



DAYMARKSM

Recovery Services

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

**Welcome to
DAYMARK Recovery
Services**

VayaHealth—Partners

**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**

**NOTE: DAYMARK consumers in a state of crisis may access
emergency services at the 24-HOUR CRISIS numbers for their
location below to speak to an on-call clinician**

Alleghany County:

ALLEGHANY CENTER (SPARTA)

(336) 372-4095

24 Hour Crisis Number: (866) 275-9552

Ashe County:

ASHE CENTER (JEFFERSON)

(336) 246-4542

24 Hour Crisis Number: (866) 275-9552

Avery County

AVERY CENTER—(NEWLAND)

(828) 733-5889

24 Hour Crisis Number: (866) 275-9552

Buncombe County

CAIYALYNN BURRELL CHILD CRISIS CENTER (ASHEVILLE)

(877) 277-8873

24 Hour Crisis Number: (866) 275-9552

Iredell County:

IREDELL OUTPATIENT CENTER (STATESVILLE)

(704) 873-1114

24 Hour Crisis Number: (866) 275-9552

FACILITY BASED CRISIS-IREDELL

(704) 871-1045 **24 Hour Crisis Number: (866) 275-9552**

Surry County:

SURRY CENTER (MOUNT AIRY)

(336) 783-6919

24 Hour Crisis Number: (866) 275-9552

Watauga County:

WATAUGA CENTER (BOONE)

(828) 264-8759

24 Hour Crisis Number: (866) 275-9552

Wilkes County:

WILKES CENTER (N. WILKESBORO)

(336) 667-5151

24 Hour Crisis Number: (866) 275-9552

Yadkin County:

YADKIN CENTER (YADKINVILLE)

(336) 679-8805

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/Mobile Engagement Team
- 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—refer to TREATMENT PLANS below;
- √ 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 Daymark Recovery Services 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 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 treatment 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 tobacco products is strictly prohibited inside DAYMARK facilities. 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. No sharing, trading or selling of medication, prescribed or not, is permitted on DAYMARK premises.
- √ Alcohol or illicit substances on DAYMARK premises: The possession/use of alcohol or any illicit substance is prohibited on DAYMARK premises. DAYMARK reserves the right to confiscate these substances and inform the proper law enforcement authorities. Illicit substances that are confiscated will be turned over to the proper law enforcement authorities and consumers will be subject to prosecution.

YOUR RIGHTS IN A 24-HOUR FACILITY

The following are rights for Adults and Minors (should you, a family member, or 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 treatment or habilitation, but not later than the time of discharge, an individualized written discharge plan containing recommendations for further treatment designed 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 treatment 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 treatment 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 consent 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 tele phone 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 center management 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.

Medicaid Appeal Rights

If your services are paid for by Medicaid, you have the right to make an appeal if someone wants to change your services. Please contact your LME for a full explanation of your appeal rights for mental health, developmental disabilities, and substance abuse services from DAYMARK Recovery Services. The person working with you

can help you with this.

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:

**Alleghany, Ashe, Avery, Watauga
and Wilkes Counties:
(866) 275-9552**

**Buncombe County:
(866) 275-9552**

**Iredell, Surry and Yadkin Counties:
(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

Departments of Health and Social Services

Alleghany County

Department of Social Services
182 Doctors Street
Sparta, NC 28675
Phone: 336-372-2411

Alleghany Health Center
157 Health Services Road
Sparta, NC 28675
Phone: 336-372-5641

Ashe County

Department of Social Services
150 Government Circle, Suite 1400
Jefferson, NC 28640
Phone: 336-846-5700

Ashe Health Center
413 McConnell Street
Jefferson, NC 28640
Phone: 336-246-9449

Avery County

Department of Social Services
175 Linville Street
Newland, NC 28657
Phone: 828-733-8230

Health Department
434 Hospital Dr.
Newland, NC 28657
Phone: 828-733-6031

Buncombe County

Buncombe Cty Social Work Services
40 Coxe Avenue
Asheville, NC 28801
Phone 828-250-5500

Buncombe Dept. of Health
40 Coxe Avenue
Asheville, NC 28801
Phone 828-250-5000

Iredell County

Department of Social Services
549 Eastside Drive
Statesville, NC 28625
Phone: 704-873-5631

Health Department
318 Turnersburg Highway
Statesville, NC 28625
Phone: 704-878-5300

Surry County

Department of Social Services
118 Hamby Road
Dobson, NC 27017
Phone: 336-401-8700

Health Department
118 Hamby Road
Dobson, NC 27017
Phone: 336-401-8411

Watauga County

Department of Social Services
132 Poplar Grove Connector, Ste C
Boone, NC 28607
Phone: 828-265-8100

Watauga Health Center
126 Poplar Grove Connector
Boone, NC 28607
Phone: 828-264-4995

Wilkes County

Department of Social Services
304 College Street
Wilkesboro, NC 28697
Phone: 336-651-7400

Health Department
306 College Street
Wilkesboro, NC 28697
Phone: 336-651-**7450**

Yadkin County

Department of Social Services
250 Willow Street
Yadkinville, NC 27055
Phone: 336-679-4210

Health Department
638 West Main St
Yadkinville, NC 27055
Phone: **336-679-4203**

Others:

Social Security
1-800-772-1213

Family Support Network of NC
1-800-852-0042

Southeast (ADA) Americans with Disabilities
1-800-949-4232

NC Fair Housing & Equal Opportunities
336-547-4000; TTY = 336-547-4054

NC Lawyer Referral Services
1-800-662-7660

National Alliance on Mental Illness (NAMI)
Helpline: 1-800-451-9682

Veterans:
Military Veterans Benefits & Care
1-800-827-1000 or www.vba.va.gov

Smart Start Partnership for Children

Alleghany County	(336) 372-2846
Ashe County	(336) 982-4588
Avery County (Blue Ridge Partnership for Families)	(828) 733-2899
Iredell County	(704) 878-9980
Surry County	(336) 786-1880
Watauga County	(828) 262-5424
Wilkes County	(336) 838-0977
Yadkin County	(336) 679-7833

Additional resources-
<https://www.resourcesforintegratedcare.com>

Transportation Services

Alleghany in Motion	90 South Main Street Sparta, NC 28675	336-372-3747
Ashe County Transportation Authority, Inc.	895 Ray Taylor Road West Jefferson, NC 28694	336-846-2000
Avery County Transportation Authority	34 Pershing Street Newland, NC 28657	828-733-0005
Iredell County Area Transit System (ICATS)	2611 Ebony Circle Statesville, NC 28687	704-873-9393
Yadkin Valley Economic Development District (YVEDDI) <i>serving Surry & Yadkin Counties</i>	1413 West Main Street Yadkinville, NC 27055	336-679-2071
AppalCART (<i>serving the Town of Boone & Watauga County</i>)	305 Highway 105 Bypass Boone, NC 28607	828-297-1300
Wilkes Transportation Authority (WTA)	1010 Spring Street North Wilkesboro, NC 28697	336-838-1272

Veterans:

Military Veterans Benefits & Care:
(800) 827-1000 or www.vba.va.gov

Hickory VA Clinic
2440 Century Place Southeast, Hickory NC 28602
(828) 431-5600

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 seaboard. 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.