



July 30, 2010

Dear Employee:

Call anytime for confidential help with all of life's issues! 877.327.4452

Effective August 10, 2010, Mount Carmel Behavioral Health will be closing its doors. Therefore, as of August 1, 2010 ComPsych® GuidanceResources® Worldwide is your new **Employee Assistance Program (EAP)** provider. ComPsych was chosen because it is the leading independent provider of EAP services in the country. We want to provide a full-service benefit that you and your family can easily access whenever you need it.

Most of us have to face **change, stress, or a life-altering problem** now and then. Your EAP is designed to provide short-term counseling services for you and your family that can help you handle concerns constructively, before they become major issues.

You may call the EAP for any number of reasons:

- You've been feeling blue lately, and you can't seem to shake it.
- You are constantly having fights with your teenager.
- Work stress is becoming so distracting that you are not productive.
- Your spouse has just filed for divorce, or your relationship has been strained lately.

LegalConnect® provides telephone access to licensed attorneys on legal concerns you may be facing. Whether you have questions about a home purchase, estate matters or other legal issues, a call to **LegalConnect** will provide access to the information you need.

FinancialConnect® can answer your questions about budgeting, tax issues or other money management concerns. The CPAs available through **FinancialConnect** can guide you.

FamilySource® offers you easy-to-use, personalized assistance with **child and elder care services**. In addition, it provides unlimited educational information and referrals to qualified providers and products in your community. You can use this program to research and address a wide range of topics such as home improvement, shopping for a car, planning an event or selling a house.

Included in your services is membership into **GuidanceResources**® **Online**, the Internet product that complements the program by making information and guidance conveniently accessible. Just go to www.guidanceresources.com and enter your company identification number (**EAPCEB**), also found on your wallet card, to access the site.

The EAP program is available **24 hours a day, 7 days a week**, just by calling **877.327.4452**. The EAP toll-free line is answered by counseling professionals who can assist you with a personal dilemma and can guide you to in-person care with an expert in your area. The EAP is strictly **confidential**, as mandated by law. To view the ComPsych HIPAA privacy notice, please go to www.guidanceresources.com/privacy.

County Employee Benefits Consortium of Ohio supports the use of, and funds this special benefit because they care about their employees. They recognize that **personal concerns** can have a significant effect on job performance causing stress and absenteeism, among other problems. Enclosed is a brochure and wallet card for your use and for you to share with your family.

ComPsych, your EAP, may be reached at 877.327.4452.

You don't need to face your problems alone.

NBC Tower
455 North Cityfront Plaza Drive, Chicago, IL 60611-5322
T: 312.595.4000 F: 312.595.3125
www.compsych.com

Guide to Using GuidanceResources[®] Online



First time users, follow these simple instructions and start exploring the resources offered to you on GuidanceResources[®] Online.

1. Go to <http://www.guidanceresources.com> to reach the Web site.
2. Once on the [guidanceresources.com](http://www.guidanceresources.com) home page, click on the blue link at the bottom right of the page that states **I am a first-time user**.
3. You will then be asked to enter your **Company/Organization ID**, located in the box below.

Your Company/Organization ID: **EAPCEB**

You will then be asked to enter a **User Name** and **Password**. Both can be anything you would like them to be but should be something you will remember. The **User Name** (often your name) must be at least six characters long and should have no spaces (for example: joesmith). The **Password Hint** is meant to prompt you if you forget your password. You must select the button verifying that you are at least 13 years of age, as required by federal law. Make sure that you complete all fields that have red asterisks, as these are required fields. When you've finished, click on the **Submit** button at the bottom of the page.

4. On the next page, you will be asked to enter the first 5 characters of the name of your company or organization.

Your Company Name: **Delaw**
(First five (5) characters)

When you're finished, click on the **Submit** button on the bottom of the page.

5. On the next page, you will be asked to provide some demographic information. All of the fields are optional. Be sure to read the **Terms of Use** and click inside the check box to indicate your agreement to those terms. When you've finished, click on the **Submit** button at the bottom of the page.
6. You should now be on the Web site.

FOR FUTURE LOG-INS

You will NOT have to enter all of the demographic information again. You will only need to remember your User Name and Password. When you get to step 2 above, instead of clicking on the first-time user link, go to the Log-in section and enter your User Name and Password and click on the login button. This will take you directly to GuidanceResources Online.

If you have any problems registering or logging into GuidanceResources Online, e-mail Member Services at memberservices@compsych.com or call 877.595.5289.

YOUR SINGLE SOURCE FOR SUPPORT, RESOURCES & INFORMATION