

## Welcome to the Faculty and Staff Assistance Program

The Faculty and Staff Assistance Program (FSAP) at Cornell University program offers brief counseling for assistance with work-related, personal, or family concerns. FSAP services are free to benefits-eligible employees and their spouses/partners. These services are also extended to Cornell retirees and their spouses/partners. Services are provided Monday through Friday, between 8:30 am and 5:00 pm, although these hours are adjusted during periods of the summer and winter when we close at 4:30 pm. An after-hours service is available for urgent needs by way of the FSAP phone line – 607-255-2673.

In total, faculty and staff are eligible for upwards of ten (10) sessions within the calendar year. Faculty and staff in need of ongoing counseling will be best served by a referral to an outside provider, particularly when they are seeking services or need assistance that is beyond the scope of the FSAP.

### Confidentiality

Confidentiality is the cornerstone of the FSAP. All information regarding clients is kept strictly confidential. FSAP records are completely separate from all other university records. The FSAP will not disclose any information, including acknowledgement of your status as a client, without your written consent in the form of a signed Release of Information unless disclosure is required by law, subpoena or court order. Legal requirements mandate the FSAP staff to report life-threatening circumstances, including danger to yourself or others, or the presence of child abuse and neglect.

### Release of Information

If you have made this appointment on your own, no identifiable information will be passed on to your employer without your written consent in the form of a signed Release of Information.

If your employer has required you to make an appointment you will be asked to sign a Release of Information form or you will be given a letter to take back to your supervisor regarding attendance.

You have the right to revoke a signed Release of Information in writing at any time, except to the extent that the FSAP has already relied or acted up this authorization.

If you want the FSAP to provide any kind of information about you to another person, please talk with a member of our staff about your specific desires.

FSAP staff may, without your written consent, share relevant information with one another as needed to assure continuity and quality of care.

### Cancelling Appointments

If you need to cancel or reschedule your appointment, please do so at least 24 hours in advance by calling 607-255-2673. We can then give your appointment time to another person seeking support.

**Please Note:** If you cancel less than 24 hours before your appointment—or fail to go to your appointment—your yearly appointment allotment of 10 sessions may be reduced by one session per late cancellation/no show.

Signature: \_\_\_\_\_ Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_