



July 3, 2020

Dear Residents and Family Members,

As we move through these unprecedeted times as a community, we know how difficult it has been for you to be separated from your loved ones. We are pleased to share that the Rhode Island Department of Health has issued guidance allowing for limited visitation to nursing homes and assisted living residences, provided that certain physical distancing and requirements for safety and infection control are met.

Please note that the Health Department has given us approval to allow visitation, starting on Wednesday, July 8th, however only by appointment by our Visitation Coordinator. Walk-ins will not be allowed.

While we are aware of how the greater community is re-opening, BallouLife Communities serves residents who are particularly vulnerable to COVID-19 infection, therefore we must move forward with the utmost care and consideration for their safety, as well as ensuring we are in full compliance with regulatory guidance from the state. As such, we ask that you join us in following the visitation guidelines that are in the accompanying letter from our Infection Preventionist, Ruth A. Daly, RN.

In accordance with regulatory requirements, visits will be monitored by a staff member to ensure that safety precautions are taken. We understand that this may feel uncomfortable, and we want to assure you that our goal is simply to maintain safety, and that your privacy is very important to us.

We appreciate your patience in these uncertain times, as we work to safely reunite residents with their loved ones. Tina Senecal, Director of Life Enrichment will still work with you to utilize virtual communication and phone calls as much as possible. We understand how difficult this time is for all involved and are very appreciative for your support of our work to keep our community safe. You may contact Jocelyn Dubois, RN, MSW, LICSW, Director of Social Services or Dennis Ayotte, RN, Director of Nursing with any questions or concerns.

All visits will be coordinated and scheduled by Jen Milano, Visitation Coordinator. Her email address is [jennifer.milano@balloulife.org](mailto:jennifer.milano@balloulife.org) or you may call her at (401) 769-0437. Jen will be reaching out to each POA soon to discuss the scheduling preferences. We will try to accommodate you as best as we can.

Regards,

A handwritten signature in black ink that reads "Barry".

Barry B. Zeltzer, PhD  
Executive Director