



Greetings,

Thank you for your help to manage the risk of COVID-19. The health and safety of those we serve as well as our staff are our highest priority. We are grateful for your continued diligence in following safety precautions to help keep you, our residents, staff and guests safe and healthy. Unfortunately, with rising county and state COVID-19 case rates, we must temporarily close the Wellness Center.

**On Wednesday, November 18<sup>th</sup>, 2020, Governor Walz enacted an Executive Order that requires us to temporarily pause a portion of our wellness operations beginning on Friday, November 20<sup>th</sup>, 2020 at midnight.** We are hopeful it is only for a few weeks; however, we will remain diligent in our communications to keep you informed as we learn more.

**Beginning December 1<sup>st</sup>, 2020, we will put a hold on your membership account, at no charge.** The hold will remain in place until we learn of a date to re-open. The new re-open date is the day we will re-activate your account to active status, and you will be charged normal membership fees moving forward. Because we are the majority of the way through the month of November, we will not be issuing refunds for the month of November. We appreciate your understanding as we navigate another new phase of COVID-19.

**While in person wellness will be closed, a reminder that we do have our e-wellness options for you, with some of your favorite trainers.** Members will need to have your fob number before you can start your e-wellness programs. Please call the wellness center at (320)759-4613 or email [alice.schmitz@knutenelson.org](mailto:alice.schmitz@knutenelson.org) for your fob number if you are unable to find it. You can simply log onto this portal to access Wellness on demand classes. Our e-wellness allows you to still exercise from the convenience of your home with your favorite instructors.

**Instructions to do this are as follows:**

- 1.) Go to our web site <http://www.knutenelson.org/our-services/wellness>
- 2.) Enter in your fob number in the virtual check in box and hit next. See below for where to find this

Virtual Check-In, Enter Barcode:	<p data-bbox="727 1650 932 1682"><b>Virtual Check In</b></p> <p data-bbox="727 1709 834 1730">Enter Barcode</p> <input data-bbox="898 1703 1260 1740" type="text"/> <input data-bbox="1287 1703 1406 1740" type="button" value="Next"/>
----------------------------------	---



Fab Barcode locator:	 <p><i>*If your fob number has been rubbed off, or you cannot read the numbers, please call the wellness center and we will assist you.</i></p>
----------------------	---

- 3.) You must put 1000 in front of your fob number when entering your fob.
- 4.) You will be redirected to the wellness on demand page. Enjoy your exercise videos and remember to work hard!

We continue to evaluate and provide you with updated information as we receive additional guidance and when we believe we can make modifications to these precautions. We follow the recommendations from the Minnesota Department of Health, Centers for Medicare and Medicaid and the Centers for Disease Control. **The safety and well-being of our residents and staff is our highest priority.** We take this responsibility seriously and at the same time, are attempting to balance the relaxing of some restrictions with our commitment to safety. Please understand this is a difficult time for all concerned and that we will continue to do all that we can to accommodate everyone we serve.

For additional information, please visit the CDC's coronavirus disease:  
<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

**Thank you for your patience and understanding.**

In good health,

Alice Schmitz