



Shaker Family/Resident Virtual Informational Meeting
9/6/24, 3pm

- Introductions (Kristyn):
 - As you all know, I'm Kristyn Ganim, the Executive Director of Peregrine Shaker
 - I have with me this afternoon:
 - Heather Lawton, Peregrine's Regional Director of Operations
 - Lou Farchione, Peregrine's Vice President of Quality Management & Licensure
 - Jennifer Zacharek, Peregrine's Vice President of Operations
- We are going to open this session to questions, via the chat. We will do our best to answer the questions verbally at the end. Any questions that we are not able to get to by the end of the meeting, will be respond to in writing following.
- We understand that this has been a difficult week for everyone and that you are concerned about everything that you have seen and heard
- Losing one of our residents is always hard for all of us at Peregrine and losing them under these circumstances is even more devastating
- Fortunately we believe with the reduced # of residents who have experienced symptoms since implementing our procedures & the steps we have taken and will share with you today, are working and are moving us in the right direction.
- We learned from the Department of Health last Friday afternoon that some residents from the community tested positive for Legionellosis (8/30/24)
- We immediately started working with both the county and state health department, following all recommended protocols to keep our resident and staff safe at the community
- Albany County Health Department came Friday to our community and conducted a preliminary survey of the building to look for potential risk factors
- At this time, it was determined that we do not have a cooling tower and our air conditioning is a closed unit system
- The following recommendations were implemented Friday:
 - We called all local state approved water treatment management companies, in the event that it was determined that we needed them & set up appointments with them
 - We were advised by the health department not to start any treatment until the results of testing was back, as this would taint the testing scheduled to be done next week
 - We ordered and overnighted enough filters to get us through bathing needs of our residents until further testing could be conducted by the State
 - We closed off access to all sinks & showers with signage & tape per County Health Department recommendation
 - Enacted an emergency water supply
 - Obtained lots of potable (bottled water) and distributed this to residents ongoing
 - Sent a letter to all residents, responsible parties and staff sharing the above information
- Saturday, the filters arrived and were installed, and staff continued to provide water to residents
- Saturday & Sunday Peregrine administration and corporate team remained on site:

- Implemented county health dept recommendation of doing a slow drip flush of every faucet & shower head daily
- Remained available to answer questions of residents, families, staff, vendors & all interested parties
- Sunday we sent out a press release to the media
- We also sent second letter to residents, responsible parties & staff on Sunday to update as to what was happening at the community
- Implemented shower schedule and began offering showering opportunities as desired in shower rooms with filters.
- We continued water flushing daily of all faucets & showers, as well as supplying water to residents
- State & county departments of Health arrived Tuesday and collected water samples to send for testing- We needed results of testing to know if and where to begin with a treatment plan
- On Wednesday, the County & State Health Departments met with us at 3pm to inform us that there was presence of Legionella bacteria in the municipal water supply in our building per the PCR lab results. The County & State Health Departments also informed us that we still need the Cultures back for conclusive results which will take up to 2 weeks to obtain, but we are not waiting for those results. We are acting now to best protect your loved ones.
 - We immediately met & contracted with our chosen water treatment management company
 - We immediately contracted with a plumber to meet on site Thursday
- On Thursday, the county health department returned and audited the protocols we had put in place for the water restrictions and noted we are in compliance
 - Additionally on Thursday the plumber & the water management company met on site with our Peregrine team to coordinate the plan for implementation
- We are presently in the process of installing a monochloramine system and expect full installation to be completed sometime next week. This is a state of art system & is not a one time treatment it is on on-going treatment system and maintenance plan to continue to treat the water that comes into the building to continuously minimize the growth of harmful waterborne bacteria to best protect our residents
- After researching various methods for remediating the presence of legionellosis in the water, the team at Peregrine agreed that any method of remediation that did not continue with an ongoing treatment plan would not be right.
- Once this state of the art system is installed, the use of the system has a history of clearing traces of Legionellosis in a week. However, we need to prove conclusive with sustained testing over time before water restrictions will be removed.
- We will continue to work closely with the State Department of Health to complete the required testing.
- These ongoing water tests, will happen over the course of weeks, they will determine when it is safe for us to come off of water restrictions
- To return to some semblance of normalcy as we work through the remediation and testing, we have ordered and will be installing authorized filters in all resident apartment bathroom sinks and showers so that they may use the water.
- Filters are urgently being installed starting today. Use of shower rooms in the meantime and filters on sinks in public bathrooms remains in place in the lobby.
- Once filters are installed on your shower heads and faucets, staff will need to continue to do the slow flow flush at least daily.

- Many people, including the media are asking us for details about resident's and other individual's medical status. We must & will continue to maintain confidentiality and privacy of all individuals, as per HIPAA Guidelines. What we can tell you is that several of our residents who were hospitalized have returned to us and the # of the residents currently in the hospital is smaller than what was most recently reported in the media.
- Unfortunately, we may never know how this got into our water in the first place.
- What is important is that we are taking the steps to resolve this issue that we believe to have originated outside of Peregrine.

(Jennifer)

- First, I want to thank each and every one of you for your patience and understanding through this difficult time.
- This is heartbreaking and frustrating for all of us at Peregrine, especially for Kristyn and her entire dedicated Peregrine Shaker team, who work diligently every day to give your loved ones (our residents) the best possible care and quality of life possible.
- To have Legionellosis be introduced into our water system, and having lost 3 of our residents is heartbreaking.
- We are devastated that we have had to have these conversations over the past week, but grateful to be able to implement a system, that is not commonly used in communities like ours and that will prevent this situation from happening in the future.
- As always, our Peregrine team (both Shaker & Corporate) remains completely dedicated first & foremost to our residents, families and staff.
 - Our Case Manager and care department director team remains in constant contact/coordination with the hospitals and rehabilitation community staff in efforts to help each of our residents recover & return back to their Shaker home as soon as possible.
- We understand that communication is key to both success and peace of mind, therefore we have implemented the following:
 - A link on our website for updates regarding this situation
 - Ongoing regular updates as new information is available
 - We will be developing and providing FAQs for all regarding questions that arise
- Now we'd like to check the time, and see what questions we can answer live. As Kristyn mentioned, we will send answers to those we do not answer here following this meeting.



Peregrine Shaker Family Meeting 9/6/24

Q & A

- “Was this reported to the CDC?”
 - Peregrine Senior Living is only required to report to the County & State Health Department regarding infection control issues.
 - It is possible that the County or State Health Departments then report to the CDC.
- “When did the first resident get sick?”
 - This is a good question. Unfortunately, the presentation of legionellosis can vary so it is difficult to pinpoint the exact date of a resident becoming ill, and symptoms often present similar to that of pneumonia.
 - We have a large population of seniors we care for at Peregrine Shaker. Because we are not a medical model facility, our regulations require us to transfer residents to the hospital or seek medical care with any change in condition.
 - On and around the weekend of 8/24/24, we transferred a few residents to the hospital for a variety of changes in condition, including pneumonia like symptoms.
 - We were not provided by hospitals nor the Department of Health with any confirmed diagnosis of legionellosis until Friday 8/30/24.
- “How do residents wash hands with warm water?”
 - We have had a designated sink that has had point-of-use filter installed for hand washing in the Memory Care Activity Kitchen as well as in the public rest rooms in the lobby.
 - Residents were also provided with potable bottled water to wash their hands, and hand sanitizer as needed/requested.
 - Currently, point-of-use filters have been installed on at least one faucet in all apartments so they will be able to wash their hands with warm water.
 - Additional hand sanitizers are available in common areas throughout the community for all to use.
- “Could the sinks be covered with plastic bags, so folks don’t forget to wash their faces or brush their teeth with the water? “
 - We think you mean “don’t forget to not wash” We do need the faucet of any sink that does not have a point-of-use filter installed to be available and functional for the daily flushing that occurs, so a plastic glove has placed over the faucet and a sign posted. However, we can cover the entire sink and faucet with a plastic bag if you feel it will be beneficial.
- “Closing access to sinks in rooms requires disabling the function. They are still able to be turned on by the resident. Memory Care residents have limited capacity to remember and continue to follow these instructions. What else might be done? What about toilets? Flushing releases mist/ spray droplets even with lid closed.”
 - We do need the water flowing for our daily slow flow flushing to occur on all faucets therefore, we cannot completely disable.
 - The Department of Health did not express a concern with the use of the toilets, and did not make any recommendations.

- “My sister and I did not hear about this until I happen to stop by my mothers residence on Aug. 31. In the meantime, my mother has multifocal pneumonia and has been at a local hospital for more than 10 days. We need better communication via email, newsletter, phone calls.”
 - Email notifications in general go to our residents’ responsible parties of which we ask that they distribute the information to the remaining members of the family.
- “What about residents who get bathed by an aide twice a week. Where do they go?”
 - Residents on a shower schedule and assisted by Peregrine staff are still being assisted by the staff, however they were being escorted to the designated shower room(s) while the filters were being installed in each individual resident’s apartment showers.
 - However, this installation has been completed and all residents are now able to shower in their apartments.
- “What special provisions or coordination will be implemented to make sure memory care residents will safely wash hands & be sanitary. My mother will not use the bottled water to wash hands sufficiently, that is very difficult to do with a bottle of water. She uses the toilet and generally needs attention to cleanse hands of fecal material. She needs to get the hands washed. What about taking residents into bathroom with filter by staff to wash up periodically?”
 - Every one of our residents who receives reminders/assistance with hygiene care is still being provided that. This was being done in the designated point-of-use installed filter shower room but residents are now able to wash in their individual apartments.
 - We have had a sink with a point-of-use filter in the MC Activity Kitchen that they used for hand washing but residents are now able to wash in their individual apartments.
 - We also have hand sanitizer available, in between hand washings, for both staff & residents.
- “How is the chef and dining staff cooking, washing food and preparing food for the residents’ meals?”
 - During the initial delivery of filters, we installed a point-of-use filter in the kitchen so that food production and sanitization in the kitchen could be maintained immediately.
 - We also utilized potable water from our emergency water supply, as well as bottled water delivered from our vendor which arrived promptly on-site Friday afternoon.
 - The county Health Department determined right away that our dishwasher produces water that is hot enough to use safely to kill any bacteria.
- “How many residents who were hospitalized/ tested positive were in memory care v assisted living section? Were any of the 3 deaths in MC?”
 - Unfortunately, due to privacy concerns, we cannot disclose this information.
 - However, the health and safety of our residents is of the utmost importance and we continue to engage with the hospital and rehab communities to ensure our residents can return home after their stay.
- “THANK YOU for all measures and response you have all taken thus far. Please keep communicating and coordinating with health. Thank you Kristyn for this forum to comment. Communications regarding health department requirements would be very welcomed from depts. of health”
 - Thank you.
 - Please feel free to reach out to the Albany County Department of Health, Epidemiology Department at (518) 447-4640

- “Are there any policies around visitors at this time? I was planning to come this weekend but am concerned about potential exposure.”
 - There is no change in visitation, the measures we have taken to keep our residents safe are also meant for visitors.
 - Please note that this is not a disease that is spread from person to person, there is no chance of contracting it from another person as it is transmitted through water droplets.
- “Will the filters be installed in the Kitchenettes?”
 - We have installed one faucet filter and one shower filter in each Assisted Living resident’s apartment
 - However, if you wish to purchase one for your second faucet, please let Kristyn know and we will work together to ensure you purchase the approved filter and we will assist with the installation.
- “What is the criteria (health requirements) for clearance for the whole facility or an 'all clear' when that ultimately happens?”
 - An “All Clear” criteria is at the discretion of the Health Department. However, we have been told that, generally speaking, we need to clear three water tests.
 - The first water test can take place 7-28 days after the start of the water treatment. It takes approximately 2 weeks for those results to come in. They can take the next sample another 7-28 days after that.
 - This process continues until there are three consecutive negative water tests.
- “Privacy is understood, but I would like to know if ANY were in memory care. TY”
 - Confirmed positive cases of legionellosis were not found in any one area or floor of the community.
- “When the flush is being done daily does the resident need to be out of the room? And is there a cleaning process to swipe the sinks clean?”
 - No, the resident does not need to be out of the room if the faucets are being filtered. If they are not filtered, the resident should be out of that area.
 - The flush involves us turning on the water and letting it run a stream about the size a pencil for approximately 5 minutes and then turning the water back off. This process happens with both sinks and the shower in each apartment.
- “I've read that there can be 'dead ends' or water lingering in parts of plumbing systems. Is anything going to be done to inspect the mechanical systems for possible locations where water could stagnate or grow bacteria?”
 - We have already engaged with a plumber to work on the installation of the water management system and are in the process of auditing this.
- “Do residents who may not fully understand what is going on need to request a shower or are they put on a schedule? “
 - Residents who already receive assistance with a shower are still being assisted with them.
- “If you can email the link to the website that would be great.”
 - Our website can be found by going to: www.peregrinешaker.com . By clicking on the “Important Notice” button on the main home page, you can access the most up to date public information being posted
 - We will continue to provide you with emails with up-to-date resident and family information as new information becomes available.

- “In order to test for the disease, you need a urine test and a sputum test at same time. Unfortunately, my mother can’t be completed tested because she is so sick that they are afraid to get a sputum test because it would be detrimental.”
 - According to the Health Department website there are several test that can confirm infection with Legionella that include urine, blood or sputum.
- “Has a date by which residents can use their water freely been projected? I think I missed it...”
 - All resident apartments now have point-of-use filters in their showers and in one sink, so they are able to freely use their water safely.
- “Is there a risk of reinfection once a resident returns from hospitalization and rehab?”
 - We do not know the answer to this question, but we will inquire and get back to you.
- “Is this zoom call being recorded? I apologize if that has already been clear.”
 - The call on Friday was not recorded, however if this Q & A does not answer all of your concerns, please let us know and we can reach out to you individually to share what was said on the call.
- “Do the shower and sink filters a 1 time thing or do they need to be replaced over time?”
 - Point-of-use filters are advertised as being effective for 90 days, however our water management company has advised that they could become clogged with debris in as little as two weeks.
 - We will be changing out the filters as needed throughout the course of time that we are on water restrictions.
- “For a resident who has been sick in the hospital is there going to be testing if their particular living space given they are obviously susceptible?”
 - The living space is not at risk as this is not an infection picked up from the living environment but is spread by inhaling infected water droplets.
 - The water for the entire community is being treated and follow up testing will be completed to confirm that the water is safe building wide.
- “Part of the issue with communication is that something changed around August 21 causing many emails to go to spam. Prior to that date, we had received emails in our inboxes, but those letters got caught in spam filters for some reason.”
 - We are sorry to hear that has happened. If you have an alternate email address you wish for us to keep on file for you, please let us know and we can update our records.
- “Is there a possibility that the Albany City public water supply by the source of contamination? Have other city communities reported illness associated with Legionnaires infection?”
 - Yes, there is a possibility, however, Peregrine would not be privy to that information. It would be best to check directly with the County & State Health Departments for their most up to date information.
- “Your communication is appreciated, understand the complexity of what you are handling. Staff have been great. NYS and Co. Health seem absent. I would like to understand - from the authority agencies- more of the technical details of what the process and timeframe is for testing and clearing use of water in the facility. Please share this with them. There should be a reference number from DOH at the state.”
 - Thank you very much for your positive feedback regarding our Peregrine staff.
 - We have shared your feedback with the Albany County Health Department and New York State Health Department and will let you know their responses which have not yet been received.

- “What about the kitchen sinks? I don’t think that’s been mentioned. Will a filter be applied to these as well?
 - Regarding Resident apartments, we have installed one faucet filter and one shower filter in each Assisted Living resident’s apartment
 - However, if you wish to purchase one for your second faucet, please let Kristyn know and we will work together to ensure you purchase the approved filter and we will assist with the installation.
 - If you are referring to the Community dining room main kitchen, during the initial delivery of filters, we installed a point-of-use filter in the kitchen so that food production and sanitization in the kitchen could be maintained immediately.
- “Who was responsible for testing the water coming into the building?”
 - The NYS Department of Health came on Tuesday 9/3/24 to take water samples for testing.
- “My mother says that the filtered shower head is very heavy and does not have a wall mount. So will the ones being installed have wall mounts? “
 - Our shower heads are typically wand units, however there should be a wall mount to place the shower head on. If this is not the case, please contact us so we can remedy this situation for you.
- “Thank you for hosting this call. Can you please address how you will make sure residents are able to wash their hands after they use the bathroom? Have you put hand sanitizer by the toilets with notes? Or are residents being brought to the filtered area to wash their hands periodically?”
 - This question has been answered above. If you have additional questions, please reach out to Kristyn.
- “How much are the filters for kitchenette?”
 - Individual filters for the shower and faucets are listed online at \$250 each. We are working on getting a discounted rate for our residents and families and will get back to you.

For additional information, please contact the Albany County Health Department.

You can contact them via:

- [Legionnaires' Disease \(Legionellosis\) | Albany County, NY \(albanycountyny.gov\)](https://www.albanycountyny.gov/legionnaires-disease)
- **(518) 447-4640**

For Release
9/5/2024
Updated 1:15pm EDT

Legionellosis Update

Albany, NY — 9/5/2024

Updated 1:15pm EDT — Late last week, the Peregrine Shaker Senior Living Community on Northern Boulevard in Albany learned that a resident was diagnosed with Legionellosis. An incident such as this is taken very seriously at the community, and the leadership team immediately began working closely with both Albany County and NYS health department officials. The senior living community later learned that three residents had passed away during hospitalization. Peregrine Shaker places the highest importance on the safety, health and wellbeing of its residents, staff and visitors at the community. Coordinating with state and local health officials, the community's leadership and staff have taken every proper precaution to safeguard everyone within the community since learning of the exposure.

Peregrine Shaker Executive Director Kristyn Ganim stated, "This is truly heartbreaking for our community, and our hearts go out to the family and friends who have lost their loved ones. When we first learned of the legionella exposure late last week, we immediately began working very closely with both state and county health department officials, and took all the precautions recommended to safeguard our community for our residents, staff and visitors. Since that time, we have installed advanced water filters in as many locations as possible, including in designated bathing and showering locations. We are rapidly sourcing and installing these filters in each of our resident apartments, along with one of the best water source treatment systems available for our entire resident community. This is an extra layer of protection that is

not commonly utilized in most communities similar to ours, but one that we feel is paramount to best protecting our residents.”

Ganim added that bottled water is currently being provided to the residents of the community for consumption. “Most importantly, with the water restrictions we have in place along with the addition of these advanced new filters, I want to reassure all of our residents, staff and visitors that our community is completely safe. As we continue to work in lockstep with both state and county health departments to determine the source of the legionella exposure, which we believe to be external, I will say that I am so very proud of our team who acted as quickly as humanly possible to best protect our residents, staff and visitors. We want to express our deep appreciation to all of the members of our caring community for their patience and understanding during this extremely difficult time.”

According to the New York State Department of Health’s official website:

- Legionellosis is a bacterial disease which may cause pneumonia. Between 200 and 800 cases are reported each year in New York State, including New York City. Most cases occur as single isolated events. Outbreaks are relatively rare.
- It is estimated that about 25,000 people develop Legionellosis in the United States each year, and an additional unknown number are infected with the *Legionella* bacterium and have mild symptoms or no illness at all. Cases occur sporadically and in outbreaks, and outbreaks occur most often in the summer but cases occur all year round.
- Legionellosis can be a mild respiratory illness or it can be severe enough to cause death. From 10 to 40 percent of healthy adults have antibodies showing previous

exposure to the organism, but only a small percentage have a history of previous pneumonia.

- The disease appears to be spread through the air from a soil or water source. Studies to date have shown that person-to-person spread does not occur.
- Most healthy individuals do not become infected with *Legionella* bacteria after exposure. People at higher risk of getting sick are those 50 years of age or older, current or former smokers, those with a chronic lung disease (like COPD or emphysema), those with a weak immune system from diseases like cancer, diabetes, or kidney failure, and people who take drugs that suppress (weaken) the immune system (like after a transplant operation or chemotherapy).
- Because sporadic cases are common and presently not preventable, they are often investigated only to confirm the diagnosis and rule out an outbreak. If an outbreak occurs, an investigation to look for a possible environmental source is conducted.

Peregrine Shaker Senior Living is a licensed assisting living and memory care community located on Northern Boulevard in Albany, NY.

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For more information, press only:

Kristyn Ganim, Executive Director
518-465-4444
info@peregrine-companies.com

Legionellosis Update

Albany, NY — 9/1/2024 — Recently, the Peregrine Shaker Senior Living Community on Northern Boulevard in Albany learned that a resident was diagnosed with Legionellosis. An incident such as this is taken very seriously at the community, and the leadership team immediately began working closely with both Albany County and NYS health department officials. The senior living community later learned that the resident passed away. Peregrine Shaker places the highest importance on the safety, health and wellbeing of its residents, staff and visitors at the community. Coordinating with state and local health officials, the community's leadership and staff have taken every proper precaution to safeguard everyone within the community.

Peregrine Shaker Executive Director Kristyn Ganim stated, "First and foremost, we are deeply saddened at the loss of one of our community's residents, and our hearts go out to their loved ones. As we learned of the legionella exposure, we immediately began working in lockstep with both state and county health department officials, and have taken every proper precaution to safeguard our community for our residents, staff and visitors. We will continue to update as more information becomes available."

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