



Update: Titan SenQuest COVID-19 May 6, 2020

Dear Residents and Family Members:

We want to keep you updated on the COVID-19 pandemic as it relates to our residents and their families.

We're pleased to report that across all our communities, no residents or staff are currently testing positive for Covid-19. The one staff member in south Texas that tested positive two weeks ago, was sent home, was under a doctor's care and has recovered and recently tested negative. We're thrilled for her and her family.

A common theme we're hearing from all our communities is that the residents understand and are accepting of the ongoing visitation restrictions. The hardest part seems to be the lack of family visits, restricted group activities and the staff wearing masks (you can't see a smile through a mask). We understand.

Although several states have loosened up restrictions on sheltering in place, our communities will not be opening up just yet. It's a tough decision to lockdown a community but I'd rather keep residents safe than permit a short term inconvenience from family visits or new admissions.

I've heard some great stories of weekly theme parties put on by the staff to keep everyone's spirits up; favorite foods and even cocktails delivered to rooms, setting up video calls with families, all to prevent a feeling of isolation. Our Executive Directors have the freedom to do whatever they think is needed to care for our residents.

We also continue to reward our staff members who have done an outstanding job. Later this week, banners will appear saying "Heroes Work Here", a small gesture to remind them that it's more than a job, it's caring for someone special. We understand the trying times that our staff is going through so we have increased sick leave, given out care packages of food and supplies weekly and provided a telemedicine service.

Until we're in the clear, we'll still limit visitors and keep using masks. We will continue to keep you posted on developments within our communities. Every community has a Facebook page with plenty of pictures (please check it out) and all of our updates are posted on our website at www.titansenquest.com. Want to reach us, don't hesitate, email us at suggestions@titansenquest.com. We look forward to updating you again shortly.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kaseff', written in a cursive style.

Kevin P. Kaseff
President