



*Ballou Home for the Aged, Inc.*

November 3, 2020

Greetings to our BallouLife families:

I hope you are all well. I wanted to inform you that due to circumstances beyond our control, and per RI Department of Health, we will temporarily be returning to Visitor Policy Level 3- "No visitation unless required under federal guidance, or in certain other circumstances." To that end, it is with sadness that we are compelled to temporarily curtail family visitation, as we are so aware of how beneficial your visits are to the psychosocial well-being of our residents.

Unfortunately, due to guidelines from the RI Department of Health and the high positivity rate in the Providence County, the safety of our residents is paramount. For the immediacy, we will be curtailing visitation for two weeks, and reassessing the statistical data and the direction of the Department of Health at that time.

Should the trend continue in the current trajectory, on an upbeat note, Tina and Tiffany have selflessly along with some other staff members, volunteered to forfeit their Thanksgiving plans with their own families to "make Thanksgiving special for our residents. We know that we cannot replace you, but as their extended family, we certainly can make their Thanksgiving a very special one. We will have music, sit with them to eat, socialize and laugh with them." Tina and Tiffany were very gleeful in relating their plans for the Thanksgiving holiday. We want to assure you that the residents will have a nice Thanksgiving. We will do all that we can to make this difficult time the best that we can for your loved ones.

Please be assured that we will be assessing the emerging situation closely, and will keep you updated routinely. Our focus is to comply with regulations to ensure resident safety. That said, we look forward to in-person visits at the earliest recommended opportunity.

If you have any questions, please do not hesitate to contact Jocelyn DuBois RN, MSW, LICSW at 401-626-1365.

Best regards,

A handwritten signature in black ink that appears to read "Barry".

Barry Zeltzer, Ph.D.  
Executive Director