Welcome to
DAYMARK Recovery Services

All DAYMARK Locations

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.
Mission Statement

DAYMARK® Recovery Services, Inc. is a mission driven, comprehensive community provider of culturally competent mental health and substance abuse services. The DAYMARK® goal is for skilled medical and behavioral healthcare professionals to support citizens of all ages and their families with the greatest opportunity for recovery, independence and the highest quality of life. We are committed to using the most current best practices and effective, research-based treatment programs to assist all citizens working toward achieving optimum health and recov-

Approved by:
DAYMARK Client Rights Committee
DAYMARK Quality Improvement Council
DAYMARK Oversight Committee
June 2005
Revised June 2006
2nd Revision June 2007
3rd Revision May 2008
4th Revision Dec. 2008
5th Revision May 2009
6th Revision Feb 2011
7th Revision Aug 2012
8th Revision June 2014

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 obtaining 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.
LOCATIONS AND

HOURS OF OPERATION:

Normal business hours: 8:00 am—5:00 pm.

Some Centers have evening and/or weekend hours—
please ask at the Center where you
receive services for their specific hours

NOTE: DAYMARK consumers in a state of crisis may access emergency services at the MOBILE CRISIS numbers for their location below to speak to an on-call clinician
Cardinal Innovations Healthcare Systems/
CenterPoint Human Services locations:

**CABARRUS CENTER (CONCORD)**  
(704) 939-1100  
Mobile Crisis: *(non-clients only)* - (800) 939-5911  
First Responders: *(current clients only)*  
(704) 635-2083 or toll free (866) 275-9552

**ROCKINGHAM CENTER (WENTWORTH)**  
(336) 342-8316  
Mobile Crisis: *(non-clients only)* -(888) 581-9988  
First Responder: *(current clients only)*  
(704) 635-2083 or toll free (866) 275-9552

**CRISIS RECOVERY CENTER OF KANNAPOLIS**  
(704) 933-3212 any time  
Open 24 hrs./7 days per week/365 days per year

**ROWAN CENTER (SALISBURY)**  
(704) 633-3616  
Mobile Crisis: *(non-clients only)* - (800) 939-5911  
First Responders: *(current clients only)*  
(704) 635-2083 or toll free (866) 275-9552

**DAVIDSON CENTER (LEXINGTON)**  
(336) 242-2450  
Mobile Crisis: *(non-clients only)* - (800) 939-5911  
First Responders: *(current clients only)*  
(704)635-2083 or toll free (866)275-9552

**STANLY CENTER (ALBEMARLE)**  
(704) 983-2117  
Mobile Crisis: *(non-clients only)* - (800)-939-5911  
First Responders: *(current clients only)*  
(704) 635-2083 or toll free (866) 275-9552

**DAVIDSON DAY TREATMENT**  
Davidson Day Treatment  
(407) 219-1316  
Brier Creek School  
(336) 474-8208  
Oak Grove School  
(407) 219-1316  
Lexington Academy  
(407) 219-1316

**UNION CENTER (MONROE)**  
(704) 296-6200  
Mobile Crisis: *(non-clients only)* - (800) 939-5911  
First Responders: *(current clients only)*  
(704) 635-2083 or toll free (866) 275-9552

**FORSYTH CENTER (WINSTON-SALEM)**  
(336) 607-8523  
Mobile Crisis: *(non-clients only)* - (888) 581-9988  
First Responder: *(current clients only)*  
(704) 635-2083 or toll free (866) 275-9552

**CRISIS RECOVERY CENTER OF MONROE**  
(704) 283-6040 any time  
Open 24 hrs./7 days per week/365 days per year

**VANCE CENTER**  
(252) 433-0061  
Mobile Crisis: *(non-clients only)* - (800) 939-5911  
First Responders: *(current clients only)*  
(704) 635-2083 or toll free (866) 275-9552
Sandhills Center /  
Alliance Behavioral Healthcare locations:

ANSON COUNTY CENTER  
(704) 694-6588  
First Responder:  
(704) 635-2083 or toll free (866) 275-9552

MONTGOMERY COUNTY CENTER  
(910) 572-3681  
First Responder:  
(704) 635-2083 or toll free (866) 275-9552

DAYMARK GUILFORD—High Point  
(336) 899-1550  
First Responder:  
(704) 635-2083 or toll free (866) 275-9552

MOORE COUNTY CENTER  
(910) 295-6853  
First Responder:  
(704) 635-2083 or toll free (866) 275-9552

HARNETT COUNTY CENTER  
(910) 893-5727  
First Responder:  
(704) 635-2083 or toll free (866) 275-9552

RANDOLPH COUNTY CENTER: ARCHDALE  
(336) 431-0700  
First Responder:  
(704) 635-2083 or toll free (866) 275-9552

HOKE COUNTY CENTER  
(910) 875-8156  
First Responder:  
(704) 635-2083 or toll free (866) 275-9552

RANDOLPH COUNTY CENTER-ASHEBORO  
(336) 633-7000  
First Responder:  
(704) 635-2083 or toll free (866) 275-9552

LEE COUNTY CENTER  
(919) 774-6521  
First Responder:  
(704) 635-2083 or toll free (866) 275-9552

RICHMOND COUNTY CENTER  
(910) 895-2462  
First Responder:  
(704) 635-2083 or toll free (866) 275-9552

DAYMARK SERVICES AT WAKEBROOK  
(Crisis Recovery Services)  
Phone: (919) 852-5265  
Mobile Crisis: (877) 626-1772
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<thead>
<tr>
<th>Location</th>
<th>Phone Number</th>
<th>Mobile Crisis / First Responder</th>
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<tr>
<td>ALLEGHANY CENTER (SPARTA)</td>
<td>(336) 372-4095</td>
<td>(877) 492-2785</td>
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<tr>
<td>SURRY CENTER (MOUNT AIRY)</td>
<td>(336) 783-6919</td>
<td>(888) 235-4673</td>
</tr>
<tr>
<td>ASHE CENTER (JEFFERSON)</td>
<td>(336) 246-4542</td>
<td>(877) 492-2785</td>
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<tr>
<td>WATAUGA CENTER (BOONE)</td>
<td>(828) 264-8759</td>
<td>(877) 492-2785</td>
</tr>
<tr>
<td>SPRUCE HAVEN OUTPATIENT (JEFFERSON)</td>
<td>(336) 246-4542</td>
<td>(877) 492-2785</td>
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<tr>
<td>WILKES CENTER (N. WILKESBORO)</td>
<td>(336) 667-5151</td>
<td>(877) 492-2785</td>
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<td>DAYMARK C.A.R.E.S</td>
<td>(828) 733-9236</td>
<td>(877) 492-2785</td>
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<tr>
<td>YADKIN CENTER (YADKINVILLE)</td>
<td>(336) 679-8805</td>
<td>(888) 235-4673</td>
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<td>AVERY CENTER—(NEWLAND)</td>
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<td>AVERY DAY TREATMENT</td>
<td>(828) 733-5889</td>
<td>(877) 492-2785</td>
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<td>TRANSITIONAL HOUSE (JONESVILLE)</td>
<td>(336) 835-1479</td>
<td>(888) 235-4673</td>
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<tr>
<td>IREDELL CENTER (STATESVILLE)</td>
<td>(704) 873-1114</td>
<td>(888) 235-4673</td>
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<tr>
<td>CRISIS RECOVERY CTR OF STATESVILLE</td>
<td>(704) 871-1045</td>
<td>(888) 235-4673</td>
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</table>
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 Assessment
- Substance Abuse Intensive Outpatient Services
- Adolescent Substance Abuse Intensive Outpatient Services
- Adult Substance Abuse Residential Treatment Program
- Facility Based Crisis (Crisis Recovery Centers)
- Day Treatment
- Assertive Community Treatment (ACTT)
- Psychosocial Rehabilitation
- Mobile Crisis
- Intensive In-home Services
- Community Support Team
- Medication Management
- Peer Support Services
- Target Case Management
- MAJORS (Managing Access for Juvenile Offender Resources and Services)
ALL EMPLOYEES
CREDO

Section I.

- As an employee of DAYMARK Recovery Services, I understand that my employer has a mission statement, values, and culture that are conducive to excellent consumer service.

CODE OF ETHICS - Any person employed by DAYMARK Recovery Services should:

- GIVE a full day's labor for a full day's pay; giving to the performance of his/her duties, his/her earnest effort and best thought.

- NEVER discriminate by the dispensing of special favors or privileges to anyone, whether for remuneration or not, and never accept, for him/her self or family, favors or benefits under circumstances which might be construed by reasonable persons as influencing the performance of his/her official duties.

- ENGAGE in no business with DAYMARK Recovery Services either directly or indirectly, which is prohibited by law or which is inconsistent with the conscientious performance of his/her official duties.

- NEVER use for private gain, or disclose to unauthorized persons any information coming to him/her confidentially, in the performance of his/her official duties.

- PROTECT all client information by not accessing or requesting any information I have no responsibilities or need-to know. In addition, I will not access any other confidential information, including personnel, billing or private information except as needed to perform my job.

- SECURE my passwords and computer access by not disclosing this password to anyone or allowing anyone to access the system using my Sign-On Password, not using anyone else password to access information.

- DISCLOSE if I have reason to believe that the confidentiality of my User Sign-On Password/password has been compromised. I will immediately change my password by notifying DAYMARK Recovery Service’s Information Services Department.

- UNDERSTAND that I am responsible for all entries made and all retrievals accessed under my Sign-On Password, even if such action was made by me or by another due to my intentional or negligent act or omission. Any data available to me will be treated as confidential information.

- UPHOLD freedom of choice of consumers and preference to professional responsibility over personal interests.

- EXPOSE corruption wherever discovered.

- RECOGNIZE and ABIDE by all boundary guidelines for both clients and co-workers.

CODE OF CONDUCT - Employees are expected to conduct themselves, both on and off the job, in a manner that will reflect credit on DAYMARK Recovery Services. Each employee is expected to:

- Comply with a proper request of an authorized supervisor.
- Report promptly to work in appropriate clothing and with required tools and equipment in a condition that will permit performance of assigned duties. A clean and neat personal appearance should be maintained during working hours.

- Refrain from any disorderly conduct.

- Exercise courtesy, tact and all boundaries in dealing with fellow workers and the public.

- Safeguard public information of all parties including co-workers and maintain consumer confidentiality at all times. This includes accessing only information that is needed to do their job, protecting information by not sharing passwords, securing all information including computer access when away from desk and not accessing information except through use of their own security password.

- Conserve, properly utilize and protect DAYMARK Recovery Services funds, property, equipment and materials.

- Exercise watchfulness in the performance of duties to eliminate potential hazards, and protect co-workers and consumers.

- Comply with all DAYMARK Recovery Services safety procedures.

- Comply with all DAYMARK Recovery Services consumer safety procedures related to ensuring there is no exploitation or abuse of any person served and all staff especially licensed professionals, qualified professionals, peer support specialists and staff providing direct clinical care maintain appropriated professional boundaries

- Render full and efficient service to consumers.

- Comply with rules and regulations governing hours of work, absences and use of vacation and sick leave.

- Comply with the DAYMARK Recovery Services Healthy Workplace Procedure.

**CONSUMER SERVICE PROVIDERS CREDO**

**(CLINICAL STAFF)**

Section II.

As a professional and ethical provider of consumer services, I am familiar with the code of ethics of my profession and abide by these ethics as I perform the duties of my assigned position. In addition to my professional ethics, I also commit to:

- Informed consent and participation of the persons served in decisions about service, care, and/or treatment;

- The right of persons to refuse participation in clinical studies or other research;

- Privacy and confidentiality protections for the persons served;

- Means of assuring the integrity of decisions made about care, and that they are based solely on the diagnostic and treatment needs of the individual;
• Maintain appropriate boundaries with all persons served, including but not limited to not engaging in communication via social media (e.g. Facebook, Twitter, Instagram), asking for or giving private money exchanges, or attending personal social events.

• Means of monitoring the relationship between use of service and financial arrangements;

• Means of resolving differences with regard to care and/or treatment decisions; and

• Right to file grievances in accordance with prescribed procedures.

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, 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 service plan that focuses on your goals, needs and abilities, strengths, preferences, and cultural background and needs – see page 15 for more information;

✓ Right to have this 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 services that are 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 service 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 service you have been offered unless: (a) in an emergency situation (b) if service 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 service delivery, release of information, concurrent services, composition of the service 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 service 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 service 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’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 or a family member require hospitalization) who reside in a program that is operated 24 hours a day:

✓ 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 designed to enable you to live as normally as possible;

✓ Right to send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary (The facility will make limited postage available to consumers who need assistance);

✓ 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 suitably decorate your room, or portion of a multi resident room, with respect to your choice, normalization principles, and with respect for the physical structure. The facility you live in may establish written policies and justifications that limit this right in certain circumstances such as resource limitations and for special admissions;

✓ 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;
➢ opportunity to obtain the services of a barber or a beautician;
➢ 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, tampons, shaving cream and shaving utensil);
➢ 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.

SERVICE/SERVICE PLANS

You will have the opportunity to participate in planning services that you will be involved in. Your input will be an important part of this process. The service 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 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 than 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 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.

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.

✓ **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 (800) 821-6922 or (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 the numbers below to request

DAYMARK Mobile Crisis Management services:

Cabarrus, Davidson, Rowan, Stanly, Union and Vance counties:
(800) 939-5911 (non clients) - 704 635-2083 or (866) 275-9552 (current clients)

Forsyth, Davie, Rockingham and Stokes counties:
(888) 581-9988 (non clients) - (704) 635-2083 or (866) 275-9552 (current clients)

Alleghany, Ashe, Avery, Watauga and Wilkes Counties:
(877) 492-2785

Iredell, Surry and Yadkin Counties:
(888) 235-4673

Anson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond
and Wake Counties:
(704) 635-2083 or (866) 275-9552

National Suicide Prevention Lifeline:
(800) 273-TALK
www.suicidepreventionlifeline.org

National Alliance on Mental Health - NAMI
1-800-950-NAMI (6264)
www.nami.org
LME-MCO—DAYMARK Recovery Services

Sandhills Center

*LME-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

Alliance Behavioral Healthcare

*LME-MCO for Wake County*

Access/Call Center: (800) 510-9132
Area Office: (919) 651-8401
www.AllianceBHC.org

Five County Mental Health Authority

*LME-MCO for Franklin, Granville, Halifax, Vance and Warren Counties*

134 South Garnett Street
Henderson, NC 27536-4642
For an Assessment or Referral Call:
(877) 619-3761
For General Information Call:
(866) 375-1315
www.fivecountymha.org
Smoky Mountain Center

LME-MCO for Alleghany, Ashe, Avery, Watauga and Wilkes counties

(877) 492-2785
www.smokymountaincenter.com

Partners Behavioral Health

LME-MCO for Iredell, Surry and Yadkin Counties:

(888) 235-4673
www.partnersbhm.org

Cardinal Innovations Healthcare Systems

LME-MCO for Cabarrus, Davidson, Rowan, Stanly, Union, and Vance counties

Utilization Management/Access:
(800) 939-5911
Area Office:
(704) 721-7000
www.pbhsolutions.org

CenterPoint Human Services

LME-MCO for Forsyth, Davie, Rockingham and Stokes counties

(336) 714-9100
Customer Service:
(888) 581-9988
www.cphs.org
### Department of Social Services:

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<tr>
<th>County</th>
<th>Phone</th>
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<td>Alleghany County</td>
<td>(336) 372-2411</td>
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<tr>
<td>Anson County</td>
<td>(704) 694-9351</td>
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<td>Ashe County</td>
<td>(336) 846-5700</td>
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<td>Avery County</td>
<td>(828) 733-8230</td>
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<tr>
<td>Cabarrus County</td>
<td>(704) 920-1400</td>
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<tr>
<td>Davidson County</td>
<td>(336) 242-2500</td>
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<td>Forsyth County</td>
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### Health Department:

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**Wake County**

Dept. of Social Services and Health Department
in Wake County are called:
Wake County Human Services
220 Swinburn St
Raleigh, NC 27620
Call Center for all departments: (919) 212-7000
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<td>Yadkin County</td>
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Mental Health Association (MHA):

North Carolina state office: (800) 897-7494

Cabarrus: (704) 365-3454
Davidson: (336) 956-2952
Forsyth: (336) 768-3880
Stanly: (704) 985-3226

ARC

www.arcnc.org
NC Corporate Office (919) 782-4632

Cabarrus County: (704) 788-1616
Davidson County (336) 248-2842
Forsyth County (336) 777-0076 ext. 210
Guilford County-Greensboro (336) 373-1076
Guilford County-High Point (336) 883-0650
Harnett County (919) 291-9364
Lee County (919-776-4048
Moore County (919) 692-8272
Rockingham County (336) 627-7565
Rowan County (704) 637-1521
Stanly County -Monarch: (704) 983-3911
Surry County (336) 368-5403
Union County (704) 261-1550
Vance County (252) 438-7627
Wake County (919) 832-2660
Other Resources:

AA (Alcoholics Anonymous): www.aa.org


Al-Anon/Alateen: www.al-anon.alateen.org

Social Security: (800) 772-1213

Family Support Network of NC: (800) 852-0042

Family Support Network of Southern Piedmont: coordinated by ARC of Cabarrus County; assists families with special needs (developmental disabilities) in Cabarrus, Rowan, Stanly, Iredell and Union counties
(800) 650-6526

Family Support Network of Greater Forsyth, Davidson, Stokes and Davie:
(336) 924-5301

Concord Developmental Evaluation Center:
(704) 786-9181

Exceptional Children’s Assistance Center, Davidson, NC:
(800) 962-6817

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

First Step, Monroe, NC
(800) 418-2065 (24 hr. referral line)
(704) 283-2043

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

NC Lawyer Referral Services
(800) 662-7660

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

Veterans Service Office, Rockingham County:
(336) 342-8449
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<td>(336) 727-2257</td>
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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.

www.DAYMARKrecovery.org