



Wellness 2008

Frequently Asked Questions and Answers

What is Wellness?

Wellness is a process of being aware of and actively working toward better health

- Awareness – people need to know their current health status to get healthy
- Actively Working – once they learn of their health status, they need to take action and either prevent serious conditions from developing or actively manage their current disease/chronic state
- Glatfelter is taking a broad approach to provide the awareness and action toward better health. It includes formal, organized programs, established Wellness Committees and dedicated resources focusing specifically on this objective.

Why is Glatfelter starting a Wellness initiative?

Glatfelter spends millions of dollars on its benefit programs. While we continuously review ways to keep this cost from growing, the wellness initiative is a program aimed at reducing our benefit costs. Over the past several years, we have changed our benefit plans to be more competitive. Wellness programs can slow benefit cost increases by keeping people healthy and avoiding expensive procedures or drugs. Wellness is also a win/win for the employee, their families and the Company because Glatfelter families will be using wellness tools to become healthier and, therefore, spending less on expensive procedures.

Who will be impacted by Wellness?

The Wellness initiative is available to all Glatfelter active employees and their families as well as retirees and their families. Some programs, like the Health Risk Assessment (HRA), however, will only be available to those employees and families and retirees and families **participating** in a Glatfelter medical plan. This means that Glatfelter families opting out of our medical programs will not complete the HRA questionnaire. They will, however, be able to participate in the many programs, like walking, weight management, and others that are offered through the wellness initiatives.

Who is involved in the Wellness initiative?

- **CHD Meridian HealthCare:** Glatfelter has partnered with CHD Meridian Healthcare (CHDM), the same group that manages the Family Medical Center in Ohio, to manage wellness and chronic health programs together with the Wellness Committees. CHDM is one of the nations leading providers of integrated workplace health and productivity management solutions.
- **Wellness Committees:** Spring Grove and Chillicothe have both established a joint union/management Wellness Committee. These Committees will help discover employee's interests as well as motivate employees to participate in the programs. They will support, develop, and execute the wellness efforts.
- **Health and Wellness Coaches:** CHDM will hire three Health & Wellness Coaches in 2008, 2 in Ohio and 1 in Spring Grove. They will provide one-on-one coaching to employees, spouses and retirees as well as design, promote, and execute wellness programs. They will be members on the Wellness Committees and have nursing credentials. These Coaches are employees of CHD Meridian Healthcare and will not share confidential information with Glatfelter.

When will I expect to see Wellness programs?

Beginning in 2008, if you are a participant in the Glatfelter medical plans, you will receive information about the Health Risk Assessment questionnaire. This questionnaire, as administered by CHD Meridian Healthcare, will provide information to CHDM which will focus on the areas needing programs. For example, if many of the employees express a need to lose weight, we will identify and provide a weight loss or exercise program. Several programs over the 12 to 24 months will be provided.

What is a HRA? Am I forced to take it?

A HRA, or Health Risk Assessment, is a questionnaire that you, your spouse or adult dependent will be able to complete regarding personal health information. This is a health status questionnaire **voluntarily** completed by the individual. CHDM will confidentially collect this information to identify program needs for Spring Grove and Chillicothe as well as coaching opportunities. No personal or individual HRA information is shared with Glatfelter or union leadership.

How can I learn more about CHD Meridian Healthcare?

You can learn more about CHD through their website, <http://www.chdmeridian.com>.

Will there be a website or place that will give me more information about the Wellness initiative?

We will provide information via weekly or daily bulletins/newsletters and the G-Net. You can also contact a Wellness Committee Representative at your location.

What is the Wellness Committee and who is on it?

Spring Grove and Chillicothe have both established a joint union/management Wellness Committee. These Committees will help discover employee’s interests as well as motivate employees to participate in the programs. They will support, develop, and execute the wellness efforts.

SPRING GROVE Members

WELLNESS COMMITTEE			
Joan Smith	Operations	Anjie Kauffman	HR
Bob Baublitz	Power & Steam	Peggy Thiel	Finance
Greg Zeigler	Maintenance	Sally Altland	HR/Plant Medical
Michael Hodge	S-Coater	Jesse Fuhrman	Maintenance
Cesar E. Perez	1-5 Machines	Theresa Kwayi	Benefits
Brenda McCleary	IT	Greg Paradiso	Benefits
		Georgia Amspacher	Pulp Wood Co.

OHIO MEMBERS

WELLNESS COMMITTEE			
Jeanne Kirk	Plant Medical	Brian Knight	#731 Local
Barry Brown	#731 Local	Jeremy Knight	#731 Local
Doug Gabriel	#988 Local	Damien Dennis	#988 Local
Jim Logan	#988 Local	Jerry Cox	#988 Local
Cari Larabee	HR	Angie Ward	HR
Mike McNeal	#422 Local	Greg Paradiso	Benefits

How can I be sure that Glatfelter is not getting information from the Health & Wellness Coaches about my medical conditions?

Glatfelter has hired CHD Meridian Healthcare to manage the wellness programs, and the Wellness coaches are CHD Meridian Healthcare employees. Glatfelter will not obtain any confidential employee information from CHD Meridian Healthcare.

Where will the Health & Wellness Coach be located?

In Chillicothe, they will be located at the Glatfelter Family Medical Center. In Spring Grove, the Coach will be located in the office space above the Sample Room. If you are not located near Chillicothe or Spring Grove, you will be able to contact them via telephone. Once these numbers are established, they will be provided for all employees.

What are the Health and Wellness Coaches going to do?

The Health and Wellness Coach will provide confidential one-on-one wellness and chronic health management coaching. (This coach is not intended to replace or interfere with the doctor/patient relationship, but to provide additional education where appropriate). Remote services will be provided to those living outside the Spring Grove and Chillicothe area through telephonic, web and mail outreach. This unique service model provides high-touch, personalized services at the sites as well as the traditional telephonic methods for those in remote areas. This model is three times as effective as telephonic methods alone.

How are the Health & Wellness Coaches different from the Glatfelter Nurses? Do I still get my first aid, blood pressure checks and flu shots from the Nurses?

The Glatfelter nurses will continue to perform their current functions related to occupational health. There is a Glatfelter nurse on both Wellness Committees, and they will coordinate services with the CHDM Health & Wellness Coaches.

How are the Health & Wellness Coaches different from my physician?

The Health and Wellness Coach is NOT intended to replace or interfere with your relationship with your physician. However, the Coach will provide additional education and tools regarding your health care.

What type of cost savings do you expect?

This is a multi-year initiative. After a Company investment in the programs, Glatfelter expects significant long term cost reductions by avoiding millions of health care dollars that would have been spent without the wellness and care management programs.

What type of incentive will I get to participate in the program?

Participation in the programs is voluntary. We will provide various incentives (gift cards, raffles, etc) to encourage employees to take action and participate in the data collection stage through the HRA or health coaching. In order for the programs to be identified, it is important for as many employees, spouses and retirees as possible to participate in completing the HRA. Remember that employee input is necessary in designing programs that address the interests and needs of our employees,

Why should I care about Wellness?

- Wellness is about YOUR health and quality of life.
- Through coaching, HRA's, and programs geared toward walking, weight management, or other specific health related areas, employees and their families will be given additional tools to address their medical challenges.
- This is a Win/Win for you, your family and the Company. When the employee, family and retiree are healthier, less health care is required, resulting in a savings for both the employee and the Company.