



Company Overview

SERVICES

Pre-Construction

**General
Contracting**

**Construction
Management**

Design Build

General Contracting And Hospitality Renovation Experts

Baystate Services is a diversified single-source construction and renovation contractor, specializing in the hospitality and senior living industry. With nearly 30 years' experience, we offer a unique combination of general contracting and hospitality industry expertise. We are constantly looking to grow and expand the services we offer, as well as our customer base and the locations we provide them to. Baystate Services is an Equal Opportunity Employer.

To date, Baystate Services has done work for customers in nearly half the continental states, and we have the ability to reach any of the remaining states we have not had an opportunity in yet.



Partners



Founded In
1988

Combined Experience of
100+ Years



Fully Insured



Bondable



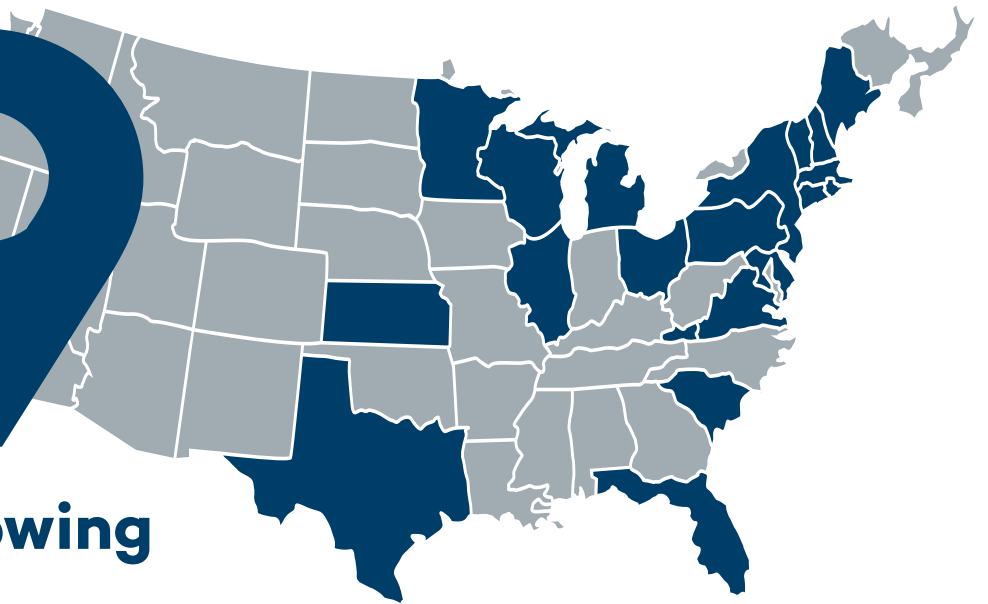
**Equal
Opportunity
Employer**



**OSHA[®]
Certified**

Nationally Established

19



States and Growing



**<1 EMR
Rating**

Experience
Modification
Rate



Practical & Common Sense Approaches

Often times, the over-analysis of situations can lead to critical project delays and prevent the application of the most cost-effective and efficient solutions. Baystate Services requires all team members to dissect problems to their simplest components to avoid taking unnecessary steps and to achieve a successful outcome.

Transparency

Baystate Services utilizes full transparency and disclosure to provide our clients with clear, accurate, and honest information throughout the entirety of a project. We operate under the belief that “honesty is always the best policy”, and therefore pledge to provide accurate and truthful information so that our clients will never be caught off-guard or misled during any phase of a project.



“I have been working with Baystate Services for several years. Whether it is a small/minor repair, a late night emergency, or a large scale renovation, Jeff and his team have responded with top-notch workmanship. Consistency, quality, and cost are the reasons I will continue to use Baystate Services.”

Michael M. Brighton

CEOE, RPA, FMA Director of Engineering
Boston Marriott Quincy

Leadership

Experienced leadership is a critical component for all successful construction management projects. Baystate Services employs a leadership team boasting over 100 years of combined experience in projects ranging from small renovations to multi-million dollar, ground-up construction developments.

Our leadership team shares a common core of traits and skill sets including **honesty, positivity, creativity, intuition, commitment, and confidence, and the ability to communicate, delegate, inspire, and customize** an approach to best meet the client's needs.

Risk Assessment & Management

Baystate Services begins all projects with a comprehensive assessment that identifies the quantitative and qualitative risks, and the best practices to ensure a successful project delivery and completion. Risk assessment continues through all phases of a project to anticipate any potential issues that may arise, while also ensuring a high level of communication with the client.

Below is an outline of our comprehensive risk assessment and management process:

- Establish the operating context and environment
- Identify the internal and external risks that pose various threats
- Provide systematic analysis of various contributing and leading risk factors
- Evaluate and prioritize the list of risks for further action
- Manage the risks and implement the best choice of action using required resources



“I have worked with Jeff and Baystate for years now. His staff is always prompt, courteous, and respectful of my hotel guests while working on my property. His proposals are accurate and timely. It is a pleasure working with Baystate. I would recommend Baystate for all jobs — small, midscale and large. I am confident that when Baystate is on the job, the job will get done.”

James J. Holmes

Director of Engineering
Westin Waltham

Senior/Assisted Living



PROJECT:
Belmont Nursing & Rehabilitation Center

LOCATION:
Madison, WI

OWNER:
Health Dimensions



PROJECT:
Benchmark Senior Living at Plymouth Crossing

LOCATION:
Plymouth, MA

OWNER:
Benchmark Senior Living



PROJECT:
Maplewood at Weston

LOCATION:
Weston, MA

OWNER:
Maplewood Senior Living



PROJECT:
Evans Park at Newton Corner

LOCATION:
Newton, MA

OWNER:
Benchmark Senior Living



PROJECT:
The Village at Mariner's Point

LOCATION:
East Haven, CT

OWNER:
Benchmark Senior Living



PROJECT:
Columbus Nursing & Rehabilitation Center

LOCATION:
Columbus, WI

OWNER:
Mission Health

CASE STUDY

Columbus Nursing Home

LOCATION:
Columbus, WI

OWNER:
Omega Healthcare

The Project:

Charged with renovating the Columbus Nursing Home to create a flagship property for Omega Healthcare that will function as the blueprint for future remodels of sister facilities, Baystate Services delivered exceptional results with minimal disruption to residents or staff routines through a full renovation in just six months. Through the more hotel-like, comfortable residential and public spaces created, occupancy has increased significantly and outpatients will continue to be better served. After completing Columbus as the flagship property, Baystate used the same model to renovate five more Omega Nursing Homes.

Challenges:

The most significant challenge encountered concerned a major structural issue in the area that is now the residents' lounge. Working hand-in-hand with the architect and structural engineer enabled Baystate to correct the situation in a timely way. To keep the project on schedule, Baystate worked during off hours and weekends when needed, to fix the issue at hand and installed temporary items in the event of back ordered materials. Eleventh hour requests also were accommodated, and included wrapping existing beams with oak and adding bead board ceiling. With facing these challenges, the importance of having ongoing and open communication with the client and staff were crucial to meeting deadlines.



Out Patient Physical Therapy Waiting Area



Bistro



Resident Room



New Covered Entry

The Solution:

Throughout the renovation Baystate went above and beyond the plans' and specifications to make the Columbus Nursing Home project stand out. Among the eye-catching details are corridors with a custom paint strip and oak trim that matches the new handrails, crown molding and rope lights in the bistro, and gorgeous millwork. The improvements to this senior living facility are evident before entering the door. A new entryway with canopy and colorful planters welcome residents and their guests. Inside, beautifully redone common areas include a lounge with handsome stone fireplace, inviting activity room and two food and beverage venues, a private dining room and bistro boasting generous seating and work stations. Residents also now have access to a salon and two spa areas with top of the line jetted tubs and large showers. Patient care and staff productivity is enhanced through a new nurses' station with custom cabinetry and filing system, separate medication room, state-of-the-art PT/OT room with a private entrance to accommodate outpatients. Other new improvements that add to residents' safety and comfort are one-hour fire rated hard ceilings replaced old ACT throughout the corridors, upgrades to the HVAC systems, and all new plumbing and light fixtures.

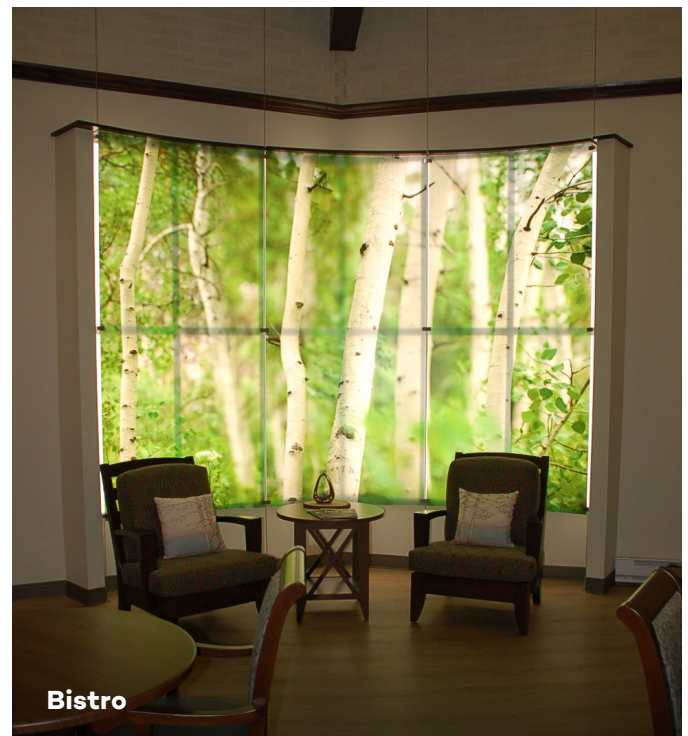
The Outcome:

With Baystate going above and beyond with their design builds, construction capabilities, combined with their ability to meet crucial deadlines, they set the bar extremely high for themselves. They will continue to renovate facilities for Omega Healthcare, which include five more locations that all use the same pricing model.



“Baystate Services had a keen understanding of what our aspirations and goals were since the beginning of the Columbus Nursing Home project. They outperformed on every level and by far exceeded our expectations.”

Omega Healthcare





Baystate Services

Address: 480 Wildwood Avenue Woburn, MA 01801

Phone: (781) 937-9898 Email: info@baystateservices.net

Jeffrey Snyder

Phone: (781) 937-9898 ext. 117 Email: jsnyder@baystateservices.net