



Ex\_EmailFischbeck

Jayakrishnan Nair &lt;jknair@gmail.com&gt;

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## Expressing Gratitude and Elaborating Facts

7 messages

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**Jay K. Nair** <jkn@ratnerbio.com>  
To: jfishbeck@ci.snoqualmie.wa.us  
Cc: ashley.renee.redican@gmail.com

Tue, Mar 13, 2018 at 11:07 AM

Respected Officer Fischbeck

Thanks a lot for checking on my mother Ms. Omana Thankamma yesterday afternoon. It is reassuring to note that the community police is being vigilant to a gold standard that protects and serves disabled seniors like my lovely mom. As mentioned at the beginning of our conversation, I wish to reiterate the deepest appreciation in your kind efforts to making sure she is safe.

I wish to layout the details a little bit in further detail so you could kindly see the full picture. As mentioned my mom and I have a deep bond as I am her only surviving child since my dad passed when I was a child and she has nobody close other than me in this world (other than also a step daughter in India). The stroke affected her emotionally and to keep her spirits up I decided to be working from home as an entrepreneur so I can get to spend the maximum time with her nearly 24X7 and also be her SECONDARY FULL-TIME caregiver. This is in addition to one dedicated, full-time Live-in, experienced and LICENSED PRIMARY caregiver that I have always hired to assist me in taking care of her since the stroke. I do NOT compromise on the caregiving qualifications and experience of this position as this is a DEDICATED CAREGIVER position. At present that title is assigned to Ms. Ashley Renee, who has extensive experience working in nursing homes (please see attached resume).

In addition to the biotech startup, I also own several rental properties in the eastside that provide cashflow to help manage my mom's expenses and pay the salaries. My mom used to do the property management before the stroke, so I had to since hire three people to do property management, cleaning and maintenance. Logically in order to make it more practical as an employer and to increase flexibility, recently I shifted my strategy to make it such that these three people I hire to do the property management are also selected from people who are compassionate and can be trusted with simply being a respite person or adult at the home in between her morning and evening routines when she does not need any intensive care, but only a responsible person at the home to check on her. Please note they are NOT expected to do intensive caregiving, that is why I am staying home and also paying Ashley.

Therefore I found two HOUSEKEEPERS that can do double duty IF NEEDED as a respite for a few hours to give the primary (Ashley) and secondary (me) caregivers some additional freedom on those rarest of rare situations when we both need to step out for a few hours at the most. These two are Alexandra Hall and Jennifer Gallegos. Both of them are employed primarily to clean my rental homes and to do property management, and have both been given rooms in my home so they can also help as mentioned for my mom's care. As a matter of fact, I have also hired a handyman named Julian and though he is not involved with any caregiving, he too has been asked if he could help if needed for my mom's team. Please note these additional hands are not hired with caregiving in mind, but for the properties as my mother only needs two full time caregivers and she already has that in me (family) and Ashley (certified caregiver). Furthermore, Alexandra has also worked as a live-in caregiver for an elderly lady for 5 years and another year at Aegis Living. Jennifer has also taken care of her elderly family for several years according to her statement. As their focus is on property management and not caregiving, I hired them as I believed these two would ALSO make for decent respite for short hours in addition to their primary responsibilities. My mom does not need any more than two full time caregivers of course, let alone 5.

On 3/12/2018, it was on of rare days when I stepped out in the morning assuming that Ashley, as the primary caregiver and was sleeping in her room, will take care of the feeding when she wakes up. Ashley states that about 10 she came down to do the feeding, and that she saw Alexandra, whom I had let observe me in the previous night when I was feeding Omana. I had not asked Alexandra to feed my mom, as Ashley the more experienced and certified caregiver was at the house. However, Ashley apparently saw the feeding was already commenced and therefore left the home for a couple of hours.

Around 1 pm I checked with Alexandra how my mom was doing and she texted that the feeding bag got clogged somehow (it can happen often as the tube is too narrow) and the food packet had stopped dripping into her PEG tube AFTER Ashley left minutes earlier. Alarmed at this, I suggested several solution via several texts, such as simmering for a few minutes to make sure any lumps are dissolved and also other techniques to make it go down. She said she went to a neighbor to get a blender and to retry the blended food on the tube (which was not a bad idea as I have tried that

successfully in the past too when the feeding tube clogged). As you are aware, that somehow led to the neighbors calling the police, and leading to your call when I was already headed back home to take care of the feeding myself. I have handled her PEG tube since her stroke in Aug 2016 and I am very familiar with all ASPECTS of her care just as a certified caregiver would.

In addition I also have a reliable, well experienced and certified caregiver in Ashley who is a full time live in at our home. Between the two of us, I respectfully believe my mother's care is 100% covered, and therefore I apologize for any confusion caused by a new hire (Alexandra) trying to impress her boss by overdoing things that she was not required to do. If Alexandra never STARTED the feeding, Ashley would have surely never left the home without first doing so, and even so she reports that she did check with Alexandra that she had followed all the steps before loading the bag and watched the food dripping through. If I had to really be harsh on Ashley I could blame her for not having waited and watched it until the feeding was fully COMPLETED, but other than that everyone involved under my employment all care deeply to ensure my mom's care and safety is held to the same gold standard of professionalism that you are setting an example of as well as guiding and judging us on. Also of course, I would have either completed the morning feeding myself or asked Alexandra to do it in my presence had it not been that I trusted Ashley was the one going to do it. The lesson we have learnt is to detach Alexandra, Julian and Jennifer from caregiving and to have the focus on housekeeping and property management only, so Ashley can be shielded from any miscommunications. At the end of the day, my humble analysis on yesterday's sequence of events is that it was a combination of a miscommunication between Ashley and Alexandra on who should do the morning routine, coupled with a very unlucky clog that happened on the feeding tube which would have been easy to fix if either Ashley or I had handled the feeding as we both have way more experience with PEG feedings.

Once again, I wish to thank you for the diligence in making sure my mom is safe, and I apologize if in my anxiety to ensure she is OK I appeared impatient. I am very sorry if I came across so. My mom means everything to me (I am single, no kids) so she is all I have in this world. My love and kisses is what gives her the impetus and will to even survive given how debilitated and depressed the stroke left her. And I wish to humbly promise that not only I am glad to spend the right team is taking care of her, but also that you are MOST welcome to drop in and check anytime how happy and peaceful she is to be home. She has nothing else left other than family and little pleasures of hugs and kisses.

God bless.

Yours Most Respectfully

**Jay K. Nair**  
President & CEO  
Ratner BioMedical Inc.

[www.ratnerbio.com](http://www.ratnerbio.com)

(206) 486-4RBI (o)

(201) 205-7500 (c)

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### 3 attachments

 **Alexandra Hall's Caregiving & Property Management Resume.docx**  
15K

 **Alexandra Hall's Food Handler's Permit.docx**  
35K

 **Alexandra Hall's Professional References.docx**  
13K

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Jay K. Nair <jkn@ratnerbio.com>

Thu, Mar 15, 2018 at 1:12 PM

To: "Hoefs, Rebekah A (DSHS/ALTSA/HCS)" <hoefsra@dshs.wa.gov>

Dear Ms. Hoefs,

Thanks a lot for coming out yesterday to check on my mother. The update from my recent email is that Tiffany has been replaced by Ashley, another qualified caregiver (I sent you another email with her documents and certificates). In addition I also have three other employees: Alexandra Hall, Jennifer Gallegos and Julian Buen, who are basically staff for upkeep of my rental homes.

<https://app.box.com/s/nvv8kkpounzbz1xnf94lj4q2mt59krfc>

Alexandra also has senior care experience (her resume and references are attached).

As to my company and what I do, we are in incubation mode currently seeking 510(k) approvals from FDA for our patented technologies exclusively licensed from Johns Hopkins:

<https://www.twst.com/interview/jaykrishnan-nair-ratner-biomedical-inc>

I am forwarding you this email I sent to the officer that came out on Monday. I will also forward you an essay that Alexandra sent me about her caregiving experience as well as the texts from Peggy at the earliest.

Thank you very much, and I really really really appreciate all your understanding and kindness.

Regards,

**Jay K. Nair**

President & CEO

Ratner BioMedical Inc.

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**Jay K. Nair** <jkn@ratnerbio.com>

Tue, Apr 3, 2018 at 3:03 PM

To: Kim Lampman <klampman@dicksonlegal.com>, Thomas Dickson <tdickson@dicksonlegal.com>, Daniel Frohlich <dfrohlich@dicksonlegal.com>

It seems related to this incident?!

----- Forwarded message -----

From: **Jay K. Nair** <jkn@ratnerbio.com>

Date: Tue, Mar 13, 2018 at 11:07 AM




Subject: Expressing Gratitude and Elaborating Facts

To: [jfischbeck@ci.snoqualmie.wa.us](mailto:jfischbeck@ci.snoqualmie.wa.us)  
Cc: [ashley.renee.redican@gmail.com](mailto:ashley.renee.redican@gmail.com)

[Quoted text hidden]

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**Jay K. Nair** <[jkn@ratnerbio.com](mailto:jkn@ratnerbio.com)>  
To: [philCsu@gmail.com](mailto:philCsu@gmail.com)

Fri, Apr 6, 2018 at 1:46 PM

Dear Sir

Thank you for the call and look forward to the conversation. This email I sent as a followup to the cop has all the details. I will further forward more emails.

Regards  
Jay




----- Forwarded message -----

From: **Jay K. Nair** <[jkn@ratnerbio.com](mailto:jkn@ratnerbio.com)>  
Date: Tue, Mar 13, 2018 at 11:07 AM  
Subject: Expressing Gratitude and Elaborating Facts  
To: [jfischbeck@ci.snoqualmie.wa.us](mailto:jfischbeck@ci.snoqualmie.wa.us)  
Cc: [ashley.renee.redican@gmail.com](mailto:ashley.renee.redican@gmail.com)

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**Jay K. Nair** <[jkn@ratnerbio.com](mailto:jkn@ratnerbio.com)>  
To: Rajakumari Susheelkumar <[rajithankam9@gmail.com](mailto:rajithankam9@gmail.com)>, Sukanya Susheel <[susheel.sukanya@gmail.com](mailto:susheel.sukanya@gmail.com)>

Thu, May 10, 2018 at 2:23 PM




----- Forwarded message -----

From: Jay K. Nair <[jkn@ratnerbio.com](mailto:jkn@ratnerbio.com)>  
Date: Tue, Mar 13, 2018, 11:07 AM  
Subject: Expressing Gratitude and Elaborating Facts  
To: <[jfischbeck@ci.snoqualmie.wa.us](mailto:jfischbeck@ci.snoqualmie.wa.us)>  
Cc: <[ashley.renee.redican@gmail.com](mailto:ashley.renee.redican@gmail.com)>

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**Jay K. Nair** <jkn@ratnerbio.com>  
To: Phil Su <philCsu@gmail.com>

Sat, Jun 2, 2018 at 3:14 PM

----- Forwarded message -----




From: Jay K. Nair <jkn@ratnerbio.com>

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[Quoted text hidden]

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**Jay K. Nair** <jkn@ratnerbio.com>  
To: Phil Su <philCsu@gmail.com>

Sat, Jun 2, 2018 at 3:15 PM

----- Forwarded message -----

From: Jay K. Nair <jkn@ratnerbio.com>

Date: Tue, Mar 13, 2018, 11:07 AM

Subject: Expressing Gratitude and Elaborating Facts




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Cc: <ashley.renee.redican@gmail.com>

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