

## **To our valued clients:**

We thank you for your business and for letting us be a part of your wellbeing journey.

**We are writing to share that Ways to Wellness will be closing as part of the strategic announcements made by Fairview Health Services on Monday, Oct. 5.** You can read about these changes at [fairview.org/future](https://fairview.org/future). Whether you have been a client with us for one class or for several years, thank you for making us part of your wellbeing journey. Through this transition time, we remain committed to you, our clients. We hope you will book sessions and continue to see your coaches and chef over the upcoming and final weeks of operation. We are winding down through the end of the year and will continue scheduling appointments through December 18.

**Ways to Wellness has been open and serving the community and our employees for over 14 years.** During that time, we have had the incredible opportunity to innovate, create and deliver exciting and impactful programming. We are proud of what we have been able to accomplish together. Thank you for your loyalty and dedication over the years.

As we move through our final months together, we will work to assemble resources and opportunities for you to continue your wellness journey. We are also planning virtual celebration where we can gather together and reflect on the positive impact Ways to Wellness has had in so many lives and will share those details with you when they become available. Thank you for your personal commitment to your health and wellbeing. We wish you the best.

Salutations – the entire Ways to Wellness team.

## **Additional information about the Ways to Wellness closure**

### **Why is Ways to Wellness closing?**

Fairview Health Services recently announced a series of strategic actions that will evolve the way we deliver care and allow us to better meet community health needs. COVID-19 significantly added to preexisting financial challenges facing the health care industry. Fairview made decisions following an intensive analysis of all elements and aspects of our business. Many of the decisions are difficult, including the closure of Ways to Wellness, but we believe they are necessary in order to help us become a stronger organization for the future.

### **What will happen to my unused visits?**

Refunds for purchases made via cash, check or credit card will be issued after December 18, 2020 and before January 18, 2021. We will automatically refund active and unused visits during this time. Cash and check payments will be issued via check by mail. Please be sure that your physical address is current in our system. You can update your address online at [Fairview.org/wellnessrsvp](https://Fairview.org/wellnessrsvp). If you have urgent questions about your unused visit value, please email us at [waystowellness@fairview.org](mailto:waystowellness@fairview.org). We will return your email as soon as we are able.

### **I am an employee with services purchased through Thrive Pass. What happens to my Wellbeing Dollars?**

The Ways to Wellness Marketplace in Thrive Pass has been closed, and you will no longer be able to purchase services using your benefit. Employees who used their 2020 ThrivePass

benefit to purchase Ways to Wellness services that remain unredeemed will be contacted regarding next steps. For questions, contact [wellness@fairview.org](mailto:wellness@fairview.org).

**How does this decision align with Fairview's commitment to health and wellbeing?**

It is never easy to close a program. This decision does not mean our organization is not committed to wellness – we know that a person's health is dependent on many factors of wellbeing and are committed to exploring how we can keep wellness at the forefront of conversations related to good health including through ongoing efforts to improve the delivery of primary care at 40 clinic locations.

Read more about our plans for an improved primary care experience at <https://www.fairview.org/future/health-hubs>.

*Comments or questions about organizational changes at Fairview can be directed to: [fairview.org/communitycomments](https://www.fairview.org/communitycomments).*