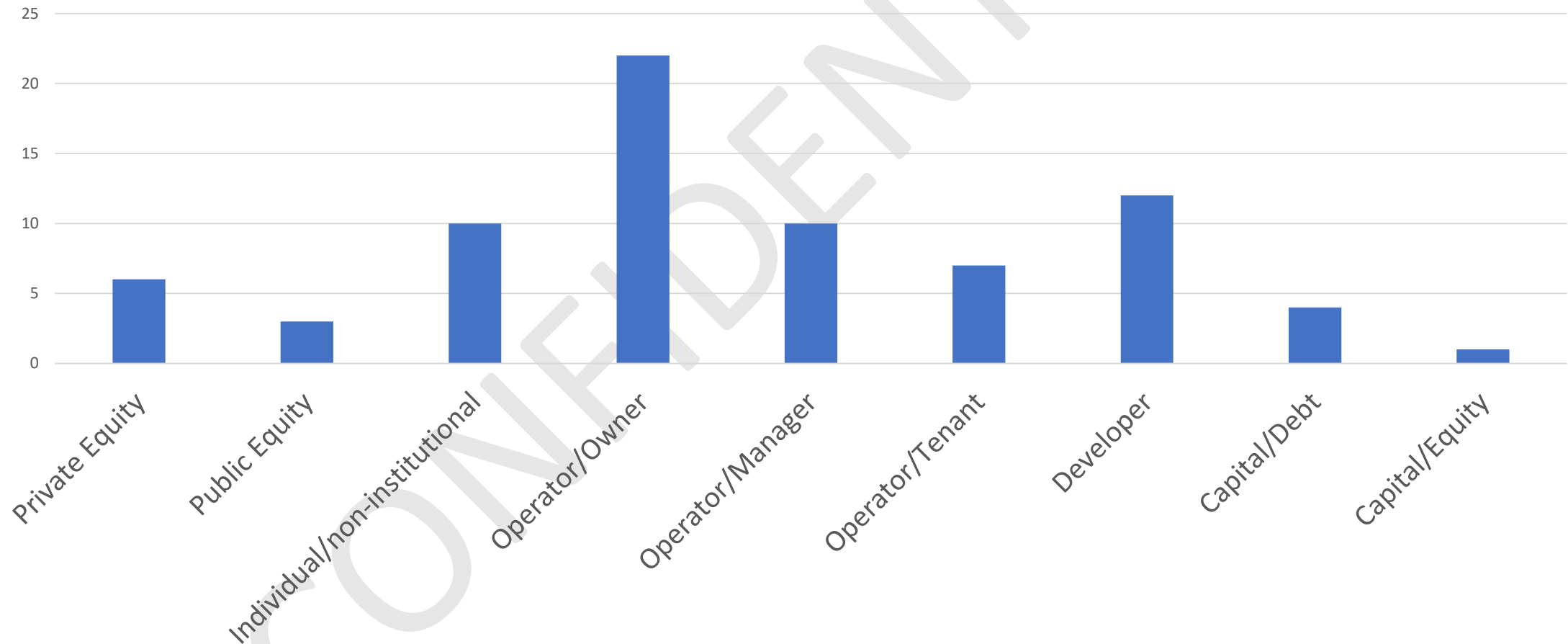
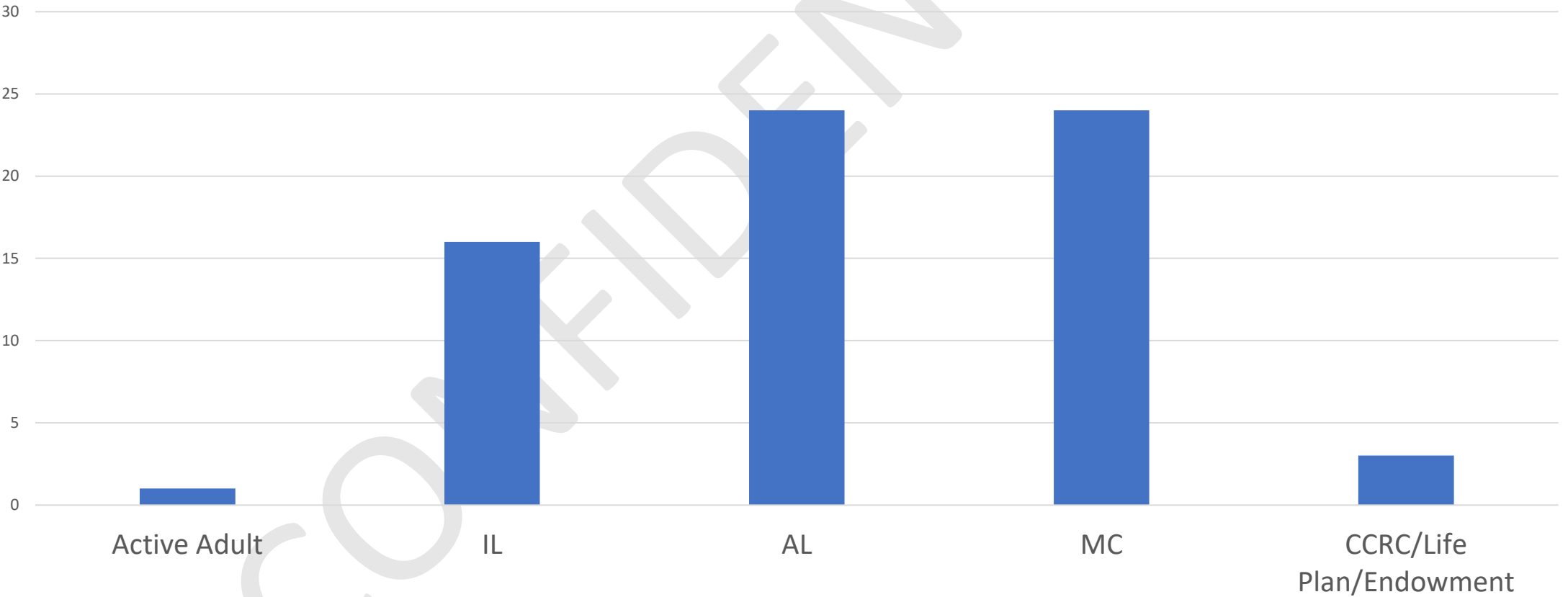


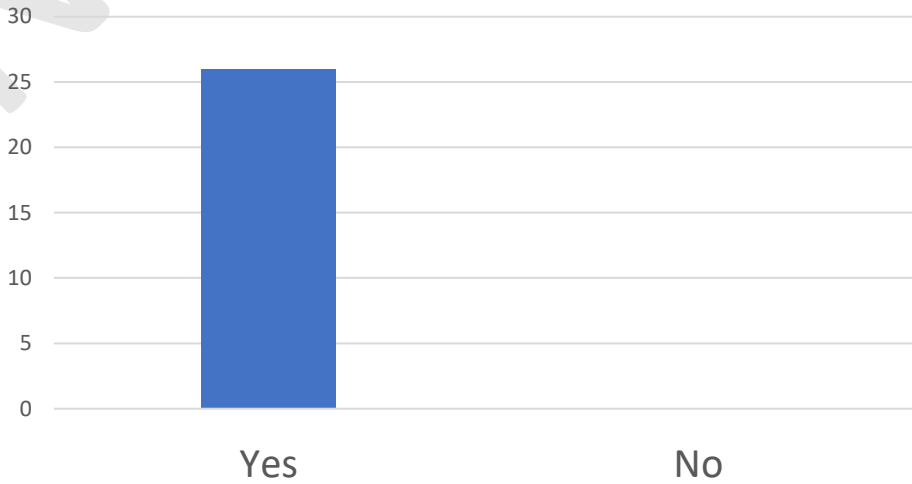
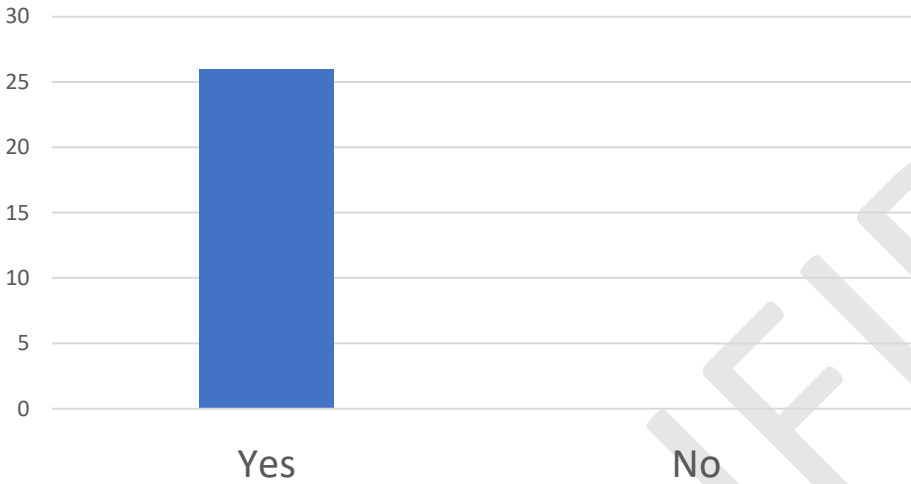
Are you an Owner, Operator, Developer, Capital?



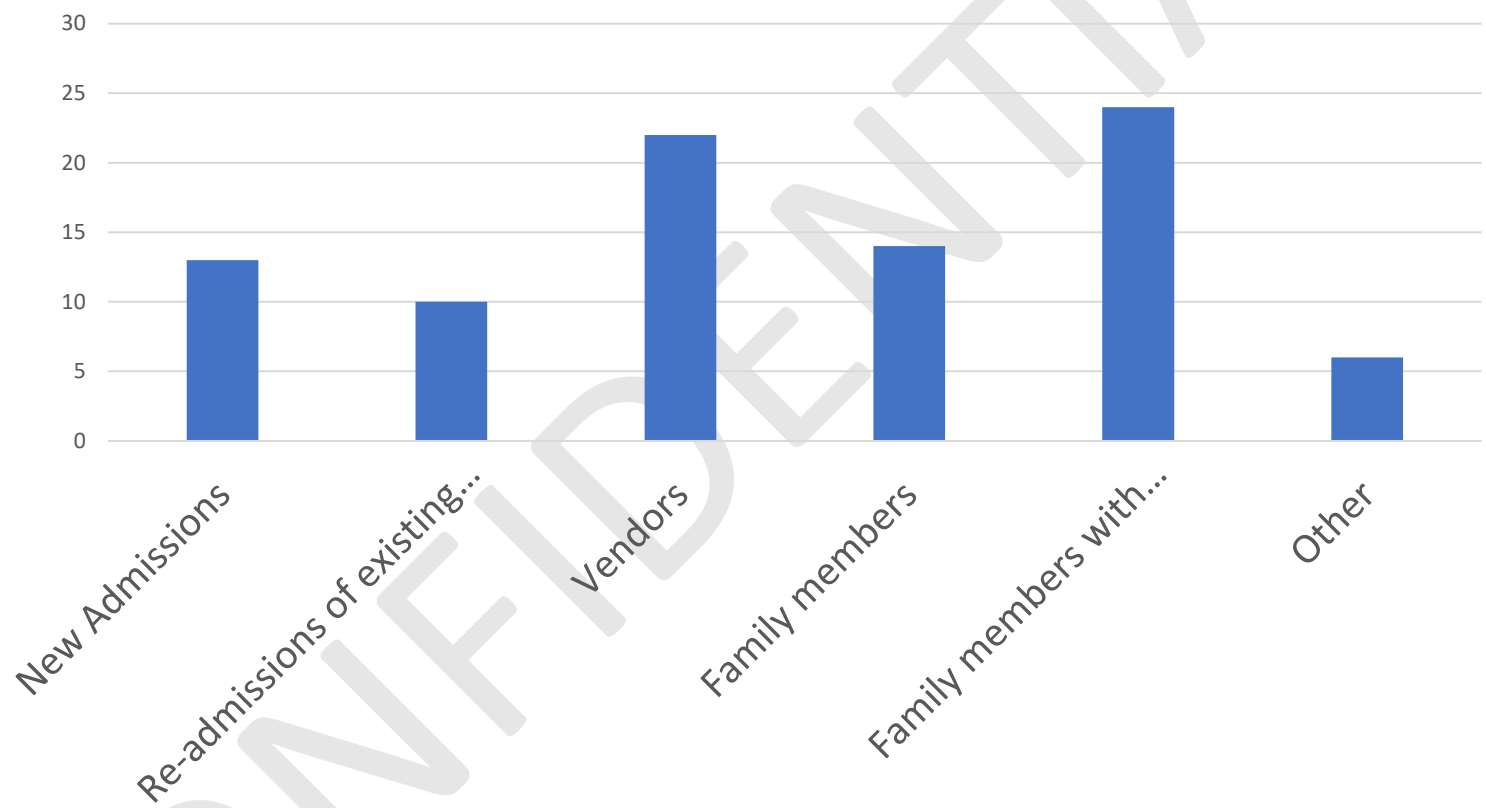
Product Type



Do you have protocols in place associated with the COVID-19 Virus?
If yes, have you instituted these protocols?



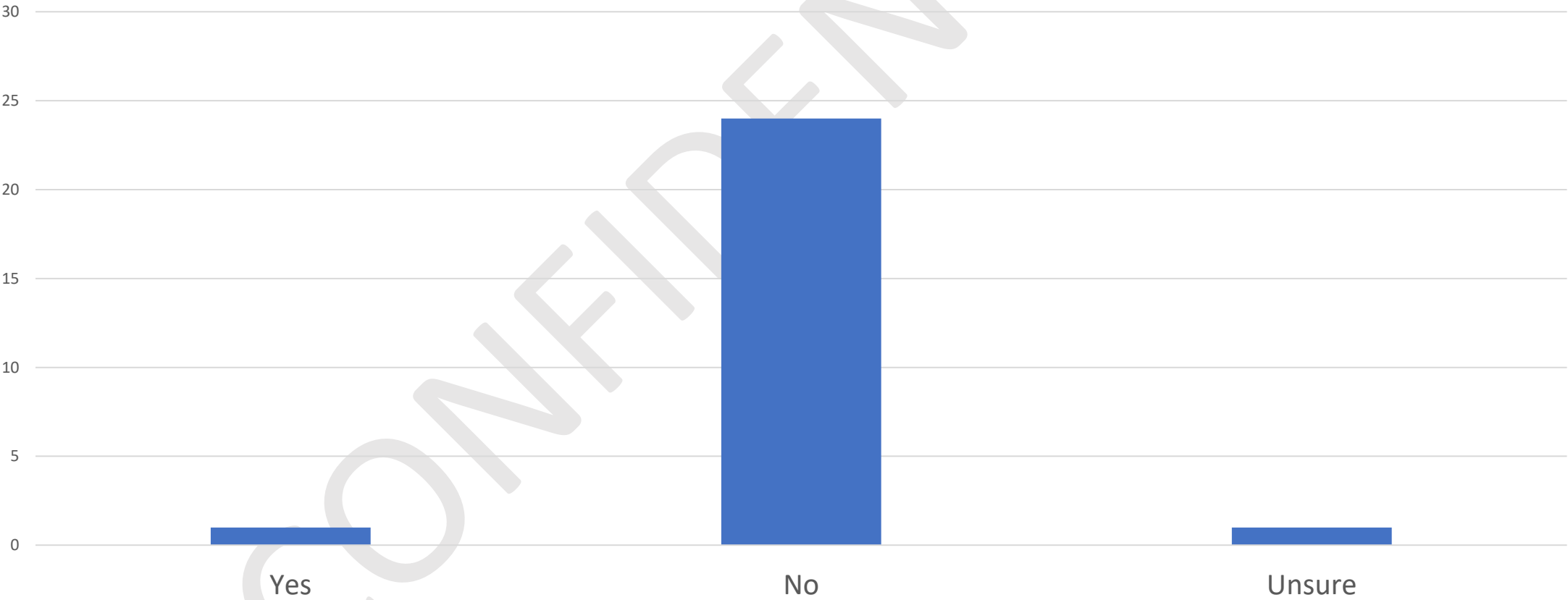
As part of your COVID-19 protocols, has your community restricted access to:



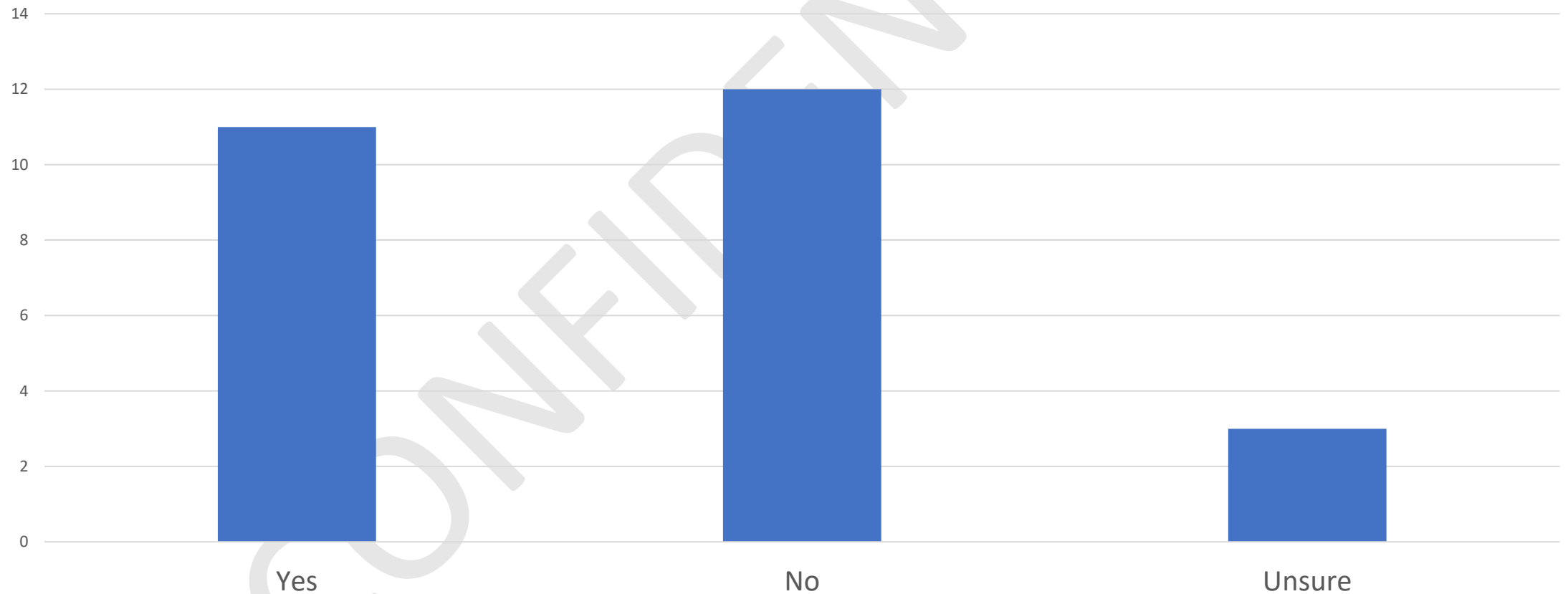
Other responses:

- Tours
- 14 day out of community quarantine for those travelling anywhere internationally
- All Non-Essential
- Staff who are symptomatic
- To anyone not viewed under state guidelines and/or recommendations from CDC as an essential visitor.
- New Admissions and Re-admissions (with exceptions) are currently restricted but actively working on a physician approved screening process to re-open admissions ASAP

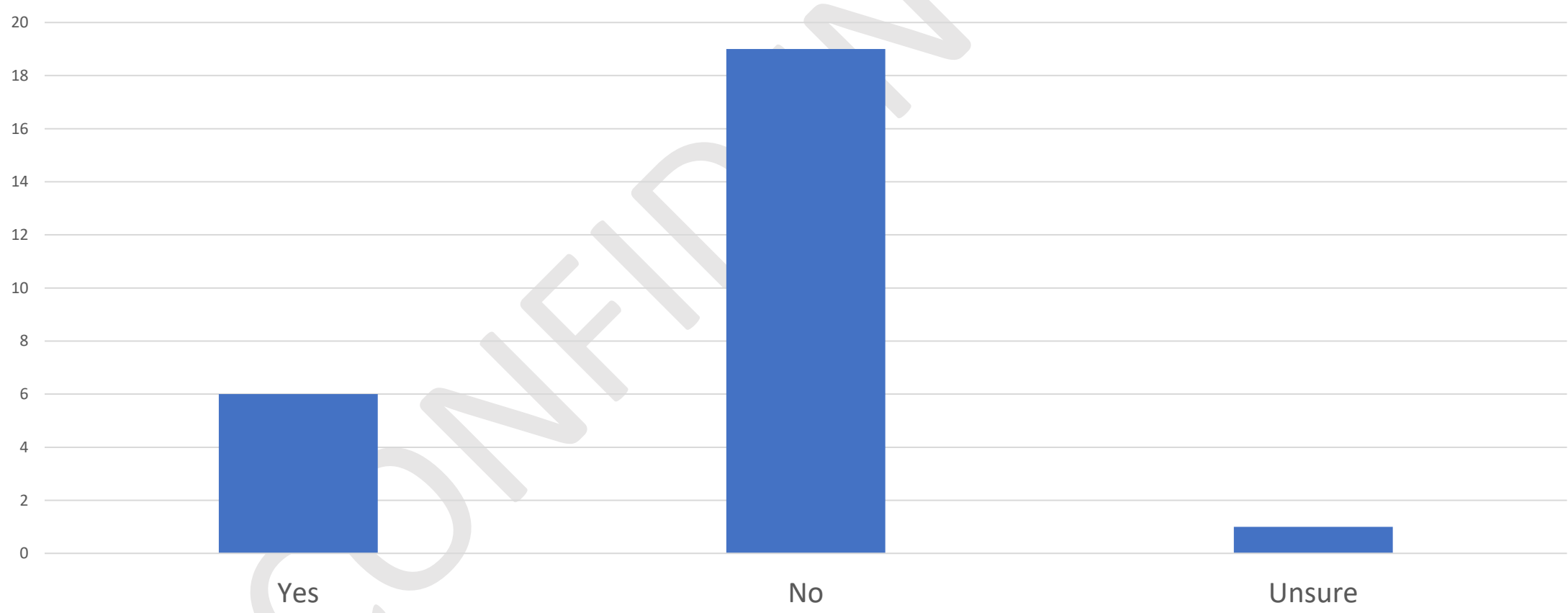
Do you have any seniors housing communities with staff who have been diagnosed with COVID-19 virus?



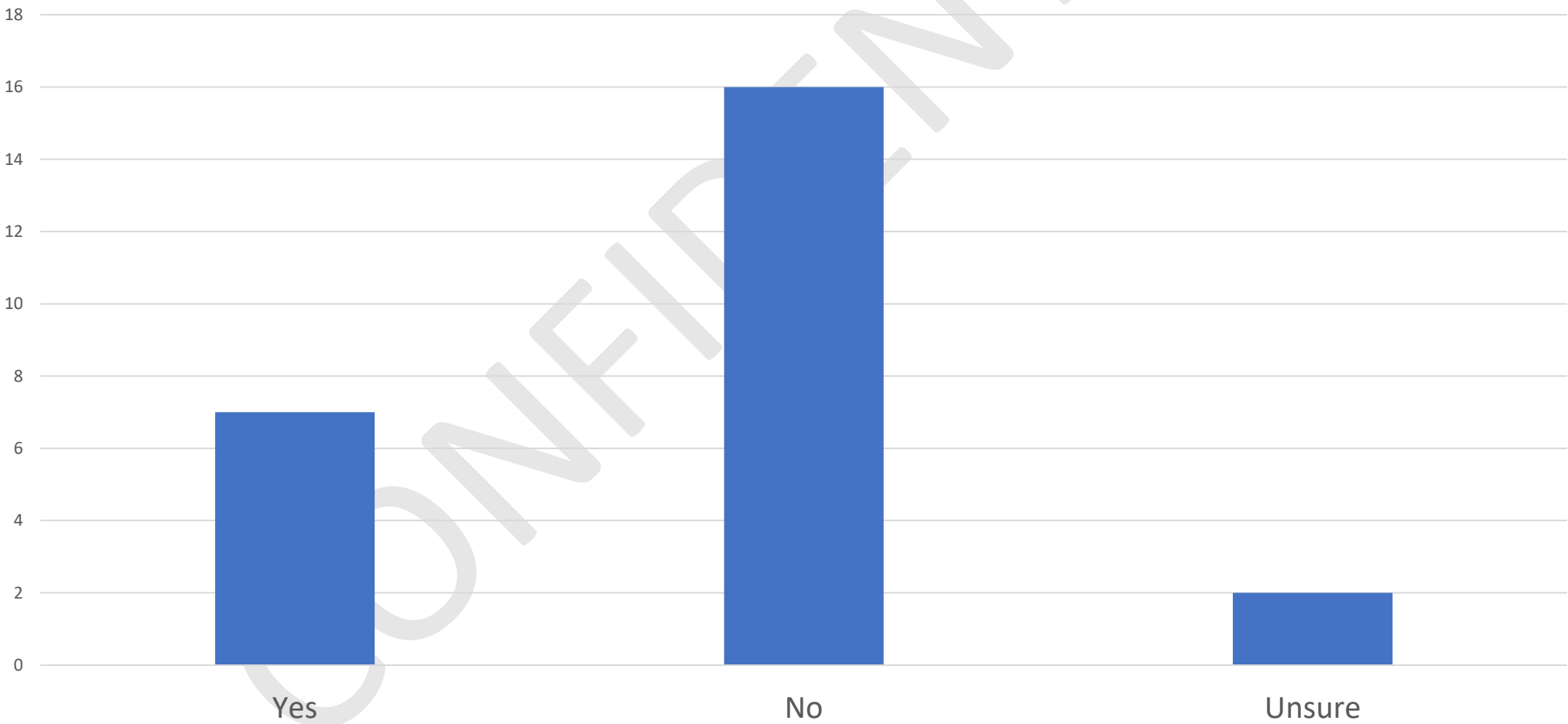
Has COVID-19 affected your ability to staff your communities?



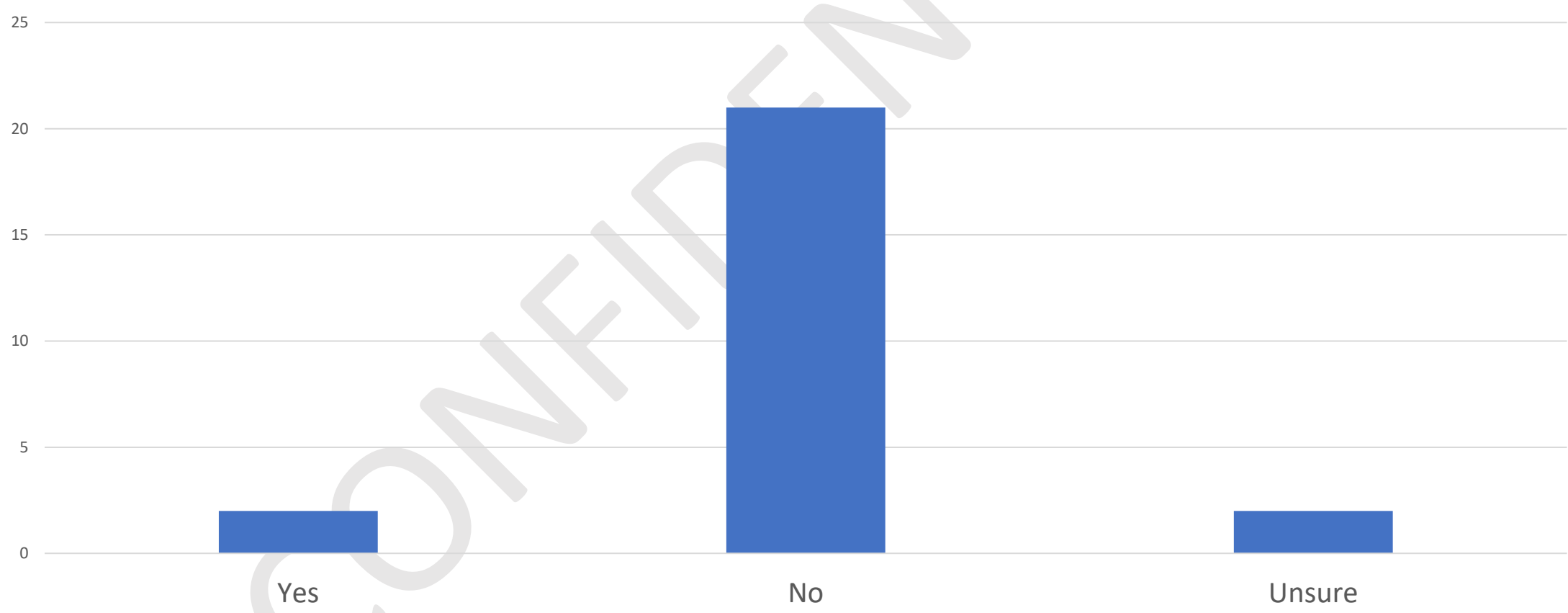
Have you taken any of the following steps with regards to your community staffing:
Added sick time benefits?



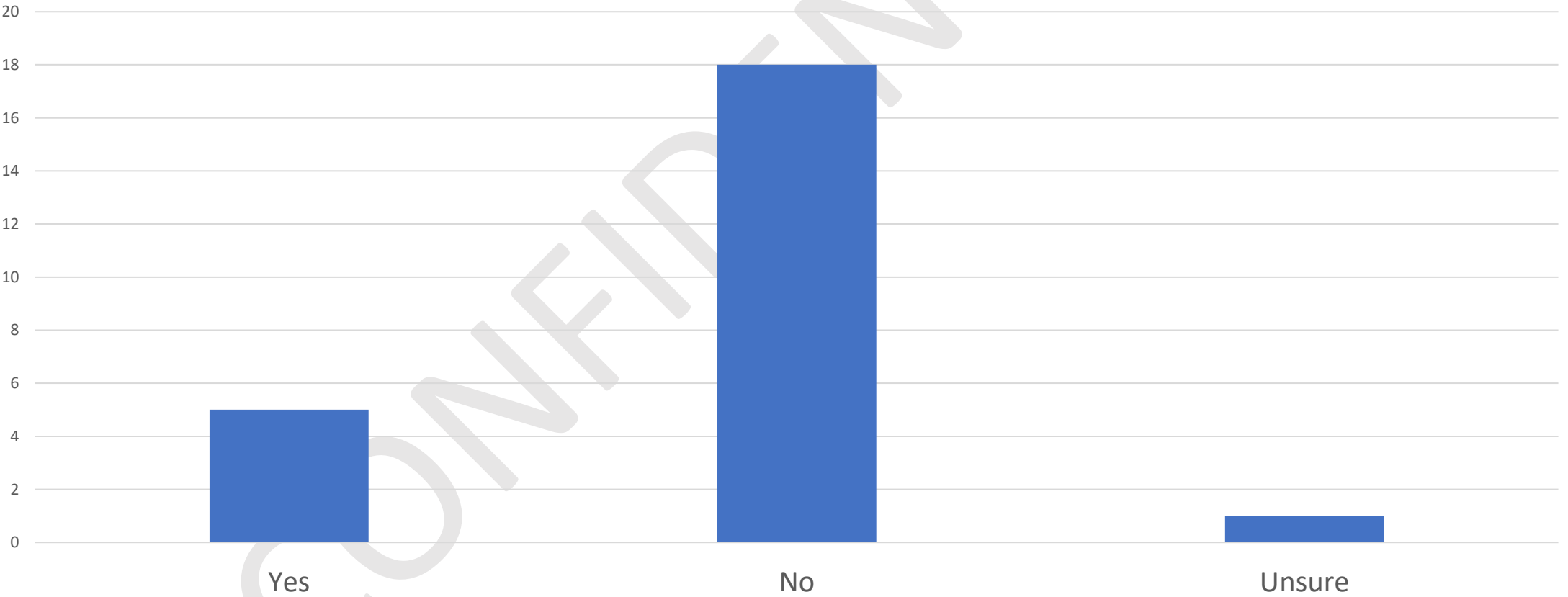
Have you taken any of the following steps with regards to your community staffing:
Added personal time?



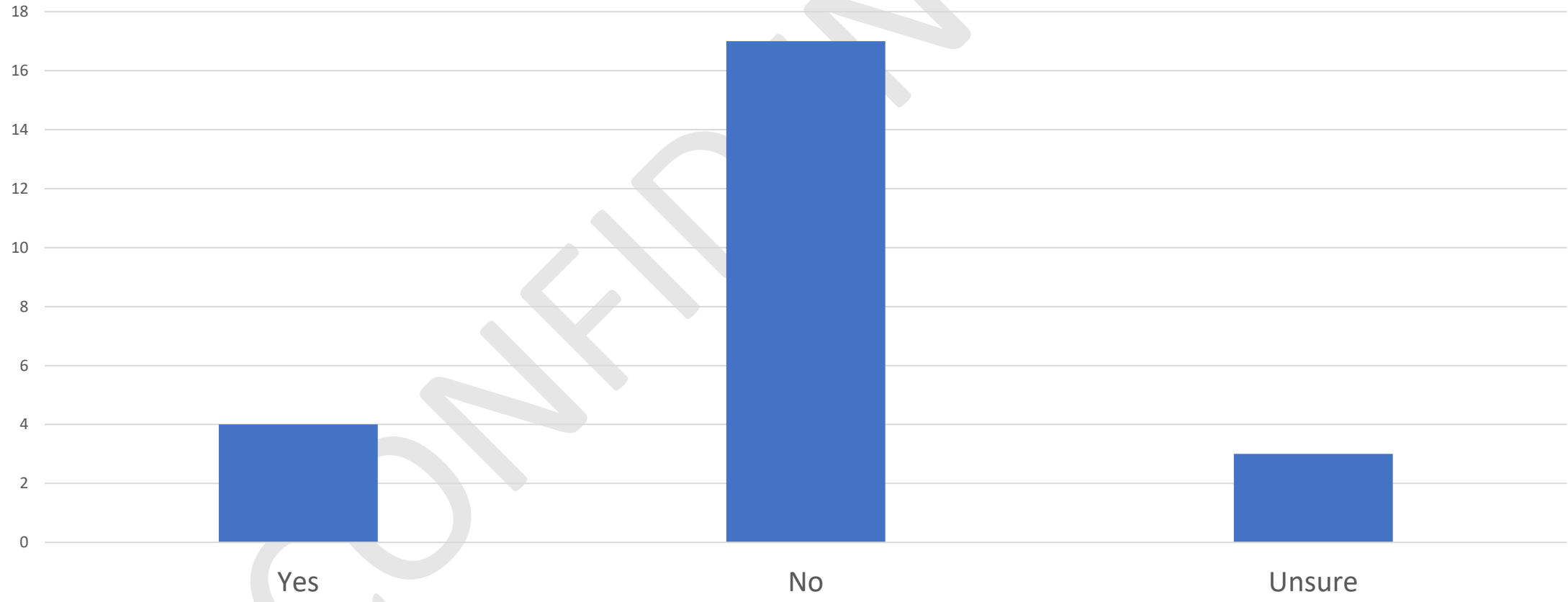
Have you taken any of the following steps with regards to your community staffing:
Added holiday pay?



Have you taken any of the following steps with regards to your community staffing:
Added childcare benefits?



Have you taken any of the following steps with regards to your community staffing:
Increased wages or other benefits?

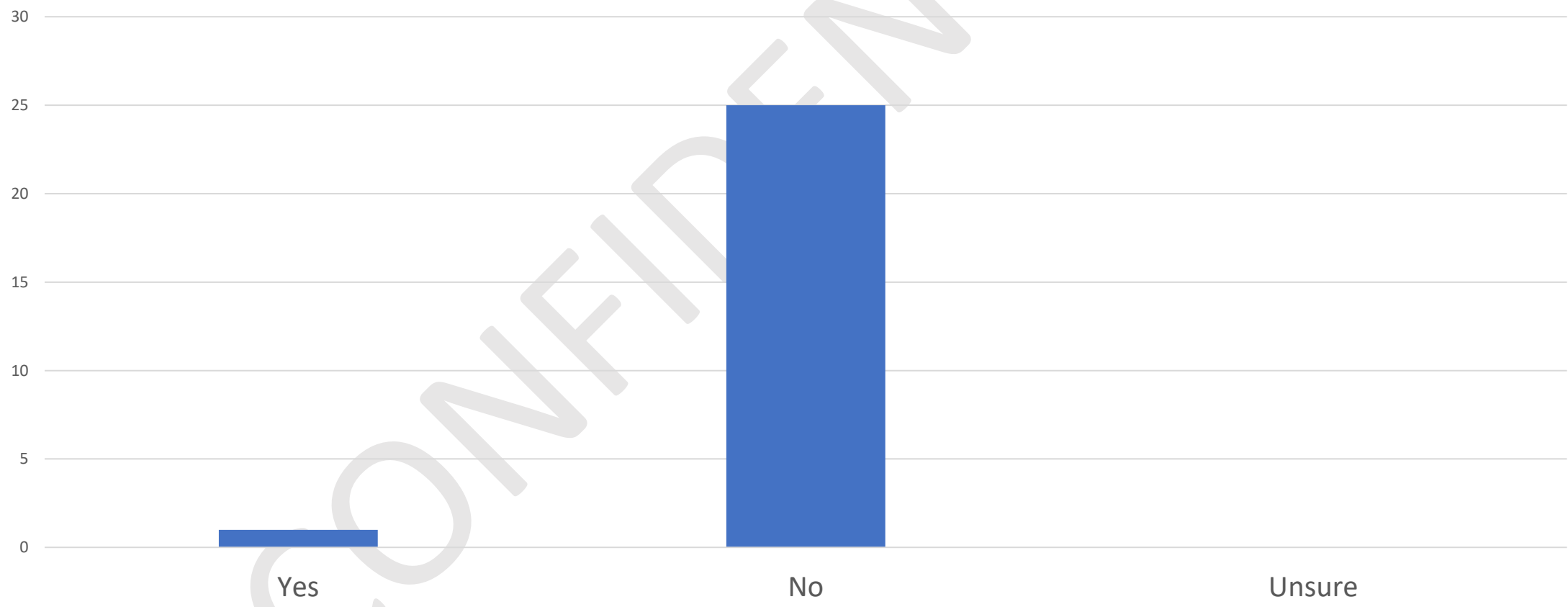


Have you taken any of the following steps with regards to your community staffing:

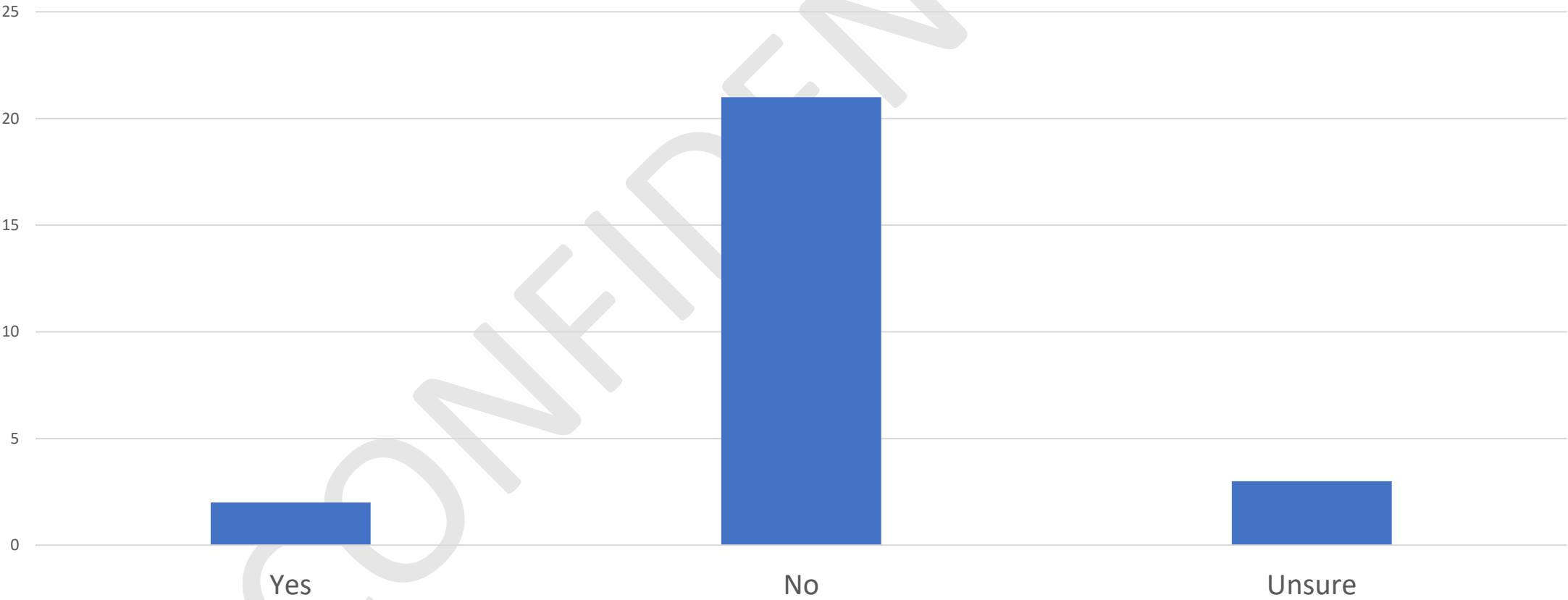
Other (Please explain)?

- We have PTO in place, we have not expanded. We are offering bonuses and incentives to pick up extra shifts vs agency.
- Considering all of the above and assistance with child care; so far, not a major issue for us.
- We are adjusting staffing patterns to accommodate staff which is resulting in more overtime pay
- Considering several items listed above.
- Not yet on the no answers. We are in process of developing plans for expanding staff wages and benefits.
- We are setting up informal childcare on empty ancillary building on some sites
- We have offered liberal leave policies for our employees.
- We are assisting staff in finding childcare as well as working with hospitality organizations to source talent that has been laid off from restaurants, hotels and country clubs. In terms of sick leave we are complying with any state/federal mandates.
- We are in constant communication with staff about the evolving situation, no sweeping benefits changes have been made at this point but we are prepared to make them as staff concerns or staffing issues arise.
- We have created in house day care for our staff as this is the primary concern since the schools are closed.

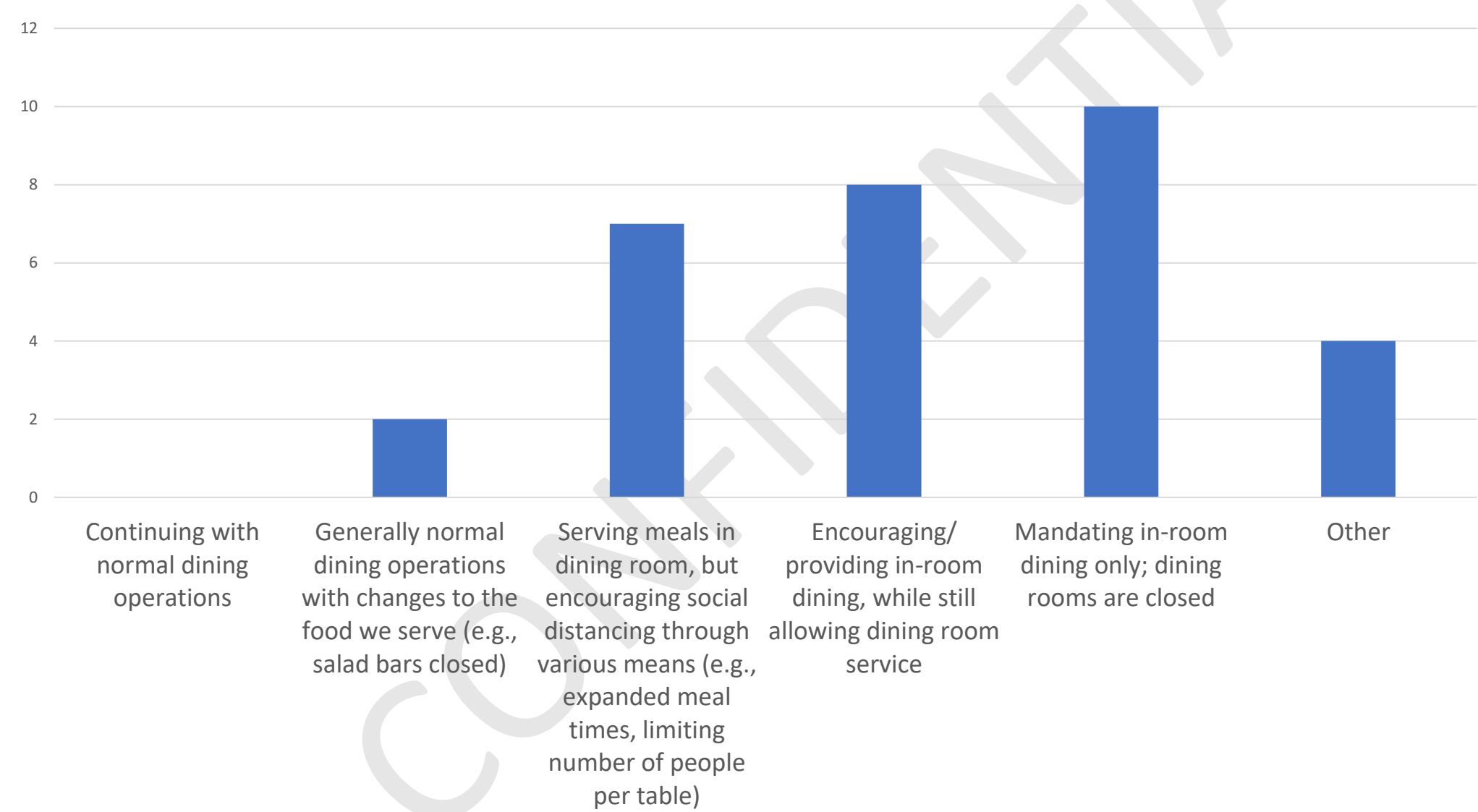
Do you have any seniors housing communities with residents who have been diagnosed with COVID-19 virus?



Have you had any residents move out due to concerns related to COVID-19?



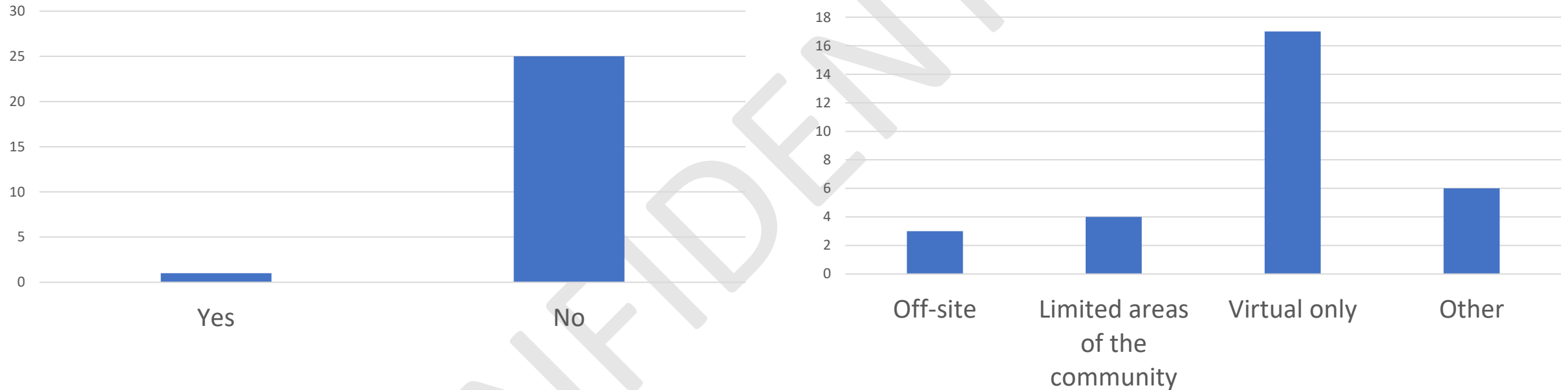
What, if any, changes have you made to your dining operations (for your communities without a known case of COVID-19)?



Other responses:

- No more than 10 residents in any one area. Focused on residents that need assistance with dining.
- No communal dining
- The dining service that we are permitting is staggered and follows social distancing protocols.
- Residents are all being offered in-room meal service at no extra charge, the dining rooms are still open but tables have been spaced to create a 6 foot distance between residents and capacity of the dining room will be reduced at any one time to achieve this.

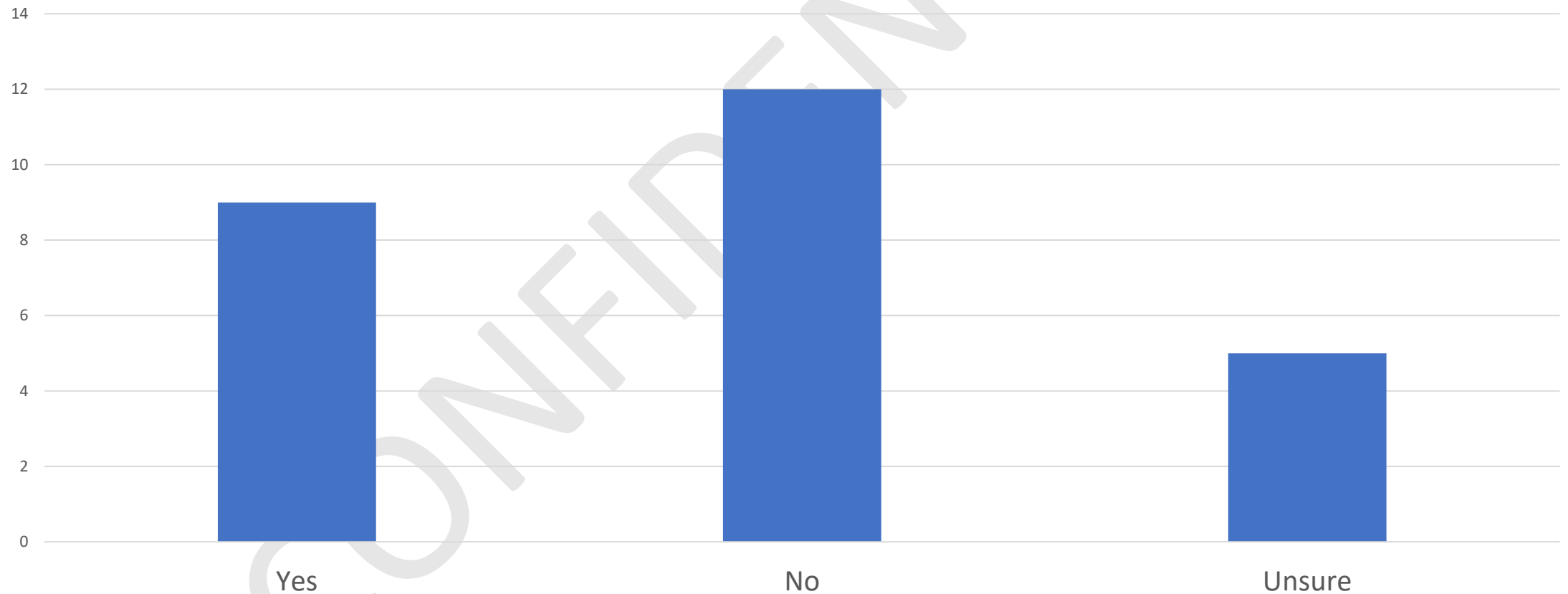
Are you conducting tours as usual (with or without pre-screening)?
If no, are you conducting tours:



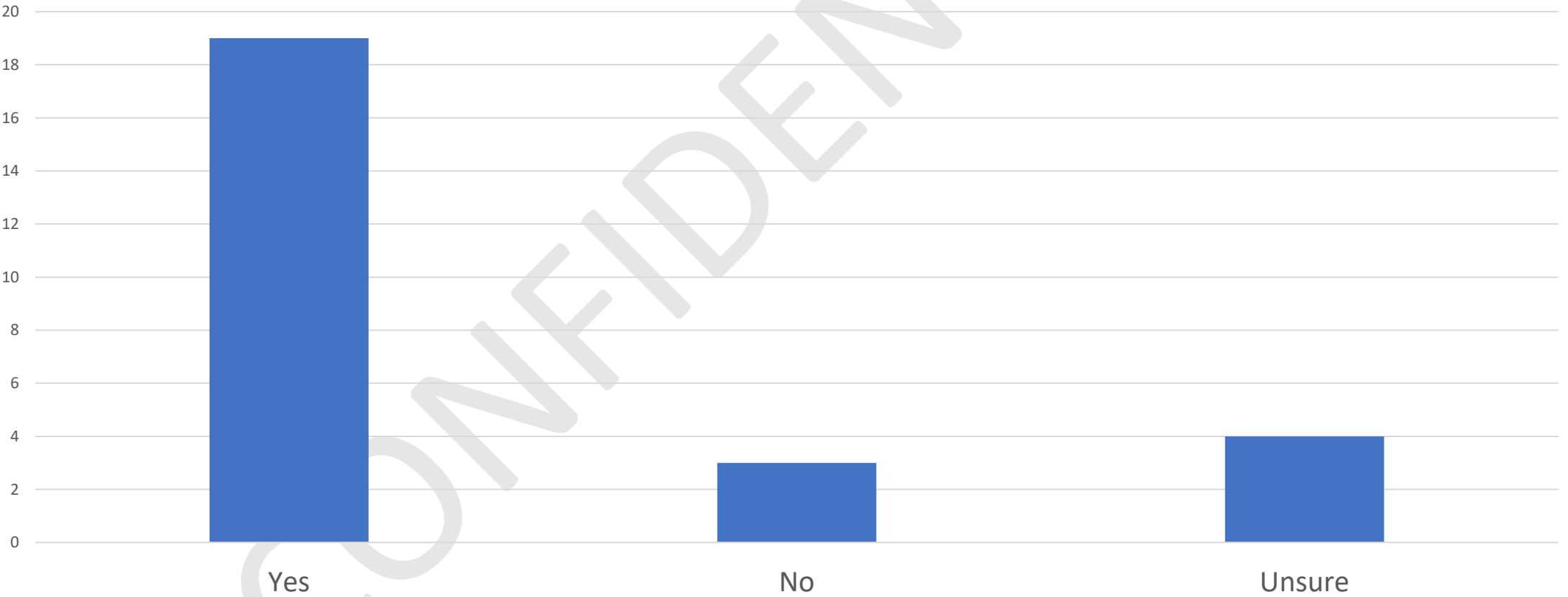
Other responses:

- Telephone, text, email webinars
- Virtual through meeting in front office with marketer
- We are reserving tours for "emergency admissions" looking for placement in less than 7 days only. Others are virtual.
- After we meet with prospects and they have an urgent need to move-in, we let the decision maker tour with protective equipment.
- Only if resident admission is immediately necessary

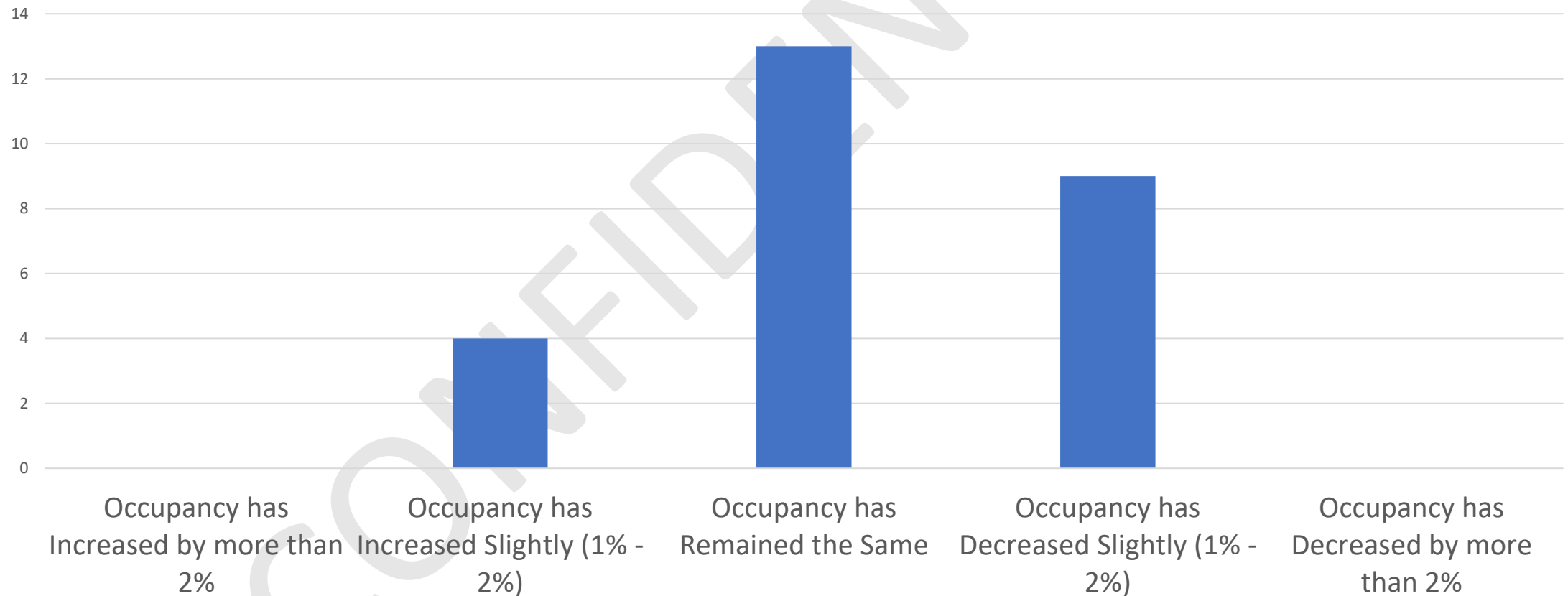
Have you had any prospects cancel plans to move-in due to COVID-19 fears?



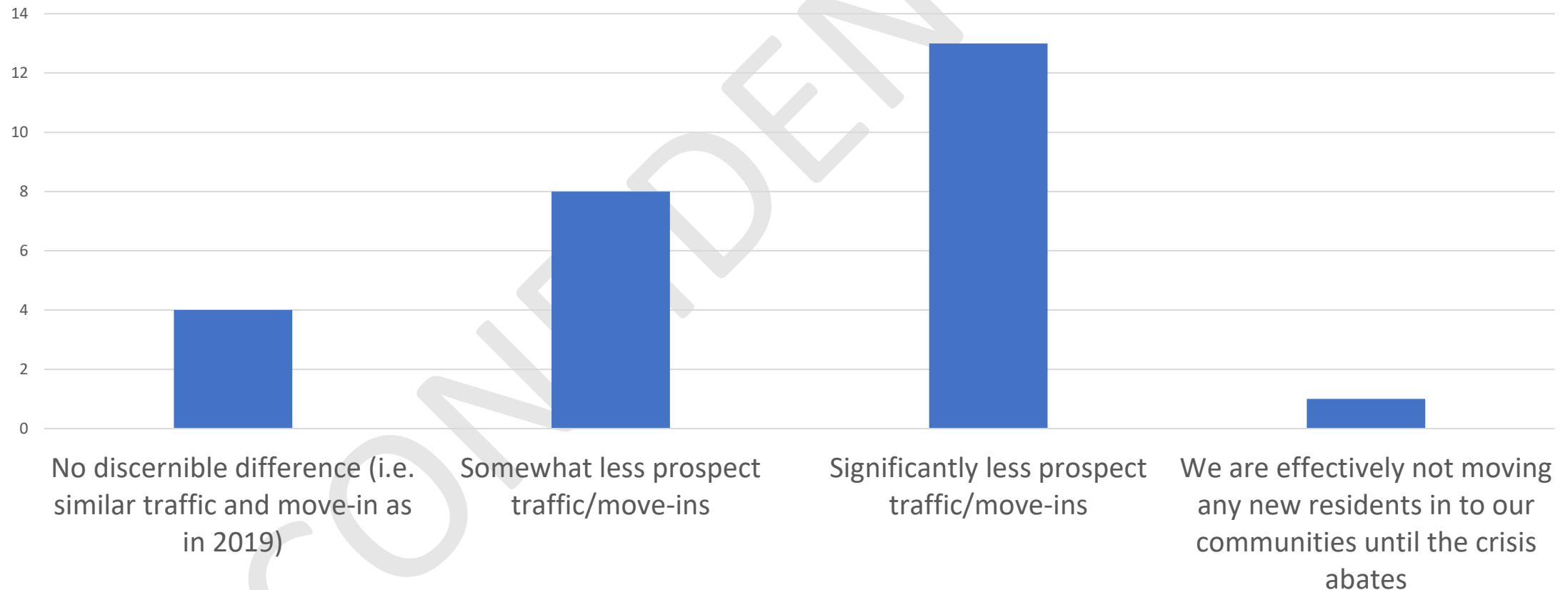
Do you expect to move-in new residents before the end of this month?



Since the emergence of COVID-19 in the U.S., please note the impact to your community's occupancy rates:



Since the emergence of COVID-19 in the U.S. markets that you operate, please select the answer that best characterizes prospect traffic at your communities:



What is your greatest concern at this time?

- Staffing and the virus going around an entire building.
- Ensuring we continue to schedule enough staff to meet the needs of our residents during this crisis.
- Too much information coming from too many places we have our protocols in place and get multiple emails A-day from other concerned people as to what they are doing and suggesting that we should do the same when we already have our protocols in place and they are working fine
- The lack of masks and PPE should an outbreak occur, the inability to keep residents from leaving the building with families or on their own and then return to social settings.
- Ability to have adequate staff. Especially since schools have closed. Childcare for staff.
- staffing! low PPE supplies, monitoring IL residents
- Safety of our residents. An outbreak in one of our communities.
- That staff or residents contract the virus, but we are definitely doing everything we can to reduce that risk. Additional concern is that staff not be able to make it to work for various reasons and how we continue to adequately staff the community
- Ability to maintain staffing if this progresses beyond 30 days, which we anticipate it will.
- Having enough staff and supplies available.
- losing staff members due to illness or fears. getting an outbreak in the community.
- Access to supplies.
- Ability to staff community as time passes and there are more people who have to be restricted to home.
- Staffing is going to be a nightmare. Once people start getting this and people are around people that have this - they will stop coming to work!
- Health of our residents and staff

What is your greatest concern at this time? (cont.)

- If we run into staffing shortages as more people are sick, exposed to ppl that are sick and/or don't have childcare coverage. Also the impacts of an outbreak at a community (we don't have any but we are planning for it). The length that these measures will stay in-place and the potential negative PR impacts on our industry.
- we have got a massive increase in on line inquires - but our main concern is how the government is going to help us as an industry with the additional costs for labor and our co-workers growing needs for child care with all the schools closed - how can they help us give them child care and incentives to those out of work so that we can employ them to come join our work force or provide child care - but we will need additional resources to train and test people to keep them safe - as well as how we are going to be able to keep up the food, cleaning products as well as gloves
- Staffing and move ins as this progresses.
- Staffing
- COVID-19 appearing in any of our properties is still the single biggest concern by a wide margin to anything else. NOTE: While we have currently restricted new move-ins, the amount of new inquiries/leads we have been receiving from new prospects has INCREASED as a result of the pandemic at many locations. The reported reason is that people/families feel they will be safer with us than at home during this time. This is an unexpected but welcome side effect and is why we are actively working to build a safe and effective new admissions screening process to take advantage of this.
- Our staff being proactive in their personal life as to not expose themselves to the virus. The younger generations don't seem to be taking it as serious as they should and that worries me tremendously as they provide most of the direct care to residents.
- Uncertainty.