

OUR COMMITMENT

GOALS:

- To represent people with MH/DD/SAS needs and to secure their human, legal and service rights.
- To assist people with MH/DD/SAS needs in advocating for their human, legal and service rights.
- To establish and to help expand rights and services for people with MH/DD/SAS needs.
- To inform all individuals of the rights of people with MH/DD/SAS needs and to inform and refer individuals to programs and services.



People Working Together!

Mission Statement

“The Beacon Center Local Management Entity educates, develops, supports, and links individuals and families to a network of community services for people with disabilities based on best practices and develops community-based resources for information and referral.”



Accredited Organization

Learn more at: www.carf.org

Access to Care:

1-888-893-8640

Consumer Advocates:

1-888-399-8021

The Beacon Center does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or the provision of services.



Lighting Your Way to a Brighter Future

The Beacon Center

**Local Management Entity for
MH/DD/SA Services in
Edgecombe, Greene, Nash, and Wilson
Counties**

Consumer Advocacy

Rights and Complaints

Call Toll Free

1-888-399-8021

Local Number:

252-407-2439

advocates@thebeaconcenter.net

500 Nash Medical Arts Mall

Rocky Mount, NC 27804

www.thebeaconcenter.net

What are Consumer Affairs Specialists?

Quite simply, we are your voice and champion within the Mental Health, Developmental Disabilities and Substance Abuse Services (MH/DD/SAS) system. We are there to help you and your family members when you have a problem or need.

The Advocacy Department works to preserve the rights of consumers who seek or receive community-based MH/DD/SA services. The Advocacy Department strives to develop, maintain and advance relationships with healthcare providers, consumers/families and special interest groups.



Your Rights

As a consumer of mental health, developmental disability, and/or substance abuse services you have the right to:

- Receive Quality Care
- Receive considerate, respectful and courteous treatment.
- Ask questions.
- Be reasonably informed of possible consequences concerning your treatment.
- Refuse any service, treatment or medication (unless these rights have been limited by law or court order)
- Confidentiality
- Be involved in the development of your Person Centered Plan.
- Have others involved in the development of your Person Centered Plan.

You may find more information about your rights as a consumer of mental health, developmental disability, and/or substance abuse services at:

www.dhhs.state.nc.us/mhddsas/manuals/index.htm

Filing a Complaint

If you wish to file a formal complaint against a service provider or the local LME (Local Management Entity) you may do so by contacting:

- **Consumer Advocates**
Toll Free 1-888-399-8021 or
(252) 407-2439
- **Advocacy and Consumer Service Section of the Division of Mental Health/ Developmental Disabilities/ Substance Abuse Services**
(252) 947-1102 or
(919) 715-3197 or
(919) 715-1968 (TTY)
dmh.advocacy@ncmail.net
- **Disability Rights of North Carolina**
1-877-235-4210
- **Division of Health Service Regulation**
(for complaints about licensed facilities)
1-800-624-3004