



Recovery Services

Enriching Life, Enhancing Lives.

Mental Health & Substance
Abuse Services

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.**

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

Approved by:
DAYMARK Client Rights Committee
DAYMARK Quality Improvement Committee
DAYMARK Oversight Committee
January 3, 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.

LOCATIONS AND HOURS OF OPERATION:

Monday-Friday 8:00am-5:00pm

(Some centers have evening and weekend hours)

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

Cardinal Innovations Healthcare

Cabarrus County:

CABARRUS CENTER (Concord)

(704) 939-1100

24 Hour Crisis Number (866) 275-9552

FACILITY BASED CRISIS-CABARRUS (Kannapolis,)

(704) 933-3212 any time

Open 24 hours/7 days per week/365 days per year

Chatham County:

CHATHAM CENTER (Siler City)

(919) 663-2955

24 Hour Crisis Number (866) 275-9552

PSR-PITTSBORO CENTER (Club Insight) (Pittsboro)

(919) 542-0107

24 Hour Crisis Number (866) 275-9552

Davidson County:

DAVIDSON CENTER (Lexington)

(336) 242-2450

24 Hour Crisis Number (866) 275-9552

FACILITY BASED CRISIS-DAVIDSON (Lexington)

(336) 300-8826

Open 24 hours/7 days per week/365 days per year

Day Treatment

Pickett Elementary (336) 242-1546

Lexington Middle School (407) 219-1316

Forsyth County:

(Serving Forsyth, Davie & Stokes Counties)

BEHAVIORAL HEALTH URGENT CARE (Winston-Salem)

(336) 607-8523

ACTT and PSR (336) 722-4000

24 Hour Crisis Number (866) 275-9552

STOKES CENTER (King)

(336) 983-0949

24 Hour Crisis Number (866) 275-9552

DAVIE CENTER (Mocksville)

(336) 751-5636

24 Hour Crisis Number (866) 275-9552

Person County:

PSR-PERSON CENTER (Club Creative) (Roxboro)

(336) 597-2115

24 Hour Crisis Number (866) 275-9552

Rockingham County:

ROCKINGHAM CENTER (Wentworth)

(336) 342-8316

24 Hour Crisis Number (866) 275-9552

Rowan County:

ROWAN CENTER (Salisbury)

(704) 633-3616

24 Hour Crisis Number (866) 275-9552

Stanly County:

STANLY CENTER (Albemarle)

(704) 983-2117

24 Hour Crisis Number (866) 275-9552

Union County:

UNION CENTER (Monroe)

(704) 296-6200

24 Hour Crisis Number (866) 275-9552

FACILITY BASED CRISIS-UNION (Monroe)

(704) 283-6040 any time

Open 24 hours/7 days per week/365 days per year

Vance County:

VANCE CENTER (Henderson)

(252) 433-0061

24 Hour Crisis Number (866) 275-9552

Sandhills Center

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

ARCHDALE/TRINITY

(336) 431-0700

24 Hour Crisis Number: (866) 275-9552

ASHEBORO CENTER

(336) 633-7000

24 Hour Crisis Number: (866) 275-9552

Vaya Health/Partners HealthCare

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

EVERY 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 CENTER (Statesville)
(704) 873-1114
24 Hour Crisis Number: (866) 275-9552

FACILITY BASED CRISIS-IREDELL (Statesville)
(704) 871-1045
Open 24 hours/7 days per week/365 days per year

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 every 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, 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;
- √ 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 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 service 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 service/treatment delivery, release of information, concurrent services, composition of the service/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/Vaping Products: The use of tobacco and vaping products are strictly prohibited on any and all DAYMARK facility premises. Please ask if the DAYMARK facility you visit offers a designated smoking/vaping area.
- √ Weapons on Premises: DAYMARK prohibits the possession of ANY weapons on any and all DAYMARK premises. If weapons are found in the possession of consumers or visitors, proper law enforcement authorities will be immediately notified.
- √ 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. 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 you are a legal guardian if 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 an adult's and 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 treatment 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;
- √ 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;
 - » opportunity to obtain services of a barber or 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 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 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 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 others and this danger renders prior notice impractical. The legally responsible person will be 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 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/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, DAYMAK 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 assessing 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 to 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.*

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 or facility, you can get help with your rights by calling the Disability Rights North Carolina at (800) 821-6922 or (877) 235-4210.

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

**For *mental health* emergencies,
Call the number below to request DAYMARK Mobile
Crisis Management services:**

(866) 275-9552

**National Suicide Prevention Lifeline:
1-(800) 273-8255**

**National Alliance on Mental Health-NAMI
1-800 950-6264**

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

Cardinal Innovations Healthcare

*LME-MCO for Cabarrus, Chatham, Davie, Davidson, Person, Rockingham,
Rowan, Stanly, Stokes, Union and Vance Counties*

Utilization Management/Access

(800) 939-5911

Area Office

(704) 721-7000

www.cardinalinnovations.org

Vaya Health

24-hour access to care: 1-(800) 849-6127

Business office 1-(828) 225-2785

vayahealth.com

Alleghany County (Sparta)

(336) 372-4095

Ashe County (Jefferson)

(336) 246-4542

Avery County

(828) 733-5889

Buncombe County
Caiyalynn Burrell Child Crisis Center (Asheville)
(877) 277-8873

Iredell County
Iredell County Outpatient Center (Statesville)
(704) 873-1114
Iredell Facility Based Crisis (Statesville)
(704) 871-1045

Surry County (Mount Airy)
(336) 783-6919

Watauga County (Boone)
(828) 264-8759

Wilkes County (N. Wilkesboro)
(336) 667-5151

Yadkin County
(336) 679-8805

Department of Social Services:

Health Department:

Alleghany County	(336) 372-2411	(336) 372-5641
Anson County	(704) 694-9351	(704) 694-5188
Ashe County	(336) 846-5700	(336) 246-9449
Avery County	(828) 733-8230	(828) 733-6031
Cabarrus County	(704) 920-1400	(704) 920-1000
Davidson County	(336) 242-2500	(336) 242-2300

Department of Social Services:**Health Department:**

Forsyth County	(336) 703-3899	(336) 703-3100
Guilford County	(336) 641-3000	(336) 641-7777
Harnett County	(910) 893-7500	(910) 893-7550
Hoke County	(910) 975-8725	(910) 875-3717
Iredell County	(704) 873-5631	(704) 878-5300
Lee County	(919) 718-4690	(919) 775-3603
Montgomery County	(910) 576-6531	(910) 576-1393
Moore County	(910) 947-2436	(910) 947-3300
Randolph County	(336) 683-8000	(336) 318-6200
Richmond County	(910) 997-8400	(910) 997-8300
Rowan County	(704) 216-8330	(704) 216-8777
Rockingham Cty.	(336) 342-1394	(336) 342-8140
Stanly County	(704) 982-6100	(704) 982-9171
Surry County	(336) 401-8700	(336) 401-8411
Union County	(704) 296-3400	(704) 296-4800
Vance County	(252) 492-5001	(252) 492-7915
Watauga County	(828) 265-8100	(828) 264-4995
Wilkes County	(336) 651-7400	(336) 651-7450
Yadkin County	(336) 679-4210	(336) 679-4203

Smart Start/Partnership for Children

Allegheny County	(336) 372-2846	Montgomery County	(910) 576-2363
Ashe County	(336) 982-4588	Moore County	(910) 949-4045
Anson County	(704) 694-4036	Person County	(336) 599-3773
Avery County	(828) 733-2899	Randolph County	(336) 629-2128
Cabarrus County	(704) 933-8278	Richmond County	(910) 997-3773
Chatham County	(919) 542-7449	Rockingham County	(336) 342-9676
Davidson County	(336) 249-6688	Rowan County	(704) 630-9085
Forsyth County	(336) 725-6011	Stanly County	(704) 982-2038
Guilford County	(336) 274-5437	Stokes County	(336) 985-2676
Harnett County	(910) 893-2344	Surry County	(336) 786-1880
Hoke County	(910) 904-5452	Union County	(704) 226-1407
Iredell County	(704) 878-9980	Vance County	(252) 433-9110
Lee County	(919) 774-9496	Watauga County	(828) 262-5424
Wilkes County	(336) 838-0977	Yadkin County	(336) 679-7833

Mental Health Association (MHA):

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

ARC

www.arcnc.org

North Carolina Corporate Office (800) 662-8706

Cabarrus County	(704) 788-1616
Davidson County	(336) 248-2842
Forsyth County	(336) 777-0076
Guilford-Greensboro	(336) 373-1076
Guilford-High Point	(336) 883-0650
Harnett County	(910) 291-9364
Lee County	(919) 776-4048
Moore County	(910) 692-8272
Rockingham County	(336) 627-7565
Rowan County	(704) 637-1521
Stanly County	(866) 272-7826 (Monarch)
Surry County	(336) 368-5403
Union County	(704) 261-1550
Vance County	(252) 438-7627

Other Resources:

AA (Alcoholics Anonymous): www.aa.org

NA (Narcotics Anonymous): www.na.org

Al-Anon/Alateen: www.al-anon.atlateen.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, N.C.:
(800) 962-6817

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

First Step-Carolinas Healthcare System, Monroe, N.C:
(800) 418-2065 (24-hour crisis line)
(980) 993-7700

National Fair Housing
(336) 577-4000 (NC state office)

U.S. Equal Employment Opportunity Commission
1(800) 669-4000 (NC state office)

NC Lawyer Referral Services
(North Carolina Bar Association)
(800) 662-7660

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

Transportation Services

Allegheny	Allegheny In Motion	(336) 372-8747
Anson	Anson County Transportation	(704) 694-2596
Ashe	Ashe County Transportation Authority, Inc.	(336) 846-2000
Avery	Avery County Transportation	(828) 733-0005
Cabarrus	Cabarrus County Transportation	(704) 920-2246
Chatham	Chatham Transit	(919) 542-5136
Davidson	Davidson County Transportation Services	(336) 242-2250
Forsyth	Winston-Salem Transit Authority	(336) 727-2000
Guilford	Guilford County Transportation & Mobility	(336) 641-4848
Harnett	Harnett Rural Area Transit	(910) 814-4019
Hoke	Hoke Area Transit Service	(910) 875-8696
Iredell	Iredell County Area Transit System	(704) 873-9393
Lee	Lee County Transit Systems	(919) 776-7201
Montgomery	Randolph Coordinated Agency Transit System	(800) 580-8726

Moore	Moore County Transportation	(910) 947-3389
Person	Person Area Transportation System (PATS)	(336) 597-1771
Randolph	Randolph Coordinated Agency Transit System	(800) 580-8726
Richmond	Richmond Interagency Transportation	(910) 895-1313
Rockingham	Rockingham Public Access Transportation	(336) 347-2287
Surry	Yadkin Valley Economic Development District	(336) 367-7251
Watauga	Appalcart Transportation Service	(828) 297-1300
Wilkes	Wilkes Transportation Authority	(336) 828-1272
Yadkin	Yadkin Valley Economic Development District	(336) 367-7251



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.

www.DAYMARKrecovery.org

