Employee Assistance Program

Highlights

The Employee Assistance Program (EAP) is a confidential counseling and referral service that provides you and members of your immediate family, including any family members living in your household, with access to resources for various counseling, legal, financial, and work-life services — at no cost to you.

The EAP is available 24 hours a day, 365 days a year by calling the number in your Benefit Provider Directory.

Please refer to the Administrative Information section of this Summary Plan Description for additional information on claims procedures, plan administration, your rights under the plan, and Turner’s rights under the plan, including the ability to amend or terminate the plan or any component of it at any time in accordance with applicable law and the discretion to interpret all plan documents and make factual determinations. If there is a conflict between this Summary Plan Description and the official plan documents, the plan documents will govern.

The Benefits

Assistance with Personal and Daily Living Issues

Personal problems can affect both your personal life and your professional life. The EAP can help you deal with a wide range of such problems, including:

- Marital and relationship issues
- Family conflicts
- Job stress
- Grief and loss
- Emotional distress
- Conflict resolution

EAP counselors will help you assess your situation and work with you to develop possible solutions. When necessary, the counselor can refer you to a variety of resources, including local community resources and Turner’s mental health and substance abuse program.

Financial Consultation

The EAP is available to help you better manage your personal and family finances by providing counseling on a variety of subjects, such as:

- Household budgets
- Retirement plans
- College funding arrangements
- Tax strategy
- Creditor harassment
- Bankruptcy
- Mortgage foreclosure

You can speak over the telephone with financial advisors, certified financial planners and registered investment advisors.

Legal Services

The EAP can provide assistance with your personal legal concerns through telephone consultation with an attorney or referral to a local attorney for a face-to-face discussion. You may receive one free half-hour legal consultation, and most firms in the network offer you a 25% discount on standard fees for additional time. Commonly addressed topics include:

- Child custody
- Adoption
- Divorce
- Home ownership
- Bankruptcy
- Tax concerns
- Will preparation
- Tenant rights
- Consumer rights
- Inheritance

**Dependent Care/Elder Care Resources**

The EAP offers dependent care and elder care resources including assessment and referral for when you need assistance caring for your dependents. Areas of assistance include:

- Child care
- Senior centers
- Adult day care options
- Adoption needs
- Resources to help locate schools
- Parenting needs

**Other Services**

*Smoking Cessation*

The EAP provides support and encouragement if you are trying to stop smoking. Assistance includes access to information and support from specially trained counselors as well as information about Nicotine Replacement Therapy.

*Wellness Training*

The EAP offers a variety of training materials to help you learn about and develop a lifestyle that promotes good health and well-being. A website full of information about health and well-being topics is also available to you as a Turner employee. You can personalize the site by selecting topics that are of interest to you, participate in live online discussions, and sign up to receive monthly e-mails informing you of current articles and information. See your Benefit Provider Directory for information on accessing the site.

*Critical Incident Stress Management Services*

The EAP can help in case of traumatic workplace incidents such as robberies, deaths, violence, natural disasters and work reductions.

*Nurse Line*

You can call the number listed in your Benefit Provider Directory 24 hours a day and speak to a licensed registered nurse for help with all types of health and medical concerns, including information about minor illnesses, injuries, prescription and over-the-counter medications, nutrition, and well-being. You also have access to online health and well-being information.

**How to Use the Benefits**

Using your benefits under the Employee Assistance Plan is easy.

1. **Call the EAP at the number provided in your Benefit Provider Directory located on turnerbenefits.com via TKN on the homepage.** Assistance is available 24 hours a day, 365 days a year.
2. **Receive counseling or advice.** You will be connected with a trained professional who can assist you with your concerns.

3. **Schedule an appointment with the recommended counselor when the EAP provides a referral.** The EAP will refer you to a qualified professional in your community if you need additional assistance or will encourage you to seek help from providers through your benefit plans.

**What Else You Should Know**

**Confidentiality**

The EAP’s services are completely confidential. No one will know you called unless you choose to tell. The only exception is if you present a serious threat to yourself or others. In this case, the EAP is required to report such danger to the appropriate individuals or parties. The EAP will also comply with a duly issued court order.

**Limitations**

During a 12-month period, the EAP will provide up to three “face-to-face” visits with a counselor for each problem at no charge to you. There is no limit on the number of telephone calls you can make to a counselor.

If you need additional assistance after meeting the three-visit limit, your counselor may refer you to a mental health provider. This additional assistance may be covered under your Medical Plan or HMO (see page 25).