



March 16, 2020

Update: Corona Virus (COVID-19)

We want to update you on our Covid-19 response as it relates to our senior housing communities. Most importantly, at this time, there are no reported cases of Covid-19 at any Titan SenQuest communities. However, with 19 communities, 1,500 residents and 600 employees, this is an evolving situation. Here's what we're doing to address this outbreak:

1. We continue to send regular email updates to residents, their family members and our staff on our progress implementing CDC and other governmental recommendations for the care and safety of residents and staff. All updates are uploaded to our website www.titansenquest.com select the "Coronavirus Update" button. Generally, we received very positive feedback from residents and families;
2. We are monitoring federal and state declarations for senior communities including screening and limiting non-essential visitors, discontinuation of common dining, etc. Some of these are changing on a daily basis;
3. Restricting or eliminating group activities;
4. In person sales tours have been discontinued. We transitioned to a digital format;
5. Any staff member exhibiting an illness is sent home and monitored for a period of time by a physician before being allowed back to work. Titan SenQuest has supplied employees with access to telemedicine which is an online or phone access to a physician;
6. We have increased the amount of environmental cleaning in high touch common areas;
7. We have an internal team that is tracking state requirements as well as the number of residents and staff that are ill (whether it's a common cold, flu or if we get a report of a positive Covid-19 test);
8. We have a plan in place in the event that there is a Covid-19 outbreak in one of our communities including suspending centralized dining.

Sincerely,

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

Kevin P. Kaseff
President