

Residential Treatment Services of Alamance  
P. O. Box 427  
Burlington, NC 27216-0427

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Providing recovery programs  
through the sale of donated goods

**Donate - Shop - Volunteer**  
**Help someone in Recovery**

403 Trollinger Street, Burlington, NC  
336-227-8500

# Serenity Profile

A publication of Residential Treatment Services of Alamance, Inc. November 2019

## I have good women in my life!

### From the Desk of Ron Osborne



I have been extremely fortunate in my life to be surrounded by good women. I was fortunate to have a loving mother and two wonderful grandmothers who were all prime examples for hard work, reliable and nurturing individuals. All of these women had an influence on me and my beliefs growing up. My *wife of the last 35 years, Janine Osborne* has given me *two beautiful daughters, Sarah and Anna* who are much like their mother, smart, sensible, good women who are caring individuals all with a good work ethic.

I have been extremely fortunate to have some great managers who have been women in this organization. RTSA has dedicated women who are extremely important to this organization and serve in a managerial position. I would like to introduce the women on our management team to you.

Our *Clinical Director, Carolyn Carter*, has worked in this field for numerous years. Carolyn is a true counselor, one of the best I have ever known. I would put her skills up against anyone in the state. She oversees the Clinical aspect of the organization and she makes sure all are treated and receive quality services in a caring and nurturing environment. She works long hours and will volunteer to help anyone out when their duties become burdensome.

*Lori Grafton, our Accountant*, has been with the organization for 19 years. Lori is the most organized, detail oriented individual I have ever known. She maintains all of our accounting needs and also proofs all of my communications. She keeps the financial records of this organization in top

notch shape. Lori is the type of person that when something has a due date, she has it completed usually at least a week ahead of time.

*Leesa Holley, Trollinger Treasures Manager*, is a dedicated employee who loves people and enjoys sorting through donated goods and presenting them in a way to sell and make funds for the organization. She is a friend to all who shop in the store and I am fortunate to have her on our team.

*Nancy Hunter, Mebane Street Coordinator, Counselor and Case Manager* has numerous years of experience in the field of substance abuse. She oversees the Mebane Street women where she offers strength, experience and hope. We are fortunate Nancy came out of retirement to offer her expertise to the organization.

*Sharon Tapp, Crestview Group Homes Manager* has been with the organization since 1984 working her way up the ladder. She is organized, keeps good paperwork and oversees the operation of the two Crestview Group Homes.

*Linda Vaughn, Executive Assistant and Human Resources Coordinator* is our newest female management team member where she keeps me grounded overseeing the management of the office and personnel functions for the agency. Linda has a knack of knowing what is coming next and seems to be able to take care of the situation before it becomes an issue.

These women are the key players in the organization, all who have good work ethics, and who sees the overall picture of providing quality services to the residents we serve. I am fortunate to have these women on the management team and I am a proud co-worker!



# Thank You!

**to the Calvin & Julia Howard Family Foundation** for the gift of \$2500 to purchase new furniture for the living room at the Crestview Women's Home. We have been working with Bella's House and they have helped select the furniture and design the room where it will look great and be extremely functional for the women. We are pleased with the selections of materials, and the sofas, chairs, end tables and coffee table have all been ordered. A bench will be added by the window for additional seating and storage.

Once all of the furniture is delivered and the room is decorated, we will be having an open house so others can check out the new living room, meet the donor, staff and board members.

**to the Youth Friends Association** for a gift of \$5000 which we used to purchase new mattresses and mattress pads for the eight bed Detoxification /Crisis Unit, program supplies and educational materials for our long term substance abuse and mental health programs. This gift came in at a special time, since our mattresses needed replacing and the recovery materials for new residents were nearly depleted.

**to all the donors for auction items** for our recent 14th Annual Bid & Boogie Fundraiser. The event brought approximately 100 attendees who enjoyed good food, music and the spirited bidding during the silent and live auctions. Special thanks to **Steve Martinelli**, who served as our acting live auctioneer with his antics and musical talents during the bidding process.

**to the Times-News** for continuing the Love Enough to Share Program which benefits RTSA by receiving funds to purchase Christmas gifts for the residents of our programs who are with us during Christmas.

**to The JL Mauney Family Charitable Fund** for a gift to be used where it is needed most. This gift is being used to assist us in purchasing new linens, and bed coverings for the detoxification/crisis unit.

**to the Womack Family Charitable Foundation** for the generous gift to be used to assist providing services and facility needs for the organization.

*"When it is all said and done, our strength on this earth will be measured by our charity."*

Betty Eadie

## Women Helping Women Jewelry Benefit Sale

This year was our seventh annual Jewelry Benefit Sale held at Holly Hill Mall on September 12, 13 & 14th benefitting the RTSA Women's Recovery Home. Our profits more than doubled last years totals. Our revenues were more than \$10,000, with a profit of \$9,324. These monies help with the operation of the Mebane Street Recovery Home.

Special thanks to all the women who volunteered collecting, cleaning, tagging and pricing jewelry, and a special thanks to the volunteers who worked the sale making this the **BEST ONE YET!**

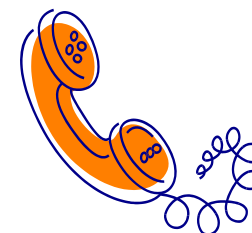
This event is an annual event and we are now collecting jewelry for next years sale. Clean out those jewelry boxes and donate the jewelry you no longer use to benefit women in recovery. Donated jewelry may be brought by the Administrative offices, at 125 Glendale Avenue, or Trollinger Treasures at 403 Trollinger Street. The women at Trollinger Treasures know that all donated jewelry goes to the annual benefit sale while the jewelry they sell is left over from the previous sale.

## Donate Jewelry all Year Long

## Need a Speaker? Give Us a Call!

Call us at 336-227-2994. We can design a program specifically for your organization. We can talk about the agency and the services we provide, the hope which must be instilled in clients before recovery can begin, and how you and your organization can help in building personal recovery programs here in Alamance County.

Give us a call. We will share with you the many miracles we witness and the lives that are changing daily!



WHAT IF  
*you wake up*  
**TODAY**  
with ONLY THE THINGS  
**You** **GOD**  
*thanked*  
FOR YESTERDAY

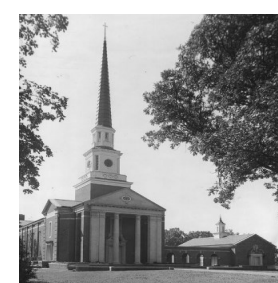
## Thanks for the support from our local churches!



St. Mark's Church



Bethany Presbyterian Church



First Presbyterian Church



First UMC - Graham



Elon Community Church



Front Street UMC



New Covenant Holy Church



Stoney Creek Presbyterian



Graham Presbyterian



Macedonia Lutheran



Gibsonville UMC



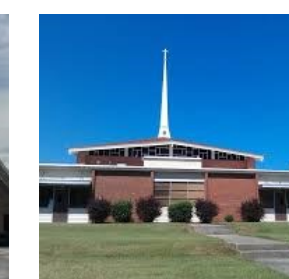
Faith UMC



First Baptist of Graham



First Assembly of God



Emmanuel UMC



## The Crestview Group Homes

by Sharon Tapp, Group Homes Manager

I would like to give you a virtual tour of the Crestview Group Homes on behalf of the residents. We have had several residents for many years, while others have been through here briefly. All have made progress since coming through our structured supervised facilities, be it long term or for just a few months. Our residents are like their own little family. They state how they have enjoyed their independence along with self sufficient programs to assist them. They admire their freedom to be able to come and go within the time frame and guidelines without restraints.

In our female facility our residents enjoy shopping, attending church, going to the library and having spa days. There are two female who attend PSR programs that help them also with building healthy relationships,

coping skills and maintaining stability of their independence. They also enjoy just having a day ride out or going to one of their favorite restaurants.

As for our male residents they are a little more laid back. We have two residents who have their own automobiles and can come and go within the guidelines of the facility. They also utilize group home transportation as needed. We have one resident who enjoys gardening and building things with his hands. He also enjoys working on cars. We have two male residents who have part-time jobs. One resident

attends Alamance Community College taking the Adult Basic Education classes with hopes to obtaining his GED so he can read his Bible. There is another resident who can take things apart and create new items.

Most of all both homes love knowing they have someone in the facilities they can come to and talk to when feeling depressed or anxious. They are comfortable with staff knowing that we understand them and want the best for them. In both homes it's known for being a respectable environment with a clear understanding that staff here care and want to support them and provide a safe haven for all. The Crestview Group Homes are a family of different races, cultures, beliefs that can live together under one roof and call it home!



**Sharon Tapp**  
Crestview Group  
Homes Manager



**Crestview Drive Men's Home**

Built in 1999



**Crestview Drive Women's Home**

Built in 2003

*"Our facilities are clean, well maintained with caring and nurturing staff looking out for the best interest of our residents. Many years ago the Board of Directors adopted the philosophy that all of our homes would be operated and maintained in the sense that we all would be comfortable with having a family member receive services in one of our facilities."* Ron Osborne

## Mebane Street Recovery Home - From Bars to STARS

by Nancy Hunter, M.Ed., CSAC



Who are the Mebane Street clients? Simply, they are the sisters, daughters, mothers, grandmothers, aunts, nieces, neighbors, friends, co-workers, etc. of folks we know and love. Each of our Mebane Street Ladies has a story to tell that also weaves a common bond for life between them. Personal choices and circumstances may have influenced their dilemmas but those factors don't dictate who they have become today. They were once held captive by their addiction and/or mental health status and now live a life of hope and promise for a better future as designed by their recovery programs.

The "bars" were not just structures and places where people gathered to indulge in substances and catch up with the latest gossip. They also included situations and environments with or without other people that made it feasible to drown out sorrows, welcoming their efforts to escape the realities of pain caused by unresolved issues. Some clients experienced the captivity created by the physical bars of varying levels of incarceration. This loss of freedom and certain rights carries consequences they will need to confront today and for the tomorrows to come. Still others

experienced emotional bars that left them feeling helpless and sometimes hopeless in relationships that continued to decrease their self-esteem and self-worth. Wishing and hoping for a better day almost made time seem like it was standing still as the days steadily turned into years before an effective intervention occurred. Feeling so spiritually disconnected made it difficult to imagine that change could ever happen.



**Nancy Hunter,**  
M.Ed., CSAC  
Mebane Street  
Coordinator,  
Counselor & Case  
Manager

Fortunately, these Ladies made a commitment to RECOVERY which started before their admission to Mebane Street. Once here, they are able to receive the structure, guidance and support needed to sustain their recovery. Accessing necessary ancillary services to improve the quality of their lives is paramount to their recovery as many issues or conditions may have been neglected in the past. Being active in their recovery oftentimes results in having a grueling schedule of AA/NA meetings, other recovery sessions, work, church/spiritual connections, clinical/medical sessions, legal/judicial reviews, family reunification, volunteerism, plus communing with house-sisters! The busy days of today are gladly traded for the doom laden days of yesterday.

Let's define them:

**S: Serenity.** Today, these Ladies are experiencing some inner peace that escaped them in the past. There is relief from not needing to worry or be concerned about simple everyday matters that had once been overwhelming.

**T: Tenacious.** Today, these Ladies are focused upward and outward. Having directions and life goals to achieve gives purpose and meaning that also motivates them to keep moving forward.

**A: Accountable.** Today, these Ladies know and appreciate the value of working an honest recovery program. They can readily admit faults and wrongdoings as well as uphold promises. Being held accountable may not come easy and is sometimes preceded by raised voices, tears, or initial denial but when the dust settles, it's all good!

**R: Resourceful.** Today, these Ladies find themselves being creative in finding ways to address or confront challenges created by their pasts. Traditional methods may not be at their disposal as they may be subject to consequences of past behaviors.

**S: Sisters.** Today, these Ladies form a sisterhood with their housemates as they try to be respectful and supportive of each one's recovery. Dealing with differences can be eventful yet cleansing.

**TODAY...THE  
LADIES ARE STARS!**



## What is a Volunteer?

by Linda Vaughn

Volunteers are the backbone of a functioning organization. Without individuals willing to give their time and energy day in and day out for the good of the company, nothing would get done. Volunteers give their time with thought of no reward or recognition, showing up with only the best intentions and kindness of heart.

I would like to focus on two of those



**Linda Vaughn**  
Executive Assistant  
& HR Coordinator

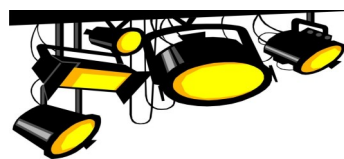
volunteers, **Sam Holeman and Sharron Joyce**. Sam and Sharron spent countless hours helping on our jewelry fundraiser. They helped to repair, clean and tag the jewelry as well as showing up to the sale and putting in hours to ensure its success. They also help outside of major fundraisers, showing up to assist our everyday needs. Both women have stood by my side faithfully since I took this job and I

could not be more thankful. Without them, this would have been an immense struggle.

Most of the time, to volunteer means that you are working side by side with others. This connects you to other human beings as you are working toward a common goal. You are connected to the community. You are connected to the problem as well as the solution. Through your actions and involvement, you are benefitting others as well as yourself. Sharon and Sam, I thank you for your many hours of work. RTSA has benefitted greatly because you give of yourself so freely.

## Like to Volunteer?

We have many opportunities to assist the agency by volunteering. Office work, assisting with bulk mailings, working at Trollinger Treasures (our re-sale boutique), doing maintenance work, or decorating a room are just some of the things we need volunteers to do. We can design volunteer activities for almost anyone. Do you like to do crafts that could be taught to some clients for an activity? Give us a call, we'll figure a way to fit you in. Call us at the Administrative Offices at 336-227-2994 or Trollinger Treasures at 336-227-8500.



## Employee Spotlight

We are spotlighting employee **James "Jim" Soucie**, a dedicated employee who provides much support to the agency. Jim's title is Hall Avenue Manager but his duties include so much more. As a member of the Management Team, Jim oversees the Hall Avenue facility along with scheduling for both the Detoxification/Crisis Unit and the Men's Residential Program. In addition, he is responsible for the billing and utilization for the Hall Avenue facility, while also billing for the Crestview Group Homes. Jim serves as a grant writer, assists with quality assurance activities and often serves in various capacities depending on the needs of the facility and/or agency. Jim is a 2015 graduate of Elon University where he majored in Human Services and a minor in Sociology. Jim's first contact with RTSA was during an internship with the agency. We were please to have him join us upon graduation as an employee. Jim was honored in May 2018 as RTSA Employee of the Year. We are fortunate to have Jim on our team!



**Jim Soucie**  
Hall Avenue Manager

*The following have made memorials and/or honorariums since our last newsletter.*

### Memorials

**Dale Creech**  
by Victoria Frye

**Fred Frissell**  
by Mrs. Bobby Nelms

**Mary Ann Harvey**  
by Brenda Haynes

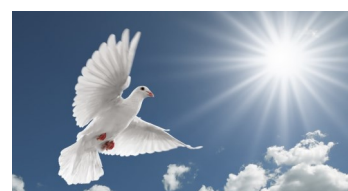
**Cindy Ziller**  
by Carolyn Carter  
by Ron Osborne

### Honorariums

**Harry & Helen LeGette**  
by Jane Ferrita

**Norman Whitney**  
by Bob & Racine Rice

**Norman & Ida Whitney**  
by Bob & Ann Carter



## One Inch - One Breath - One Heartbeat Away

by Carolyn Carter, M.Ed., LCAS, CCS

Over the past 40 years I have witnessed the disease of addiction progress into a dark ugly cycle of death, destruction, and despair. For our clients and their families, addiction often results in death and destruction and as a service provider; financial restraints, transformations and regulations have led to despair.

Addiction is a family disease. All too often we receive telephone calls from families frantically looking for help for their loved ones. We receive walk-ins to our facility from clients on a daily basis presenting as broken and sick from their disease.

Several years ago, a grandfather presented to our detox program with his grandson. The grandson suffered from the disease of alcoholism. In his late 20's, the grandson had lost his job, apartment, and driver's license. In his plea for the grandson to complete our services, the grandfather began crying and told his grandson that if he reached out his hand just one inch forward for a drink he would die, but if he would just pull his hand back one inch not to drink, he would live.

It was on a Wednesday evening approximately six weeks ago when a quiet young man with a severe addiction to heroin was preparing to discharge from our services and enter a fourteen day treatment program the following day. The young man had been in our detox program for almost one week and staff had made arrangements for what is referred

to as a bed to bed transfer. With addicts having such a high risk of relapse and overdose, our staff makes every effort to make sure that the client transfers from our facility directly into another for rehabilitation services. With plans in place, this young man came to me and reported that he was planning to leave later on in the evening but assured me that he would keep his appointment at the rehabilitation program the following day.

Knowing that the young man had no support systems, I made every effort to talk to the young man, short of begging him to stay until the following morning, but my attempts were to no avail. The following afternoon, I received word that the young man had died of an overdose. My heart was heavy, but I found comfort in knowing that our staff had shown him that for the last week of his life we cared and that his life did matter to others. Hopefully, he knew this when he took his last breath or when his heart beat for the last time.

Every day has become a fight to provide services. RTSA is constantly seeking additional revenues to continue to provide services to our clients, services that save lives. Our goal is to maximize the client's potential to

live. We literally have a very short period of time to allow for that client to have one more inch toward recovery, one more breath, and one more heartbeat.

It is through the support we receive from the community, that we continue to do what we do. We are grateful for the financial support, prayers, and donated goods to Trollinger Treasures.

There is a beautiful book written by Betty Eadie: *"Embraced By The Light"*, a book written about the end of life. There is a passage that brings to mind the reward that the countless hours that we work with both the client and their families and for those who support RTSA with their financial donations, prayers, and donation of time and material support to our program, will hopefully find peace and gratitude. The passage reflects the following: *"When it is all said and done, our strength on this earth will be measured by our Charity"*.

On behalf of the staff of RTSA, the clients and their families, Thank You for your on-going support to our efforts of saving lives.



**Carolyn Carter,**  
M.Ed., LCAS, CCS  
Clinical Director

