

FACULTY AND STAFF ASSISTANCE PROGRAM  
3100 Marine Street, ROOM A353  
UNIVERSITY OF COLORADO  
BOULDER, COLORADO 80303-1058  
303-492-3020  
303-492-2234 FAX  
[www.colorado.edu/studentaffairs/fsap](http://www.colorado.edu/studentaffairs/fsap)

YOUR RIGHTS AND RESPONSIBILITIES AS A CLIENT

The following is an explanation of the operating procedures for the Faculty and Staff Assistance Program (FSAP). A description of the parameters of our program, our expectations of you and disclosures required by law are included.

Services are provided by licensed marriage and family therapists, social workers, professional counselors, psychologists and unlicensed psychotherapists. All information you provide during your therapy will be held in the strictest of confidence. No information will be released to any person or agency without your written consent, unless we are required to do so by law. Such requirements include situations where a psychologist or counselor determines that you may inflict harm on yourself or others, or situations in which child abuse has taken place.

Missing appointments: If you need to miss an appointment, please make every effort to let your counselor know with **AT LEAST 24 hours notice**. You will be allowed one missed appointment without 24 hours notice with no impact toward your six sessions. If you miss an appointment a second time (without 24 hours notice), it will be counted as one of your six sessions. In the event that you do not show for an appointment, we will contact you **once** to inform you of the missed appointment. It is your responsibility to call your counselor to reschedule. (Note: In emergency or urgent situations, this policy may be waived.)

Office Hours & Phone calls: Office operating hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. **We do not see clients outside these hours and we do NOT provide after-hours coverage.** In case of an emergency, please call 911 or the Boulder Mental Health Center at 303-447-1665. If you leave a message on our confidential voicemail, FSAP staff will make every effort to return your phone call within one business day.

The practice of licensed and unlicensed persons in the field of psychotherapy is regulated by the Colorado State Department of Regulatory Agencies. Any questions, concerns or complaints regarding the practice of mental health may be directed to one of the following State Boards: State Board of Psychologist Examiners; State Board of Licensed Professional Counselor Examiners, or the Mental Health Occupations Grievance Board. The address for the Boards is – 1560 Broadway, Suite 1370, Denver, CO 80202. The telephone number is – 303-894-7766.

You are entitled to receive information about methods of therapy, the techniques used and the duration of therapy. You may seek a second opinion or may terminate therapy at any time. In a professional relationship, sexual intimacy between therapist and client is never appropriate. If sexual intimacy occurs, it should be reported to the State Grievance Board.

I have been informed of my therapist's degrees, credentials and licenses. I have also read the preceding information and understand my rights and responsibilities as a client.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_