pursuant to Board regulation 245 Code Mass. Regs. § 6.03(1)(p) for without cause, to provide a written response to a pending investigation or complaint or to provide document or other evidence in the licensee's possession or control that may be relevant to the allegations, in accordance with 245 Code Mass. Regs. §§ 6.02(2), 6.06(2).
26. Your conduct as alleged, as well as other evidence that may be adduced at hearing, warrants disciplinary action by the Board against your license to practice as an NHA and/or your right to renew your license pursuant to Mass. Gen. Laws ch. 112, § 61 for violating any

law, rule, or regulation of the Board of Registration governing the practice of Nursing Home Administrators.

27. Your conduct as alleged, as well as other evidence that may be adduced at hearing, also constitutes unprofessional conduct and conduct that undermines public confidence in the integrity of the nursing home administrator profession as defined in *Sugarman v. Board of Registration in Medicine*, 422 Mass. 338, 342 (1996); see also *Kvitka v. Board of Registration in Medicine*, 407 Mass. 140, cert. denied, 498 U.S. 823 (1990); *Raymond v. Board of Registration in Medicine*, 387 Mass. 708, 713 (1982).

\*\*\*\*\*

You have a right to an adjudicatory hearing ("hearing") on the allegations contained in the Order to Show Cause before the Board acts to suspend, revoke or impose other discipline against your license. Mass. Gen. Laws ch. 112, §§ 61, 128. Your right to a hearing may be claimed by submitting a written request for a hearing within twenty-one (21) days of receipt of this Order to Show Cause. You must also submit an Answer to the Order to Show Cause in accordance with 801 Code Mass. Regs. § 1.01(6)(d) within twenty-one (21) days of receipt of this Order to Show Cause. The Board will give you prior written notice of the time and place of the hearing following receipt of a written request for a hearing.

Hearings shall be conducted in accordance with the State Administrative Procedure Act, Mass. Gen. Laws ch. 30A, §§ 10, 11, and the Standard Adjudicatory Rules of Practice and Procedure, 801 Code Mass. Regs. § 1.01 and 1.03, under which you are granted certain rights including, but not limited to, the rights: to a hearing, to secure legal counsel or another representative to represent your interests, to call and examine witnesses, to cross-examine witnesses who testify against you, to testify on your own behalf, to introduce evidence, and to make arguments in support of your position.

The Board will make an audio recording of any hearing conducted in the captioned matter. If you wish to appeal a final decision of the Board, it is incumbent on you to supply a reviewing court with a "proper record" of the proceeding, which may include a written transcript. *New Bedford Gas and Light Co. v. Board of Assessors of Dartmouth*, 368 Mass. 745, 749-50 (1975). If you wish to provide for a written transcript, you must arrange for, and bear the cost of, a stenographer's presence at any hearing; and if a written transcript is prepared at your request, then said transcript shall also be provided to the Board, at your expense, for inclusion in the record. Mass. Gen. Laws ch. 30A, § 11(6); 801 Code Mass. Regs. §§ 1.01(10)(k), 1.01(10)(l).

Your failure to submit a written request for a hearing within 21 days of receipt of the Order to Show Cause shall constitute a waiver of the right to a hearing on the allegations herein and on any Board disciplinary action. Your failure to submit an Answer to the Order to Show Cause within 21 days of receipt of the Order to Show Cause shall result in the entry of default in the captioned matter. If you are defaulted, the Board may enter a Final Decision and Order that assumes the truth of the allegations in the Order to Show Cause, and may revoke, suspend, or take other disciplinary action against your license to do business in this profession in

the Commonwealth of Massachusetts, including any right to renew your license.

Any written request for a hearing and your Answer to the Order to Show Cause, as well as all future pleadings related to the captioned matter, shall be submitted for filing to:

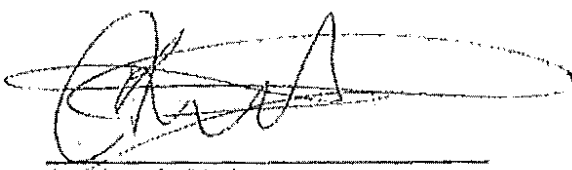
Jaclyn Gagne, Esq.  
Chief Administrative Magistrate  
Department of Public Health  
Office of the General Counsel  
250 Washington Street, 2nd Floor  
Boston, MA 02108-4619

A copy of any written request for a hearing and a copy of your Answer, as well as copies of all future pleadings related to the captioned matter, shall be provided to Prosecuting Counsel. Prosecuting Counsel for this matter is:

Candace L. Hodge  
Prosecutor  
Department of Public Health  
250 Washington Street, 2<sup>nd</sup> Floor  
Boston, MA 02118

You or your representative may examine Board records relative to this case before the date of the hearing during regular business hours at the office of the Prosecuting Counsel. If you elect to do so, please contact Prosecuting Counsel in advance at 781-719-3498, and email at [Candace.L.Hodge@mass.gov](mailto:Candace.L.Hodge@mass.gov) to schedule a time that is mutually convenient.

BOARD OF REGISTRATION OF  
NURSING HOME ADMINISTRATORS,

By: 

Candace L. Hodge  
Prosecuting Counsel, BBO# 676842  
Department of Public Health  
Office of the General Counsel  
250 Washington Street, 2<sup>nd</sup> Floor  
Boston, MA 02108-4619  
[Candace.L.Hodge@mass.gov](mailto:Candace.L.Hodge@mass.gov) | 781-719-3498

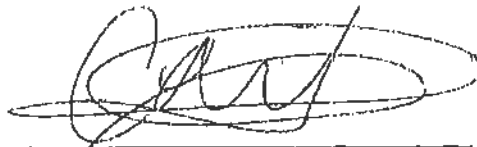
Date: March 31, 2023

**CERTIFICATE OF SERVICE**

I hereby certify that on March 31, 2023, a copy of the foregoing Cover Letter, Order to Show Cause, and this Certificate of Service were served upon the Licensee, Chad Waterman, at his address of record with the Board:

Chad Waterman  
123 Pleasant Street  
Holbrook, MA 02343

by First Class Mail, postage prepaid, and Certified Mail No. 7020 0090 0001 1042 5508

A handwritten signature in black ink, appearing to read 'Candace L. Hodge', is written over a horizontal line.

Candace L. Hodge  
Prosecutor