



## **Update on the Coronavirus COVID-19**

Titan SenQuest Residents and Family Members:

There is no higher priority to our Titan family than the health and safety of our residents and staff members. We are in close contact with the Center for Disease Control (CDC), local government agencies and Titan's internal team to stay on top of this evolving situation. We are acting with an abundance of caution because Covid19 is a new virus and there are uncertainties of its potential impact. Based on recommendations by the CDC and OSHA, Titan Senquest is proactively taking the following steps to prevent Covid19 and other infectious diseases in our senior housing communities. We have also implemented certain procedures in our communities to help prevent the spread of Covid19 or any infectious disease should we have residents or staff members develop certain symptoms in one of our communities, as explained below:

**We actively encourage sick employees to stay home:** Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they have been free of fever, signs of a fever, and all other symptoms for at least 24 hours. This time is increased to 48-72 hours for employees who work in our kitchens or serve resident meals, as well as for caregivers.

**We perform routine environmental cleaning:** We routinely clean all frequently touched surfaces in our community, such as workstations, countertops, and bathrooms and doorknobs. We provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees before each use.

**Each member of our staff is encouraged to practice good hygiene and we encourage our residents to do the same:**

- Wash hands often with soap and water for at least 20 seconds, especially after going to the bathroom, eating, blowing your nose, or coughing or sneezing.
- If soap and water are unavailable, use an alcohol-based hand sanitizer that contains a minimum of 60% alcohol.
- Avoid close contact with anyone who is sick, especially if they are coughing or sneezing.
- Try not to touch your mouth, eyes and nose.
- Avoid handshakes.
- Cover your sneezes and coughs with a tissue and throw it in the trash after one use.
- Disinfect surfaces and objects that are touched often, such as doorknobs, counters, faucets, etc., using a regular household cleaning spray.

**Actions we take should there be an instance of what is believed to be a potential outbreak in one of our communities:**

- We will remove all items from dining room tables that residents can handle. Such as sugar containers, salt and pepper containers, water carafes, menu holders, etc.
- We will sanitize the entire table after one or more people use it for dining. Even if only one person uses a table during a meal, all place settings will be removed for washing and the entire table and all chairs are sanitized.
- All staff will use gloves when bussing and cleaning tables, sanitizing chairs, and when handling anything residents or other staff might have come into contact with.
- We will use only disposable containers for room or apartment deliveries. We do not want to chance cross contaminating our kitchen with dishes that were used in a contaminated room or apartment.

**Should we determine a need to suspend centralized dining operations:**

- Modification to menus may be required.
- Only non-food service staff will deliver meals and snacks to resident rooms or apartments.
- We will prevent cross-contamination of food service areas and staff:

Once we believe potential spread of an illness has passed, and we have experienced no newly reported cases for a minimum of 48 hours, we will resume regular operations and continue to monitor for new reports of illnesses.

At Titan Senquest, the safety and wellbeing of our residents and staff are of the utmost concern and importance. We also know that disruption of our normal daily routine can be troubling for seniors. It is our desire that by providing this information of precautions that might be implemented in the event of a potential infectious illness in one of our communities, that any disruption will be better understood and we pledge to do everything we can to ensure the safety and wellbeing of all those who live in or work in a Titan Senquest community.

Sincerely,



Kevin P. Kaseff  
President