



DAYMARKSM

Recovery Services

Enriching Life, Enhancing Lives.
Mental Health & Substance Abuse
Services

**Welcome to
DAYMARK Recovery
Services**

Sandhills Center

**We look forward to working
with you. This handbook has been
created to help you understand our agency and
the services we offer. We hope you find your
time with us to be a time of healing and growth.**

Approved by:
DAYMARK Client Rights Committee
DAYMARK Quality Improvement Committee
DAYMARK Oversight Committee
March 16, 2020

This handbook was prepared in reference to the Provisions of Article 3 of Chapter 122C of the North Carolina General Statutes.

A copy of this statute may be obtained at the following website: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/ByChapter/Chapter_122C.html, or at any large university or law library.

Daymark Recovery Services, Inc.

Mission Statement

*To inspire and empower people to seek
and maintain recovery, and health.*

Core Values

Whole Person Integration

Quality of Care

Patient-centered

Community Collaboration

**LOCATIONS AND
HOURS OF OPERATION:**

Monday—Friday 8:00 am—5:00 pm.

(Some centers have evening and weekend hours)

**Please ask for specific hours of operation at the
Center where you receive services**

ANSON COUNTY CENTER (WADESBORO)

(704) 694-6588

24 Hour Crisis Number: (866) 275-9552

DAYMARK GUILFORD (HIGH POINT)

(336) 899-1550

24 Hour Crisis Number: (866) 275-9552

HARNETT COUNTY CENTER (BUIES CREEK)

(910) 893-5727

24 Hour Crisis Number: (866) 275-9552

HOKE COUNTY CENTER (RAEFORD)

(910) 875-8156

24 Hour Crisis Number: (866) 275-9552

LEE COUNTY CENTER (SANFORD)

(919) 774-6521

24 Hour Crisis Number: (866) 275-9552

MONTGOMERY COUNTY CENTER (TROY)

(910) 572-3681

24 Hour Crisis Number: (866) 275-9552

MOORE COUNTY CENTER (PINEHURST)

(910) 295-6853

24 Hour Crisis Number: (866) 275-9552

RANDOLPH COUNTY CENTER (ARCHDALE/TRINITY)

(336) 431-0700

24 Hour Crisis Number: (866) 275-9552

RANDOLPH COUNTY CENTER (ASHEBORO)

(336) 633-7000

24 Hour Crisis Number: (866) 275-9552

RICHMOND COUNTY CENTER (ROCKINGHAM)

(910) 895-2462

24 Hour Crisis Number: (866) 275-9552

DAYMARK SERVICES

(Note: not all services are available at each location; please call your nearest DAYMARK location for available services)

- Advanced Access/Walk-In Services
- Outpatient Individual Therapy
- Outpatient Group Therapy
- Outpatient Family Therapy
- Crisis/Emergency Services
- Forensic Evaluations
- Psychiatric Evaluations
- Substance Abuse/Use Assessment
- Substance Abuse Intensive Outpatient Services
- Adolescent Substance Abuse Intensive Outpatient Services
- Adult Substance Abuse Residential Treatment Program
- Facility Based Crisis
- Day Treatment
- Assertive Community Treatment (ACTT)
- Psychosocial Rehabilitation
- Mobile Crisis
- Intensive In-home Services
- Medication Management
- Peer Support Services
- JJSAMHP (Juvenile Justice Substance Abuse and Mental Health Program)
- DWI (Assessment and Treatment)

YOUR RIGHTS AND RESPONSIBILITIES

When you receive services at DAYMARK Recovery Services, you have certain rights and responsibilities. This booklet will tell you about your rights, responsibilities and what to do if you have questions or problems.

CONSUMER RIGHTS

A right is something the law says you are allowed to do. It is important to us to make sure that you are aware of your rights and that your rights are being respected. Below is a list of your rights as a consumer of DAYMARK Recovery Services.

Our policy is to assure the rights of each consumer served. As a consumer of DAYMARK Recovery Services you have the:

- √ Right to be treated well and have your privacy respected, and freedom from mental and physical abuse, neglect and exploitation, retaliation or humiliation;
- √ Right to live as normally as possible while receiving care and treatment;
- √ Right to culturally competent treatment, including access to medical care and habilitation, regardless of age or degree of mental health or substance abuse services needed;
- √ Right to a personalized and culturally appropriate treatment plan that focuses on your goals, needs and abilities, strengths, preferences, and cultural background and needs – see page 12 for more information;
- √ Right to have this treatment plan in place within 15 days of admission to DAYMARK Recovery Services;
- √ Right to exercise the civil rights available to all citizens unless these rights have been limited by a court of law;
- √ Right to confidentiality. This means that no one has access to your identity or health information without your written permission, except in special situations that are defined in the Notice of Privacy Practices;
- √ Right to treatment that is best suited for your age, level of need, and cultural background;
- √ Right to be completely informed in advance of the potential risks and benefits of different treatment choices;
- √ Right to be free from unnecessary medication, punishment and abuse;

- √ Right to be free from physical restraint and seclusion (except as followed by policy/procedure);
- √ Right to consent to or refuse any treatment you have been offered unless: (a) in an emergency situation (b) if s treatment was ordered by the court or (c) you are under 18 years old, and your legally responsible person gives permission, even if you object. Refusal or expression of choice may pertain to treatment delivery, release of information, concurrent services, composition of the treatment delivery team and/or involvement in research projects, if applicable.

CONSUMER RESPONSIBILITIES

- √ A responsibility is something that you agree to do to the best of your ability. Some of your important responsibilities include, but are not necessarily limited to the following:
- √ Respecting the rights and property of other consumers and DAYMARK staff;
- √ Working toward your goals on your treatment plan;
- √ Communicating and cooperating with DAYMARK staff by giving us all the facts that are important to your care, including information about other doctors you are seeing;
- √ Keeping all scheduled appointments; Clients need to be on time for their scheduled appointments, if they are late the appointment may need to be rescheduled.
- √ Paying for services according to your own financial plan or insurance company;
- √ Informing staff of any medical conditions or communicable diseases;
- √ Requesting a copy of your treatment plan through your primary clinician, if you so desire;
- √ Requesting a discharge plan by the program you are attending, if you so desire.
- √ Use of Tobacco Products: The use of all tobacco products (including smokeless tobacco products) is strictly prohibited inside DAYMARK facilities. With the exception of the DAYMARK Services at Alliance Behavioral Healthcare facility, upon request, consumers will be informed of designated outdoor smoking areas.

- √ Weapons on Premises: DAYMARK prohibits the possession of ANY weapons on DAYMARK premises. If weapons are found in the possession of consumers, proper law enforcement authorities may be notified.
- √ Prescribed Medication on Premises: Prescribed medication or other legal drugs brought onto DAYMARK premises must be used only as directed by the person for whom the medication is prescribed and must be kept under tight personal control. At DAYMARK Services at Alliance Behavioral Healthcare, prescribed medications must be surrendered to DAYMARK staff for proper identification and dispensing. No sharing, trading or selling of medication, prescribed or not, is permitted on DAYMARK premises.
- √ Alcohol or illicit substances on premises: The possession/use of alcohol or any illicit substance is prohibited on DAYMARK's premises. DAYMARK reserves the right to confiscate these substances and inform the proper law enforcement authorities. Illegal substances that are confiscated will be turned over to the proper law enforcement authorities and consumers will be subject to prosecution

When you are admitted into our programs you may be given a list of more responsibilities. These will be explained to you during intake and you will be asked to sign them. This will be filed in your medical record.

YOUR RIGHTS IN A 24-HOUR FACILITY

The following are rights for Adults and Minors (should you, a family member, or if you are a legal guardian for a client requiring hospitalization) who reside or receive treatment in a program that is operated 24 hours a day. Rights may be subject to change based on adult's or minor's medical condition, as keeping your health and safety will always be a priority during a 24 hour facility admission.

- √ Right to receive necessary service for the prevention of physical ailments based upon your condition and projected length of stay;
- √ The right to have, as soon as practical during service or habilitation, but not later than the time of discharge, an individualized written discharge plan containing recommendations for further services to enable you to live as normally as possible;

- √ Right to send and receive sealed mail and have access to writing material, limited postage, and staff assistance when necessary
- √ Right to contact and consult with, at your own expense and at no cost to the facility, legal counsel, private physicians and private MH/DD/SA professionals of your choice;
- √ Right to contact and consult with a consumer advocate. DAYMARK staff will provide the names of advocates and/or advocacy agencies as available upon request;
- √ Right to a quiet atmosphere for uninterrupted sleep during scheduled sleeping hours;
- √ Right to be provided areas accessible to you for personal privacy, for at least limited periods of time, unless determined inappropriate by the service/habilitation team;
- √ Right to dignity, privacy and humane care in the provision of personal health, hygiene and grooming care. Such rights shall include, but need not be limited to the:
 - ⇒ Opportunity for a shower or tub bath daily, or more often as needed;
 - ⇒ Opportunity to shave at least daily (ADULTS ONLY) supervision required).
 - ⇒ Provisions of linens and towels, toilet paper and soap for each consumer and other individual personal hygiene articles for each consumer without insurance and/or income. (Such articles include but are not limited to toothpaste, toothbrush, sanitary napkins).
 - ⇒ Bathtubs or showers and toilets which ensure individual privacy; Adequate toilets, lavatory and bath facilities equipped for use by persons with mobility impairment.

SEARCH AND SEIZURE

It is your right to be free from unwarranted invasion of privacy and you will have access to private living and/or storage areas for your personal belongings.

Your private space may only be searched if staff has reasonable cause to believe that a policy or facility rule or a state or federal law has been

broken. Every search and seizure shall be documented in your medical record. Attempts will be made to contact your legally responsible person, if applicable, prior to any search except when staff has a reasonable suspicion that you may have in your possession an item or substance that makes for a dangerous situation to you or others and this danger renders prior notice impractical. The legally responsible person will always be notified following a search and/or seizure.

SUSPENSION AND EXPULSION

You have the right to receive services without the threat or fear of unwarranted suspension or expulsion from any facility/service operated by DAYMARK Recovery Services. When you receive services from any program within DAYMARK Recovery Services you will receive information on situations that may warrant suspension or expulsion from services. You will be asked to sign that you have received this information.

If you are suspended or expelled from services you will receive, in writing, the reasons why; each infraction or incident that led up to the suspension/expulsion to include the date, time, circumstances and severity of the incident; what changes have been made to your services to try and avoid the suspension/expulsion, the date and time that your services will terminate; the time and conditions for resuming services, if this is possible, and alternative services that staff feel may meet your needs. If you are taking medications, staff will help you make arrangements to continue receiving this medication.

TREATMENT PLANS

You will have the opportunity to participate in planning treatment that you will be involved in. Your input will be an important part of this process. The treatment plan will be developed when you begin services and will be reviewed annually and can be revised at any time. This culturally appropriate plan will include goals that you and your team have decided on and outlines the services that you will receive that year. You have the right to request a copy of this plan at any time by contacting your therapist.

FOLLOW UP FOR MANDATED REFERRALS

Mandated could include court-ordered and/or a child/adult protective case which requires we release information with or without their permission. In the case of a mandated referral, and only with your signed con-

sent to release information, DAYMARK personnel will follow-up with your referral source to communicate information about your:

- * Appointment times
- * Service recommendations
- * Attendance and participation in services
- * Progress in services
- * Date of discharge

CONCERNS, COMPLAINTS, AND GRIEVANCE PROCESS

We want to know...

If you have a question, concern, suggestion, or complaint, please feel free to tell us. You may call, write, complete a satisfaction survey or follow the complaint and grievance process in this brochure. Our staff is committed to addressing your concerns.

Tell Us...

Tell someone as soon as possible. The first person to tell is your therapist, but any staff person will help you. Staff and managers will listen to you and will try to solve the problem. If you are not satisfied, you can appeal to the next level manager.

CONCERNS AND COMPLAINTS

Tell your therapist ...

If you have a complaint or concern we encourage you to discuss this with the therapist responsible for your care. You must let this person know you are accessing the Formal Complaint/Grievance Procedure, if you wish to follow this process. The complaint or concern does not have to be written. The clinician responsible for your care will talk with you about your concern or complaint. He or she will give you a response no later the five (5) working days of the meeting or telephone conference. If your complaint is about this person, begin with the next step.

Appeal to the center management...

If you are not satisfied with the results of the complaint to your assigned therapist, you may appeal your complaint to the support supervisor. This must be done within ten (10) days of receiving the response from the therapist or case manager responsible for your care. You may do this by notifying the therapist and she or he will notify

the support supervisor that you want to appeal further. Again, your complaint does not have to be in writing.

Discuss your concerns with the support supervisor.

The support supervisor will meet with you and consider your complaint or concern within seven (7) working days. He or she will respond to you no later than five (5) working days.

Time Frames

The time frames given are maximum time limits intended to allow for absences of key staff at any point during the complaint/grievance process. Our staff is committed to a timely response to your questions, concerns, or grievance. Every effort will be made to address your concern as quickly as possible.

ADVANCED DIRECTIVES

You have the right to advanced directives in your health care and treatment.

Advanced directives allow you to plan ahead for your own care in the event a time comes when you cannot speak for yourself. This is one way that you can make sure that your providers know what you want to happen.

There are 3 different types of advanced directives:

- √ **Living Will** - *All competent adults have the right to make decisions in advance about issues such as life support when it is clear that death is imminent or a state of coma becomes permanent. With a living will in place, the legally responsible party can make sure that the person's wishes are honored.*

- √ **Health Care Power of Attorney** - *Also known as a durable power of attorney for health care, this document can be helpful when the person is unable to make medical decisions for him/herself. It may also be referred to as a health care proxy or a medical power of attorney. It names someone who represents the person's wishes. Unlike the living will, which usually is limited to terminally ill patients, this document applies whenever the person is unable to make medical decisions.*

√ ***Advance Instruction for Mental Health Treatment*** - [NC General Statute 122C-72 (1)] *Advance instruction for mental health treatment or advance instruction means a written instrument signed in the presence of two qualified witnesses who believe the person to be of sound mind at the time of the signing, and acknowledge that before a notary public. In this document, the person gives instructions, information, and preferences regarding mental health treatment.*

You have the right to share your current advanced directives with your DAYMARK providers or to request assistance or referral so that you can develop advanced directives for your care.

DISABILITY RIGHTS - NORTH CAROLINA

If at any time you feel that you cannot get the information or help you need in our facility, you can get help with your rights by calling the Disability Rights North Carolina at (877) 235-4210.

Resources for Consumers, Families & Friends

**For *medical* emergencies,
dial **911** or go to the nearest hospital emergency room**

**For *mental health* emergencies, call:
1-(866) 275-9552**

**National Suicide Prevention Lifeline:
1-(800) 273-8255
www.suicidepreventionlifeline.org**

**National Alliance on Mental Health - NAMI
1-800-950-NAMI (6264)
www.nami.org**

Sandhills Center

MCO for Anson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph and Richmond Counties

Access/Call Center: (800) 256-2452

Area Office: (910) 673-9111

www.sandhillscenter.org

Additional Resources

Anson County

Dept. of Social Services
118 North Washington St
Wadesboro, NC 28170
(704) 694-9351

Health Department
110 West Ashe St
Wadesboro, NC 28170
(704) 694-5188

Guilford County

Dept. of Social Services
1203 Maple St
Greensboro, NC 27405
(336) 641-3000

Health Department
1203 Maple St
Greensboro, NC 27405
(336) 641-7777

Dept. of Social Services
325 E. Russell Ave
High Point, NC 27260
(336) 641-3000

Health Department
501 E. Green Dr
High Point, NC 27260
(336) 641-7777

Harnett County

Dept. of Social Services
311 Cornelius Harnett Blvd
Lillington, NC 27546
(910) 893-7500

Health Department
307 Cornelius Harnett Blvd
Lillington, NC 27546
(910) 893-7550

Hoke County

Dept. of Social Services
314 S. Magnolia Street
Raeford, NC 28376
(910) 875-8725

Health Department
683 E. Palmer Rd
Raeford, NC 28376
(910) 875-3717

Lee County

Dept. of Social Services
530 Carthage Street
Sanford, NC 27330
(919) 718-4690

Health Department
106 Hillcrest Drive
Sanford, NC 27331
(919) 718-4640

Montgomery County

Dept. of Social Services
102 E. Spring St.
Troy, NC 27371
(910) 576-6531

Health Department
217 S. Main St.
Troy, NC 27371
(910) 576-1393

Moore County

Dept. of Social Services
1036 Carriage Oaks Dr
Carthage, NC 28327
(910) 947-2436

Health Department
705 Pinehurst Ave.
Carthage, NC 28327
(910) 947-3300

Randolph County

Dept. of Social Services
1512 North Fayetteville St
Asheboro, NC 27204-3239
(336) 683-8000

Health Department
Ira McDowell Center
2222B S. Fayetteville St
Asheboro, NC 27205
(336) 318-6200

Richmond County

Dept. of Social Services
125 Caroline St
Rockingham, NC 28379
(910) 997-8400

Health Department
127 Caroline St
Rockingham, NC 28379
(910) 997-8300

Veterans:

Military Veterans Benefits & Care
(800) 827-1000 or www.vba.va.gov
Lee County VA Clinic
3112 Tramway Road, Sanford NC 27330
(910) 488-2120

Smart Start Partnership for Children:

Anson County	(704) 694-4036
Guilford County	(336) 274-5437
Harnett County	(910) 893-2344
Hoke County	(910) 904-5452
Lee County	(919) 774-9496
Montgomery County	(910) 576-2363
Moore County	(910) 949-4045
Randolph County	(336) 629-2128
Richmond County	(910) 997-3773

Other Resources

Social Security
(800) 772-1213

Family Support Network of North Carolina
(800) 852-0042

Southeast (ADA) Americans with Disabilities
(800) 949-4232

North Carolina Fair Housing & Equal Opportunities
(336) 547-4000

NC Lawyer Referral Services
(800) 662-7660

National Alliance on Mental Illness (NAMI)
Helpline: (800) 451-9682

Mental Health Association (MHA)
Guilford County-Greensboro (336) 373-1402
Randolph County-Asheboro (336) 625-5551

Transportation Services

COUNTY	TRANSIT SYSTEM	TELEPHONE
Anson	Anson County Transportation System (ACTS)	(704) 694-2596
Guilford	Guilford County Transportation & Mobility Service (TAMS)	(336) 641-4848
Harnett	Harnett Rural Area Transportation System (HARTS)	(910) 814-4019
Hoke	Hoke Area Transit Services (HATS)	(910) 875-8696
Lee	County of Lee Transit System (CLTS)	(919) 776-7201
Montgomery	Randolph Coordinated Agency Transit System (RCATS)	(910) 572-3430
Moore	Moore County Transportation System (MCTS)	(910) 947-3389
Randolph	Randolph Coordinated Agency Transit System (RCATS)	(336) 629-7433
Richmond	Area of Richmond Transit (ART)	(910) 895-1313

Additional resources:

<https://www.resourcesforintegratedcare.com>

www.DAYMARKrecovery.org



DAYMARK® Recovery Services, Inc. **- What's in a Name?**

A day mark symbolizes the often bright and, more importantly, recognizable markings painted on lighthouses up and down the Atlantic and Pacific seaboards. As history states, sailors relied on these welcoming day marks during daylight hours as a necessary tool to orient themselves to their exact location while traveling for sometimes days, weeks, and even months at a time. Waking in the early morning to the sight of a bright day mark in the distance reassured many they were often on the right track on their voyage.

Much like those day marks providing helpful assistance for seafaring skippers and their mates, DAYMARK® Recovery Services, Inc., offers guidance, light, and hope to citizens of all ages who may need services in the areas of mental health, substance abuse and developmental disabilities. By seeking care from DAYMARK®, clients are treated by medical and professional staff who are continuously undergoing extensive training in best practice guidelines and evidence-based treatments for numerous types of mental health, substance abuse and developmental disabilities.

DAYMARK® strives through current best practices and effective, research-based treatment programs to assist all citizens working towards achieving optimum health and recovery. The DAYMARK® goal is to enable each citizen and their support system the greatest opportunity for recovery, independence and life enhancement. DAYMARK® is committed to working with each client and their families to ensure their individual needs are met, making certain they too see the guidance, light, and hope a day mark provides.