

# **Division of Professional Licensure**

## **Fiscal Year 2009 Annual Report**



**Commonwealth of Massachusetts  
Governor Deval L. Patrick  
Lieutenant Governor Timothy P. Murray**

**Executive Office of Housing and Economic Development  
Secretary Gregory Bialecki**

**Office of Consumer Affairs  
and Business Regulation  
Undersecretary Barbara Anthony**

**Division of Professional Licensure  
Director George K. Weber**

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## Consumer Bill of Rights

The concept of professional regulation serving the public interest is summarized in the "Consumer Bill of Rights," first articulated by President Kennedy in 1960:

- **The right to safety:** To be protected against the marketing of products and services that are hazardous to health or to life.
- **The right to be informed:** To be protected against fraudulent, deceitful, or grossly misleading information, advertising, labeling, or other practices, and to be given the facts needed to make informed choices.
- **The right to choose:** To have available a variety of products and services at competitive prices.
- **The right to be heard:** To be assured that consumer interests will receive full and sympathetic consideration in making government policy, both through the laws passed by legislators and through regulations passed by administrative bodies.
- **The right to education:** To have access to programs and information that help consumers make more informed marketplace decisions.
- **The right to redress:** To work with established mechanisms to have problems corrected and to receive compensation for poor service or for products that do not function properly.

Our employees and board members are encouraged to keep these consumer rights in mind when making decisions. Working in the public interest means examining the issues from the point of view of their impact on the consumers of the service, rather than from the perspective of the licensed professional. We continually examine procedures and decisions to ensure that they encourage openness and accountability, increase public safety, and do not restrict choices available to consumers. We remain vigilant to the dangers of over-regulation in a profession and the impact of licensing on practitioners' fees.

## A Message from the Director

His Excellency Governor Deval L. Patrick

Lieutenant Governor Timothy P. Murray

Secretary Gregory Bialecki  
Executive Office of Housing and Economic Development

Undersecretary Barbara Anthony  
Office of Consumer Affairs and Business Regulations



Honorable Members of the General Court;

Fiscal Year 2009 was another record breaking year for the Division of Professional Licensure. The Division's enforcement activities were at the highest levels ever achieved, its student outreach program nearly doubled its number of school visits, and the Division implemented the operation of a new legislatively created board, the Board of Sheet Metal Workers.

During Fiscal 2009, the Division completed 8,913 inspections, the largest number in its history. This is an increase of twenty four percent from the prior year and is more than double the number of inspections completed just four years ago.

The Division, in Fiscal 2009, also imposed the largest number of disciplinary actions ever, 2500. This is an increase of thirteen percent from the prior year and also is more than double the number imposed just four years ago.

Similarly, in Fiscal Year 2009, the Division collected \$379,737 in fines which is the largest amount ever recovered by the Division. This amount is a thirty nine percent increase from the prior fiscal year.

In addition to reaching new enforcement levels, the past fiscal year marked many other successes. In Fiscal 2009, the Division's student outreach program visited seventy-four schools up from approximately forty in the prior year. This student outreach program provides information to urban youth about the trades and professions licensed by the Division. More than 20,000 information cards have been distributed to students as part of this program.

Based on contacts made as part of the student outreach program, the Division, working with the Board of Barbers, helped establish two exploratory programs in barber education for the first time in public vocational high schools.

During Fiscal 2009, the Division also helped the new Board of Sheet Metal Workers undertake its first meetings and began the process of adopting its first set of regulations.

The significant accomplishments described briefly above, among many others, are indicative of the dedication and talent of the employees of the Division and of their untiring efforts to serve the public.

Sincerely,

George K. Weber  
Director

## About the Division



Future Licensees....The Division hosting its annual "Bring your Child to Work Day," which is always a great event for both the children and parents.

The Division of Professional Licensure is an "umbrella" agency within the Office of Consumer Affairs and Business Regulation. The Division is responsible for ensuring the integrity of the licensure process for more than 45 trades and professions regulated by 31 Boards of Registration, the continual updating of licenses for over 330,000 licensees, and the maintenance of multiple databases related to licensing, enforcement, and revenue collection. This work is accomplished through the combined efforts of the members of the Boards and the staff of Board offices, Computer Services, the Accounting Unit, the Office of Legal Counsel, the Office of Prosecutions, the Office of Investigations, and the Administrative Office.

### OUR MISSION

The Division works to protect the public welfare by issuing licenses to qualified individuals who provide services to consumers, and through the fair and consistent enforcement of the statutes and regulations of the Boards of Registration.

### PRINCIPLES AND VALUES

- ◆ We treat customers, as well as one another, with professional courtesy and respect and work to exceed each other's expectations.
- ◆ We understand that people make mistakes and we help one another overcome obstacles.
- ◆ We foster an atmosphere of trust among staff and customers.
- ◆ We encourage employees to "break from the mold," to explore new ways of doing things, and learn from one another.
- ◆ We treat customers fairly and consistently according to agreed upon policies and procedures.



## Pride and Performance

### Performance Recognition

Each year the Division nominates and awards employees for pride and performance, for those employees who take pride in their work and who consistently go above and beyond the call of duty.

This year's recipients are as follows:

**Dennis Driscoll, Compliance Officer:**

Nominated for inspections of the plumbing at UMass Amherst; positive attitude, work ethic, intelligence and motivation to other employees; always a team player.

**Araceli Avila Ging, Public Record Coordinator:**

Nominated for (2 nominations) continued dedication and professionalism dealing with public records; pride in her work; always willing to assist.

**Julie Brady, Prosecuting Counsel:**

Nominated for: bringing numerous health care fraud matters to successful completion through settlement, summary decision, or full adjudicatory hearing; instrumental in eliminating backlog; participation in creation of DPL's policy on destruction of documents with personal information; enthusiasm and strong work ethic contribute to a positive work environment.

Others receiving nominations are as follows:

**Nominated**

**Jessica Uhing-Luedde, Prosecuting Counsel:**

Nominated for always exceptionally efficient and cheerful; negotiating skills; works hard to achieve timely outcomes with all her assigned cases; high productivity; superb quality of work

**Rosetta Skinner, Board Administrator:**

Nominated for being helpful on a daily basis even to those outside her unit; always pleasant

**Clinton Dick, Prosecuting Counsel:**

Nominated for implementation of executive order EO504 for public/private information protection; always willing to go above and beyond job description for the good of the agency

**Deborah Cassano, Administrative Services Coordinator:**

Nominated for hard work, efficiency, willingness to take on additional tasks and assisting employees; critical part of the day to day operations in the Director's office



Director George Weber with Dennis Driscoll.

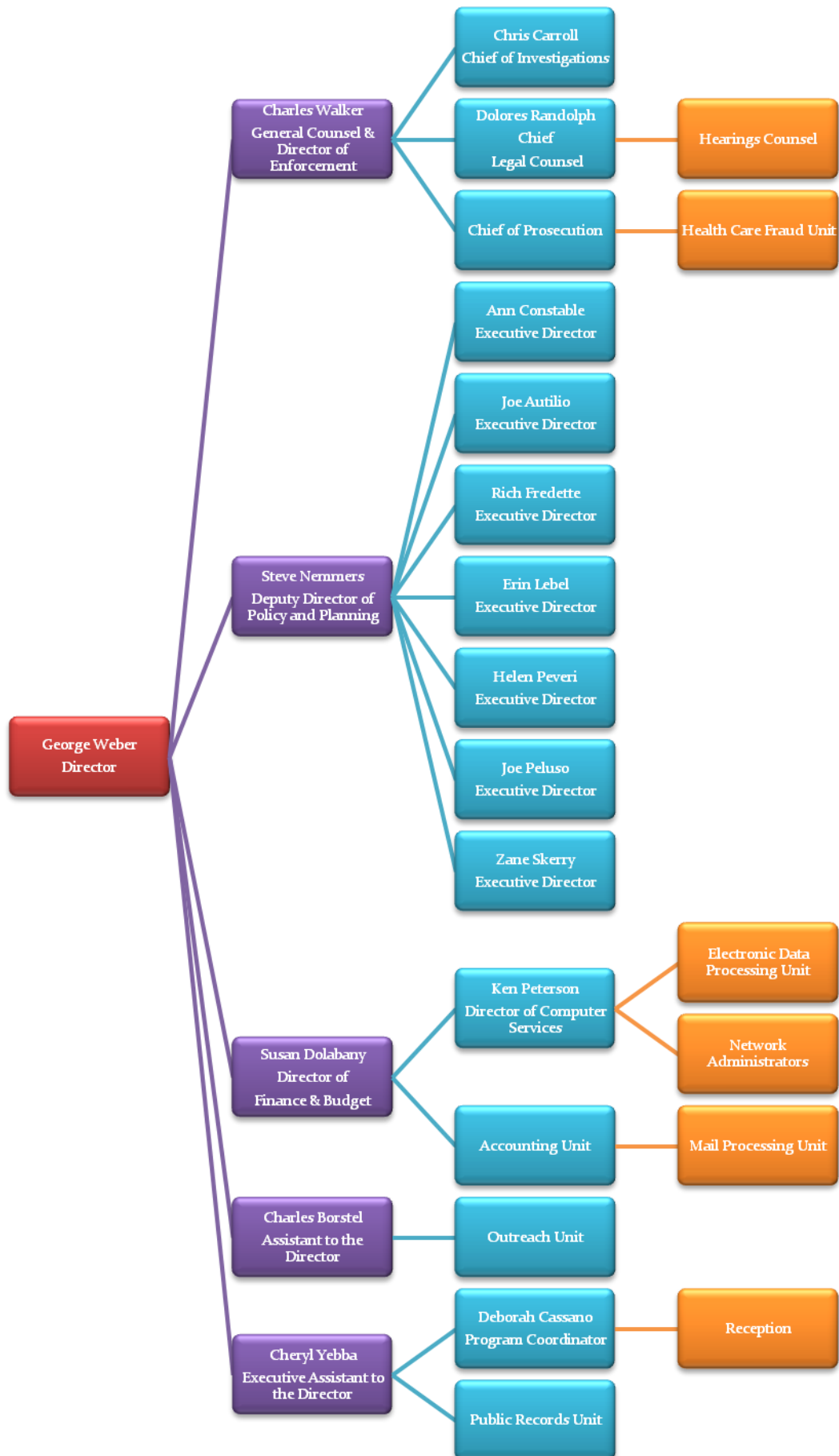


Director George Weber with Araceli Avila Ging.



Director George Weber with Julie Brady.

# Organizational Chart



## **Division Accomplishments**

- ♦ The Student Career Outreach Program continues to excel. We visited 74 high schools, and other youth organizations. We have distributed over 20,000 board specific informational take-away cards, and have spoken to over a thousand students and parents about the licensure process.
- ♦ Conducted over 8,900 inspections of businesses, an increase of 24% from fiscal year 2008.
- ♦ Disciplined over 2,500 licensees, an increase of 13% from fiscal year 2008.
- ♦ Received 3,188 new complaints, in fiscal year 2009.
- ♦ Collected \$379,737 in fines in fiscal year 2009, an increase of 39% from fiscal year 2008.
- ♦ Renewed over 160,000 licensees in fiscal year 2008.
- ♦ Licensed over 22,000 new professionals.
- ♦ Successfully implemented barbering program in two vocational schools for academic year 2009. The barbering Board agreed to allow exploratory programs to commence in Greater Lawrence Vocational School and Minuteman Vocational School. This is the first time this opportunity has been given to students in these schools.
- ♦ Inspected 95% of all new businesses within ten days of receipt of completed application.
- ♦ Processed over 900 Public Record Requests.



## General Administration

*The general administration of the Division involves providing technical and operational support and direction, coordinating budget and administrative functions, completing capital projects, and providing central accounting and computer services.*

*Administrative personnel work with Division managers and employees to implement the Division's strategic plan. They review issues and exchange ideas about the daily operation of the Division, improve processes and services, perform general planning, and build a focus on the consumer. This teamwork helps to remove barriers and accomplish common goals.*

### GENERAL ADMINISTRATION

#### COMPUTER SERVICES DEPARTMENT

Computer Services acts as a liaison between the Commonwealth's Information Technology Division (ITD), lock box vendor, testing companies, Boards, licensees and other vendors/agencies. Computer Services is also

responsible for DPL's network infrastructure, VOIP telephone system and web site. The Computer Services Department is comprised of three units – Network Services, Electronic Data Processing Services and Web Services. The following is a brief summary of the services each unit provides:

**Network Services Unit (NSU)** - Charged with maintaining the Division's information technology and telecommunications systems. Computer Services manages the information technology needs within the Division by developing information systems and providing support for the Agency's Windows 2003 Active Directory Network and desktop applications and Voice over IP (VOIP) telephone system. The Unit supports the agency telephone system by maintaining its user accounts and telephone set features. NSU is also responsible for ensuring that electronic licensee records are secure and that Division employees have continuous access to resources that protect consumers of the Commonwealth.

**Electronic Data Processing Services Unit (EDP)** - Responsible for maintaining nearly 1,200,000 electronic licensee records for the Division of Professional Licensure and the Department of Public Health's Division of Health Professions Licensure. Responsibilities include processing an average of 270,000 renewals, 33,000 new licenses, and 60,000 record changes per year. Additionally, Data Processing is responsible for fulfilling requests for the agency licensee database.

**Web Services Unit (WSU)** - Responsible for maintaining the Division's Internet and Intranet sites. Web Services publishes daily updates to the Web sites and ensures that licensee information posted to the Web site is accurate and up to date.

#### Computer Services Department Fiscal Year 2009 Highlights

- ◆ Programmed and implemented new fees
- ◆ Initiated bulk CHSB CORI Checks
- ◆ Implemented program with HHS to verify licensure before payment
- ◆ Migrated DHPL off of DPL's licensing system to its own system
- ◆ Programmed and implemented the web site for the "Municipal Permit Tracking System" for the Executive Office of Housing and Economic Development
- ◆ Successfully completed Phase 1 of Executive Order 510
- ◆ Successfully completed ESP for Executive Order 504

**General Administration**
**Revenue Collection Per Board  
for Fiscal Year 2009**

<b>Architects</b>	1,028,745
<b>Allied Health Professionals</b>	734,301
<b>Barbers/Barber Shops</b>	87,096
<b>Chiropractors</b>	322,888
<b>Dispensing Opticians</b>	75,745
<b>Drinking Water Operators</b>	22,145
<b>Electricians/Fire Alarm Installers</b>	212,710
<b>Electrologists</b>	29,903
<b>Embalmers/Funeral Services</b>	207,004
<b>Engineers/Land Surveyors</b>	259,935
<b>Hairdressers/Salons</b>	3,118,452
<b>Health Officers</b>	8,640
<b>Landscape Architects</b>	53,894
<b>Optometrists</b>	95,718
<b>Plumbers/Gasfitters</b>	561,392
<b>Podiatrists</b>	46,194
<b>Psychologists</b>	141,553
<b>Public Accountants</b>	1,601,405
<b>Radio/TV Technicians</b>	24,504
<b>Real Estate Brokers/Salespersons</b>	3,800,875
<b>Sanitarians</b>	23,597
<b>Social Workers</b>	1,476,811
<b>Speech Language Pathologists/Audiologists</b>	46,141
<b>Veterinarians</b>	299,410
<b>Allied Mental Health Professionals</b>	116,060
<b>Real Estate Appraisers</b>	391,192
<b>Hearing Instrument Specialists</b>	22,436
<b>Home Inspectors</b>	9,823
<b>Dietitian/Nutritionists</b>	89,208
<b>Massage Therapists</b>	700,459
<b>Fines - All DPL Boards</b>	388,910
<b>Directors Acct./Misc.</b>	39,805

### Accounting Unit

The Accounting Unit performs all revenue functions for the 31 Boards of Registration within the Division of Professional Licensure, as well as the 7 Boards of Registration that are now being overseen by the Department of Public Health, a total of 38 Boards. Individual Boards must record revenue, and each Board has two revenue accounts: Lock box Revenue, which primarily consists of license renewal fees, and Over the counter (OTC) Revenue, which includes application fees and original



license fees. The total revenue ranges between \$16 and \$19 million dollars annually. These figures include both General Fund and Trust Fund revenue. There is one MMARS Trust Fund revenue account for all Boards. (MMARS is the statewide electronic accounting system).

The Division contracts with Bank of America using a “lock box” system to process all license renewal applications and revenue received from renewals for the 38 Boards of Registration. The annual revenue deposited and processed through the lockbox ranges from \$12 million to \$16 million. An average of 250,000 renewal coupons are processed annually. Renewal coupons are printed and mailed monthly, the volume ranging from 8,000 to 47,000 per month. The lock box system enables the Division to update the licensee database and revenue information within 24 hours.

### Accounting Unit Fiscal Year 2009 Highlights

- ◆ The Division implemented new fees for most of the Boards of Registration. The fees took effect on July 1, 2009. A portion of these fees supports the boards in their ability to establish and enforce standards of professional conduct which helps ensure the protection of the public.
- ◆ The Administration and Finance fee process was completed and computer programming and accounting ledgers were updated to record the new fees by type class. All accounting and fiscal processes were completed for proper tracking and transfer of funds to the Division Trust Fund Account.

## **Licensees by Board**

	FY 09	FY 08	Change +/-	%
Accountants	14,512	15,039	(527)	-4%
Allied Health	19,950	19,417	533	3%
Allied Mental Health	6,156	5,783	373	6%
Architects	6,572	6,223	349	5%
Barber Shops	1,435	1,320	115	8%
Barbers	5,067	4,693	374	7%
Chiropractors	2,114	2,099	15	1%
Cosmetology	63,326	60,070	3,256	5%
Dietitians/Nutritionists	2,161	2,048	113	5%
Dispensing Opticians	1,714	1,713	1	0%
Drinking Water Operators	4,513	4,268	245	5%
Electricians	34,630	33,837	793	2%
Electrologists	629	624	5	1%
Embalmers/Funeral Directors	2,427	2,313	114	5%
Engineers/Land Surveyors	16,070	15,630	440	3%
Fire Alarm Installers	2,776	2,688	88	3%
Funeral Establishments	658	658	-	0%
Gas Fitters	2,944	2,854	90	3%
Hair Salons	8,670	7,400	1,270	15%
Health Officers	117	114	3	3%
Hearing Instrument Specialists	159	164	(5)	-3%
Home Inspectors	473	459	14	3%
Massage Therapists	8,043	5,965	2,078	26%
Landscape Architects	807	768	39	5%
Optometrists	1,517	1,466	51	3%
Plumbers	25,651	24,464	1,187	5%
Podiatrists	565	549	16	3%
Psychologists	5,263	5,125	138	3%
Radio/Television Technicians	952	943	9	1%
Real Estate Appraisers	3,080	3,097	(17)	-1%
Real Estate Brokers/Salespersons	76,633	74,663	1,970	3%
Sanitarians	386	379	7	2%
Social Workers	21,238	19,711	1,527	7%
Speech-Language/Audiologist	5,610	5,244	366	7%
Veterinarians	2,804	2,583	221	8%
Total	349,622	334,371	15,251	4%

## License Renewals by Board

Allied Health Professionals	11,331
Architects	8,031
Barbers	305
Barber Shops	222
Accountants	8,911
Chiropractors	2,372
Dispensing Opticians	1,128
Drinking Water Operators	26
Electricians	307
Embalmers	2,705
Engineers	1,671
Electrologists	399
Fire Alarm Installers	28
Gas Fitters	91
Cosmetologists	36,509
Hearing Instrument Specialists	177
Home Inspectors	19
Health Officers	128
Hair Salons	8,637
Landscape Architects	873
Allied Mental Health Professionals	91
Massage Therapists	1,952
Dietiticians/Nutritionist	587
Optometrists	1,649
Podiatrists	611
Plumbers	1,230
Psychologists	368
Real Estate Appraisers	827
Real Estate Brokers/Salespersons	42,396
Sanitarians	411
Speech-Language/Audiologists	290
Social Workers	22,824
Radio/Television Technicians	991
Veterinarians	3,059
Total	161,156

## New Licensees by Board

Allied Health Professionals	956
Architects	328
Barbers	385
Barber Shops	137
Accountants	947
Chiropractors	90
Dispensing Opticians	27
Drinking Water Operators	280
Electricians	813
Embalmers	138
Engineers	434
Electrologists	6
Fire Alarm Installers	94
Funeral Establishments	7
Gas Fitters	99
Cosmetologists	4,816
Hearing Instrument Specialists	9
Home Inspectors	16
Health Officers	6
Hair Salons	1,453
Landscape Architects	24
Allied Mental Health Professionals	389
Massage Therapists	2,453
Dietitians/Nutritionists	159
Optometrists	62
Podiatrists	14
Plumbers	1,272
Psychologists	145
Real Estate Appraisers	133
Real Estate Brokers/Salespersons	4,397
Sanitarians	8
Speech-Language/Audiologists	386
Social Workers	1,639
Radio/Television Technicians	3
Veterinarians	179
<b>Total</b>	<b>22,304</b>



### STUDENT CAREER OUTREACH

The Division is in its second year of an exceptional program which has been met with great enthusiasm from area high school administrators. The Division visits a school and sets up a table which displays pamphlets for each Board depicting the basic requirements for licensure. In Fiscal Year 2009, the Student Career Outreach Program visited 50 high schools, 1 elementary school, a community college, the Life Skills program for at-risk youths of Metro-West, the Commonwealth of Mass. Career Expo at UMass Boston, the New England Shelter for Homeless Veterans and the Apprentice of Hope in Roxbury. We have distributed over 20,000 informational brochures, and have spoken to over one thousand students and parents about the Licensure process.

### CHECK A LICENSE

Licensing of professions serves to both protect and benefit consumers. Professional licensure ensures that a license holder has met certain minimum requirements, usually education, experience, and examination, for competent practice of that profession. Licensure holds that professional to certain standards of practice and levels of experience and ethics. To maintain a license, practitioners must continue to adhere to ethical guidelines, standards of practice, educational requirements, and regulations pertaining to their professions. Consumers can check the status of a practitioner's license and whether or not any disciplinary action has



Students from Malden High School review the information at a Student Outreach Event.

press.htm. In addition to disciplinary press releases, the Division also issued press releases when the Boards adopted new rules and regulations or issued advisories to keep the public and licensees aware of important issues and changes.

### Becoming an Electrician

#### The Numbers:

Average Salary (Boston)  
\$58,463

Average Salary (U.S.)  
\$45,873

Number of Licenses  
in Massachusetts  
34,688

#### How to become an Electrician

##### Education Requirements

- Successfully complete minimum education requirements
- Master: 150 hours of classroom instruction
- Journeyman: 600 hours of classroom instruction

##### Work experience

- Master: Hold your current journeyman licenses in good standing with the Board for one year
- Journeyman: 8000-hour of supervision over a period of not less than four years



Sample of the pamphlets provided at the Outreach Events.

been issued against that licensee by visiting the Division's website at [www.mass.gov/dpl](http://www.mass.gov/dpl) and selecting the "Check a License" option. In Fiscal Year 2009, the Division's web site received over 14 million requests for a license searches.

### PRESS RELEASES

The Division issued over 50 press releases highlighting disciplinary actions by the Boards. Copies of the press releases can be found on the website at [www.mass.gov/dpl/press.htm](http://www.mass.gov/dpl/press.htm).

## Enforcement

*Enforcement of the statutes and regulations governing the practice of the professions regulated by the boards is conducted by the Office of Investigations, Office of Legal Counsel, and the Office of Prosecutions.*

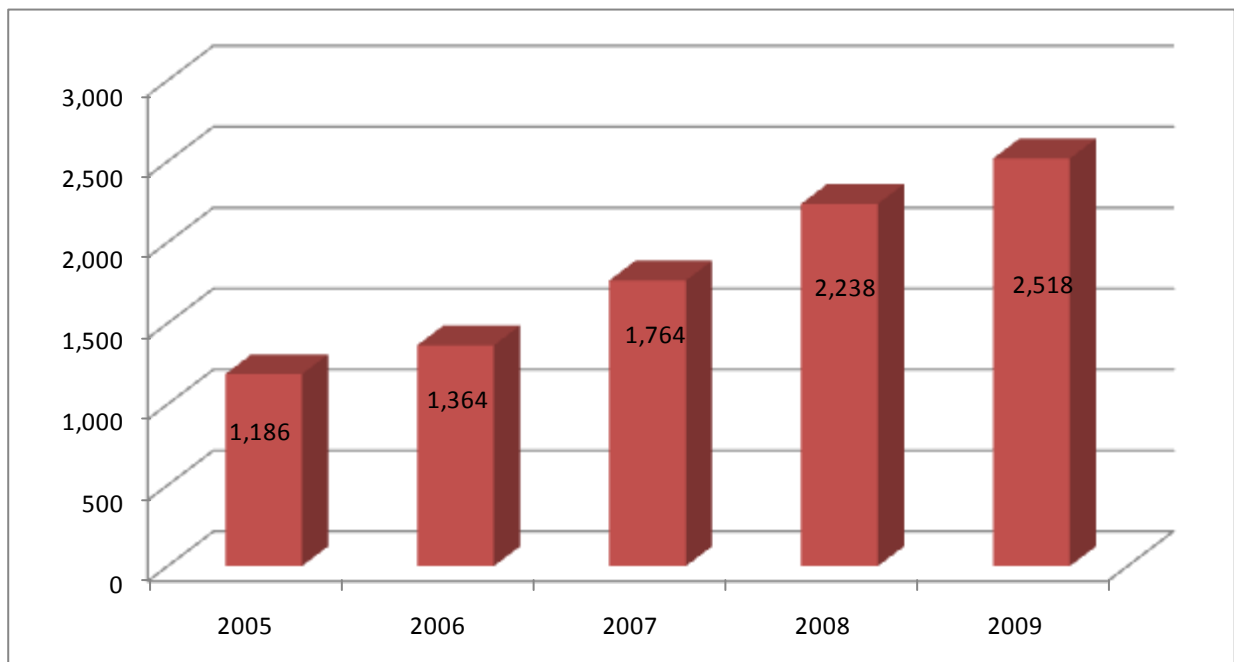
*The members of the Enforcement Units ensure that the public is protected by assisting the Boards in identifying and investigating professional misconduct, settling consumer complaints, and imposing discipline on unethical, incompetent, or unprofessional licensees.*

*The Enforcement staff also work with other law enforcement and regulatory agencies to ensure a comprehensive approach is taken to protect the public.*

### Disciplinary Actions

Action	2005	2006	2007	2008	2009
<b>Reprimands</b>	14	17	24	32	91
<b>Voluntary Surrenders</b>	14	25	71	38	78
<b>Censures</b>	2	1	0	10	6
<b>Suspensions &amp; Stayed Suspensions</b>	184	155	185	693	533
<b>Probations</b>	51	49	56	95	137
<b>Revocations</b>	92	87	105	114	147
<b>Fines</b>	829	1,023	1,307	1,256	1,526
<b>Total</b>	<b>1,186</b>	<b>1,357</b>	<b>1,764</b>	<b>2,238</b>	<b>2,518</b>

**Disciplinary Actions, FY 2005-FY 2009**



## **Enforcement**

### **OFFICE OF INVESTIGATIONS**

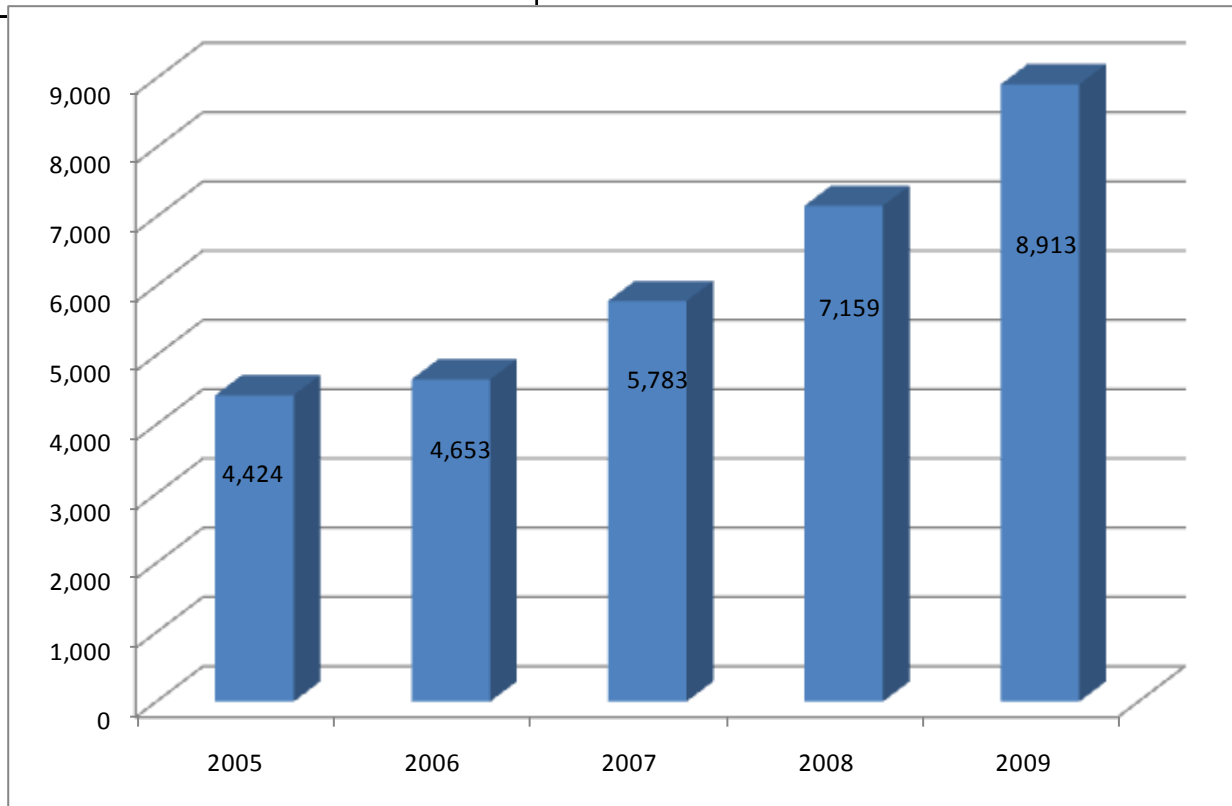
The Office of Investigations (OI) provides the Division's front line of consumer protection. The formal consumer complaint process is initiated with this Office. Investigators handle hundreds of telephone calls per week, assisting consumers in determining the disciplinary status of licensees, filing complaints, resolving disputes, pursuing legal redress in the courts, and filing requests for public information.

They also respond to the questions and problems of licensees, attorneys, and representatives of various state agencies. The OI conducts investigations into allegations of professional misconduct and inspections of business premises licensed by the boards.

### **Highlights**

- ◆ The Massachusetts State Police sponsored a four hour seminar for DPL investigators providing instruction in the areas of interview techniques, investigative process, and criminal vs. administrative proceedings.
- ◆ DPL Investigators criminally prosecuted an unlicensed electrician (Kevin Lorrey) . The unlicensed electrician pleaded guilty and received from the Lowell District Court and Peabody District Court a suspended ninety (90) day sentence and requiring \$19, 000 to be reimbursed to the consumer. The reimbursement was to be administered through the Lowell District Probation Department. Additionally, the individual in question was performing electrical work that violated the Massachusetts and national electrical code .
- ◆ DPL Funeral Investigator assisted an elderly consumer who had been overcharged by a municipal cemetery in Massachusetts. Although the DPL does not license cemeteries the investigator realized the need to reach out and assist this elderly consumer.
- ◆ DPL Investigators obtained a voluntary surrender of the license of a Massachusetts funeral director who forged the death certificate of a living individual in order to cash out the individual's funeral pre-need accounts prematurely. The DPL team worked with the Arlington Board of Health in obtaining a surrender of the funeral director's license and funeral home establishment certificate.

## Inspections



## Inspections by Board

Boards	Existing	New	Total
Allied Health	101	0	101
Barber Shops	900	124	1,024
Chiropractor	298	0	298
Dispensing Opticians	179	0	179
Funeral Establish- ments	394	0	394
Electrologists	3	18	21
Hair Salons	5,115	1,183	6,298
Massage Therapists	417	0	417
Optometrists	23	0	23
Real Estate	48	0	48
TV	1	0	1
Veterinarians	109	0	109
<b>Total</b>	<b>7,588</b>	<b>1,325</b>	<b>8,913</b>

### OFFICE OF LEGAL COUNSEL

The Office of Legal Counsel serves two basic functions:

The Administrative Board Counsel assists the Boards of Registration in developing policy and promulgating regulations. They also advise the Boards on legal issues relating to the practice of regulated professions and administrative law, including the Open Public Meetings Law, the Public Records Law, the state ethics law, court decisions that affect Board practices, authorizing of minutes, developing Board policy and making legally sound decisions. In addition, they draft and analyze proposed legislation affecting the Boards, advise the Boards and the agency on disciplinary matters and the conduct of adjudicatory hearings, consult with other legal counsel and agency officials regarding the appeals, provide legal advice regarding agency and Board contracts and procurements, facilitate improvement in agency processes, and outreach, and work with representatives of other governmental agencies at the local, state and federal level to identify and resolve issues of common concern, such as carbon monoxide poisoning and insurance fraud.

The Hearings Counsel advise the Boards in the conduct of adjudicatory hearings, conduct pre-hearing conferences for the purpose of identifying the factual and legal issues in a case and the witnesses and evidence to be presented to the Boards, and preside at formal adjudicatory hearings during which they make evidentiary, procedural and legal rulings and may question witnesses to clarify testimony or provide the Boards with necessary information. Following adjudicatory hearings, the Hearings Counsel also prepare Findings of Fact and Conclusions of Law and Tentative Decisions for consideration by the Boards.

### Highlights

- ◆ Consolidated, heard and closed more than 40 cases involving chiropractic facilities held by a corporation of which two licensed chiropractors were directors and or officers and part owners. Multiple rulings in some of these cases and consent agreements reached in others determined that a number of other, licensed chiropractors working at these facilities committed repeated acts of over-utilization, over-billing, and inadequate record-keeping in the treatment of a number of patients, and gave employees bonuses for patient referrals and gave patients gifts, all in violation of Board statutes and regulations. The rulings and agreements also determined that the two licensed chiropractors who were part owners of the corporation had the ability to control the chiropractors and staff of the corporation who participated in the repeated, illegal activities and, consequently, the owner-chiropractors were liable.
- ◆ Conducted hearings and wrote final decisions on cases, which involved the improper handling of pre-need accounts. The Respondents in these cases failed to properly account for the money in pre-need accounts, failed to keep proper records of the accounts and failed to credit money to the purchasers of these pre-need accounts.
- ◆ Closed 644 cases; conducted 708 status conferences; held 46 adjudicatory hearings; made 10 summary decision rulings; issued 38 Final decisions and order
- ◆ Reviewed approximately 300 responses to public records requests
- ◆ Board of Examiners of Sheet Metal Workers – The Board on September 2009 voted to adopt proposed rules and regulations governing the licensure of master, journeyperson and apprentice sheet metal workers and business entities and schools teaching sheet metal work.
- ◆ Board of Registration of Plumbers - The Board passed regulations clarifying the section 11 continuing education standards.

## Enforcement

### OFFICE OF PROSECUTIONS

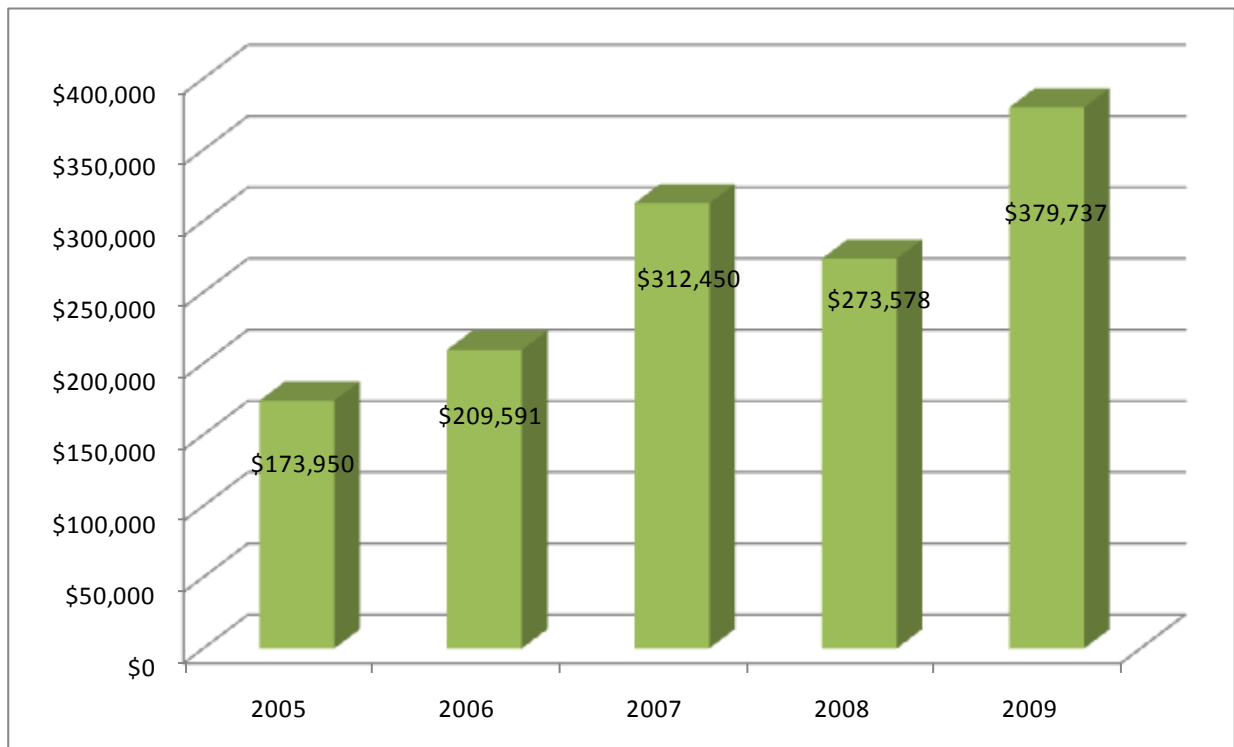
The Office of Prosecutions prosecutes disciplinary cases against licensees before the Boards. This Office also prosecutes individuals practicing without appropriate licensure.

During Fiscal Year 2009, the Office of Prosecution resolved over 2,500 cases. Disciplinary action imposed included, among other things, the imposition of administrative penalties amounting to almost \$380,000.

Even with the ever increasing demand of case work the prosecutions unit continues to resolve cases in a timely fashion and has decreased the cycle time of cases each year.

The Office of Prosecutions includes a **Health Care Fraud Unit** (the "HCFU"). The HCFU participates in a referral network with law enforcement agencies and private insurance companies. It also prosecutes licensees for health care related misconduct and serves as an educational resource for public and private individuals and organizations through presentation of seminars on health care fraud.

During the Fiscal Year 2009, the HCFU, based on complaints from insurance companies, from the Insurance Fraud Bureau, and others, successfully prosecuted **27** individuals. more than 236 cases are currently in prosecution.





## Complaint Data

BOARD	COMPLAINTS RECEIVED	COMPLAINTS RESOLVED
Allied Health Professionals	92	109
Allied Mental Health Professionals	21	17
Architects	8	17
Barbers	113	101
Barber Shops	174	147
Certified Public Accountants	33	27
Chiropractors	114	263
Cosmetologists	421	402
Cosmetology Shops	822	738
Dispensing Opticians	20	27
Drinking Water Operators	1	31
Electricians	162	246
Fire/Burglar Alarms	11	19
Electrologists	3	7
Embalmers/Funeral Dir.	62	117
Engineers/Land Surveyors	48	62
Funeral Establishment	5	4
Health Officers	0	0
Hearing Instrument Specialists	9	5
Home Inspectors	21	23
Landscape Architects	0	4
Massage Therapists	51	11
Nutritionists & Dietitians	0	1
Optometrists	3	7
Plumbers	77	92
Gas Fitters	2	4
Podiatry	21	16
Psychologists	33	45
Radio/TV Technicians	7	11
Real Estate Appraisers	165	110
Real Estate Brokers and Salespersons	534	626
Sanitarians	0	0
Social Workers	83	101
Speech Language/Audiologists	28	35
Veterinarians	44	70
TOTALS	3,188	*3,495

\* includes resolution of complaints received in a previous fiscal year

## Administrative Penalties

Board	Licensees Fined	Amount of Penalties
Allied Health Professionals	13	\$ 6,750
Architects	unlicensed	\$ 5,650
Barbers	66	\$ 9,800
Barber Shops	122	\$ 21,700
Chiropractors	73	\$ 11,500
Accountants	1	\$ 1,112
Dispensing Opticians	17	\$ 3,250
Drinking Water Operators	unlicensed	\$ 200
Electricians	38	\$ 53,600
Embalmers/Funeral Directors	13	\$ 14,275
Engineers	1	\$ 6,000
Fire Alarm Technicians	4	\$ 5,900
Gas Fitters	unlicensed	\$ 1,500
Cosmetologists	257	\$ 46,200
Home Inspectors	2	\$ 2,000
Hair Salons	648	\$ 130,900
Nutritionists	unlicensed	\$ 300
Optometrists	unlicensed	\$ 500
Plumbers	10	\$ 24,300
Podiatrists	2	\$ 2,000
Psychologists	3	\$ 9,100
Real Estate Appraisers	1	\$ 4,250
Real Estate Brokers & Salespersons	1	\$ 1,000
Speech/Language & Audiologists	18	\$ 8,500
Social Workers	25	\$ 6,250
Veterinarians	7	\$ 3,200
Total	1,322	\$ 379,737

## Boards of Registration

Each Board of Registration is separately established by its own enabling legislation. Boards of Registration have been in existence since 1885 and, in general, have the following duties:

- Evaluate the qualifications of applicants for licensure.
- Grant licenses to those who qualify.
- Establish rules and regulations that ensure proper standards of ethics and practice for licensees.
- Take appropriate disciplinary action against those whose conduct does not meet the accepted standards of the profession.
- Hold informational public hearings to determine appropriate standards of practice.
- Update rules and regulations and examination procedures to keep standards appropriate over time.
- Review consumer complaints and remove incompetent and unethical licensees from practice, obtain relief for consumers, and provide guidance for other actions.
- Perform inspections of facilities under their jurisdiction to ensure safe and appropriate operations.

The 31 Boards of Registration within the Division govern more than 45 trades and professions. General provisions applying to most Boards of Registration are set forth in Massachusetts General Laws Chapters 13 and 112 and the Code of the Massachusetts Regulations. Board members are licensed professionals as well as members of the public who are appointed by the Governor and serve as volunteers. Upon appointment to a specific term as provided in the General Laws, Board members take an oath of office and become “public officers.”

There are 185 volunteer Board members. The Boards generally meet once a month or as needed to carry out their duties.

## Allied Mental Health Professionals



### The Board of Registration of Allied Mental Health and Human Services Professions

Allied Mental Health and Human Services Professionals encompass the fields of mental health counseling, marriage and family therapy, rehabilitation counseling, and educational psychology.

Licensed mental health counselors render professional services to individuals, families, and groups. They apply principles, methods and theories of counseling and psychotherapeutic techniques to define goals and to develop a treatment plan of action aimed towards the prevention, treatment, and resolution of mental and emotional dysfunction and intra- or interpersonal disorders in persons diagnosed as nonpsychotic. They may engage in psychotherapy of a nonmedical nature, utilizing supervision when appropriate, and making referrals to other psychiatric, psychological, or medical resources when the individual is diagnosed as psychotic.

Licensed marriage and family therapists apply principles, methods and therapeutic techniques to individuals, family groups, couples, and organizations for the purpose of resolving emotional conflicts, modifying perceptions and behavior, enhancing communication and understanding among all family members, and the prevention of family and individual crises. Individual marriage and family therapists may also engage in psychotherapy of a nonmedical nature with appropriate referrals to psychiatric resources and research and teaching in the overall field of human development and interpersonal relationships.

Licensed rehabilitation counselors apply principles, methods, and therapeutic techniques of their profession such as client assessment, job analysis, vocational assessment, counseling, and job development. Rehabilitation counselors work to maximize or restore the capacities of physically or mentally handicapped individuals for self-sufficiency and independent living, including vocational and social functioning, and to create conditions favorable to this goal.

The objective of rehabilitation counseling is to assist individuals, families or groups. Counselors serve an advocacy role with communities or groups toward the provision or implementation of rehabilitation services, research, and teaching in the field of rehabilitation counselor education.

An educational psychologist provides professional services to individuals, groups, organizations, and the public. These services include applying psychological principles, methods, and procedures in the delivery of services to individuals, groups, families, educational institutions, and staff and community agencies for the purpose of promoting mental health and facilitating learning. The services may be preventive, developmental, or remedial and include psychological and psycho-educational assessment, therapeutic intervention, program planning and evaluation, research, teaching in the field of educational psychology, consultation, and referral to other psychiatric, psychological, medical, and educational resources when necessary.

#### Creation of Board

G.L. chapter 13, sections 88 to 90

#### Rules and Regulations

262 CMR 2.00-9.00

#### Licensing Provisions

G.L. chapter 112, sections 163-172

#### Board Members

**Lisa Taleghani, LRT,**  
Chair

**Lisa Matrondola, LRC, LMHC,**  
Member

**Caroline Wandle, ED**  
Member

**Gordon Benson, LMFT,**  
Vice Chair

**Suzanne Greenberg,**  
Public Member

**Frederick Brustman,**  
Public Member

**Michael Vickers, LMFT,**  
Member

**Ronald Wozniak, LMHC,**  
**CCMHC,**  
Member

**Jill Ritchie, LMHC,**  
Member

**Michael J Coughlin,**  
Public Member

## Allied Mental Health Professionals

The Board of Allied Mental Health and Human Services Professions licenses candidates who meet the statutory and regulatory requirements developed for the rehabilitation counselors, mental health counselors, marriage and family therapists, and educational psychologists.

In carrying out its mission, the Board administers and enforces the regulations related to the educational criteria necessary for a person to be licensed and contracts with test vendors to provide the licensing examinations. Of equal importance, the Board seeks to protect consumers by exercising its authority to discipline those licensed individuals.

### Highlights

The Board adopted a new license reinstatement policy solidifying the requirements that a licensee with an expired license must meet in order for his or her license to be reinstated. This policy was adopted to clarify the requirements for licensees with expired licenses. One of the factors the Board uses when considering an application for reinstatement is determining when an individual's license expired and how soon after expiration the individual seeks reinstatement.

The Board continues to make efforts to standardize the requirements for new applicants, reciprocity applicants, reinstatement applicants and CE mandates. As a result, several policies have been adopted.

In July 2008, the Board approved a "Policy on Board Recognized Entities Designated to Approve Sponsors of Continuing Education Courses." In January 2009, the Board adopted a new policy for prorating CEUs. In May 2009, the Board adopted a Re-Instatement Policy and a Marriage and Family Therapist Reciprocity Policy.

The Board welcomed licensed educational psychologist, Dr. Caroline Wandle, to the Board this year. Dr. Wandle has many years of experience in the field of educational psychology and will be a great asset to the Board.

The Board also said goodbye to Board member Evelyn Perlman, who served as a licensed educational psychologist Board member for several years.

### Future Initiatives:

Associate Executive Director Patricia Breslin has been active in presenting licensure seminars to various colleges and university throughout the Commonwealth. These seminars have been widely attended and received positive feedback from attendees. Aside from educating prospective licensure candidates about the process, positive relationships have also been formed with the education community.

The Board voted to make minor revisions to their Regulations. These revisions have been formally approved by the Board and are awaiting promulgation. A committee, which includes the two current LMHC Board members, Board staff and a representative from the MA Mental Health Counselor's Association is also meeting regularly to draft substantive regulation changes to the LMHC licensure requirements.

The Board looks forward to continuing work on Regulation change relative to the LMHC licensure requirements. Additionally the Board plans to begin post-renewal random continuing education audits following the renewal date of 12/31/09.

## Architects



### The Board of Registration of Architects

Architects provide professional services in connection with the design, construction, enlargement or alteration of buildings including consultations, investigations, evaluations, preliminary studies, aesthetic design, the preparation of plans, specifications and contract documents, the coordination of structural and mechanical design and site development, administration of construction contracts and any other similar services or combination of services in connection with the design and construction of buildings.

The Board of Registration of Architects protects the public through regulation of the practice and the title of Architect in the Commonwealth of Massachusetts in accordance with the statutes. The Board establishes the conditions and qualifications required for architectural registration and determines eligibility for admission to examinations. It investigates complaints of possible violations of the laws applying to the practice of architecture and takes appropriate disciplinary action against registrants found to have violated its regulations.

### Highlights

Adopted policies and procedures for reviewing applicants with criminal records.

Implemented new statutory changes regarding emeritus status.

Worked with National Council of Architectural Registration Boards on modifying the direct registration process to reduce costs and eliminate third parties.

#### Creation of Board

G.L. chapter 13, sections 44A to 44D

#### Rules and Regulations

231 CMR 2.00-4.00

#### Licensing Provisions

G.L. chapter 112, sections 60A-60O

#### Board Members

**Douglas Engebretson,**  
Chair

**Margo Jones,**  
Secretary/Treasurer

**Stephen Schreiber,**  
IDP Coordinator

**Peter Steffian,**  
Member

**Rogina L. Jeffries,**  
Vice Chair, Public Member

**John Miller,**  
Member





#### Creation of Board

G.L. chapter 13, sections 39 to 41

#### Rules and Regulations

233 CMR 2.00

#### Licensing Provisions

G.L. chapter 112, sections 87F-87S

#### Board Members

**Tom Magnusson,**  
Chair  
**Johnnie Robinson,**  
Member  
**Joy Talbot,**  
Member

## Barbers

### The Board of Registration of Barbers

Barbers provide haircutting, hairstyling, facial shaving, permanent waving, hair coloring, and facial services to the general public, but primarily to men.

The Board of Registration of Barbers protects the public through the regulation of barbering in the Commonwealth. The Board oversees all barbers, barber shops, and barber schools licensed in the state.

### Highlights

Worked with legislation committees regarding instructor requirements.

Established agreement with 2 vocational schools to offer exploratory barbering programs, these will be four year pilot programs.

Executive Director , Zane Skerry, continues to be an executive board member for National Association of Barber Boards of America and is also on the Advisory Board for Barbers International, Inc.

### Future Initiatives

Establishing new regulations for instructors and schools.

Also updating some rules and regulations that will affect all establishments and licensees.

## Allied Health Professionals



### The Board of Registration of Allied Health Professionals

The professions regulated by the Board of Registration of Allied Health are occupational therapists and assistants, athletic trainers, and physical therapists and assistants. Occupational therapists are health professionals who use occupational activities with specific goals to help people of all ages prevent, lessen or overcome physical, psychological, or developmental disabilities. Athletic trainers work with clients who are preparing for, or participating in, sports activities. They work to treat, rehabilitate, and prevent athletic injuries. Physical therapists provide rehabilitative care for patients with physical disabilities or dysfunction.

The Board of Registration of Allied Health Professions evaluates applicants for licensure and grants licenses to those who qualify. It establishes rules and regulations to ensure the integrity and competence of licensees. The Board is the link between the consumer and the allied health professional and, as such, promotes the public health, welfare, and safety.

### Highlights

Updated the questions for the PT licensure application.

Streamlined the application process for all allied health professional applicants.

Collaborated with three professional associations regarding revision of the rules and regulations.

Continuing to maintain and update the FAQ's page on the web site.

Board Member Susan McAvoy conducted training at Springfield Technical Community College titled, "Ten Easy Ways" which gives guidance to allied health professionals on how easy it is to be disciplined by the Board.

#### Creation of Board

G.L. chapter 13, section 11A

#### Rules and Regulations

259 CMR 2.00-6.00

#### Licensing Provisions

G.L. chapter 112, section 23A-23Q

#### Board Members

**Paul N. Petrone, OTR/L,**  
Chairman

**Frank A. Mastrangelo,**  
Vice Chairman

**Chrys Peralta,**  
Member

**Kathleen Barnes, PT,**  
Member

**Nancy Lowenstein, OTR/L,**  
Member

**Tim Horan,**  
Public Member

**Susan McAvoy, PTA,**  
Member

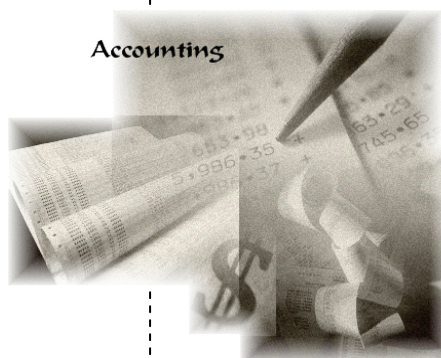
**Charles Redmond, LATC/PT,**  
Member

**James Zachazewski,**  
Member

**Nancy Demattia, PT,**  
Member

**Claudine J. DeJoie, COTA/L,**  
Member

## Certified Public Accountants



### The Board of Registration of Certified Public Accountants

Practitioners in public accountancy provide services to the public, which involve the use of accounting or auditing skills. These include one or more kinds of management advisory or consulting services, preparing tax returns or furnishing advice on tax matters.

The Board of Registration in Public Accountancy grants certificates and licenses to practice public accountancy to qualified individuals who comply with chapter 112, section 87A-E½ and 252 CMR. After these individuals have been granted licenses, the Board monitors their practice of public accountancy to ensure that they have complied with all of the continuing educational requirements and quality report reviews necessary to renew their licenses. The Board also monitors the practice of public accountancy to ensure that the services provided to the public are done in accordance with all applicable professional and ethical standards, law rendered, and rules and regulations.

The Board's objective is to provide quality service to its licensees in their service to the public. It administers the national Uniform CPA exam twice a year to more than 3,000 candidates and evaluates each successful candidate's experience in order to determine his or her competency to be granted a license. It coordinates the 60 plus phone inquiries received each day and provides professional guidance with respect to each inquiry.

#### Highlights

The Board reviewed its entire firm license records and found that many firms were not in compliance with its statute, M.G.L. c 112, s 87A-E1/2, and its regulations, 252 CMR. As a result, the Board conducted a full audit and notified approximately 100 firms of this non-compliance. Aside from the compliance issues, this audit also recouped several thousands in delinquent fees.

#### Future Initiatives

The Board is proposing amending its rules and regulations 252 CMR 3.05 with regards to form of practice and firm names. The purpose of these changes is to clarify to licensees and the public that firm names cannot continue to use multiple names of former CPA owners or continue to use the term "and Company" or "and Associates" when there are not in fact at least two CPA owners or two CPAs working full time in the firm. To do so is misleading as to the form of the CPA practice.

The current rule appeared to be somewhat confusing in that it stated that a sole proprietor or single owner CPA firm must have had at least one licensed full-time employee in order to use the term "and Company" or "and Associates." It did not state that in order to continue to use a firm name of multiple prior CPA owners, the firm had to maintain at least two CPAs owning and/or working full time.

#### Creation of Board

G.L. chapter 13, sections 33 to 35

#### Rules and Regulations

252 CMR 1.00-4.00

#### Licensing Provisions

G.L. chapter 112, sections 87A to 87E 1/2

#### Board Members

**Robert H. Temkin, CPA,**  
Chair

**Leo H. Bonarrigo, CPA,**  
Secretary

**Patricia G. Smith, CPA,**  
Member

**Mark S. Robinson, CPA,**  
Member

**Johnathan Horka,**  
Public Member

## Certified Public Accountants

### **The Board of Registration of Certified Public Accountants (cont.)**

Board will amend the rule to add that any firm that becomes a firm with only one CPA owner and it has multiple CPA owners names in the firm name, the firm must change the name if after six months there is no replacement of the other CPA owner or the addition of at least one full time CPA employee. The rule change will also clarify a statute change that a CPA firm cannot use any unlicensed owner's name (49% or less ownership allowed for certain firms) in the licensed firm name. Partnerships with only one CPA partner, LLP or LLC with only one CPA member, or Business Corporation with only one CPA shareholder are allowed to have unlicensed owners, but the Board doesn't allow the firms to use anyone but licensed CPA names in the firm name. The Board also does not allow fictitious names or any designations or any type of services in the name of the CPA firm and this will be so stated in the amendment.

The purpose of the rule change is really for clarification. No CPA Professional Corporations will be allowed to have any unlicensed directors or officers. For all firms, if the loss of a CPA owner or full-time CPA employee occurs leaving only one CPA owner, the loss must be reported to the Board within thirty days and the firm name must be changed immediately after six months of this vacancy so that it only lists the remaining CPA owner's name in the firm name.

The Board reports that the 2010 NASBA's National CPE Expo Convention will be held in Boston September 29th –through October 1.

## Chiropractors



### The Board of Registration of Chiropractors

Chiropractors provide health care services to consumers for musculoskeletal and neuromuscular conditions. They are concerned with improving and maintaining the integrity of the biomechanical systems of the body.

A number of studies over the past few years, including studies reported by the United States Department of Health and Human Services' Agency for Health Care Policy and Research (AHCPR), the Manga Report funded by the Ontario Administry of Health, and the Rand Study on Low Back Pain, all expound on the effectiveness of spinal manipulation as performed by chiropractors.

The Board of Registration of Chiropractors regulates chiropractors in the Commonwealth of Massachusetts. The Board works to maintain high standards of practice and to protect the health and welfare of the public by establishing qualification requirements for licensure, reviewing applicant credentials, and administering licensing examinations. The Board also monitors the practice of its licensees to ensure compliance with state laws and the Board's rules and regulations. The Board resolves consumer complaints against licensees by investigating charges and taking appropriate disciplinary action when necessary.

### Highlights

The chiropractic board established a new policy guideline concerning the "Performance of Chiropractic Supportive Procedures and Therapies by Unlicensed Assistants." This policy was modeled on a Board of Medicine regulation and in-step with current professional liability coverage. It will have the effect to simultaneously improve public safety and help reduce the cost of providing chiropractic services.

Each November (for the past seven years) the chiropractic board sponsors a 12-hour educational "Practice Compliance and Recordkeeping Seminar" that is available to our licensees. The seminar is part of the Board's proactive approach toward reducing health insurance fraud and abuse within our profession. The seminar covers the legal standards of chiropractic practice, how to develop and implement a practice compliance plan, and proper clinical documentation and recordkeeping procedures. Coupled with our mandatory orientation program for all new licensees, the chiropractic board is of the opinion that awareness through persistent education pays tangible dividends that results in fewer public complaints.

#### Creation of Board

G.L. chapter 13, sections 64 to 66

#### Rules and Regulations

233 CMR 2.00-5.00

#### Licensing Provisions

G.L. chapter 112, sections 89 to 97

#### Board Members

**Kirk J. Shilts, D.C.,**  
Chair

**Jean-Marc Slak.,**  
Vice Chair

**Kenneth Harling D.C.,**  
Secretary

**Robert Baritz, D.C.,**  
Member

**Michael Frustaci, D.C.,**  
Member

**Lynn Lebel, D.C.,**  
Member

**Diane Slater**  
Member

## **Chiropractors**

### **The Board of Registration of Chiropractors (cont.)**

Dr. Kirk Shilts was awarded the Special Presidential Award by the Federation of Chiropractic Licensing Boards (FCLB) during their 2009 Annual Meeting in Hollywood, CA. The award was in recognition of his exemplary year-long work of revising the bylaws of the FCLB. The revised bylaws include, among other things, new provisions for suspending/terminating individuals (current or past licensing board members) based on clear ethical standards balanced by due process protection.

Board member Dr. Lynn LeBel participated in the National Board of Chiropractic Examiners (NBCE) part IV test development committee in Greeley, CO. The part IV examination is a required practical exam for chiropractic licensure that includes a spectrum of clinical tasks, interacting with standardized patients exhibiting clinical deficits, and the art of performing corrective manual adjustments.

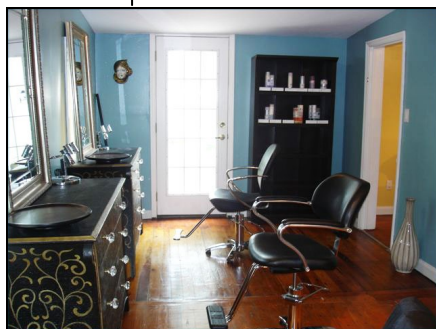
### **Future Initiatives**

The chiropractic board expects to complete the chiropractic facility licensure process that began in 2005 by including chiropractic businesses that perform doctor-client services. Over the past four years, the Board has successfully integrated chiropractic businesses providing doctor-patient services into facility licensing. Having minimal standards for these last remaining unregulated chiropractic businesses will help reduce the cost and improve the quality of certain chiropractic services, and assist the insurance industry by keeping potential fraud and abuse in check.

The chiropractic board is presently working to expand the use of consent agreement monitors in chiropractic cases. The Board recognizes the importance of providing guidance with oversight to delinquent chiropractic practices as a key component to imposing discipline. Monitors and compliance auditors are commonplace to consent agreements throughout the country. The Board's plan is to encourage the use of chiropractic consent agreement monitors, provide these monitors with a clear and simple task, and support the mentoring that almost always coincides with monitoring.



## Cosmetologists



### The Board of Registration of Cosmetology

The cosmetology profession includes hairdressers, manicurists and aestheticians. These professionals work closely with the public and are regulated by the Board of Registration of Cosmetology. The Board also sets the curricula requirements and regulates the schools that train candidates in these occupations. The Board protects the health and safety of the public by maintaining high standards for the industry.

### Highlights

Participated in Medical Spa Task Force in which Board championed public safety and the business interests of its licensees.

Participated in an educational conference/seminar with school instructors and owners.

Worked on drafting regulations to enhance the educational prerequisites for licensure and standards of practice in the industry to ensure licensees only provided treatments that they are trained to perform safely.

#### Creation of Board

G.L. chapter 13, sections 42 to 44

#### Rules and Regulations

240 CMR 2.00-7.00

#### Licensing Provisions

G.L. chapter 112, sections 87T to 87KK

#### Board Members

**Kelly Tarlow,**

Chair

**Karen Bonney,**

Member

**Belinda Morrone,**

Member

**Daniel Abraham,**

Member

**Janice Dorian,**

Member

**Daniel Abraham,**

Member

**Katherine Cochrane,**

Public Member

**Paul Andrews,**

Public Member

## Dietitians and Nutritionists

### The Board of Registration of Dietitians and Nutritionists

Human Dietetics/Nutrition is the science concerned with the relationship between foods and human health. The focus is on nutrients in food, their actions/interactions and the balance among health, disease, socioeconomic, cultural, and psychological factors. This field requires the application of biochemistry, physiology, social sciences and physical sciences toward the achievement of optimal human health.

The Board of Registration of Dietitians/Nutritionists grants licenses to qualified individuals who comply with the requirements of the statute. The Board monitors licensees to ensure that the services provided are comply with the Massachusetts General Laws and Board rules and regulations. The Board also ensures that licensees have complied with continuing professional education requirements necessary to maintain current knowledge and renew their licenses.

### Highlights

The Board conducted a continuing education audit. Ten percent of licensees were not in compliance. Of that 10% of licensees who were not in compliance, many had completed continuing education credits that did not satisfy the criteria for continuing education as set forth by Board policy and regulations. Those licensees who were deficient in their continuing education credits worked with the Board to complete the necessary continuing educations.

The Board, after many inquiries from licensees, created a policy regarding poster sessions and their eligibility to be counted toward the required continuing education requirement. As written in the policy, 5 poster sessions can be counted toward one CE unit, as long as necessary documentation can be demonstrated.

The Board said goodbye to Pamela Carabba, LDN, who served as a Board member since the Board's inception. Prior to Ms. Carabba's service to the Board, she was an advocate of LDN licensure. Ms. Carabba's leadership efforts and her continued dedication as a Board member were assets to the Board and to the profession. Her insight, thoughtfulness, and historical view of the profession will be missed!

Chairman Peter Gazzillo received the Certificate of Appreciation Presented to Berkshire Medical Center- Operation Better presented Director Bureau of Community Health Access and Promotion MADPH.

### Future Initiatives

The Board will continue to review the reliability and validity of exams used for non RDs. As well as standards for filing a complaint by those who have failed an audit.



#### Creation of Board

G.L. chapter 13, section 11D

#### Rules and Regulations

268 CMR 1.00-6.00

#### Licensing Provisions

G.L. chapter 112, sections 201 to 210

#### Board Members

**Peter W. Gazzillo, Jr.,**  
Chair

**Nancy Andersen,**  
Member

**Pamela J. Carabba,**  
Member

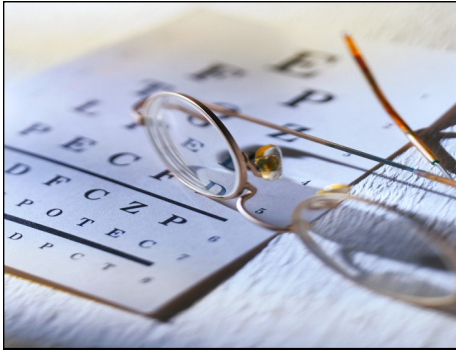
**Lorraine Dox,**  
Member

**Joyce Morrison,**  
Member

**Susan Massad,**  
Member

**Karen Cawrse,**  
Public Member

## Dispensing Opticians



### The Board of Registration of Dispensing Opticians

Dispensing Opticians fit and dispense prescription ophthalmic eyewear including eyeglasses and contact lenses. Members of this profession measure and duplicate existing ophthalmic prescriptions and fabricate eyeglasses.

The Board of Registration of Dispensing Opticians protects the public through regulation of the practice by testing candidates and licensing those who are qualified, thereby ensuring compliance with state statutes and the Board's rules and regulations. The Board also conducts hearings and facilitates resolutions to consumer complaints. The Board manages apprenticeship-training programs, approves educational standards for school-based optician programs, and monitors the continuing education requirements of licensees. The Board also works with optician boards in other states and professional organizations in furthering the qualifications of opticians.

### Highlights

Established parameters for a continuing education audit of all licensees.

### Future Initiatives

Review requirements for licensure of apprentices and the reinstatement process of individuals with expired licenses.

#### Creation of Board

G.L. chapter 13, section 48-50

#### Rules and Regulations

235 CMR 1.00-5.00

#### Licensing Provisions

G.L. chapter 112, sections 73C to 73L

#### Board Members

**Carol Winslow,**  
Chair  
**William Carleton,**  
Vice Chair  
**Harry Jilson,**  
Secretary

## Operators of Drinking Water Facilities



### The Board of Certification of Operators of Drinking Water Supply Facilities

Operators of drinking water supply facilities are employed by local water distribution and treatment facilities. They are responsible for chemically treating and then distributing our drinking water.

The Board of Certification of Operators of Drinking Water Supply Facilities regulates and licenses all operators of these facilities to ensure that the highest safety standards are adhered to in the treatment and distribution of drinking water.

The Board encourages licensees to maintain a high level of competence in the industry and assists them in enrolling in seminars and training programs. The Board holds licensees to high standards of quality and service in the industry for the protection of the public's health and safety. The Board offers nine levels of licensure in management of drinking water facilities.

### Highlights

Drafted proposed regulation changes regarding education requirements.

Implemented daily computer testing while adopting new exam processes.

Established an alliance and adopted new guidelines with DEP regarding reciprocal discipline.

Initiated pilot program for the review of every licensee with a criminal record.

#### Creation of Board

G.L. Chapter 13, section 66B

#### Rules and Regulations

236 CMR 2.00-5.00

#### Licensing Provisions

G.L. chapter 112, sections 87C to 87D

#### Board Members

**Paul S. Niman,**  
Chairman

**Robert D. Hoyt,**  
Vice Chairman

**William C. Salomaa,**  
Secretary

**Michael Celona,**  
Member

**Peter C. Karalekas Jr.,**  
Member

**James L. Deming**  
Member

**John Nelson,**  
Member

## Electricians



### The Board of State Examiners of Electricians and Electricians Appeals

The professionals licensed by the Examiners include Master Electricians (A), Journeyman Electricians (B), Fire Warning and Security System Contractors (C) and Fire Warning and Security System Technicians (D). The Examiners also handle appeals from licensees and wiring inspectors through the Board of Electricians Appeals.

The primary mission of the Examiners is to protect the citizens of Massachusetts by establishing minimum standards for persons performing electrical installations. They accomplish this mission by examining and licensing candidates and by enforcing the regulations and general laws relative to electrical installations in Massachusetts. The Examiners also prosecute those found to be working without a license, either through the Office of the Attorney General or directly in the courts of the Commonwealth, and post-implementation of the new enforcement law, before the Board itself.

The Examiners also perform fire investigations under the direction of the State Fire Marshal to determine if electricity could have contributed to the fire. While performing these fire investigations, the Examiners check the installations for code compliance and possible licensee misconduct.

The Board of Electrician Appeals issues informal opinions and conducts formal hearings in matters of dispute based upon decisions rendered by local wiring inspectors.

### Highlights

The Board created a Candidate Information Bulletin (CIB) which includes revamping of all applications for licensure and instructions.

The Board streamlined the 15-hour mandatory continuing education and 6 hour professional development program.

The Board launched a web page to provide guidance, interpretation of regulations to potential licensees, education providers and consumers.

The Board created a web link for all municipal inspectors of wires to easily access updates and interpretations of rules and regulations.

### Future Initiatives

The electrical trade is evolving and the Board is working to revise and update the Board's CMRs to best reflect the needs of the profession.

#### Creation of Board

G.L. chapter 13 sections 32, 32A

#### Rules and Regulations

237 CMR 12.00-23.00

#### Licensing Provisions

G.L. chapter 141, sections 1-10  
G.L. chapter 143,  
sections 3L to 3P

#### Board Members

**Peter A. Senopoulos,**  
State Fire Marshal designee, Chair

**Kathleen Guinee,**  
Systems Technician, Member

**Karen Boucher,**  
Systems Contractor, Member

**Kevin J. Bulman,**  
International Municipal  
Signalman's Association, Member

**Art Butler,**  
Public Member

**Jim Colleary,**  
Electrical Contractor, Member

**David Fenton,**  
Journeyman Electrician, Member

**Leo Miller Jr.,**  
Master Electrician, Member

**William R. Plamondon,**  
Local Wiring, Inspector Member

**David Edmonds,**  
DOE Designee

**Arthur Butler,**  
Public Member

## Electrologists



### Creation of Board

G.L. chapter 13, sections 58 to 60

### Rules and Regulations

238 CMR 2.00-4.00

### Licensing Provisions

G.L. chapter 112, sections 87EEE to 87000

### Board Members

**Paula Wright,**  
Chair

**Charlotte Bosco-Fitzpatrick,**  
Secretary

**Eileen Corcoran Nicholas,**  
Public Member

## The Board of Registration of Electrologists

Electrologists perform services for consumers through the permanent removal of hair from the body. Electrolysis involves the application of an electrical current through a needle to the hair follicle.

The Board of Registration of Electrologists protects the public through regulation of the practice of electrolysis in the Commonwealth of Massachusetts in accordance with Board statutes and Board regulations and the code of conduct.

The Board issues licenses to practice as qualified electrologists and qualified instructors when applicants meet the Board's education and experience requirements and pass a Board-administered examination. The Board also licenses schools of electrology after inspection and approval.

## Highlights

Worked on drafting new legislation to enhance profession by adding additional methods of hair removal.

Revamped criteria for continuing education to ensure that approved courses are factual and not editorial in nature.

Reviewed reciprocity/out of state licensing criteria and made decisions to ensure applicants from other states that require less education do not receive a license in the Commonwealth without fully satisfying the Board's educational requirements.



## Engineers and Land Surveyors



### The Board of Registration of Professional Engineers and of Professional Land Surveyors

Members of the engineering and surveying professions provide services to consumers as defined by the statutes and described in the regulations. Engineers practice in many areas, including (but not limited to) chemical, civil, environmental, electrical, mechanical, structural, agricultural, aeronautical/aerospace, fire protection, manufacturing, industrial, nuclear, petroleum and safety.

The Board of Registration of Professional Engineers and Professional Land Surveyors establishes, monitors and enforces qualifying standards for the engineering and land surveying professions. The Board works to ensure that persons practicing in these professions are competent to do so and are not endangering the life, health, safety and welfare of the public.

The Board regulates the practice of licensed Professional Engineers and Professional Surveyors through the Code of Regulations, which includes the Rules of Professional Responsibility. The Board has successfully applied strict standards of education and experience for its licensees and the administration of examinations in Fundamental Knowledge and Principles and Practice to determine a candidate's competence to practice engineering and land surveying. It has aggressively pursued disciplinary action against licensees for the protection of the public.

The Board and its sub-committees review, evaluate and act on applications for licenses. The Board conducts interviews and oral examinations to verify an applicant's qualifications. The written examinations administered by the Board provide a final screen of an applicant's qualifications. Board members are members of the National Council of Examiners for Engineering and Surveying (NCEES). This council prepares national examinations for the regulated professions, develops uniform standards for comity registration among the states, and acts as a clearinghouse for the law enforcement activities of its member boards.

#### Creation of Board

G.L. chapter 13, sections 45 to 47

#### Rules and Regulations

250 CMR 2.00-6.00

#### Licensing Provisions

G.L. chapter 112, sections 81D to 81T

#### Board Members

**Philip A. Jenks, Esq.,**  
Chairman

**Dennis Drumm, PLS,**  
Vice Chairman

**Paul D. Turbide, PE, PLS,**  
Secretary

**Joel Goodmonson, PE,**  
Board Member

**Robert Figuerido, PE,**  
Board Member

**John Duff, PE,**  
Board Member

**Ronald J. Willey, PE,**  
Board Member

**Sheryl L. Campbell, PLS,**  
Board Member

**Peter E. Hale, PLS,**  
Board Member

**Maurice Pilette, PE,**  
Board Member

*Continue*

## Engineers and Land Surveyors

### Highlights

A committee was formed to revise 250 CMR regulations. Several Board members and consultants from the profession, meet on a monthly basis with the goal of thoroughly revised the regulations, and updating appropriately. These regulations have not had this type of overhaul, in over 17 years. Although the Board has made significant progress in this area, the project will continue in FY 10

After much discussion with various professional associations ,and engineers in the professional community, the Board adopted a policy to address the controversial issue of the use of the title engineer. A final version of this policy was adopted in Dec 2008

Associate Executive Director Patricia Breslin attended a conference at NCEES in Clemson, NC to collaborate with other members Boards around the administration of the FE and PE exams. The Massachusetts Board was able to advocate our candidates' needs as well as collaborate with NCEES on how this process could run more efficiently.

The Board voted to Issue EIT numbers for candidates who took the fundamentals exam in another state at the October 2008 meeting.

### Future Initiatives

The task of revising the 250 CMR is still in process, but the Board is hopeful that it will be complete in the next fiscal year.

The Board is also considering policy that will address the issue of PEs and PLSs using electronic/digital stamps



## Embalmers and Funeral Directors



### The Board of Registration of Funeral Directors and Embalmers

The Funeral Services profession provides services for the deceased and their families. Members of this profession prepare the bodies of the deceased through embalming, arrange for crematory services, and provide assistance to family members of the deceased. They are committed to following all health-related rules as set forth by the Board and local health departments, and consumer protection rules of the Federal Trade Commission.

The Board of Registration of Funeral Directors and Embalmers oversees the licensing of these professionals and their apprentices through examination. The Board also regulates and inspects the facilities of licensed embalmers and funeral directors.

#### Highlights

Drafted proposed statutory changes regarding the general funeral industry.

Continued working on regulation changes regarding classification of license types.

Performed outreach and free continuing education for the business community.

#### Creation of Board

G.L. chapter 13, sections 29 to 31

#### Rules and Regulations

239 CMR 2.00-4.00

#### Licensing Provisions

G.L. chapter 112, sections 82-87

#### Board Members

**Kim Pineau,**  
Chair

**Edward Mazur,**  
Member

**James McWilliams,**  
Secretary

**Peter Stefan,**  
Member

**Judith McCarthy,**  
Public Member

## Health Officers



### The Board of Certification of Health Officers

Certified Health Officers (CHOs) are generally the administrative officers of a health department or board of health. Several are presently serving as administrators to the State Department of Public Health or State Department of Environmental Protection. The Health Officer evaluates the community's health issues and develops programs to address the community's needs and the prevention and control of health and/or environmental problems.

The health officer must be knowledgeable of state, federal and local sanitary codes and regulations, as well as other public regulations addressing the public health and the environment, and authorities referencing communicable disease control, Title V septic system design and approval, housing, food service, public swimming pools and beaches, hazardous waste control and environmental pollutants, massage and tanning establishments, animal and rabies control, and other public health issues. The CHOs perform field inspections, respond to complaints, follow up on consumer requests, and address issues associated with public health and environmental regulations that affect communities across the Commonwealth.

#### Creation of Board

G.L. chapter 13, sections 70 to 72

#### Rules and Regulations

241 CMR 2.00-4.00

#### Licensing Provisions

G.L. chapter 112, sections 87WWW to 87ZZZ

#### Board Members

**David Kaplan,**  
Chair

**Michael Feeney,**  
Vice Chair

**Everett Penney,**  
Secretary

**Bruce Murphy,**  
Member

**Steven Ward,**  
Member

**Richard Solano,**  
Public Member

### Highlights

In fiscal year 2009, the Board received 3 applications for licensure. All applicants were approved to sit for the exam. Two candidates sat for the HO exam and passed, and one is scheduled to take the exam.

The Board members reviewed and updated the current exam and study materials used in the licensing process. The purpose of this is to bring the materials up to date to ensure that the potential licensees are learning and/or are familiar with the new technologies in this field. This is an ongoing process as technology changes frequently and rapidly. This will help to ensure the better protection of the consumers of the Commonwealth.

The Board is continually working on new ways for the recruitment of candidates to sit for the Health Officer's Exam. Several strategies were suggested including posting links on the State Department of Public Health web page or other pertinent sites.

Joanne Scott, CHO, retired from the Board after serving for more than 10 years. Ms. Scott has been a truly dedicated Board member with great insight into the issues the Board faces. Her thoughtful input and commitment to the Board will be missed.

### Future Initiatives

The Board is currently reviewing and drafting changes to its regulations. The Board anticipates that it will promulgate amendments to its regulations in fiscal year 2010.

## Hearing Instrument Specialists



### The Board of Registration of Hearing Instrument Specialists

Hearing Instrument Specialists are individuals who engage in the practice of dispensing or fitting hearing aids. The practice of fitting and dispensing hearing aids means the measurement of human hearing solely for the purpose of making selections, adaptations or sales of hearing aids intended to compensate for impaired hearing. The Board of Registration of Hearing Instrument Specialists protects the public through regulation of the practice and the qualifications for licensure in the Commonwealth of Massachusetts in accordance with the statutes.

#### Creation of Board

G.L. chapter 13, sections 93 to 95

#### Rules and Regulations

265 CMR 2.00-10.00

#### Licensing Provisions

G.L. chapter 112, sections 196 to 198

#### Board Members

**Rudy Szady,**

Chairman

**Loleata Wigall,**

Secretary

**Donald Gross,**

Member

**Mark Battite,**

Member

**Charlotte Berman,**

Member

**Elizabeth Campbell,**

Public Member

### Highlights

Provided guidance to the International Hearing Society on industry related issues (i.e. Medicare providing a \$500 per ear reimbursement every 5 years towards hearing aid purchases). Worked in conjunction with federal audiologists and hearing instrument specialists concerning mail order hearing devices.

## Home Inspectors



### The Board of Registration of Home Inspectors

The Board of Registration of Home Inspectors is charged with evaluating the qualifications of applicants for licensure and granting licenses to those who qualify. It establishes rules and regulations to ensure the integrity and competence of licensees. The Board promotes public welfare through regulation of home inspectors in accordance with state statutes and board regulations.

The Board is responsible for ensuring that licensed home inspectors have proper training and experience through an associates program and meet minimum inspection requirements in each inspection performed. Applicants are required to pass a board-approved examination prior to licensure and fulfill continuing education requirements for license renewal. In addition, the Board publishes a code of ethics for home inspectors.

Home Inspectors are required to carry a minimum of \$250,000 in insurance so that consumers will be able to seek compensation if they sustain losses resulting from an inspector's error. In addition, real estate brokers are required to distribute a brochure produced by the Office of Consumer Affairs and Business Regulations about home inspections to homebuyers. Brokers are prohibited from directly recommending a home inspector. Brokers may provide a list of licensed inspectors in the state upon request. This will help eliminate the conflict of interest that exists when a real estate broker recommends a specific home inspector.

### Highlights

New regulations were promulgated and home inspectors will commence dispensing energy audit information to clients either at inspection or have it on the URL.

#### Creation of Board

G.L. chapter 13, section 96

#### Rules and Regulations

266 CMR 1.00-11.00

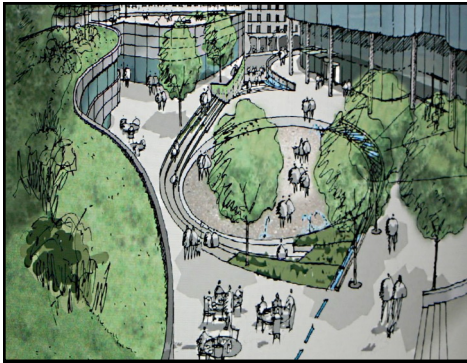
#### Licensing Provisions

G.L. chapter 112, sections 222 to 226

#### Board Members

**Michael Mc Dowell,**  
Chairman  
**John Digby,**  
Vice Chairman  
**Stephen Cook,**  
Member

## Landscape Architects



### The Board of Registration of Landscape Architects

Landscape Architects provide services to consumers as defined by the statutes and described in the regulations. The Board of Registration of Landscape Architects protects the public through regulation of the practice and the title of Landscape Architect in the Commonwealth of Massachusetts in accordance with the statutes.

### Highlights

During fiscal year 2009, the Board reviewed and amended the Board's policy on reinstatement of lapsed landscape architects licenses. The Board also revised the Reinstatement Application to align with the amended Policy Statement. The Board further reviewed and revised the First-Time Application for Licensure by Examination for Landscape Architects, the Application for Licensure by Reciprocity for Landscape Architects, and the Confidential Reference Form and Employment Verification in the applications. The Board also invited the (BAC) Boston Architectural College to one of its Board meetings to inform the Board about their new Landscape Architectural Program. BAC presented the program's curriculum and requirements for graduation with an undergraduate degree.

The Board would like to recognize the following recipients of awards presented by the Boston Society of Landscape Architects at their Annual BSLA Gala and Award Program Celebration, which took place on May 7, 2009. Board members included in the awards were Marion Pressley for Trailside Master Plan, Blue Hills Reservation located in Milton, Massachusetts and Pamela Shadley for The George Garvin Brown Garden located in Louisville, Kentucky.

#### Creation of Board

G.L. chapter 13, sections 67 to 69

#### Rules and Regulations

242 CMR 2.00-3.00

#### Licensing Provisions

G.L. chapter 112, sections 98 to 107

#### Board Members

**Marion Pressley, FASLA,**  
Chair

**Pam Shadley, ASLA,**  
Professional Member

**Richard Anderson, ASLA,**  
Professional Member

**Frank Fields,**  
Public Member

## Massage Therapists



### The Board of Registration of Massage Therapists

Massage therapy is the systematic treatment of the soft tissues of the body by use of pressure, friction, stroking, percussion, kneading, vibration by manual or mechanical means, range of motion for purposes of demonstrating muscle excursion or muscle flexibility and nonspecific stretching. Massage Therapy may include the use of oil, ice, hot and cold packs, tub, shower, steam, dry heat or cabinet baths, in which the primary intent is to enhance or restore the health and well-being of the client. A Massage Therapist is a person, licensed by the board, who instructs or administers massage or massage therapy for compensation.

The Board both proposes and reviews legislation, as well as new rules and regulations, affecting the profession. It maintains high standards in the field and protects consumers by investigating and resolving against practitioners. It also works to maintain the educational standards of the profession by directing curricula, licensing schools, and establishing continuing education requirements.

#### Highlights

The board promulgated regulations for establishment licensure. The board worked with local police departments and the state human trafficking division to protect consumers from unlicensed practice and fraudulent credentials.

#### Future Initiatives

The board will promulgate regulations for the operation and licensure of schools that teach massage therapy in order to maintain educational standards of this dynamic health care profession.

#### Creation of Board

G.L. chapter 13, sections 98 to 99

#### Rules and Regulations

269 CMR 1.00-7.00

#### Licensing Provisions

G.L. chapter 112, sections 227 to 236

#### Board Members

**Steven Tankanow, LMT,**  
Chair

**J. David Naperstek,**  
Vice Chair

**Bernadette Della Bitta  
Nicholson, LMT,**  
Secretary

**Donald Cardoza LMT,**  
Member

**Tak Wong, LMT,**  
Member



## Optometrists



### The Board of Registration in Optometry

Licensed doctors of optometry are independent primary health care providers who examine, diagnose, treat and manage diseases and disorders of the visual system, the eye and associated structures. The scope of optometric care ranges from vision testing and correction to diagnosing, managing and treating complex eye and vision problems such as glaucoma.

The Board of Registration in Optometry licenses all new optometrists, and renews licenses for established optometrists. The Board both proposes and reviews legislation, as well as new rules and regulations affecting the profession. It maintains high standards in the field and protects consumers by investigating and resolving complaints against optometrists. It also works to maintain the educational standards of the profession by reviewing and either approving or rejecting continuing education and postgraduate courses for Massachusetts licensees.

### Highlights

The Commonwealth of Massachusetts now has five (5) active Council on Optometric Practitioner Education (C.O.P.E.) reviewers including Dr. Rakusin and Dr. Schram of the Board. Another member of the Board is in the final stage of the process.

Due to the declining number of TPA courses, the Board voted to accept a non-live TPA course if it were Board-approved and complied with all regulations.

The Board made a C.O.P.E approved continuing education (CE) presentation led by Chairman Rakusin, Dr. Schram and Executive Director R Ann Constable at a Mass Society of Optometrists sponsored event. The purpose of the CE was to acquaint all present with the functions and workings of the board.

### Future Initiatives:

The Board will continue to foster a strong relationship between the Board and the College of Optometry.

The Board designated Dr. Erickson to review applications for licensure received by our licensing service PCS. Dr. Erickson continues to serve as the Board's liaison with the Commonwealth's Registry of Motor Vehicles. The Board currently accepts CELMO certification when evaluating a candidate for licensure. The final licensing decision would still be subject to the licensee meeting all other Massachusetts' regulations.

Dr. Bennett continues to write regular informational articles for the Mass Society of Optometrists newsletter explaining Optometry Board policies and issues to the membership.

#### Creation of Board

G.L. chapter 13, sections 16 to 18

#### Rules and Regulations

246 CMR 1.00-3.00

#### Licensing Provisions

G.L. chapter 112, sections 66 to 73B

#### Board Members

**Bruce L. Rakusin, O.D.,**

Chairman

**Linda Bennett, O.D.,**

Member

**Richard C. Erickson, O.D.,**

Member

**Scott D. Peterson, Esq.,**

Public Member

**Neil I. Schram, O.D.,**

Member

## Plumbers and Gas Fitters

### The Board of State Examiners of Plumbers and Gas Fitters

Plumbers work with materials and fixtures used in the installation, removal, maintenance, extension, and alteration of plumbing systems for piped fixtures, fixed appliances, and accessories. They perform this work in connection with sanitary drainage, storm drainage, special waste, venting systems, and public or private water supply systems within or adjacent to a building or structure. Gas Fitters pipe, both low pressure and elevated, to appliances and accessories and insure the installation of vent piping for flue gases and makeup air. Licensed plumbers may also perform gas fitting.

The Board of Registration of Plumbers and Gas Fitters regulates these occupations in accordance with state laws and Board regulations. The Board promulgates the uniform state plumbing and gas fitting codes. It holds examinations and issues licenses for Journeyman and Master Plumbers, Journeyman and Master Gas Fitters, Liquefied Petroleum Gas Installers (LP), and Limited Liquefied Petroleum Gas Installers (LTD). It registers apprentice Plumbers and Gas Fitters and issues corporate and partnership certificates for plumbing and gas. The Board holds public hearings for code amendments, grants variances, and approves dual and elevated gases and plumbing and gas products.

#### Highlights

In order to expedite the Board's product approval process we have updated the application and procedure. We have streamlined the application which eliminates the necessity for manufactures to send large amounts of manuals and instructions to all board members. We now allow them to send a disk along with the application and fee to the board office and an additional packet (without fee) to the board chairman only. The application is also designed to assure that the manufactures will have their products properly listed on the web-site. We continue to review our processes to ensure that they are both simplified and expeditious.

We have implemented a long awaited continuing education requirement for all our licensees. The goal is to insure that all licensees are up to date with new regulations, board policies, interpretations, etc., which should help to eliminate numerous issues such as job delays, additional costs, compromised consumer confidence and consumer complaints.

We have worked with the Department of Public Health and other state agencies to establish a policy regarding what plumbing requirements (for health, safety and hygiene) will be necessary in limited health clinics. This will assure that the public, as well as the staff, will have adequate plumbing facilities without making the implementation cost prohibitive for the establishment.

We have worked with the Department of Education, the vocational technical high schools, and related agencies to establish a policy regarding on the job work programs for their students. The goal was to ensure the health and safety of the students along with a good, educational experience, something that would fall within the students' level of competency yet would be challenging.



#### Creation of Board

G.L. chapter 13. sections 36 to 38

#### Rules and Regulations

248 CMR 2.00-7.00-10.00

#### Licensing Provisions

G.L. chapter 142, sections 1 to 22

#### Board Members

**Paul Kennedy Sr.,**  
Chairman

**Richard Carter,**  
Journeyman Plumber

**Bahig A. Kaldis,**  
Professional Engineer

**Greg Hanley,**  
Public Member

**Ruth Alfasso,**  
Public Health Member

**John Russo,**  
Department of Public Safety  
Designee

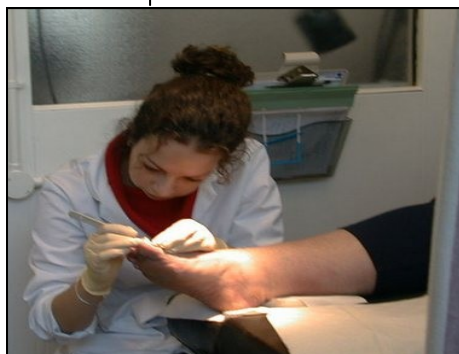
**Anthony Visco,**  
L.P. Gas Fitter

**Joseph P McNamee,**  
Master Plumber

**Stephen Harold,**  
Master Gas Fitter



## Podiatrists



### The Board of Registration of Podiatry

Podiatry deals with medical and surgical treatment of foot disorders. The Board of Registration in Podiatry evaluates the qualifications of applicants for licensure and grants licenses to those who qualify. It establishes rules and regulations to ensure the integrity and competence of licensed podiatrists. The Board promotes the public health, welfare and safety.

#### Highlights

Established Policy on Diabetic Foot Care.

Worked with DPH on Podiatry Assistants Taking Office X-rays.

Researched and compiled Definition of Foot / Ankle.

Voted to increase the number of CMES to 50 which is comparable with the continuing education requirements of the Board of Registration in Medicine in order to ensure that its licensees are well-educated.

Established office sterilization procedures.

#### Future Initiatives

The Board will update their regulations to clarify the designations of retired podiatrists and inactive licensee status.

#### Creation of Board

G.L. chapter 13, sections 12A to 12C

#### Rules and Regulations

249 CMR 2.00-7.00

#### Licensing Provisions

G.L. chapter 112, sections 13 to 22

#### Board Members

**Leroy J. Kelley, III, D.P.M.,**  
Chair

**Raymond Murano, D.P.M.,**  
Secretary

**Kenneth Leavitt, D.P.M.,**  
Member

**David Campbell, M.D.,**  
Physician Member

**Ben Benjamin, Ph.D.**  
Public Member

## Psychologists



### The Board of Registration of Psychologists

Psychologists provide mental health services to consumers, as well as teach and perform research. The Board of Registration of Psychologists licenses qualified people to practice psychology and regulates that practice in the Commonwealth of Massachusetts, as defined by the statutes and described in the regulations.

The Board protects the public health and welfare through regulation of the practice. It receives, investigates, and adjudicates complaints against licensed practitioners.

### Highlights

The Board said farewell to two long-serving Board members this year: Carmen Brenes Jette, Ph.D. and John Stahl, Ph.D.. The Board thanks them for their dedicated public service to the profession of psychology. The Board welcomed Richard Halgin, Ph.D. and William Sanchez, Ph.D., psychologist members of the Board. The Board also welcomed new public member Patricia Brewerton.

The Board met with members of the Massachusetts Psychological Association in December 2008 to hear their concerns regarding proposed legislation to license Behavior Analysts.

Board member Richard Halgin, Ph.D. published the 6th edition of his Abnormal Psychology textbook: Halgin, Richard P., & Whitbourne, Susan K. (2010). Abnormal Psychology: Clinical Perspectives on Psychological Disorders, 6th edition. New York: McGraw-Hill.

Stuart Fisher, Ph.D. taught a graduate course in "Theories of Psychotherapy" at Clark University, and taught a seminar in Couple & Family Therapy for Psychiatry residents at UMass Medical Center.

The Board, using the enhanced enforcement capabilities of M.G.L. ch. 65A, has continued to diligently participate in the enforcement of M.G.L. ch. 112, s. 122 which prohibits the use of the title "psychologist" or the practice of psychology by those who are not currently licensed as psychologists. These enforcement activities include disciplinary action taken, with the assistance of the Division of Professional Licensure, against individuals who violate this statute.

The Board reviewed 169 new applications for licensure in fiscal year 2009.

The Association of State and Provincial Psychology Boards (ASPPB) held their mid-winter meeting in Boston in April 2009, which the Massachusetts Board served as the Hosting Board. Several Board members attended this 3 day event, and welcome other boards from across the country. Dr. Fisher attended the ASPPB annual meeting in October 2008, held in Nashville, Tennessee.

#### Creation of Board

G.L. chapter 13, sections 76 to 79

#### Rules and Regulations

251 CMR 1.00-4.00

#### Licensing Provisions

G.L. chapter 112, sections 118 to 129A

#### Board Members

**John Stahl, Ph.D.,**

Chair

**Richard Halgin, Ph.D.,**

Member

**Sheila O'Keefe, Ed.D.,**

Secretary

**William Sanchez, Ph.D.,**

Board Member

**John Baker, Ed.D.,**

Board Member

**Stuart Fisher, Ph.D.,**

Board Member

**Ana Ortiz, Ph.D.,**

Board Member

**Edy Kasendorf, Ph.D.,**

Member

**Kevin Bulman,**

Public Member

**Patricia Brewerton,**

Public Member

**Radio and Television Technicians**



**The Board of Registration of  
Radio and Television Technicians**

Radio and television repair technicians must be licensed by the Commonwealth to perform repairs on radio and television equipment. The Board of Registration of Radio and Television Technicians protects the public through regulation of the trade and by providing a source of assistance to consumers who have complaints about repairs or service. The Board imposes high standards for quality and service on those technicians working in the field of radio and television repair.

**Highlights**

- Implementation of the new investigative inspection form.
- Notified major appliance companies of the licensing requirements.
- Updated the application questions on the examination.

**Creation of Board**

G.L. chapter 13, sections 61 to 63

**Rules and Regulations**

253 CMR 2.00

**Licensing Provisions**

G.L. chapter 112, sections 87PPP-87VVV

**Board Members**

- Robert Ayan,**  
Chairman
- George Chalikis,**  
Vice Chairman
- Rene Fagnant,**  
Secretary
- Frank Serra,**  
Member
- Steven Thomas,**  
Member
- Jay Trieber,**  
Member

## Real Estate Appraisers



### The Board of Registration of Real Estate Appraisers

Real Estate Appraisers, through their contracts with clients, provide land and commercial and residential property appraisal services.

The Board of Registration of Real Estate Appraisers licenses qualified professional appraisers in compliance with the mandates of Title XI of the Federal Financial Institution Reform, Recovery and Enforcement Act (FIRREA) of 1989. The Board ensures the integrity of its licensees through fair and consistent enforcement of the statutes and regulations.

#### Creation of Board

G.L. chapter 13, section 92

#### Rules and Regulations

264 CMR 1.00-12.00

#### Licensing Provisions

G.L. chapter 112, sections 173-195

#### Board Members

**William Barney,**  
Chair, Banking Member  
**Michael P. Gianelli,**  
Certified Residential Member  
**Dario Mercadante,**  
Certified General Manager  
**Phyllis A. Leonard,**  
Licensed Real Estate Broker  
**Dennis Smith,**  
Public Member

### Highlights

In Fiscal Year 2009, the Real Estate Appraisers Board ("Board") amended its licensure and certification regulations, restructured its continuing education audits and amended its guidelines for disciplining licensees.

Pursuant to new criteria established by the Appraiser Qualifications Board (AQB), the Board amended its licensure and certification regulations for initial licensure and for current licensees seeking an upgrade in licensure. Specially, the Board increased the number of classroom hours for primary real estate appraiser education and increased the number of experience hours for all levels of licensure. Also, the Board amended its regulations to mandate the passing of specific collegiate level subject matter courses for state certification.

The Board also restructured its continuing education enforcement to better streamline audits of licensees and their compliance with the Board's continuing education regulations. The Board selects a licensee for a continuing education audit. For a non-compliant licensee, the Board remits a standardized Consent Agreement to the licensee to promptly resolve the continuing education violation.

In addition, the Board amended its sanction guidelines for disciplinary proceedings to better clarify discipline appropriate for lower level violations.

### Future Initiatives

For Fiscal Year 2010, the Board plans to draft regulations governing the supervision of real estate appraisal trainees and appraiser-in-training (licensees seeking an upgrade in licensure).

## Real Estate Brokers and Salesmen



### The Board of Registration of Real Estate Brokers and Salespersons

Licensed real estate brokers and salespersons assist consumers wanting to purchase, sell, lease or exchange real property. This assistance encompasses a host of services, including evaluating property for basic valuations, negotiating purchase, sale or lease agreements, maintaining escrow accounts, and advertising.

The Real Estate Board licenses only those candidates who meet the statutory and regulatory requirements for real estate brokers and salespersons. In carrying out its mission, the Board regulates real estate schools and curriculum and contracts with a testing vendor to provide the agent examination. Of equal importance, the Board seeks to protect consumers by exercising its authority to discipline those real estate agents that violate licensing laws and regulations.

#### Highlights

In Fiscal Year 2009, the Board participated in a two (2) day test development meeting with its test administrator for the broker examination and the salesperson examination. The Board reviewed the content and structure of the examinations, reviewed the performance statistics of the applicants, drafted new test questions and reorganized the real estate content outline to increase the number of test questions for a greater emphasis on Massachusetts state laws and regulations.

#### Future Initiatives

The Board's education subcommittee plans to draft new policies and applications for the submission and approval of continuing education courses by Massachusetts real estate schools.

#### Creation of Board

G.L. chapter 13, sections 54 to 57

#### Rules and Regulations

254 CMR 2.00-7.00

#### Licensing Provisions

G.L. chapter 112, sections 87PP to 87DDD1/2

#### Board Members

**Ann Blackham,**

Chairperson

**L. Brad Hutchinson,**

Member

**Richard W. Neitz,**

Member

**Alfred R. Razzaboni,**

Public Member

## Sanitarians



### The Board of Registration of Sanitarians

Sanitarians administer environmental and health programs for both public and private agencies and organizations in food protection and safety, water quality, air quality, noise, industrial and land pollution, sewage disposal, hazardous and toxic substances, solid waste management, and institutional health.

The Board of Registration of Sanitarians protects the public health and welfare through regulation of the profession in accordance with state statutes and board regulations. The Board maintains a registration program for persons meeting the established educational, experience, and examination requirements. It determines eligibility for admission to the examination and conducts both written and oral exams. The Board maintains registration records, issues certificates of registration, holds meetings, adopts new regulations, and determines continuing education requirements. In enforcing the laws in the fields of environmental and public health, the Board is qualified to perform public health and environmental inspections and related administrative duties. The Board investigates reports of violations of rules and regulations, conducts hearings, and takes disciplinary action when required.

### Highlights

Adopted policies and procedures for reviewing applicants with criminal records.

Implemented daily computer testing.

Reviewed training requirements as they relate to topics and questions on the examination for licensure.

#### Creation of Board

G.L. chapter 13, sections 51 to 53

#### Rules and Regulations

255 CMR 2.00-5.00

#### Licensing Provisions

G.L. chapter 112, sections 87LL to 87OO

#### Board Members

**Kathleen MacVarish,**  
Chair  
**Jennifer Lamb-Sullivan,**  
Vice Chair  
**Peter Mirandi,**  
Secretary  
**Beverly Anderson,**  
Member  
**Felix Zemel,**  
Member  
**John McVeigh,**  
Member



## Social Workers

### The Board of Registration of Social Workers



Licensed Social Workers provide services to consumers as defined by the statutes and described in the regulations. Generally, social work professionals provide counseling to individuals, couples, families, and groups directed toward specific goals. They assist individuals or groups with difficult day-to-day problems, such as finding employment, locating sources of assistance, and organizing community groups to work on a specific problem.

The Board of Registration of Social Workers protects the public through regulation of the practice in Massachusetts. It determines eligibility for admission to examinations for social work, conducts examinations, and licenses qualified individuals at one of four levels of licensure: Licensed Independent Clinical Social Worker, LICSW; Licensed Certified Social Worker, LCSW; Licensed Social Worker, LSW; Licensed Social Work Associate, LSWA. The Board holds meetings, hears complaints, and takes action as required with the assistance of the Division's legal counsel and investigators.

#### Highlights

The Board began its cycle of continuing education audits again in this fiscal year, following the license renewal date of 10/1/2008. Audits were conducted by the Board's vendor, ASWB, in cooperation with Board staff. During this fiscal year, 100 licensees were selected for the audit. Of those, approximately 20% were found to be non-compliant. Those found to be non-compliant, were assessed a fine and required to make up the outstanding CEUs. Random audits will continue to be conducted on a quarterly basis throughout this licensure cycle.

Associate Executive Director Patricia Breslin continues to do annual licensure presentations for most of the BSW and MSW schools in the Commonwealth. All of these seminars are widely attended, and are helpful in educating the future licensees about the application process and the expectations of the Board once they become licensed.

Executive Director Erin LeBel and Associate Executive Director Patricia Breslin attended the ASWB Annual Meeting in Providence, Rhode Island in November 2008. Both were able to attend the Board Administrators Forum, which was very helpful in considering alternative and efficient measures to accomplishing the Board's goals. Chair Leticia Hermosa also attended the meeting as the Massachusetts Delegate.

The Board welcomed Shanna Burke, LCSW; Xenia Rosado-Merced, LSW; and Peter Kirwin, LICSW. The Board also said good-bye to three members who were dedicated to the Board for many years: Betty Ruth, LCSW; Priscilla Lynch, LSW and Mary Chin, who served on the Board for over 20 years.

#### Future Initiatives

The Board hopes to soon return to discussing and researching issues related to continuing education, including exploring what steps they can take to improve the quality of CE offerings available to licensees.

#### Creation of Board

G.L. chapter 13, sections 80 to 84

#### Rules and Regulations

258 CMR 1.00 to 31.00

#### Licensing Provisions

G.L. chapter 112, sections 130 to 137

#### Board Members

**Walter Stamper,**  
Chair

**Shanna Burke, LICSW,**  
Vice Chair

**Leticia Hermosa,**  
Secretary

**Peter Kirwin,**  
Public Member

**Xenia Rosado-Merced,**  
Public Member

## Veterinarians

### The Board of Registration in Veterinary Medicine

Veterinarians generally diagnose, treat, and prescribe medicine for disease, pain, or injury in animals. The Board of Registration in Veterinary Medicine licenses those applicants who have received a doctor's degree in veterinary medicine from an approved school and have passed the national exams and the state's jurisprudence exam with grades considered satisfactory by the Board.

The Board protects the public by monitoring the practices of the veterinarians it licenses to ensure that they practice according to the laws of Massachusetts and the Board's established standards and code of conduct. The Board works to recognize and address the needs and demands of the profession in a timely fashion.

#### Highlights

The Board has continued its efforts to conduct random, unannounced inspections of veterinary clinics across the Commonwealth. By the fall of 2008 over 90% of the clinics in Massachusetts had been inspected by the Office of Investigations.

A public database has been established to identify those licensed under the Tufts Institutional License. This information that was previously available only by inquiring to the staff office, is now on our website.

Dr. Davis attended the Annual Meeting of the American Association of Veterinary State Boards in September 2008, where he collaborated and learned from other state Boards regarding issues commonly faced by veterinarians.

In March 2009, The Board welcomed Dr. Feinberg and Dr. Thomas from National Board of Veterinary Medical Examiners (NBVME) to review the additional clinical competency exams offered and how they could be used measure competence when questioned by the Board. The Board reviewed sample exams, and learned a great deal on the creation of these and the NAVLE exams.

Dr. Patrick (PJ) Hallisey resigned from the Board in March 2009. Dr. Hallisey sat on the Board since 2008; his dedication and expertise in the field was instrumental in conducting Board business. The Board would like to thank him for his time well served.

#### Future Initiatives

The Board will begin a random audit of Continuing Education Units of licensees. This will be the first time that the Board has ever conducted a CEU audit, due to the fact that the requirement for CE became effective only in recent years. The audit will question retroactive CE requirements, and will result in an investigation if non-compliance by a licensee is suspected.



#### Creation of Board

G.L chapter 13, sections 26 to 28

#### Rules and Regulations

256 CMR 2.00-10.00

#### Licensing Provisions

G.L. chapter 112, sections 54 to 60

#### Board Members

**Steven Atwood, VMD,**  
Member

**Peter Gollub, DVM,**  
Member

**Edward Zullo, DVM,**  
Member

**Trudy Lanman, Secretary**  
Public Member

**Robert Davis, DVM**  
Member



## Speech-Language Pathologists and Audiologists



### The Board of Registration of Speech Language Pathology and Audiology

Speech-Language Pathologists screen, identify, assess and interpret, diagnose, rehabilitate, and work to prevent disorders of communication. These disorders can include articulation, fluency, voice, and language.

Audiologists work with peripheral and central audiological systems and vestibular dysfunction. Audiologists screen, identify, assess and interpret, diagnose, rehabilitate, and work to prevent communication disorders.

The Board of Registration in Speech-Language Pathology and Audiology works to license those applicants meeting its qualifications, to uphold standards within the professions, and to protect the health, safety, and welfare of the public.

#### Creation of Board

G.L. chapter 13 sections 85 to 87

#### Rules and Regulations

260 CMR 1.00-10.00

#### Licensing Provisions

G.L. chapter 112, sections 138 to 147

#### Board Members

**Barbara A. Morris, M.A.,  
CCC-A,**  
Chair

**Michael L. Skrip, M.S.,  
CCC-A, FAAA,**  
Secretary

**Gregory L. Lof, Ph.D.,  
CCC-SLP,**  
Member

**Lenore Daniels-Miller, Sc.D.,  
CCC-SLP,**  
Member

**Holly Arsenault,**  
Public Member

## Division of Professional Licensure

### Employees

#### Administration

George K. Weber  
*Director*  
Charles Borstel  
*Assistant to the Director*  
Cheryl Yebba  
*Executive Assistant*  
Charles Walker, Esq.  
*General Counsel*  
Stephen Nemmers  
*Deputy Director for Policy  
and Planning*  
Deborah Cassano  
*Administrative Services  
Coordinator*

#### Accounting Unit

Susan Dolabany  
*Fiscal Services Manager*  
Wilma Kennon  
*Accountant*  
Mouna Khoukoz  
*Accountant*  
Rose Kottat  
*Accountant*  
Greg Hall  
*Mail Clerk*

#### Computer Services

Ken Peterson  
*MIS Director*  
Arthur Chidlovski  
*Webmaster*  
Pat Durgin  
*EDP Systems Operator*  
Paul Squatrito  
*EDP Systems Analyst*  
Gerard Galvin  
*Program Coordinator*  
Steve Whittredge  
*Network Coordinator*  
George Ulrich  
*Programmer*  
Said Gusic  
*Administrative Assistant*

#### Investigations

Christopher Carroll  
*Chief Investigator*  
Anne Driscoll  
*Supervisor*  
Kelly Puccio  
*Supervisor*  
Alan Van Tassel  
*Supervisor*  
Colleen Cavanaugh  
*Administrative Services  
Coordinator*  
Samantha McBean  
*Administrative Assistant*  
Daquiri Purifoy  
*Administrative Assistant*

#### Investigators:

John Bresnahan  
Joan Bristol  
Colleen Cotter  
Shawn Croke  
Ashley Dizel  
Dennis Driscoll  
Colleen Feeney-Chin  
Hubert Gray  
Gilbert Gallotto  
Christopher Lee  
Frantzie Luc  
Pamela Mogavero  
Joseph Moran  
Holly Nuzzo  
James O'Connor  
Scott Padden  
Richard Paris  
Taylor Roth, Jr.  
Anne Marie Staunton  
Catherine Stec  
Gary Williamson  
Jeanette Nygen  
Robert Williams  
Doris Lugo

#### Office of Legal Counsel

Dolores Randolph  
*Chief Legal Counsel*  
Alex Borre  
*Board Counsel*  
Sheila York  
*Board Counsel*  
Neldy Jean-Francois  
*Board Counsel*  
Charles Kilb  
*Board Counsel*  
Irene Carr  
*Hearings Counsel*  
Annie Colleton  
*Hearings Counsel*  
Cynthia Ittleman  
*Hearings Counsel*  
Maria Silva  
*Paralegal*

**Office of Prosecutions**

Mary Pixley  
*Prosecuting Counsel*  
Seth Henderson  
*Prosecuting Counsel*  
Julie Brady  
*Prosecuting Counsel*  
Deborah Kravitz  
*Prosecuting Counsel*  
Jennifer Murphy  
*Prosecuting Counsel*  
James Read  
*Prosecuting Counsel*  
Clinton Dick  
*Prosecuting Counsel*  
Jessica Uhing-Luedde  
*Prosecuting Counsel*  
Annemarie Gallop-Belle  
*Prosecuting Counsel*  
Faye Mong  
*Prosecuting Counsel*  
Jenna Hentoff  
*Prosecuting Counsel*  
Amy Riordan  
*Administrative Assistant*  
Health Care Fraud Unit  
Catherine Fielding

**Boards of  
Registration**

**Erin Lebel**  
*Executive Director*  
**Patricia Breslin**  
*Associate Executive Director*  
Allied Mental Health Professionals  
Dieticians and Nutritionists  
Engineers/Land Surveyors  
Health Officers  
Psychologists  
Social Workers  
Veterinarians  
*Staff:*  
Susan Coco  
Joe LaFrazia  
Karen Schwartz

**Joseph Autilio**

*Executive Director*

**Anne Barry**

*Associate Executive Director*

Real Estate Brokers and  
Salespersons  
Real Estate Appraisers  
*Staff:*  
Gladys Clifton  
Colleen DiGirolamo  
Amelia Halas  
Brian Tame

**Richard Fredette**

*Executive Director*

Electricians  
*Staff:*  
Dolores Powers  
Tamara Smith  
Anne Evans

**Ann Constable**

*Executive Director*

Allied Health Professionals  
Certified Public Accountants  
Chiropractors  
Optometrists  
Podiatry  
Speech Language/Pathology  
*Staff:*  
Araceli Avila-Ging  
Victoria Fernandes  
Deta Lawson  
Michelina Martignetti  
Joanne Termine  
Michael Hawley

**Joseph Peluso**

*Executive Director*

Plumbers and Gas Fitters

*Staff:*

Ann Derousi  
Cynthia Johnson  
Lou Visco  
Sal Sansone  
Dave Mederios  
Larry Williams

**Helen Peveri**

*Executive Director*

**Kim Scully**

*Associate Executive Director*

Architects  
Cosmetologists  
Drinking Water  
Electrologists  
Embalmers and Funeral  
Directors  
Landscape Architects  
Sanitarians  
*Staff:*  
Christine Garner  
Sandra Rodriguez  
Rosetta Skinner

**Zane Skerry**

*Executive Director*

**Paula King**

*Associate Executive Director*

Barbers  
Dispensing Opticians  
Hearing Instrument  
Specialists  
Radio and TV Repair

## Division of Professional Licensure

General Information..... (617)727-3074

### **Boards of Registration**

Allied Health.....	727-3071
(Occupational Therapists and Assistance, Physical Therapists and Assistants, Athletic Trainers)	
Allied Mental Health.....	727-3080
(Mental Health Counselors, Marriage and Family Therapists, Rehabilitation Counselors and Educational Psychologists)	
Architects.....	727-3072
Barbers.....	727-7367
Chiropractors.....	727-3093
Cosmetologists.....	727-9940
(Hairdressers, Aestheticians and Manicurists)	
Dietitians and Nutritionists.....	727-3073
Dispensing Opticians.....	727-5339
Operators of Drinking Water Facilities.....	727-1718
Electricians and Alarm Systems.....	727-9931
Electrologists.....	727-9957
Embalmers/Funeral Service.....	727-1718
Engineers and Land Surveyors.....	727-9957
Health Officers.....	727-9925
Hearing Instrument Specialists.....	727-5339
Home Inspectors.....	727-4459
Landscape Architects.....	727-3072
Optometrists.....	727-3093
Plumbers and Gas Fitters.....	727-9952
Podiatrists.....	727-3093
Psychologists.....	727-9925
Public Accountants.....	727-1806
Radio/TV Technicians.....	727-4459
Real Estate Brokers and Salespersons.....	727-2373
Real Estate Appraisers.....	727-3055
Sanitarians.....	727-3072
Speech-Language/Audiology.....	727-3071
Social Workers.....	727-3073
Veterinarians.....	727-3080
Office of Investigations	
Boston.....	727-7406
Springfield.....	413-784-1152

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Boston, MA 02114