



Board of Health Meeting

Wednesday, April 16, 2025 at 7:00 PM
REMOTE ONLY

Agenda

Pursuant to Chapter 2 of the Acts of 2025, the meeting and public hearing will be conducted with remote opportunities for participation. Remote participation and access methods include:

ACCESS INFORMATION:

- A. This meeting will be held on Wednesday, April 16, 2025 at 7:00 PM. Location: Remote Only
- B. The meeting will be televised through WCATV (Watertown Cable Access Television): <http://vodwcatv.org/CablecastPublicSite/watch-now?site=3>
- C. Public may comment through email: Amyers@watertown-ma.gov
- D. Join Zoom Meeting
<https://watertown-ma.zoom.us/j/83188312663>
Meeting ID: 831 8831 2663
- E. Please Visit the Board of Health Website here: <https://www.watertown-ma.gov/176/Board-of-Health>

-
1. Call to Order
 2. Acceptance of Minutes
 - A. Review of Draft Minutes of March 19, 2025
 3. Public Comment
 4. Approval of permit application for:
 - A. Prime Medicine – 500 Arsenal Street
 5. Body Works Regulations and Discussion
 - A. Rules and Regulations of the Watertown Health Department
 6. Tobacco Regulations and Discussion
 7. Staffing and Department Updates
 - A. SSRS – 1st Quarter Report 2025
 - B. Nurses Update
 - C. Ollie's Law
 - D. Department updates
 8. Items that could not be anticipated before meeting
 9. Adjournment

BOARD OF HEALTH MEETING
REMOTE ONLY
MINUTES
Wednesday March 19, 2025 at 7:00 pm

PRESENT: Dr. Dominic Amirtharaj, Kim Netter, Jessica Malenfant

Staff: Abbey Myers, Director of Health, Maureen Foley, Clerk Officer,
In attendance:

CALL TO ORDER: Dominic Amirtharaj called the meeting to order 7:05 pm

Minutes

Minutes were approved for February 19, 2025
(Amirtharaj, Netter) (2,0)
Roll Call

Public Comment

No Public Comments

Introduce the new member of the BOH, Ms. Jessica Malenfant

Ms. Malenfant gave a short description of her background. Dr. Amirtharaj spoke about his career and background. Ms. Netter also gave a description of her career and background.

Reorganization of the BOH

Ms. Netter motioned for Dr. Amirtharaj to be Chair of BOH
Dr. Amirtharaj motioned for Ms. Netter to be Vice - Chair of BOH
(Netter, Amirtharaj) (3,0)
Roll Call

Department Updates

1. Sharps event on March 8, 2025 and 60 people attended
2. Provided 3 CPR classes; 2 for WPD, 1 for the public
3. Providing a Rabies clinic on March 22, 2025 in Belmont
4. There was a measles advisory from the state. Massachusetts has a high rate of vaccinations.
5. Body Works Regulations are still being reviewed by the city's attorney.
6. The tobacco inspector has gone to 4 establishments.
7. The influx of Bird Flu has mitigated. The ACO and Chief Environmental Officer have retrieved many dead birds.
8. Food inspections are continuing. Health may have a couple of establishments come before the board.
9. Rodent complaints are exoculating due to the warmer weather. The Dumpster Regulations is helping to deter rodent activity.

10. Combining efforts with IMPACT Melanoma, Health is placing sunscreen dispensers at various parks in the city. DPW is placing and securing these dispensers. Health has infant exposure blanket to be distributed.

Items that could not be anticipated before meeting/future meetings

Ms. Netter stated residents are discussing the safety of black boxes to domestic pets. Ms. Myers responded with Health and our pest control contractor will remove broken boxes. The product in the boxes is TERAD 3 with very low toxicity to birds and other animals. If the box is intact, domestic pets cannot access TERAD 3. If a residence or business has over grown vegetation and is a harborage for rodents, health will issue an Order to Correct. Health may consider rodent birth control in the future.

Dr. Amirtharaj inquired about the status of 25 Beechwood Road. Ms. Myers stated the complaint is ongoing. There were issues with the contractor but that seems to be controlled.

Next Meeting

April 16, 2025

Adjourn:

Adjourned the meeting at 7:50 PM

(Amirtharaj, Netter) (3,0)

Roll Call

Rules and Regulations of the Watertown Health Department

Rules and Regulations Governing the Practice of Bodywork

Authority. These rules and regulations are adopted under the authority of Section 31 of Chapter 111 of the Massachusetts General Laws.

Scope. The purpose of these Rules and Regulations is to protect residents, businesses, and public health within the City of Watertown. Whereas persons working in this particular service industry have often identified themselves as bodyworkers to gain exemption from the Massachusetts Rules and Regulation Governing Massage Therapists, it is necessary to enact these Rules and Regulations (herein "Regulations") on the Practice of Bodywork to protect the public health, welfare and safety of the community. The scope of these regulations is broad and includes many aspects, which if not particularly regulated, could lead to serious ramifications to the health and safety of the public. These regulations also designate the requirements for the renewal of licensure, as well as grounds for the suspension, revocation, and denial of licensure.

I. Definitions

- A. *Administrative Suspension* shall mean administrative action taken when a licensee fails to renew licensures timely, denies entry to an agent of the Board of Health during an inspection, violates any of these Regulations or applicable laws, or presents an imminent threat to the health and safety of the employees or clients of the establishment or to the public. A licensee whose license has been administratively suspended is officially unlicensed and cannot lawfully continue to practice as a bodywork therapist or operate a bodywork establishment in the City of Watertown. Licenses administratively suspended may be reinstated upon meeting the conditions contained in these regulations.
- B. *Agent* shall mean a person who has received a delegation of authority from the Board of Health to perform functions subject to these regulations.
- C. *Applicant* shall mean an individual seeking licensure who has submitted an official application and paid the application fee in effect.
- D. *Application* shall mean the application form approved by the Board of Health, which has been signed under penalty of perjury, that the foregoing information contained in the application is true and correct, said declaration being duly dated, and signed.
- E. *Bodywork* shall refer to the practice of Reflexology and/or Asian Bodywork (including, but not limited to: Accupressure, AMMA Therapy®, Chi Nei Tsang, Five Element Shiatsu, Integrative Eclectic Shiatsu, Japanese Shiatsu, Jin Shin Do®, Bodymind Acupressure™, Macrobiotic Shiatsu, Shiatsu Amma Therapy, Traditional Thai Massage, Tuina, Zen Shiatsu, and Ayurvedic medicine or other practices as they become known).

F. *Client* shall mean a person with whom the bodywork therapist has an agreement to provide bodywork therapy services.

G. *Certification* shall mean successful completion of the most current requirements of the American Organization for Bodywork Therapies of Asia (AOBTA®), National Certification Commission for Acupuncture and Oriental Medicine (NCCAOM), American Reflexology Certification Board, or other nationally recognized credentialing organization or its successor organization or equivalent organization(s) that provides certification based on a review of candidate qualifications and credentials and an examination of knowledge in the field. Such certification credentials must be approved by the Board of Health.

H. *Department* shall mean the Watertown Health Department.

I. *Establishment* shall mean any location, or portion thereof, which advertises and/or provides bodywork therapy services on the premises. Any health care facility licensed by an agency of the Commonwealth of Massachusetts, or the office of any health care professional licensed by the Commonwealth of Massachusetts wherein bodywork therapy services are not advertised or provided except on an occasional out-call basis is not an establishment for the purposes of these regulations. Any location within a licensed health care facility or health care professional's office which is dedicated to and maintained for the use of a therapist who performs occasional therapy services to the patients of the facility is a bodywork establishment for the purposes of licensure under these regulations and the portions of the facility or office wherein bodywork therapy services are provided must be in compliance with the standards established by these regulations.

J. *Licensee* shall mean a person holding a license to practice any form of bodywork or to operate a bodywork establishment in the City of Watertown. Where applicable, this shall include partnerships and/or corporations.

K. *Person* shall mean any individual, firm, corporation, partnership, organization, or body politic.

L. *Retired license* shall mean a license that has not been renewed for more than twelve (12) consecutive months.

M. *Therapist* shall mean a bodywork therapist licensed by the Department.

N. *Criminal Offender Record Information (CORI)* shall mean a record of criminal offenses committed as an adult or juvenile, as compiled by the Massachusetts Department of Criminal Justice Information Systems (DCJIS).

II. Prohibition and Exemptions

A. No person, firm, corporation, partnership, or other entity shall practice bodywork, operate an establishment for the practice of bodywork, or allow any person to

conduct bodywork on premises owned or controlled by them without a valid license from the Board of Health or its designee, and without fully complying with these regulations and all applicable laws governing the practice of bodywork.

- B. Any physician, chiropractor, osteopath, nurse, physical therapist, massage therapists or acupuncturist operating within the scope of his/her Commonwealth of Massachusetts license or registration and not representing him/herself as a bodywork therapist shall be exempt from these regulations.
- C. Hospitals, long-term care facilities, and home health agencies licensed or certified under the laws of the Commonwealth of Massachusetts shall be exempt from these regulations.

III. Therapist Licensure Requirements

- A. It is a violation of these regulations for any person who is not licensed in the manner described herein to represent being a licensed bodywork therapist or to hold him/herself out to the public as being licensed by using a title on signs, mailboxes, address plates, stationery, announcements, telephone listings, calling cards, or other instruments of professional identification or advertisements of any sort.
- B. To practice bodywork therapy in the City of Watertown, a person must possess a lawfully issued license from the Department. The process for obtaining a license is as follows:
 - (1) An application packet shall be obtained from the Department. An applicant shall include the following: passport type photograph, official transcript from educational institution(s), verification of successful completion of the applicable national certification exam, two original letters of professional recommendation, and certification/licensure from other state or municipal jurisdictions.
 - (2) The applicant shall answer every question truthfully and completely and supply all information requested in the application form. The applicant shall submit the application along with all required documentation and fees to the Department. All required documents must be received by the Department within sixty (60) days for an active application. False statements shall constitute grounds for suspension or denial of an issued license.
 - (3) Applications shall be accepted throughout the year. The Department shall act on license applications within thirty (30) days of receipt of all required documents as described in these regulations.
 - (4) The applicant shall submit a certified copy of his birth certificate or its equivalent to establish that the applicant is, at the time of application, at least eighteen (18) years of age.
 - (5) The applicant shall attach to his application a passport type photograph taken within the preceding 12 months.

- (6) The applicant shall provide satisfactory evidence of being certified by an appropriate certification authority, as enumerated in the Definitions, or its equivalent or successor organization which shall be submitted directly to the Department.
- (7) The applicant shall submit evidence of good moral character; such evidence shall consist of two (2) original professional references attesting to the applicant's personal character and professional ethics.
- (8) The applicant shall complete a release of Criminal Offenders Record Information (CORI) and Sex Offender Registry Information (SORI) for the Department to receive criminal history and sex offender information. All responses to these record checks shall be kept confidential. By signing the application or renewal form and completing the required CORI Acknowledgment Form, the applicant gives authorization to the City of Watertown or its contracted third party to run a CORI/SORI background check.

DRAFT

(9) The applicant shall disclose the circumstances surrounding any of the following:

- (a) Disclosure of any conviction for any sexual-related offense, including prostitution or sexual misconduct, rape as well as other felony against persons occurring within the past ten (10) years.
- (b) Disclosure of any conviction of any misdemeanor or felony occurring within the past five (5) years.
- (c) Suspension, revocation, or denial of a license to practice bodywork issued by any state or municipality.
- (d) Loss or restriction of licensure or certification by any jurisdiction for any reason.
- (e) Any convictions of license/permit actions as outlined in this subsection shall be grounds to disqualify an applicant from obtaining a license pursuant to this regulation.

(10) The applicant for a bodywork license shall submit a non-refundable application fee of seventy-five dollars (\$75.00) by check or money order made payable to the City of Watertown.

(11) The application shall be sworn to and signed by the applicant.

(12) All documents submitted for licensure purposes become the property of the Department and will not be returned.

C. The Department may grant a therapist license based on reciprocity with a jurisdiction whose standards for licensure, in the opinion of the Board of Health, is equivalent to or greater than those of the Department.

D. Upon submission of a completed application, the Department shall consider the application at a duly noticed public meeting, with prior notice to the applicant. All applicants shall appear personally before the Board of Health, during a properly posted public meeting, and shall answer any and all questions posed by the Board

E. The Department will review all completed applications to determine whether the applicant has suitable character and qualifications. Determinations of an applicant's suitability will be based on criminal history checks, any applicable laws or regulations, and other information concerning the character, qualifications, and appropriateness of the applicant. Factors to be considered in determining the suitability of an applicant may include, but not are not limited to:

- Relevance of the offense(s) noted on the record to the license sought;
- The nature of the work to be performed (where applicable);
- Time since the conviction(s);
- Age of the candidate at the time of the offense;
- Seriousness and specific circumstances of the offense;
- The number of offenses;
- Whether the applicant has pending charges;

- Any relevant evidence of rehabilitation or lack thereof; and
- Any other relevant information, including information submitted by the individual or requested by the Board of Health.

Other factors to be considered in determining the suitability of an applicant may include, but not be limited to:


- Education and experience level;
- Whether a license or permit to operate an Establishment or to practice Bodywork has previously been revoked or suspended;
- Whether the applicant has demonstrated an ability to practice Bodyworks in a manner that is sufficiently protective of public health, safety and welfare.

The applicant is to be notified in a timely matter of the decision regarding the determination of suitability. The Board of Health may deny any application if it finds that the applicant is not a suitable candidate. The Board of Health may impose conditions upon issuance of a license that it deems necessary for the protection of public health, safety and welfare.

IV. Establishment Licensure Requirements

- A. Any proprietor wishing to operate a bodywork establishment must complete the additional licensure requirements below and obtain a valid Bodywork Establishment License from the Department.
- B. Unless all bodywork therapists within the facility have individual licenses from the City of Watertown, it is a violation of these regulations for any person operating a bodywork establishment to present his/her establishment as a licensed bodywork establishment or to hold his/her establishment out to the public as being licensed by using a title on signs, mailboxes, address plates, stationery, announcements, telephone listings, calling cards, or other instruments of professional identification or advertisements of any sort.
- C. To operate a bodywork establishment in the City of Watertown, a person must complete the following application process:
 - (1) An application packet shall be obtained from the Department.
 - (2) The applicant shall answer every question truthfully and completely and supply all information requested in the application form. The applicant shall submit the application along with all required documentation and fees to the Department. All required documents must be received by the Department within sixty (60) days for an

active application. False statements shall constitute grounds for suspension or denial of an issued license.

- (3) Applications shall be accepted throughout the year. The Department shall act on license applications within thirty (30) days of receipt of all required documents as described in these regulations.
- (4) The application shall include the name, address, telephone number, and e-mail address of all persons who have an ownership interest in the Establishment. No ownership interest in an Establishment shall be given or transferred to any person unless and until a transfer of the license or portion thereof is approved by the Department.
- (5) If the applicant does not own the premises on which the business will be conducted, proof of a signed lease or other written authorization from the owner of the property shall be provided with the application.
- (6) The applicant shall include in the application copies of the licenses of all duly licensed body workers performing bodywork at the establishment. An establishment shall have at least one (1) duly licensed body worker employed at all times in order to maintain licensure.
- (7) The applicant and/or owner is responsible to ascertain that all persons performing bodywork in his establishment are duly licensed by the Department. Violation of this requirement may result in suspension or denial of the establishment license.
- (8) The applicant shall designate a person in charge in the establishment at all times. The person in charge shall be a manager or a therapist. This person shall be authorized to sign Department inspection forms and shall be responsible for the operation of the establishment in the absence of the owner.
- (9) The applicant for an establishment license shall submit a non-refundable application fee of one hundred dollars (\$100.00) by check or money order made payable to the City of Watertown.
- (10) The application shall be sworn to and signed by the applicant. 
- (11) All documents submitted for licensure purposes become the property of the Department and will not be returned.
- (12) The applicant shall complete a release of Criminal Offenders Record Information (CORI) and Sex Offender Registry Information (SORI) for the Department to receive criminal history and sex offender information. All responses to these record checks shall be kept confidential. By signing the

application or renewal form and completing the required CORI Acknowledgment Form, the applicant gives authorization to the City of Watertown or its contracted third party to run a CORI/SORI background check.

(13) The Department will review all completed applications to determine whether the applicant has suitable character and qualifications under the same process outlined in Section III(E). The applicant is to be notified in a timely matter of the decision regarding the determination of suitability. The Board of Health may deny any application if it finds that the applicant is not a suitable candidate. The Board of Health may impose conditions upon issuance of a license that it deems necessary for the protection of public health, safety and welfare. Upon submission of a completed application, the Board of Health shall consider the application at a duly noticed public meeting, with prior notice to the applicant. All owners of the proposed Establishment shall appear personally before the Board of Health, during a properly posted public meeting, and shall answer any and all questions posed by the Board.

V. Practice Standards for bodywork establishment, personnel, equipment, linens and supplies

A. Establishment Standards

- (1) All Establishments shall comply with zoning requirements of the City of Watertown.
- (2) All Establishments shall provide that all public areas and rooms used for therapy, and all employee areas, are clean and sanitary. Establishments be well-lighted, adequately ventilated, and free from defects or conditions that would create a public health or employee/ patron safety hazard in accordance with all local, state and federal regulations
- (3) All establishments initially licensed after the effective date of these regulations must contain a waiting area for clients within the establishment.
- (4) The establishment shall maintain properly installed smoke detectors and fire extinguishers.
- (5) Bodywork may be conducted only in rooms, which are adequately lighted and ventilated, and so constructed that they can be kept clean. Floors, walls, ceilings and windows must be kept free of dust, soil, and other unclean substances.
- (6) A plan describing sanitation measures must be provided to the Department for any bodywork which entails disrobing and/or draping, use of oils or lotions, and/or use of a massage-type of table.
- (7) Linens, towels, robes, and cloths, which come into direct contact with the bodies or patrons shall, after each use and before each reuse, be laundered in such a manner as to ensure effective sanitation.
- (8) All used robes, towels, cloths, or other linens shall be kept in covered containers, closed cabinets, or closed bags and shall be held separately

- from clean robe, towel, cloth or linen storage areas. Such separate storage areas shall be plainly marked as "CLEAN" or "SOILED".
- (9) All oils, creams, lotions, talc, or other preparations used in administering bodywork shall be kept in a clean and closed condition. All such containers shall be stored in appropriate cabinets or shelving. Patrons shall be granted access to inspect all oils, creams, lotions, talc, or other preparation treatment substances before use on the individual.
 - (10) If any latex-containing products are used, a sign shall be conspicuously posted alerting all clients that latex-containing products are in use.
 - (11) There shall be at least one (1) Permitted Bodywork Therapist/person-in-charge present in the Bodywork Establishment when it is in operation.
 - (12) One (1) individual trained in CPR must be on-site at the Bodywork Establishment at all times during operating hours.
 - (13) **All** Bodywork Establishments shall keep records of clients who have received services for no less than 3 years. These records shall be made available to the Board during an active investigation of reported communicable disease.
 - (14) No room or section of a Bodywork Establishment shall be used as a bedroom or for sleeping or domicile. A Bodywork Establishment shall not be located in, or a portion of, a residence, condominium, hotel, motel, mobile home, or any other residential setting.
 - (15) Standard or portable massage tables shall be covered with a durable washable material, which is capable of being cleaned and sanitized, and is cleaned and sanitized after each patron use. Beds and mattresses are not allowed.
 - (16) Any room used by any person permitted to practice bodywork shall have ready access to an adequate supply of hot and cold water, sanitizing chemicals and equipment. All sanitizing chemicals/equipment on site should be labeled with all ingredients it contains, in case of a spill. All furniture and equipment in each room shall be kept clean and sanitary at all times.
 - (17) Restrooms must be made available to customers/employees and shall be located in an easily accessible area within or near the permitted establishment.
 - (18) All non-disposable instruments or devices designed or used for direct application to the skin shall be sanitized after use on each person in a manner sufficient to maintain cleanliness. All such instruments or devices shall be kept in a clean location.
 - (19) The facility shall have adequate equipment for disinfecting and sanitizing non-disposable instruments and materials used in administering bodywork.
 - (20) No un-sanitized part of an instrument (i.e. hot stones) shall be applied directly to the skin of a patron.
 - (21) No items of sexual nature may be stored or displayed within the Bodywork Establishment or on premise.
 - (22) Use of any kind of nicotine or cannabis delivery product is prohibited within a Bodywork Establishment or on premise.
 - (23) No owner or operator, manager, responsible managing employee, or license holder in charge of or in control of a Bodywork Establishment or

business may employ or permit a person to act as a Bodywork Therapist who is not in possession of a valid license issued under this regulation.

- (24) The Bodywork Establishment shall have a conspicuously placed sign in the lobby or waiting area that reads "Report any inappropriate actions or unsanitary conditions to the Watertown Police Department or Watertown Health Department" with listed phone numbers for both the police and Health.

B. Personnel

- (1) All persons who perform bodywork at an establishment must hold a current license from the Watertown Health Department.
- (2) All therapists conducting bodywork at an establishment shall be deemed to be employees of the establishment and shall not be considered independent contractors.
- (3) A therapist may only perform bodywork at the licensed establishment(s) listed on his therapist license. Therapists may provide services off-site for single events, such as health fairs and demonstrations, provided they notify the Department at least two (2) days prior to the event.
- (4) Therapist and establishment licenses are not transferable.
- (5) The use of aliases is prohibited. If the therapist or establishment owner wishes to use a name other than that which appears on a license, both names must be used in all advertising and representations.
- (6) No Bodywork Therapist shall perform services if either the Bodywork Therapist, or a client, has a communicable disease or exhibits any skin fungus, skin infection, skin inflammation, or skin eruption. All Bodywork Therapists shall practice safe work-related procedures in accordance with universal precautions, Occupational Safety and Health Administration (OSHA) standards, and the established guidelines of their profession.
- (7) Therapists shall maintain a sufficient level of personal cleanliness and wear clothing that is clean as determined by the Department. Therapists must wash their hands with soap and water immediately before and after administering services to any person.
- (8) No person in an establishment shall be unclothed including patons. No person working in an establishment shall wear attire that exposes any portion of the areola of the female breast or any portion of the pubic hair, cleft of the buttocks, or genitals.
- (9) Bodywork Therapists may administer services to a person younger than 18 years of age, provided that a parent or guardian signs an intake form for the client younger than 18 years of age who is receiving treatment and provided that the parent or guardian of the client is provided the option to observe the treatment session from inside the therapy room.

VI. Sexual Activity Prohibited

- A. Sexual activity by any person or persons in any establishment is prohibited.
- B. As used in these regulations, "sexual activity" means any direct or indirect physical contact or communication by any person or between persons which is intended to

erotically stimulate either person or both or which is likely to cause such stimulation and include: sexual intercourse, fellatio, cunnilingus, masturbation (or “hand release”), or anal intercourse. For the purpose of these regulations, masturbation means the manipulation of any body tissue with the intent to cause sexual arousal. As used, herein, sexual activity can involve the use of any device or object and is not dependent on whether penetration, orgasm, or ejaculation has occurred.

VII. General Requirements

- A. All licensees shall notify the Department of a change of name and/or address within thirty (30) days.
- B. All licenses are non-transferable.
- C. All licenses shall be displayed in a location conspicuous to clients entering the establishment. A therapist may cover his home address on the license however the name must be conspicuous.
- D. Establishment licenses may not be transferred to a different location. The Department must approve in writing any change of location, and a new license must be obtained from the Department.
- E. Hours of operation for any establishment shall be limited to 7:00 AM to 11:00 PM, inclusive.
- F. All licensees shall notify the Department of any criminal complaint brought against them within seven (7) days. Failure to do so may result in administrative suspension of licensure.
- G. Any false statements or information presented to the Department shall be grounds for suspension of license.
- H. No alcoholic beverage may be served in any establishment.
- I. Any establishment serving food shall obtain a food service establishment permit under the provisions of Chapter 10 of the Massachusetts Sanitary Code (105 CMR 59.000).

VIII. License Renewals

- A. Establishment licenses expire on the thirtieth (30th) day of September each year.
- B. The owner shall submit a renewal application provided by the Department along with a check or money order in the amount of one hundred dollars (\$100.00) on or before the thirtieth (30th) day of September.
- C. Any applications received after the renewal date shall be subject to a fifty dollar (\$50.00) late fee.
- D. An establishment's license shall be administratively suspended if the renewal application and fee are not received by September 30 each year. Once a license has been administratively suspended and then reinstated upon payment of the required fees, the establishment must meet all of the requirements of these rules and regulations, including those set forth in Sections V(A)(1) and V(A)(9).
- E. Administratively revoked licenses may be reinstated upon meeting all renewal requirements.
- F. Therapist licenses expire on the thirtieth (30) day of September each year.
- G. The therapist shall submit a renewal application provided by the Department along with a check or money order in the amount of seventy-five dollars (\$75.00) on or before the thirtieth (30th) day of September. The renewal requires that all

therapists licensed after the effective date of these regulations shall maintain certification with the relevant national organization as outlined in Section I(G).

- H. Any applications received after that date shall be subject to a fifty dollar (\$50.00) late fee.
- I. A therapist's license shall be administratively suspended if the renewal application and fee are not received by September 30th of each year.
- J. Administratively suspended licenses may be reinstated upon meeting all renewal requirements.
- K. A therapist license shall be considered retired if not renewed for one (1) year. A retired license may not be renewed; an initial license must be submitted to the Department.

IX. Advertising

- A. Establishment owners and therapists shall be mindful of professional ethics when placing advertisements. Advertising in periodicals and newspapers that appeal to prurient interests or advertising in a manner that uses sexual or provocative language and/or pictures to promote business are not permitted and may be construed as a breach of proper standards of bodywork bearing on future licensing decisions.

X. Inspections

- A. Establishments and applicants are subject to periodic inspections by the Department or its authorized agent(s) during all business hours. Authorized agents shall include Department employees, Watertown Police Officers, Zoning Officers, Code Enforcement Officers, and others appointed, in writing, by the Board of Health.
- B. The purpose of inspections is to verify compliance with these regulations.
- C. Denial of access by an agent of the Department shall result in administrative suspension of license.
- D. The establishment licensee may be subject to disciplinary action, pursuant to Section XI, below, when an inspection does not meet the standards and requirements set by these regulations or when the inspection reveals that the license of any employee has been suspended or revoked.
- E. Re-inspection shall take place when an establishment does not pass a regular inspection. The applicant shall submit an application for re-inspection, which shall include:
 - 1. A correction plan to be submitted to the Department within five (5) business days of the initial inspection.
 - 2. If more than one re-inspection is required, re-inspection fees of \$50 by check or money order made payable to the City of Watertown.
 - 3. A re-inspection application must be submitted to the Department in writing.

XI. Disciplinary Orders, Actions, and Hearings

- A. Upon a finding by the Board of Health and his agents that a licensee has violated any provisions of these regulations, the Board of Health may impose any of the following

actions separately or in any combination which is deemed appropriate to the offense:


1. Enforcement action by the Board may include ordering appropriate relief, including but not limited to, ordering corrections to the physical facility or the practices and procedures used in the establishment.
2. Suspension of a licensee's right to practice or maintain an establishment for a fixed period of time.
3. Administrative suspension for failing to renew licensure in a timely manner. Licenses that have been administratively revoked may be reinstated upon meeting the renewal requirements of these regulations.
4. Revocation for cause which terminates the license. The Board of Health, in its discretion, may allow reinstatement of a revoked license upon conditions and after an appropriate period of time. Any person whose license has been permanently revoked may not apply for licensure for at least one (1) year unless otherwise stated in the Board of Health's revocation order.

B. Orders.

1. All orders shall be in writing.
2. Orders shall be served on the licensee or licensee's agent as follows:
 - (a) by sending a copy of the order by certified mail, return receipt requested, or
 - (b) personally, by any person authorized to serve civil process, or
 - (c) by posting a copy in a conspicuous place on or about the establishment.

C. Hearings

1. The person to whom any order or notice has been issued pursuant to violations of any provision of these regulations may request a hearing before the Board of Health. Such request shall be in writing and shall be filed with the Department within five (5) working days of receipt of the order or notice. Upon receipt of such request, the Board of Health or agent shall inform the petitioner thereof in writing of the time and place of said hearing, which shall be commenced within a reasonable time.
2. At the hearing, the petitioner shall be given an opportunity to be heard, to challenge the inspection findings, and/or to show why the order should be modified or rescinded, or why the license should not be suspended or revoked. Any oral testimony given at a hearing shall be recorded electronically and shall be part of the licensee's file.
3. After the hearing, the Board of Health shall make a final decision based upon the complete hearing record and shall inform the petitioner in writing of the decision. If the Board of Health sustains or modifies an order, it shall be carried out within the time period allotted in the original order or in the modification.
4. Every notice, order, decision or other record prepared by the Board of Health in connection with the hearing shall be entered as a matter of public record in the Department.

 person aggrieved by the final decision of the Board of Health may seek relief in a court of competent jurisdiction.

XII. Penalties

- A. Criminal penalties, under Section 31 of General Laws Chapter 111, any person who violates any provision of these regulations shall, upon conviction, be fined not more than one thousand dollars (\$1,000.00) for violation of these regulations. Each day's failure to comply with an order of the Department shall constitute a separate offense.
 - 1. Non-criminal penalties, under the provisions of Section 40 of General Laws Chapter 21D, may be assessed by the Department for violation(s) of these regulations. If noncriminal disposition is elected, then the non-criminal fine for each such violation, if not otherwise specified, shall be:

First Offense:	Written Warning
Second Offense:	\$100
Third:	\$200
Fourth and subsequent offense(s):	\$300

XIII. Variance

- A. The Board of Health may vary the application of any provision of these regulations with respect to any particular case, when, in the Board of Health's opinion, the enforcement thereof would do manifest injustice; provided that the decision of the Board of Health shall not conflict with the intent and spirit of these regulations.
- B. A request for a variance shall be submitted in writing. The Board of Health may ask for supporting evidence in order to consider the variance request. The request shall not be deemed complete until all such requested evidence has been received by the Board of Health.
- C. Any variance granted under this section may be subject to such qualification, revocation, suspension, or expiration the Board of Health expresses in the grant of the variance. A variance granted may be revoked, modified, or suspended in whole or in part, only after the holder thereof has been notified in writing and has been given an opportunity to be heard in conformity with Section XII(C) of these regulations.
- D. Any variance granted by the Board of Health shall be in writing. A copy of any such variance, while it is in effect, shall be available to the public at all reasonable hours in the office of the Department. A copy of the variance shall also be on file in the usual place of practice of the therapist.

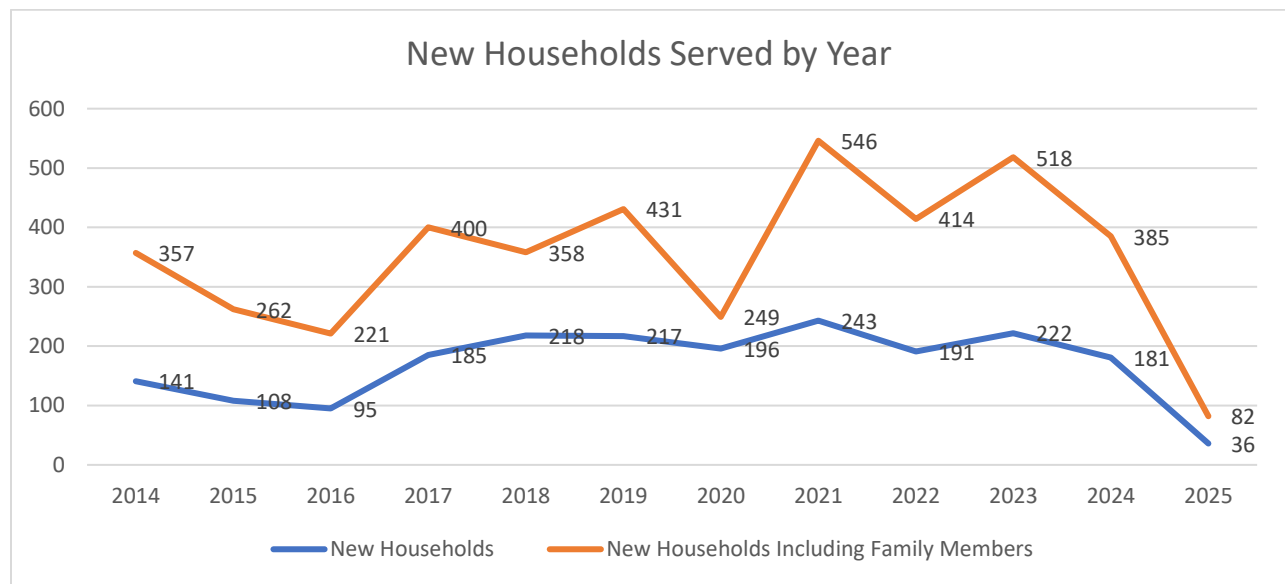
XIV. Severability

- A. If any section, subsection, sentence, clause, phrase, heading, or any portion of these regulations is for any reason held invalid or unconstitutional by any Court of competent jurisdiction, such provisions and such holding shall not affect the validity of the remaining portions thereof.

Watertown Social Services Resource Program (SSRP) January – March 2025

Between January and March 2025, the SSRP served a total of 108 households, which included 36 new households for a total of 82 new Watertown residents served when including family members. The total number of households served by the SSRP to date is 2,036 for a total of 4,229 residents when including family members.

The chart below demonstrates that the SSRP consistently receives new referrals each year, and as noted above, continues to work with existing clients.



*Please note that 2025 only represents Quarter 1

SSRP clients engage in services in various languages. SSRP Staff have language capacities for English, Spanish, Portuguese, and Haitian Creole, and use a translation line for other languages. Currently, 61% of SSRP clients speak English, 16% Spanish, 8% Haitian Creole, and 7% Portuguese. Additional languages spoken are Pashto, Russian, Urdu, Arabic, and Turkish.

CONTACT
1 Frederick Abbott Way
Framingham, MA 01701
508.879.9800
info@waysideyouth.org
www.waysideyouth.org

PRESIDENT & CHIEF EXECUTIVE OFFICER
Sara McCabe, LICSW
BOARD OF DIRECTORS
Dr. Lorretta M. Holloway, Board Chair
Michelle Simms, Vice Chairperson & Treasurer
Gregg Andonian, Clerk
Dr. Cheryl Aglio-Girelli
Jake Hepler

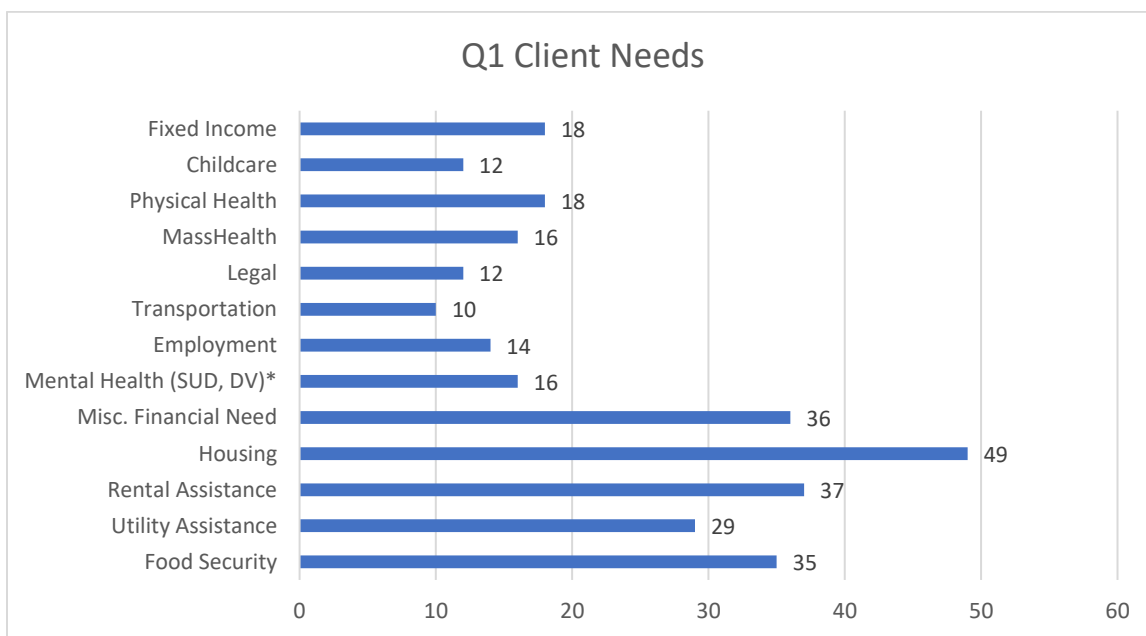
Rev. Dr. J. Anthony Lloyd
Kisney Lopes
Susan Nicholl
Dr. Nicole Rosa
Blaise Tersoni



This quarter, the majority (81%) of SSRP clients are adults aged 26 to 59 years. Six percent of clients are young adults (ages 18 to 25), and 13% are older adults (60 and above). Older adult clients are referred to the Senior Center.

SSRP staff spend varying amounts of time meeting with clients depending on the need and frequency through contact in person, virtually, phone, email, text, or contact with other providers on the client’s behalf. This quarter, 25% of meetings are between 15 and 90 minutes, and the remaining 75% of interactions are less than 15 minutes. Some clients had one meeting with an SSRP staff person, while others had multiple, ranging from 2 to 25 interactions. The average number of meetings per client for this quarter was 5.5.

The chart below represents the assistance needed for new and returning households over the last quarter.



*SUD = Substance Use Disorder; DV = Domestic Violence

Many clients have multiple needs; SSRP staff complete a needs assessment and collaborate with clients to prioritize their most urgent needs. This quarter, the most frequent needs were housing, rental assistance, financial needs, food security, and utility assistance.

CONTACT

1 Frederick Abbott Way
Framingham, MA 01701
508.879.9800
info@waysideyouth.org
www.waysideyouth.org

PRESIDENT & CHIEF EXECUTIVE OFFICER
Sara McCabe, LICSW

BOARD OF DIRECTORS

Dr. Lorretta M. Holloway, Board Chair
Michelle Simms, Vice Chairperson & Treasurer
Gregg Andonian, Clerk
Dr. Cheryl Aglio-Girelli
Jake Hepler

Rev. Dr. J. Anthony Lloyd
Kisney Lopes
Susan Nicholl
Dr. Nicole Rosa
Blaise Tersoni



Ways in which SSRS assists with presenting needs:

- For **Housing Assistance**, SSRP staff work with people experiencing homelessness or at risk of homelessness by applying for public housing and other affordable housing programs, as well as connecting people with emergency housing such as shelters.
- To address **food security**, SSRS staff help clients apply to SNAP (formerly food stamps), distribute grocery store gift cards with funds from the Watertown Community Foundation for those impacted by COVID-19, and share local food pantries and resources.
- **Rental assistance** includes connecting residents to local and state applications and grant funding sources, such as the Helen Robinson Wright Fund through First Parish Church in Watertown and Marshall Home Fund. Residential Aid for Families in Transition (RAFT) continues to be a source of funding for clients only if they have received an eviction notice or need help with moving costs.
- SSRP staff provide **utility assistance** by helping clients access Fuel Assistance for heating costs during winter months, the Watertown Emergency Utility Assistance program, and discounts and payment plans through utility companies. SSRP staff communicate with utility companies to prevent shut-offs for clients awaiting funding.
- **Miscellaneous financial needs** often include one-time financial needs such as the purchase of a refrigerator or paying an ambulance bill. These needs are usually filled by local block grants, such as Helen Robinson Wright, Marshall Home Fund, and the Perpetual Benevolent Fund.
- For **mental health needs**, including coping with Substance Use Disorder and domestic violence, SSRP staff discuss with clients their options for treatment and support, and submit referrals for other Wayside programs (such as Outpatient, In Home Therapy, and the Navigating to Emotional Wellness Program), therapists, treatment, and Domestic Violence support agencies.
- **Physical Health** needs refer to helping clients find or communicate with their providers and finding resources and long-term supports while they have a chronic illness or cancer.
- **Fixed Income** refers to helping clients access benefits that provide a monthly income, such as monthly cash benefits for low-income families with children (TAFDC), Social Security Disability Insurance, Supplemental Security Income, and Emergency Aid to the Elderly, Disabled, and Children (EAEDC).
- **Legal referrals** are made to free legal aid resources. The most common legal referrals are related to immigration, housing, and family law.

CONTACT

1 Frederick Abbott Way
Framingham, MA 01701
508.879.9800
info@waysideyouth.org
www.waysideyouth.org

PRESIDENT & CHIEF EXECUTIVE OFFICER
Sara McCabe, LICSW

BOARD OF DIRECTORS

Dr. Lorretta M. Holloway, Board Chair
Michelle Simms, Vice Chairperson & Treasurer
Gregg Andonian, Clerk
Dr. Cheryl Aglio-Girelli
Jake Hepler

Rev. Dr. J. Anthony Lloyd
Kisney Lopes
Susan Nicholl
Dr. Nicole Rosa
Blaise Tersoni



Outreach

Referrals

This quarter, referrals to the SSRP came from Town Hall, Police Clinician, Watertown Public Schools, Watertown Housing Authority, Drop-In Hours at the Watertown Free Public Library, other social services agencies, online, churches, and friends or family.

Events

The SSRP has strengthened its outreach efforts through office hours at the Library. SSRP clinician Aida Quinonez-Flores started offering twice-monthly, drop-in Library office hours. The hours are scheduled right before or after Project Literacy classes, so that students can drop-in for assistance if needed. This outreach enables SSRS to connect with new clients who might not have found our services otherwise, provide some support in the moment, and connect with them afterwards for more intensive or long-term support.

Nine households have been connected to the SSRP through the two drop-in office hours held to date. One participant shared that they were lucky to have seen the flyer for the drop-in hours while in the library—

“I’m having a hard time asking for help, so this feels like the most casual way to ask questions and share what I’m going through. You’re the first person I’ve talked with about this.”



Social Services Drop-In Hours at the Library

If you need help finding food, fuel, rent assistance, counseling, and more, come to a social services drop in with Watertown's Social Services Resource Specialists!

Where?
Project Literacy, Library 2nd floor.

Who is this for?
All community members. We can connect you to programs you are eligible for.

Upcoming Drop-In Hours:

- Wed. March 12 | 9 AM - 11 AM
- Wed. March 26 | 12:30 PM - 2:30 PM
- Wed. April 9 | 9 AM - 11 AM
- Wed. April 23 | 12:30 PM - 2:30 PM
- Wed. May 14 | 9 AM - 11 AM
- Wed. May 28 | 12:30 PM - 2:30 PM





Community Partners and Engagement

The SSRP leads monthly Human Services meetings with other city providers including Veterans’ Services Officer Patrick George, Senior Center Case Worker Sheri Melenciano or Director Lydia McCoy, Housing Authority Social Worker Olivia Fields, Watertown Public Schools Community Outreach Counselor Jaimie Leonard, and the Watertown Police Clinician Eli Miller.

The SSRP staff continue to attend various community meetings, such as the monthly Watertown Community Foundation Resiliency Task Force and the Wellness (previously Hoarding) Task Force, Livewell Watertown, and Systems of Care meetings—these are meetings led by Riverside Community Care and bring together many providers to discuss current resources and programs.

SSRP staff have connected with community members who are working to support immigrants in Watertown through disseminating legal information, trainings on “Know Your Rights,” and Family Preparedness Plans. Community members have been meeting weekly for these purposes, and SSRP staff have sent them information and resources helpful in the work they are doing.

Funding

Block Grant Funding

The SSRP continues to manage two small block grants through the Marshall Home Fund and the Helen Robinson Wright Fund which provide emergency financial assistance to residents in need. This quarter, SSRP was able to connect *10 residents* to emergency financial assistance through these sources. Areas of need were rental assistance, car repair, utility bills, and transportation.

Watertown Community Foundation, Essential Needs Grant

The Watertown Community Foundation released a new grant for Essential Needs this past quarter. SSRP was granted \$20,000 for Emergency Assistance Gift Cards to support households facing an urgent crisis that has caused financial strain. Essential needs include overdue utility bills, transportation, moving costs, medical prescriptions, food, cleaning and personal care supplies. SSRP will begin to distribute the Emergency Assistance gift cards during the second quarter.

CONTACT

1 Frederick Abbott Way
Framingham, MA 01701
508.879.9800
info@waysideyouth.org
www.waysideyouth.org

PRESIDENT & CHIEF EXECUTIVE OFFICER

Sara McCabe, LICSW

BOARD OF DIRECTORS

Dr. Lorretta M. Holloway, Board Chair
Michelle Simms, Vice Chairperson & Treasurer
Gregg Andonian, Clerk
Dr. Cheryl Aglio-Girelli
Jake Hepler

Rev. Dr. J. Anthony Lloyd
Kisney Lopes
Susan Nicholl
Dr. Nicole Rosa
Blaise Tersoni

