



Dear TNT Clients,

Important Update regarding COVID-19 (dated 3/22/20)

In the wake of the fast-changing landscape and growing need to stay at home (and potentially even “shelter in place” for the unforeseeable future) and the fact that we are a responsible corporate member and wellness leader in the community and it is our responsibility to follow CDC guidance as closely as possible in order to assist in protecting the public at large and the most vulnerable among us, we must make some immediate changes and wanted to keep you up to date on them.

This situation is rapidly evolving and we are devoting ourselves to the following during this unprecedented time:

1. Being part of the solution and doing everything possible to avoid being part of the problem
2. Supporting our clients and community in the most accessible ways as possible.
3. Procuring products, supplements and updated factual information regularly in an effort to keep you up to date and our team and community safe, educated and healthy.

As I write you this letter today, we are using these three primary goals, to guide practice/ clinic changes that we are implementing. Please take a few moments to review so that you can stay updated.

In light of the COVID-19 crisis, Total Nutrition and Therapeutics has decided the following:

1. All employees whose jobs are capable of being worked remotely begin doing so at home at the earliest opportunity. That has begun to occur and will continue in stages.
2. We will keep our doors open our regular operating hours as long as allowed and safe to do so. Our clinic will continue to conduct sales of product, sauna, Intravenous vitamin and immune system support, injections, lab draws and very few visits that are necessary to conduct face to face still maintaining the social distancing rules.
3. Most visits with providers/coaches/ clinicians will be conducted by telemedicine/ zoom conferencing. PLEASE be open minded to this option and willing to participate. We completely understand all of this is new to you. However, know, because we treat people all over the US and abroad, it is not new to us. We will walk you through it and show you not only the ease but the value. You will likely find more value in this experience as many of our clients already have. You are in the safety and security of your own home and you have 1-1 attention, no distractions and you had to drive no where to get this type of care. Historically services like this for those who could afford it, now we CAN NOT afford NOT to do it. Be open minded, willing to experience it and maybe in the future when it is only an option, you may choose it.
4. For supplements and product orders, we ask that you take advantage of our curb side service. Send your order to [orders@tntfit4life.com](mailto:orders@tntfit4life.com) (most effective) or call us to notify us of your product/ supplement needs, what time you plan on arriving to our facility and what you will be driving. When you arrive, please call the office number (352-259-5190) to let the team know that you have arrived. One of our team members will meet you to collect payment and to deliver your order. \*Questions regarding products are best handled with our clinical team and will be done as they have before by way of email or phone call. NOTE\* As an aside, we are aware that health-related products and supplements are beginning to sell out and go on backorder, and we are working on your behalf to secure the products we think we may need. We will highlight those products we have been able to secure, as the

need arises, but know that we may have access to very limited quantities, so please don't delay ordering a supplement or product you believe may be important for yourself or your family. At this time we are limiting to two of the same supplement per person.

5. Classes will all be conducted via webinar and group also by zoom conferencing. We started that this week and WOW, have they been great and well accepted. Many of you enjoy spending this time at home learning, refocusing on what is important and reprioritizing your wellness plan. When you see a class on the calendar that you wish to take, send a message to [info@tntfit4life.com](mailto:info@tntfit4life.com) and let us know you wish to be enrolled. You will also get a weekly update of classes for the week on Monday morning. Check your inbox, see what you want to participate in and send an email or call. Prior to the class by 24-48 hours you will receive a zoom link as well as an email with any supportive information you will need to open and print out to have accessible, if you choose to, to take notes on. If you are enrolled in a class and have not received the link or supportive documents before 24 hours of the class, please check you spam folder to ensure that it was not there (due to the size of the email with handouts, many have noticed that they are being sent to spam). If you still do not see it please send an email to [info@tntfit4life.com](mailto:info@tntfit4life.com).

It is certain that we will have hiccups along the way as we transition and implement new processes and procedures and we so appreciate patience, kindness and communication during this process. We are absolutely committed to providing access to education, content and valuable tools during this time and always. Now, more than ever, is the time to step up your game plan to live and be well, to support your immune system. The cost is too great not to.

In addition to the above changes, we also have a very valuable opportunity for our clients of TNT to take part in if you desire. TNT is very cutting edge and strive to bring you advanced tools. We have been working on implementing an app for your phones and computer that provide regular content to keep you motivated. Just prior to this outbreak, we launched it for our new foundational members only. We have decided to provide a COVID-19 Healthy Living plan to our clients by request only. It will provide you recipes, updates and specific immune system supporting information. If this is something you are interested in, send an email to [info@tntfit4life.com](mailto:info@tntfit4life.com) and our team will be in touch with you within the next week with the steps to get that set up for you.

Once again, I know you are getting inundated with a lot of information and are likely overwhelmed and maybe even fearful. I urge you to take this time when your calendar is now likely clear, to reevaluate your plan to live well (wellness plan), stay true to your wellness goals, take your supplements, reprioritize and lay out a new daily schedule that includes self care- meditation, reading of positive material, exercise, and stay in touch with your loved ones. If you are feeling lonely, make a list and make it a point to phone 2-3 friends or family members and connect with them daily. Find new ways to connect, sign up for classes online and engage with us, your TNT family, in new ways. Embrace this time as a time of learning and new beginnings. And most importantly, stay safe, and surrounded by your dearest loved ones as we all practice social distancing.

Sincerely,

Lori Esarey APRN and TNT team