



BALLOU LIFE

A NEWSLETTER FOR THE FAMILIES AND FRIENDS OF BALLOU HOME FOR THE AGED



WINTER 2020

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BallouLife
COMMUNITIES

501 (C) (3) Non-Profit Organization

Ballou Home for the Aged

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MISSION STATEMENT

To provide exceptional person-centered care for our residents and their families, while promoting quality of life, and embracing the dignity of each individual in a safe, nurturing, and respectful community.

LeadingAge™ RI

2020 Mary Dupre Awards Announced

Recipients of the 2020 Mary Dupre Award are Ruth Daly, MBA, RN and Constance ("Connie") Landry, RN.

The committee, reviewing the written nominations from colleagues, selected both Ruth and Connie who best exemplified the precepts of the award, namely compassion, dedication, professionalism, collegiality, and quality care, particularly in this time of Covid-19.

The Award was established in September 2019 to recognize Mary Dupre's long standing and dedicated service to Ballou Home. When she retired, she was Director of Nursing. The hallmarks of her 43 years of service were her sense of compassion and professionalism. She was well-liked and respected by her colleagues and discharged her duties with the highest quality of care.



Ruth Daly, MBA, RN and Certified Infection Preventionist, has been with Ballou Home since 2016. She has a diverse background, having worked in the corporate world as well as in the health sector. She received a BA degree in accounting and an MBA in Operations Management from Bryant University. Her corporate affiliations ended, working for a roofing company. Ruth says, "I was selling roofing services and products, so the company felt I should know all there is to know about roofing. I can even put up a roof if I had to!" Ruth later earned her RN from CCRI. She worked, first, at Hasbro Children's Hospital, and then, transitioned to nursing home care, working at several nursing homes before coming to Ballou. Her hobbies include sewing, hiking, and Revolutionary War re-enactment. She says that her background in the corporate world has sharpened her communication and interactive skills with residents, families and staff.



Constance ("Connie") Landry, RN and MDS Coordinator, has been a registered nurse since 1972. She worked at Landmark Hospital as a Clinical Manager for 10 years and was Assistant Director of Nurses at Blair House in Milford, MA. "Connie" has been with Ballou since 2017. Connie's family is the most important thing to her, and she loves to swim, walk, and play with the children in her family, particularly during the summer months. She notes that, "I love working with the elderly, developing relationships with them and their families."

Executive Director Barry Zeltzer, announcing the award, said, "We are extremely fortunate to have these two professionals on our team. They represent the best in us and are an inspiration to all our staff."



**Executive
Director's
Letter**

A SHINING LIGHT AND INSPIRATION TO ALL!

Dear Families and Friends,

We were very honored and proud to have been recognized as a Best Nursing Home for 2020-21 by U. S. News and World Report.

While we were all deeply honored by this award, I was not totally surprised. As I said in the news release, regarding this recognition, "Much of the credit must go to our frontline staff, our nurses and all of our staff who work so diligently every day to provide the best of care in a safe, secure, and loving environment to our residents and their families."

This is especially true during the pandemic environment that we are living through. The U.S. News and World Report went on to say, "This year, to accompany the new ratings, nursing home profile pages were updated to include a patient safety summary that reflects COVID-19 data alongside other measurements of safety and related advice on choosing a home or facility amidst the pandemic."

Earlier on, in a letter that I had written to all staff, I thanked them for their courage, dedication, and professionalism during the pandemic. They have spent many months carrying out the mandates set forth by our regulatory authorities and always keeping the welfare of our residents in mind.

For their continued hard work and dedication, we owe each and every staff member a big thank you and our absolute appreciation. You all are shining lights and an inspiration of hope. Thank you!

With Much Appreciation,

Barry B. Zeltzer, PhD
Executive Director

THE VALLEY
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Reprint

U.S. News & World Report names Ballou Home Best Nursing Home

WOONSOCKET – Ballou Home for the Aged is among the 21 percent of U.S. skilled nursing facilities that have been recognized as a Best Nursing Home for 2020-21 by U.S. News & World Report.

The home earned Best Nursing Homes status by achieving a rating of "High Performing," the highest possible rating, for both Short Term Rehabilitation and Long-Term Care. U.S. News gives the designation of Best Nursing Home only to those homes that satisfy U.S. News' assessment of the appropriate use of key services and consistent performance in quality measures.

Barry Zeltzer, Ballou's executive director, said, "We are pleased to have received this remarkably high honor from U. S. News and World Report. Much of the credit must go to our frontline staff, our nurses and all of our staff who work so diligently every day to provide the best of care in a safe, secure, and loving environment to our residents and their families."

Now in its 11th year, the U.S. News Best Nursing Homes ratings and profiles offer comprehensive information about care, safety, health inspections, staffing and more for nearly all of the nation's 15,000-plus nursing homes. The Best Nursing Homes ratings reflect U.S. News' exclusive analysis of publicly available data using a methodology defined by U.S. News that evaluates factors that it has determined most greatly impact patient and resident care, safety, and outcomes. This year, to accompany the new ratings, nursing home profile pages were updated to include a patient safety summary that reflects COVID-19 data alongside other measurements of safety and related advice on choosing a home or facility amidst the pandemic.

A look from the inside

LIFE AT BALLOU DURING A PANDEMIC

Readers will be happy to learn that, as of this writing, there are no current Covid-19 cases at BallouLife Communities. Residents and staff are checked weekly and we are extremely fortunate that our home is Covid-free.

Mitigation efforts began at the beginning of March with certain mandates set forth by the Rhode Island Department of Health and CDC/CMS. Among these were a no-visitor policy and no group activities, including communal dining. This mandate was eased over the summer but, unfortunately, was reinstated at the beginning of November as cases of Covid-19 increased in the community, in hospitals and in congregate care settings.

These things alone put unimaginable strains on our staff with the potential of feelings of loneliness and despair among our residents, who, for the most part, had to stay in their rooms. The Department of Health is now looking at ways to allow family members to visit their loved ones.

Our professional and dedicated staff met the challenge, keeping the welfare of our residents and their families as their top priority. The following is how some of our staff met the challenge of serving our residents while carrying out our state mandates.

Tiffany Frappier, Director of Food Services - Since there was no group dining, residents had to be served meals in their rooms. To do this, additional food service staff had to be hired in order to deliver meals to resident rooms in a timely manner and in order to keep the food warm. Tiffany will soon acquire food service carts to help make this delivery process more efficient.



Tina Senecal, Director of Life Enrichment – Because of a no-visitor policy and the curtailment of group activities, Tina had to find new ways to connect residents with their families. She began a schedule of Facetime calls between residents and their families.

She now has I-Pads to use to replace the use of her cell phone. The screen is larger on the I-Pad and should prove to be an all-around better visual and auditory experience. I-Pads were purchased through a Digital Device Grant.



Jocelyn Dubois, RN, MSW, LCSW, Director of Social Services -

Jocelyn has been the “Great Communicator,” through all of this, reaching out to families at least weekly if not more often. Because of her background, she talks to family members on an

emotional level, listening to a family member’s concerns about their loved one and about themselves, too. Jocelyn is able to provide emotional support to families and to convey a positive sense of hope for the future.

Ruth A. Daly, MBA, RN, Certified Infection Preventionist

– On Ruth’s shoulders lies the full responsibility of overseeing the steps that are taken to prevent the spread of Covid-19 at BallouLife Communities. She writes the weekly updates that are posted on our website, Facebook and mailed to family members. She reports data back to the appropriate officials. She puts plans together, which have to be approved by both the Rhode Island Department of Health and CDC/CMS of things that we will do to mitigate the spread of the virus, updating them when necessary. Ruth does her job so well that Ballou Home was recently awarded a cash incentive grant for meeting the Standards of Practice in mitigating the spread of Covid-19 since its inception.

These are just some examples of staff that have risen to the challenge of staving off the virus. In fact, all staff have done their part in keeping our home safe and secure. Housekeepers who have gone out of their way to keep walls and surfaces highly sanitized; financial people who keep our facility running and who get grants and other funds to support our budget overrides because of Covid-19, and then accounting for their use. Most importantly, the nurses and CNAs who, under the capable and compassionate leadership of Director of Nursing, Dennis Ayotte, RN, discharge their duties with love and kindness and put themselves at risk every single day. Your family is truly our family and we are honored that you have entrusted them to our care.

We are deeply indebted to all our staff and are forever grateful for their remarkable service in these most difficult times.



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Ballou Home for the Aged

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"Living Life to the Fullest"



U.S. News & World Report Includes Ballou Home in Best Nursing Homes 2020-21

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Editorial Information

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