

## SPECIAL EVENTS TO BENEFIT RRA!

The 4th Annual Trends & Traditions Fashion Show and Luncheon was held Friday, September 9 at the Atlanta Athletic Club. Cindy Ethridge with Stein Mart did a wonderful job hosting our event. She brought us valuable information and gave the show extra excitement. I would also like to thank our models who did an excellent job! As always, the ladies raised the roof when the men approached the catwalk.

The 2005 Fashion Show Models were: Jeff Hamling, John Brady, Malone Dodson, Allen Barker, Lisa Espinosa, Regina Hubbard, Kelly Smith, Samatha Sorrells, Sally Copeland, Myrna Padis and Julia Scruggs. Thanks to each of these great sports and to all who attended for making the Show a great success.

RRA's 12th Annual **American Painting & Renovations** Golf Classic will be held on Tuesday, October 11th at Crooked Creek Golf Club in Alpharetta. The Individual Player Fee is \$225.00 and this includes a Prime Rib dinner after the event. Sponsorship packages are still available.

Monies raised this year from our Fashion Show and Golf Classic will be used to help us supplement two areas of great need. First, each year we spend over \$70,000 in medical assistance that is not covered by our funding. Second, due to the many hurricane/tropical storms that traveled across our area last fall, we suffered from a lot of flood damage that in turn left us with severe mold issues in four of our homes as well as our main office. The repair expenses for all these challenges hit at a very tight time for RRA financially, so your help this year is much needed and would be very sincerely appreciated. ♦



DeAnn Rauth

We have also listed below the already committed sponsors for this year's Fashion Show and Golf Tournament. We appreciate their continued support. If you would like to become a sponsor for the Golf Tournament or would like more information, please contact DeAnn Rauth @ 678-468-9980.

### Fashion Show Sponsors

*Golden Organza*  
Art Laminating & Finishing  
InterContinental Hotels Group  
Northside Hospital  
Victor & Angie Smith  
*Silver Lace*  
American Painting and Renovations, Inc.  
Bank of North Georgia  
Delores Hubbard Family Dentistry  
Jeff Hamling, Attorney-at-Law  
The Seagraves Family  
Wood & Fullerton Goodyear  
*White Lace*  
American Trust Bank  
In Memory of Tex Crossin  
The Kilburn Family



Please mark your calendar to attend RRA's 2006 Annual Gala on Saturday, February 4, 2006 at the Crowne Plaza Ravinia Hotel near Perimeter Mall!

### Golf Classic Sponsors

*Title Sponsor:*  
American Painting and Renovations, Inc.  
*Eagle Sponsors*  
Galen & Anna Kilburn  
Georgia Automobile Dealers Association  
Metro Atlanta Automobile Dealers Association  
Robins, Eskew, Farmer & Jordan, CPA  
Roswell/Alpharetta Neighbor Newspapers  
*Birdie Sponsors*  
METRAC  
Corporate Holdings, LLC  
Century Solutions Group, Inc.  
Waddell, Smith, Magoon & Freeman LLC  
*Par Sponsors*  
Art Laminating & Finishing  
Bank of North Georgia  
Business Equipment Leasing  
C & S Integrated Systems, Inc.  
Capital Mortgage Services, Inc.  
Chick Fil-A  
Guardian Products, Inc.  
One Source Wholesale Copy  
Sherwin-Williams Co.  
*Tea Sponsors*  
Admin America  
Blumenwald  
Eric & Gwen Leichty  
Healthy Water Solutions, Inc.  
Lanier Auto Care, Inc.  
Roswell Funeral Home  
Spencer Pest Control

SUMMER - FALL 2005

# choices!

*Affirming the unique and intrinsic worth of adults with developmental disabilities, RRA supports choices made by those we serve, so they are empowered to lead the lives they desire.*



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## MARK YOUR CALENDAR

- **RRA's Golf Tournament** - Tues., Oct. 11th at Crooked Creek Golf Club - Alpharetta
- **Consumer/Staff Flu, Pneumonia, and Tetanus Shots** - South - Oct. 6th 1 pm - 3 pm and North - Oct. 10th 1 pm - 3 pm
- **First Anniversary** of Champagne Tastes Sat., Nov. 5 - Sun., Nov. 6
- **RRA's Annual Gala** will be Sat., Feb. 4 at the Crowne Plaza Ravinia Hotel near Perimeter Mall

## UPCOMING TRAININGS

- |  |  |
|--|--|
| <p><b>September 2005</b></p> <ul style="list-style-type: none"> <li>• <b>Sept. 6</b> - First Aid &amp; CPR at South 1-5 pm</li> <li>• <b>Sept. 7</b> - Annual Med Tng at South 10-2 pm</li> <li>• <b>Sept. 7</b> - Ostomy Tng at South 2:30-4 pm</li> <li>• <b>Sept. 13</b> - New Hire Pt. 1 at North 8:30 - 5:30 pm</li> <li>• <b>Sept. 13</b> - New Hire Pt. 2 at North 8:30 - 5:30 pm</li> <li>• <b>Sept. 21</b> - Insulin at North 10-1 pm</li> <li>• <b>Sept. 26</b> - Self-Catheterization at North 11-12 pm</li> <li>• <b>Sept. 26</b> - Ostomy Tng at North 1-2:30 pm</li> </ul> <p><b>October 2005</b></p> <ul style="list-style-type: none"> <li>• <b>Oct. 3</b> - CPR at North 5:30-8:30 pm</li> <li>• <b>Oct. 6</b> - First Aid at North 5:30-8:30 pm</li> </ul> | <ul style="list-style-type: none"> <li>• <b>Oct. 17</b> - Diabetes at North 9:30-12:30 pm</li> <li>• Self-catheterization 1-2 pm</li> <li>• Ostomy 2-4 pm North</li> <li>• <b>Oct. 18</b> - New Hire Pt. 1 at North 9:30 am - 4 pm</li> <li>• <b>Oct. 19</b> - New Hire Pt. 1 at North 9:30 am - 4 pm</li> <li>• <b>Oct. 20</b> - New Hire Pt. 1 at North 9:30 am - 4 pm</li> <li>• <b>Oct. 20</b> - Annual Med. Tng. at North 4-8 pm</li> <li>• <b>Oct. 25</b> - Defensive Driving Pt. 1 North 5:30-9:30 pm</li> <li>• Tng. at North 4-8 pm</li> <li>• <b>Oct. 26</b> - Ostomy Tng. at South 10:30-12:30 pm</li> <li>• <b>Oct. 27</b> - Defensive Driving Pt. 2 North 5:30-9:30 pm</li> </ul> <p><b>November 2005</b></p> <ul style="list-style-type: none"> <li>• <b>Nov. 2</b> - First Aid &amp; CPR at South 1-5 pm</li> </ul> |
|--|--|

## SPOTLIGHT ON GRIMES PLACE

The men living at Grimes Place, Evan, Kenneth, John and Matthew, are enjoying living a carefree life in their friendly community. Each individual has his own unique lifestyle, yet they blend perfectly together.

The guys planted their raised garden again this year. It has begun to grow beautifully and adds life to the entire community.

Neighbors visit to comment and compliment them on the colorful plants and flowers. The guys have also designated Tuesday as their Movie Night. On Tuesdays, the crew goes to the "Picture Show" located on the 120 Loop and then out to dinner. John, Evan, Matthew, and Kenneth enjoy being supported by a dedicated group of people at their home - Shanita Farlow, Duncan Ngari, Femi Obonor, Gbenga Erinoso, Segun Afolabi, Clareth Sheppard, Christopher Kamami and George Esuke.

Evan is delighted to be a new uncle to his nephew Julian, the first child of his brother and sister-in-law. MARTA assists Evan with utilizing his community and getting back and forth to work. It is a great joy for Evan to meet new people and observe different sites while riding MARTA. Dozens of drivers know Evan personally and refer to him as "Mr. President." Evan is especially fond of his female drivers. At his home, Evan is often the center of attention during dinner discussions, as he shares his many experiences through the use of gestures and sign language. Most recently, Evan sharpened his skills in using the push pads to open automatic doors at area businesses, and enjoys going to the North Point Mall to practice.

Kenneth has developed many imperative relationships with people other than those he lives and works with. Kenneth often calls and visits his childhood schoolteacher Mrs.

Spears. Mrs. Spears and Kenneth go out for dinner, speak on the phone, and visit one another regularly. RRA Support Staff Liz, Charlene, Deb, Jean, and Shanita are also dear to Kenneth. During the past year, Kenneth has become a very experienced shopper. He shops at Wal-Mart for any items he might need. Kenneth also went shopping at an area department store recently to choose his summer wardrobe.



Seated: Evan Farris and Matthew McWhorter. Standing: John David and Kenneth Whidby

The Roswell Library is a regular place for Kenneth to visit as well. He is well versed in locating various literature on trains and cars. The Roswell library is also the place where Kenneth feels most comfortable utilizing the Internet, and he is encouraged to do so.

Matthew continues to enjoy his baby niece Maggie. Maggie is the first born child of Matt's brother Chris and his lovely wife. Matt visits with her as often as he can and recently created a special bear for "Little Miss Maggie" at Build-A-Bear in the North Point Mall. Presently, Matthew is preparing for a family cruise in September. This is Matthew's first cruise and he is really excited. Matthew continues to be a viable member of RRA's Board of Directors. Everyone is so honored to have such a wonderful spokesman representing his peers.

(Continued on Page 2)



# The Committee of 100



(Continued from Page 1)

John, more affectionately referred to as "Mr. Roswell," has decided to pursue a new career path and is now employed by Walgreens. To practice his human relations skills, he is presently assisting Rob Shilt at RRA with interviewing candidates for support service positions. John has many friends and associates outside of RRA. Whenever the guys are out in their community, John is guaranteed to run into one of his many friends. At the end of July, John joined his family on a cruise to Alaska. Just ask him to tell you about it!

Grimes Place is a comfortable, secure environment with awesome residents, dedicated support staff, as well as involved and supportive parents. The friends and people involved in the lives of the men continue to provide opportunities and experiences that will allow them to grow and achieve their life goals. ♦

Article written by Maureen Wilson

## A Favorite Recipe from Grimes Place!

### Chicken Parmesan



#### Ingredients:

4 boneless, skinless chicken breast halves (about 1 ¼ pounds)

1 egg, slightly beaten

¾ cup Italian seasoned dry bread crumbs

1 jar (26 to 28 ounces) RAGU Old WorldStyle Pasta Sauce

1 cup shredded mozzarella cheese (about 4 ounces)

#### Directions:

Preheat oven to 400 F. Dip chicken in egg, then bread crumbs, coating well.

In 13 x 9-inch glass baking dish, arrange chicken. Bake uncovered 20 minutes.

Pour Ragu Pasta Sauce over chicken, then top with cheese. Bake an additional 10 minutes or until chicken is no longer pink. Serve, if desired, with hot cooked pasta.

Recipe makes 4 servings

## Wish List Items for Grimes Place!

- To complete the refurbishing at Grimes Place, carpeting is needed for the left half of the duplex, which would match or coordinate with the other side, which was done last year.

As we celebrate RRA's 25th Anniversary in 2005, we are introducing a brand new program by which you, as friends and supporters of RRA, can become more personally involved in the organization.

The Committee of 100 is a group of people, like you, bound together with a common heart desire. . . to see the services of RRA continue with excellence in meeting the needs of individuals with developmental disabilities in the Greater Atlanta area. Men, women, families, churches, businesses, and foundations can choose to support RRA through *The Committee of 100*.

Because they personally understand how dramatically the support services of RRA are changing the lives of so many deserving people, they have chosen to become involved in *The Committee of 100* to help provide a much needed financial and support base so that RRA might grow and touch even more lives this year and in the years ahead.

You can become a "shareholder" in serving individuals with developmental disabilities/mental retardation by participating in *The Committee of 100*. A nonprofit organization like RRA doesn't have the opportunity to issue stock in order to fund its programs and expansion into new areas. Yet, because the need is so great, RRA continues to need seed capital.

As a "shareholder" in the services of RRA through your participation in *The Committee of 100*, you can help provide a base of support in three ways — through your giving, sharing with others, and growing in your understanding and appreciation of the services of RRA.

If you decide to become a member, you will be asked to make an annual gift of \$1,000 or more (as you are able) to further the services of RRA. This contribution can be made in the manner most convenient for you.

As a member of *The Committee of 100*. . .

- You will have the joy of knowing that you are helping to empower adults with developmental disabilities to lead the lives they desire.
- You will be invited to participate in quarterly luncheons to learn more about the services of RRA, to learn how your gifts are helping those we serve, and to build friendships with some of them. You will also be encouraged to invite your friends to these luncheons so they can learn about the work of RRA as well.
- And. . . finally, your commitment as a member deserves special appreciation. Therefore, you will also be receiving a beautiful, framed certificate of membership and lapel or collar pin to serve as distinctive reminders of the vital link you represent in serving adults with developmental disabilities.

To learn more about supporting RRA and becoming a charter member of the Committee of 100, please contact Richard Colyer at 770.664.4347, Ext. 105 or DeAnn Rauth at 678.468.9980. ♦



## THANK YOU SAWNEE EMC AND YOUR CUSTOMERS!

On March 18th, RRA received a wonderful grant of \$6,000 from Sawnee EMC and their customers to refurbish the flooring at Holcomb Bridge, which was the first Group Home built for those served by RRA. The work is now completed and looks beautiful! On behalf of Scott, Bill, Charles, Chuck, Mark, and the staff who serve them at the Holcomb Bridge Group Home, we all wish to thank Sawnee EMC and their customers who participate in their "Round-up" program for your generosity! What a difference you have made in this home and in their lives! ♦



## GREAT DAY OF SERVICE - THANK YOU!

We would like to thank all the groups for their volunteer "Great Day of Service." Roswell United Methodist church landscaped Crabapple Group Home. Peachtree Road United Methodist Church built a wheelchair ramp at Grimes 505. Peachtree Road United Methodist Church reworked the kitchen cabinets, painted the kitchen and landscaped East Hembree Group Home. Cumming United Methodist Church painted three bedrooms at Denna Drive. Alpharetta United Methodist Church landscaped Denna Drive Group Home. Alpharetta United Methodist Church landscaped and cleaned the storage building at Cold Creek Group Home. Alpharetta Rotary painted the bedrooms at the Lynn Circle Group Home. The Junior Girl Scout Troup 20382 from the Spring Ridge Subdivision off Old Alabama Road, landscaped Barrington Landing Group Home. The Girl Scouts would like to adopt Barrington Landing for projects year round.

We would like to let all of these volunteers know how much their volunteering for the "Great Day of Service" meant to RRA. **THANK ALL OF YOU SO MUCH!**

Alpharetta UMC Great Day of Service Volunteers at Denna Drive where they landscaped the front yard.



Peachtree Road UMC Great Day of Service Volunteers at Grimes Place, where they built a wheelchair ramp for the front doors.



## FRIENDS OF MARK GLICKSON PLANT A TREE IN HIS MEMORY

By Abraham Erhunmwunse

Friends of late Mark Glickson at RRA, recently planted a pink dogwood tree and dedicated it in his memory at East Hembree Group Home, where he lived.

Speaking during the dedication, the Executive Director of RRA, Richard Colyer, described Mark Glickson as a man of strength and courage. He said despite his tribulation, Mark kept on without a let up, adding that he did everything to the best of his ability. He further said that Mark Glickson is no longer suffering, but in a better place.

Reading from the Scriptures Psalms 23, Mr. Colyer assured the participants of God's blessings and protections for all those who "dwell in the house of the Lord."

He concluded with words of gratitude to everyone who made the memorial ceremony a success.

The ceremony took place at East Hembree, where Mark Glickson lived in recent years, was witnessed by many RRA staff and consumers who wanted to honor Mark. Various staff and consumers individually remembered Mark's unique and courageous personality during the special tribute. ♦

## Stuart's Summer Summary

My group home is Denna Drive in Alpharetta, Georgia. We all go to RRA Monday - Friday at Day Hab. I live now with four other women. Our newest person in our home is Sharon. She came to us from her sister's home, and we are all getting to know each other. We are all a family, and we can not forget about MA! Our support manager is known as mommy.

We have Becky teaches crocheting (if anyone is interested), and she crochets daily. Jackie enjoys working on her hook rug in the evening. Debbie enjoys Oprah Winfrey and her evening shows and music. I, Stuart, enjoy watching Scooby Doo and most of all TV news and weather channels.

I also recently went to downtown Atlanta to visit News Stations and Radio Stations with other clients and staff from Day Hab. I enjoy watching Action News, 11 Alive News, CBS Channel 46 News daily.

I also have my buddies that live at Crabapple and Cold Creek, which I see at work and outside of work at times.

At the beginning of summer, we bought flowers, plants and vegetables for our home. We can't forget we all enjoying going out to different restaurants.

We hope you enjoyed our little summary!

Stuart Utterback-Denna Drive



## EXCITING HOLIDAY SEASON IN SIGHT AT CHAMPAGNE TASTES!

Ten and a half months old, Champagne Tastes exceeds each previous month's sales and anticipates a strong first year-end between the September RRA Fashion Show and 2005 Holiday season, according to Jeff Pagano, Director of Retail Stores.

"We opened the doors just days before last year's Fashion Show and our Grand Opening was in November. Sales continue to grow and we've developed a large and loyal customer base that enthusiastically embraces the concept of the store." Jeff also credits articles about the store in the Roswell/Alpharetta *Neighbor*, Dunwoody *Crier*, *Points North*, and *Atlanta Home Improvement* magazine with bringing in new customers from metro Atlanta. "We get consistent comments that they love the store and think we have the most unique items and the best prices."

Corporate clients include Harry Norman Realtors, North Point Parkway, who "adopted the store" for their annual Volunteer Project Day. Realtors shopped throughout the day raising \$2,377 in sales. Local community organizations and businesses like the Roswell Fine Arts Alliance, Roswell Women's Club, Curves, CABi Fashions and Women's Networking have used the store for meetings and events as well. "All of these events bring additional customers into the store and introduce them to the RRA programs we support," states Nancy Blankenship, Store Manager.

The store has provided employment opportunities for Alfred Cole and Marshall Port.

Alfred helped open the store while Marshall currently assists greeting customers, telling them about the store and RRA. He also provided the artwork "Supporting RRA" for the cookie tins being sold in the store.



Marshall Port in costume!

"Thanks to Marshall, we got a half page article in July's *Atlanta Home Improvement* magazine. He brought me an issue with items on the cover that we carry at considerably less cost. I e-mailed the editor with photos and information about Champagne Tastes and she responded with a great article about us," said Nancy. "Marshall even wore his professional clown suit one day and captured the attention of delighted



customers and passersby. He is the best Public Relations person we have!"

RRA staff and members are encouraged to enjoy a 10% discount off their total purchases whenever they shop. Jeff and Nancy expect over 50 deliveries of new products in the next 90 days. "Every time you shop at Champagne Tastes, you support RRA and those we serve. Why would you ever want to shop anywhere else? We have the most unique items from

\$0.95 to \$5,000 – there is literally something for everyone!" said Jeff. Not exactly sure what someone would like? Get a gift certificate and rest assured they will get exactly what they want.

Store hours are Mon – Sat 10 – 6 and Sun 1 – 5. Spend \$50 or more **through September** and receive a \$10 *Champagne Cash* certificate to enjoy on your next purchase! ♦



## Champagne Tastes

Quality Merchandise. . . Tremendous Savings!!

**We welcome you to see our fabulous selection of first quality, name brand merchandise!**

**Furniture • Home Décor • Lighting • Patio • Rugs • Gourmet Gifts • Jewelry • Accessories • Seasonal Merchandise**

**Mon. - Sat. 10:00 am - 6:00 pm • Sun. 1:00 pm - 5:00 pm**

**1 hour advance notice on custom gift baskets for any occasion and price range. Just give us 1 hour and we'll customize a gift basket for you that's guaranteed to please!**



Best of all, the profits go to Resources & Residential Alternatives, Inc. RRA is a non-profit organization with 22 residential group homes and apartments plus two workshops providing contract service work opportunities as well as job training and coaching for employment in other businesses for adults with developmental disabilities. Be sure to ask to see the items created by individuals served by RRA.

**Your shopping dollars will directly help RRA & those we serve!**

**Directions:** Take GA 400 north to Holcomb Bridge Road (Exit 7A - Norcross). Turn right (east) and go to the second stoplight. Then turn left (north) at Old Alabama Rd. Just beyond the Wachovia Bank you will see Holcomb Bridge Crossing Center, where Champagne Tastes is located, in the former Georgetown Interiors location.

1575 Old Alabama Rd. • Roswell, GA 30076 • 770.641.6373, Ext. 0

**Bring this ad with you and receive a 10% discount on all your purchases prior to 12/31/05.**



## INTRODUCING JOYCE EDWARDS:

### RRA's New Senior Director of Support Services

It's a pleasure to more formally introduce a key new person who has joined RRA's staff in 2005, Joyce Edwards. Joyce serves as the Senior Director of Support Services and leads the Support Services and Quality Enhancement departments.

She is very well qualified for this role at RRA because of her competencies and experience in working with developmentally disabled adults and leading an organization very similar in size and scope to RRA. She also shares the heart attitude, concern, and love for those served by RRA that all of us hoped to find when we began our search.

I well remember my frustration receiving resumes from approximately one hundred individuals as we began looking for someone to fill this position. The more I read, the more skeptical I felt that the perfect person would not be easily found. I must confess that I found myself praying very specifically for the type of person we needed. One afternoon, on a particularly hectic day, I went to check my e-mail and found one from Joyce. For some reason, I immediately read it and opened and read the attachments that came with it -- her cover letter and resume. I heard myself saying outloud, "Mmmmmmm." "Wow! I want to talk to this person!" I was told that I surprised her by my rapid e-mail response asking for a chance to talk by telephone.

Joyce's cover letter impressed me. Here is part of what she shared: "For nine years I served as the Executive Director of Enable Inc., an agency that provides a variety of support services to adults with developmental disabilities in central New Jersey. Throughout those years, my focus was on building a team that understood and delivered the highest quality services and supports to the people we served. These services were grounded in a strong belief in

self determination and a commitment to finding creative strategies for helping people follow their interests and achieve their personal goals and dreams.

"My greatest work satisfaction was in organizational and program development, outcome evaluation and measurement, team planning and problem solving and in mentoring and building the knowledge, skills, and commitment of staff members to meeting the expressed needs of the people we served.

"Enable quadrupled the number of people served and its budget during my tenure as our reputation for quality and responsive-

ness grew and the State of NJ increasingly gave individuals and their families the opportunity to select a service provider.

"Enable maintained ongoing accreditation with the Commission on Accreditation for Rehabilitation Facilities (CARF). While we were not able to pursue accreditation from the Council on Quality and Leadership, as the New Jersey Division of Vocational

Rehabilitation Services required CARF, I did attend a seminar on the Council on Quality and Leadership Accreditation and incorporated the 25 personal outcomes into Enable's measures of quality.

"I resigned from my position as Executive Director to work as a consultant with the Leadership Group, a consulting group that specializes in working with non-profit organizations on the operational and quality issues that have always interested me."

Joyce brings years of experience to her new position at RRA.

- Extensive experience in all aspects of planning and delivery of highest quality person-centered support services to adults with developmental disabilities
- Exceptional skill and experience in written communication, public speaking, team leadership and facilitation. Presented at national conferences and to community groups, professional colleagues and agency Boards of Directors

- Exceptional project management, problem solving and analytical abilities

Prior to coming to RRA, following her husband, Art, being transferred to the Atlanta area, Joyce worked for three years as a consultant with *The Leadership Group*. *The Leadership Group* is a consulting firm specializing in assisting non-profit organizations in identifying and measuring desired service outcomes, strategic planning, executive transition and operations management. In that role, she conducted organizational assessments to identify strengths and weaknesses including outcome evaluation, contract and regulatory compliance, benchmark analysis. She also recommended strategies for program and organizational development and improvement. She served as a facilitator for group problem solving and planning meetings with agency staff and Board members. And finally, she drafted policies and procedures to support organizational goals and objectives and external requirements.

Joyce guided the organization she served in New Jersey as they planned and coordinated strategic, operational and budget planning to identify and achieve agency goals for quality improvement and expansion.

Together she and her team established new programs including Home Health Care Services and community-based supported living both to meet the needs of people served more effectively. And throughout her time at Enable, they maintained the highest level of accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF).

In the few months Joyce has been with us, the RRA staff and I have been totally impressed by her knowledge of our industry, heart for those we serve, and her leadership abilities. She has a warm personality, great sense of humor, and makes striving together to make the future of RRA as strong as or even better than its past years of dedicated service to adults with developmental disabilities a pleasure.

The quality taskforce and training taskforce she is working with, to improve the services of RRA, are truly exciting. She shared some of the initial things being planned with RRA's Board of Directors at their last meeting and won their collective praise and approval. As she did at Enable, she is proceeding to obtain licensing and training for RRA to provide private home care and personal supports to individuals needing services in their own homes or apartments.

Despite my initial skepticism in the search process, we did indeed find the perfect person to fill the role of Senior Director of Support Services at RRA. I for one, am very grateful. I hope you will take the opportunity to get to know Joyce. I'm sure you will be as delighted as I am! ♦





# IS YOURS JUST ANOTHER JOB?

Why We Do What We Do At RRA

By Richard Colyer, Executive Director

Recently I had the opportunity to witness poor support and later excellent service being given to my mother that I want to share with you. I do this not to disparage any organization nor to unduly compliment another. I share it because of the valuable lessons I learned that I hope each of us who work at RRA will consider in our support role for those we serve.

Some of you know that my mother had a very bad fall in her apartment at a local assisted living facility and sustained a very serious injury resulting in her death on June 27th. On the morning of June 20th, she was awakened three times and asked to get up. She told them she didn't sleep all night and wasn't feeling well. The third time the staff person on duty insisted that she get up and get herself dressed for lunch. Then she left her unattended for over an hour to get herself ready. The staff person neglected to check to make sure mother was wearing her pager around her neck, which would have enabled her to call for assistance.

While carrying her clothing, apparently to the bathroom in her apartment, mother fell and broke the C-1 and C-2 vertebrae in her neck. She laid on the floor for over an hour unattended. Instead of accepting mother's word when they found her that she thought she had broken her neck and that she was in a lot of pain, the staff got her up and put her back in bed. I was never called and my sister was called considerably later, being told that mother had slipped out of bed and skinned her arm, wasn't hurt, but was complaining about a stiff neck. Normal procedures would have required that they transport her by ambulance to the emergency room immediately, but this wasn't done.

That's the sad side of the lessons I recently learned. Procedures were not followed, my mother wasn't listened to and cared for appropriately, emergency transport wasn't done when it should have been, and my family wasn't notified in a timely manner.

Once she was called, my sister Judy came to the facility and determined that mother needed to go to the ER as soon as possible and took her there herself. She also called to tell me. After x-rays and an MRI, we were told she had a broken neck. At age 85, this obviously was very serious.

The staff at this first hospital determined that she should be transported to North Fulton Regional Hospital's Neurology

Intensive Care Unit. We were blessed that mother was assigned to one of the area's finest neurologists who could determine exactly what her condition and prognosis were. This very fine physician not only graciously cared for mother, she was also honest and compassionate with my sister and me, helping us make the best decisions on mother's behalf. She told us that at mother's age, this kind of injury would likely result in rapid deterioration. At first, we assumed that would mean weeks or months but soon learned that it would mean just a matter of days. She graciously helped us make good decisions as pneumonia set in and mother's condition worsened.

I could write a book on what I learned from this fine doctor, but instead I want to share some wonderful insights I gained by observing one of mother's nurses, who worked the night shift. Eber had some wonderful qualities that made all the difference in the world for my mother and for me and several members of my family, as we stayed with Mom around the clock.

It was amazing to watch Eber care for my mother. She was gracious, tender, and compassionate in everything she did for her. She responded to our requests for assistance immediately and cheerfully. It became obvious to us that she was not just working there to collect a paycheck but to give loving service to individuals in need.

She didn't just stop at caring for our mother! She would come in during the night to also check on those of us in the family who were staying with Mom. During quiet moments on her shift, she spent time talking with and listening to us, when we were awake.

My niece Jodi, who is a physician, spent a couple of nights with mother. She was so impressed by the professionalism and compassion of Eber who took extra time to talk with and listen to her concerns about her grandmother.

During mother's last night with us, I spent the night with her. It was very obvious that the time remaining was very short. Family members had said their good-byes and were prepared for what was ahead. I didn't sleep much that night. I played some favorite Christian music for Mom and read Scripture to her. Eber came in during one emotional moment for me and just comforted me and listened to me. The next morning, I'm sure Eber knew she wouldn't be seeing us again. She stayed after clocking out for her shift for another forty-five minutes just to talk with and listen to me as I shared my

thoughts. She went way beyond normal service to a patient and family member to show loving, heartfelt concern. This kind of love and service from someone we hardly knew until a few days before touched my life and my family so deeply.

Mom went home to be with the Lord that same morning, just minutes after we received the news by telephone that her eighth great grandchild had been born. After the call I told her that I thought she had the news she had been waiting for and that it was okay for her to go, assuring her that we'd all be okay here. Moments later, she began gasping her last breaths and went home. It was an incredibly tender and poignant moment that I'll never forget.

**Why do I share all this?** I hope you can see, as I did, the wonderful difference we **each** can make in the lives of those we serve at RRA if we don't look upon our jobs as merely work that enables us to earn our next paychecks. We have the unique and wonderful opportunity to make a real and lasting difference in the lives of each person we support if we give of ourselves every chance we get. Also, we need to remember to sensitively support the family members and loved ones of those we serve as well. It truly makes a world of difference! ♦



Richard Colyer



**In Loving Memory of Neva E. Colyer-Cline**  
August 11, 1919 - June 27, 2005



# Birthdays

## Staff Birthdays

**April**  
1st Pauline Waweru  
8th Nathaniel Acoff  
11th Theda Moore  
13th Lorraine Aull  
15th Elisabeth Meijer  
16th Diana Thames  
18th Jimilah Williamson  
18th Samara Carr  
19th Jenise Clark  
20th Sheryl Sterling  
24th James Moore  
27th Suzanne Payne  
28th Katedra Brown

**May**  
4th Joyce Edwards  
9th Silvia Flockhart  
14th Debra Medows  
15th Abouyou Primo  
20th Vanessa Emerson  
20th Suzy Chimifotso  
21st Crescens Mbatia  
22nd Marion Hillman  
23rd Bryant Crawford  
28th Johnny Joseph  
28th Maggie Antoine  
31st Regima Whitsett

**June**  
1st Alex McDugle III  
2nd Ini Ibanga  
3rd John Alexander  
4th Duncan Ngari  
8th Monica Tory  
9th Samuel Surtain III  
15th DeAnn Rauth  
15th Marie Palmieri  
18th Frank Markham III  
23rd Crystal Green  
24th Rose Prophitt  
24th Cecilia Udoinyion  
26th Thomas Holden  
29th Marian Robinson  
29th Monica Kinuthia  
30th Walter Lykes

**July**  
6th Marcia Helton  
9th Sarah Brisley  
10th Elaine Lord  
12th Evelyn Carter  
13th James Davis  
13th Carolyn Hill  
16th Chad Hunter  
17th Ralph John Goins  
20th Richard Colyer  
28th Patricia Holz  
28th Maureen Wilson

**August**  
2nd Cedric Jones  
3rd Jean Sullivan  
5th Karen Jones  
6th Janice Carter  
10th Hawa Kromah  
16th Devlin Houston  
17th Jennifer Carter  
18th Carolyn Dayton  
18th Sandra Cohen  
20th Chasity Boykin  
20th Demetrius Bryson  
24th Jessamy Anderson  
31st Olivia Harris

**September**  
1st Melissa Crawley  
7th Berthe Mbimbe  
12th Eva Braun  
12th John Lawler  
13th Joe Bazemore  
13th Andrea Walsh  
15th Rosa Sanchez  
16th Segun Afolabi  
18th Rafael Francis  
19th Cynthia Smith-Hickson  
19th Charita Jones  
22nd LaTonia Richardson  
30th Franklin Ohiagbaji

## Consumer Birthdays

**April**  
2nd Doran Milledge  
5th Matthew McWhorter  
9th Marshall Port  
14th Lowell Haver  
17th Ashley Smith  
20th Spencer Trent  
21st Henry White

**May**  
2nd Regina Hubbard  
14th Rena Fitterman  
14th Michelle Lindsey  
16th Connie Segraves  
18th Dwane Anderson  
19th Robert Griffith  
22nd Rebecca Williams  
28th Carl White

**June**  
1st Lisa Espinosa  
3rd Joseph Phillips  
9th John David  
9th Kenneth Lupoe  
11th Danale Fox  
15th Chuck Leichty

**July**  
1st Jodey Moore  
1st Beverly Woods  
12th Charlie Hall  
17th Charles Lum  
18th Katherine Phillips  
20th Chris Sims  
21st Paula Amoss  
30th Giovanni Dorsey  
31st Alfred Cole

**August**  
10th Jan Podhouser  
16th Evan Farris  
20th Courtney Cotton  
23rd Marianne Kilburn  
25th Kenneth Whidby  
27th Aisha Shamsid-Deen

**September**  
1st Melissa Crawley  
2nd Christine Eckman  
4th Bruce Riley  
7th Abbie Briggs  
15th Anthony Hearn  
18th RoseBary Trammell  
24th Bobby Brock  
24th Daryl Oliver  
29th Carolee Cavallo



# Staff Anniversaries

4/2/2005	John Williams	15 Years
4/20/2005	Elaine Lord	13 Years
4/20/2005	Carolyn Dayton	13 Years
4/30/2005	Rafael Francis	8 Years
4/23/2005	Rosa Sanchez	6 Years
4/26/2005	Devlin Houston	6 Years
4/9/2005	Eva Braun	4 Years
4/18/2005	Roseline Ogunyomi	2 Years
4/5/2005	Sandra Cohen	1 Year
5/10/2005	Cecilia Essien	11 Years
5/14/2005	Iris Akhi-Gbade	8 Years
5/12/2005	Avril Williams	7 Years
5/18/2005	Smart Essien	4 Years
5/17/2005	Johnny Joseph	3 Years
5/19/2005	Diana Thames	2 Years
5/21/2003	Theda Moore	2 Years
5/21/2005	Joyce Njau	2 Years
5/4/2005	Josephine Otigho	1 Year
5/20/2005	Lucia Reyes	1 Year
5/21/2005	Jerome Thorpe	1 Year
6/12/2005	Shayaa Muhammad	8 Years
6/9/2005	Sheryl Taylor	7 Years
6/17/2005	Jennifer Carter	3 Years
6/24/2005	Sheila Singley	3 Years
6/3/2005	Bernicia Gardner	2 Years
6/27/2005	Deborah Fawcett	2 Years
6/7/2005	Nancy Blankenship	1 Year
6/16/2005	Carol Holman	1 Year
6/22/2005	Marise Jean-Jacques	1 Year
6/24/2005	Ralph Parks	1 Year
7/26/2005	DeAnn Rauth	19 Years
7/15/2005	Elizabeth Gunhouse	9 Years
7/10/2005	Cedric Jones	8 Years
7/7/2005	Stephen Pullie	7 Years
7/13/2005	Evelyn Carter	4 Years
7/12/2005	Crystal Green	3 Years
7/2/2005	Christine Phillips	2 Years
7/14/2005	Janice Carter	1 Year
8/7/2005	Lynita Henderson	9 Years
8/9/2005	John B. Alexander, Jr.	9 Years
8/1/2005	Olivia Harris	4 Years
8/12/2005	Chasity Boykin	3 Years
8/19/2005	Sandra Bodnar	2 Years
8/31/2005	Richard Colyer	2 Years
8/5/2005	Sarah Brisley	1 Year
9/1/2005	James Davis	13 Years
9/8/2005	Debra Medows	8 Years
9/24/2005	Deborah Rozzell	8 Years
9/27/2005	LaTaunya Jarrette	6 Years
9/8/2005	Jameania Ransom	2 Years
9/11/2005	Deandria Williams	2 Years
9/12/2005	Natasha Clark	2 Years
9/19/2005	Maggie Gochett	2 Years
9/2/2005	Maggie Antoine	1 Year
9/13/2005	Femi Obonor	1 Year

# RECENT STAFF PROMOTIONS & ADDITIONS

**Shanita Farlow** at Grimes, **Lorraine Aull** at Colony Drive, and **Bernicia Gardner** at Barrington have all been promoted to Support Managers at North Fulton. **Abigail Kotey** at Lynne Circle, **Shaniqua Bizzell** at Grand Oaks, **Shawna Hawkins** at Cold Creek, and **Jacqueline Crossman-Anderson** at Holcomb Bridge are new Support Managers at North Fulton.

We have new Support Managers in Day Services. **Samuel Surtain** was promoted to the Support Manager position at Day Services in South Fulton from his Support Associate position. **Ralph Parks** was promoted to the Support Manager position at Day Services in North Fulton from his Support Associate position. **Teresa Robinson** was promoted to an Employment Specialist in South Fulton from a Support Associate in Day Services. **Wakita Cunningham-Jones** was promoted to an Employment Specialist in North Fulton from a Support Associate position in North Fulton.

**Marcia Helton** has joined as RRA's Staff Nurse, providing support to consumers and staff. **Judy Hyde** has moved into the role of RRA's Training Nurse. **Rose Prophitt** was promoted to Executive Assistant from her role as Support Associate at Pine Grove. **Joe Bazemore** recently joined RRA as Technical Specialist and Financial Support.

**Joyce Edwards** joined RRA in April as Senior Director of Support Services and Quality Assurance. **Rob Shilt**, who joined RRA in April as well, is the Director of Human Resources and Staff Development. ♦ 9

## WISH LIST

### AZALEA DRIVE

- Living room furniture
- ### BARRINGTON LANDING
- YMCA Family Membership
  - Latch Hook Kits
  - Paper & Paints
  - Window Treatments-Living Room & Kitchen
  - Stone Mountain Parking Pass
  - Exercise Bike w/ Protective Mat

### BENJAMIN E. MAYS

- Coffee table and end tables
- DVD player
- Kitchen curtains

### BRANCHWOOD

- Coffee table and end tables
- Lamps
- Television
- Large decorative rug
- DVD player
- Futon Mattress
- New Bedroom furniture for Nancy Swint

### COLD CREEK

- New Van for transporting consumers

### COLONY DRIVE

- Tickets to Brave/Hawks games

### CRABAPPLE

- Flooring and cabinet restoration
- Carpet Shampoo Machine

### DENNA DRIVE

- Screening for the outside deck.

### DIXIE LAKE

- New iron and ironing board
- Wheelchair ramp built in carport
- Screen door
- Sofa, Loveseat and coffee table
- Futon mattress for sleep over Support Staff
- DVD player
- Twin comforter sets for 4 bedrooms (Men)

### DODSON DRIVE

- Television for Robert Aldridge

### EAST HEMBREE

- Patio Furniture
- New flooring for the kitchen and hallway

### GRIMES PLACE

- To complete the refurbishing at Grimes Place, carpeting is needed for the left half of the duplex, which would match or coordinate with the other side, which was done last year.

### LEGACY 213

- Microwave

### LOWER DIXIE LAKE

- Deck swing or glider
- Futon mattress for sleep over Support Staff
- Full size mattress set
- Television for den
- New den furniture

### LYNNE CIRCLE GROUP HOME

- Puzzles
- Leaf Blower
- Printer
- White Towels/Wash Cloths

### PINE GROVE

- Stone Mountain Parking Pass

### TOLLWOOD

- Refinish kitchen cabinets
- Replace kitchen flooring

### SEVERAL HOMES

- Front Loading Washers & Dryers for those homes serving individuals in wheel chairs. Please call for information on which homes could use these.

### ALL HOMES

- Tickets to Sporting Events, Stone Mountain Park, Six Flags, Lake Lanier Islands, etc.
- Pots and pans, silverware, towels

If you would like to help any of these wishes come true by donating an item or money to purchase one, contact Shirley Pahl at 770-664-4347, ext. 109 or send your check made payable to RRA Foundation. Please indicate what the gift is for and mail to: RRA, 1200 Old Ellis Road, Roswell, GA 30076. ♦



## WISH LISTS FOR DAY SERVICES

To donate any of the following items for Day Support Services at **North**, please call 770.664.4347 for Francisco Lewis at Ext. 113 or Ralph Parks at Ext. 127

- Folding chairs for dining area (white ones from Sam's Club)
- Arts and crafts supplies, sewing supplies, big paint brushes, paper, and paint
- Miniblinds
- Basketballs, footballs, big rubber balls
- Computer keyboard
- Books on bird watching, bird feeder, geography (maps) fiction, Bible stories
- Exercise equipment - 2 to 3 pound dumbbells, etc.
- Games - table games, UNO cards, large print Bingo games, jumbo puzzles
- Bigger screen monitors for computers

To donate any of the following items for Day Support Services at **South**, please call Samuel Surtain at 404.684.5991, Ext. 27.

- Seven passenger wheelchair lift van
- Gated fence for new garden area outside of Day Support Services
- Bird feeders, bird watching books
- Karaoke machine, DVD player
- Electronic learning equipment for computers
- Plaster items to add color to, paint, and paint brushes
- Model car kits, jumbo puzzles
- Soap and candle making kits
- Sensory learning games
- Two gas grills
- Cozy Shades that soften the light from fluorescent fixtures

## Donations

- Mr. & Mrs. Sam Briggs - clothes, dishes, and a scanner computer desk with hutch, assorted computer equipment
- Mr. John Rosser - keyboard, speakers and a monitor
- Miss Carolyn O'Brien - freezer, printer and two sets of wrought iron patio furniture
- Mrs. Peggy Farris - plants for Grimes 505/515
- Ms. Julia Scruggs - sofa & loveseat for Branchwood
- Mr. Jim Kilburn - miscellaneous items
- Ms. Liz Finch - recliner, table and walkers
- Mike & Kelly Smith - living room suit
- Ms. Laura McCullough - sofa bed & microwave
- Mrs. Pat Orem - sofa bed & miscellaneous items
- Mrs. Lynn Buchanan - washer, dryer, bed, pictures, bedframes, rug, TV and microwave
- Mr. Galen Kilburn - computer
- Mr. Kevin Fore - electric piano keyboard
- Mr. & Mrs. Ira Cavello - vacuum cleaner for Barrington Landing
- Jerry & Kathy Farmer - beds, lamps, washer, dryer, TV, chairs, glass table, loveseat glider, and many other items
- Bonnie Semple - The Great Frame Up - eight framed prints
- Steve Williams - clothing and shoes



Pictured here with Marshall Port and Nancy Blankenship in front of Champagne Tastes are Jan Schulte, Associate Broker, and Ag Flagg, Broker, from Harry Norman, Realtors.

## HARRY NORMAN REALTORS 2005 VOLUNTEER DAY PROJECT

The Harry Norman Realtors opened their hearts, pocket books, and billfolds recently for their office's 2005 VOLUNTEER DAY project at Champagne Tastes. It resulted in \$2,377.62 in sales for the store! Marshall Port, who is served by RRA, thoroughly enjoyed his role as "official greeter" welcoming the agents and carry their bags to their cars.

On behalf of the store staff and all of the adults served by RRA and Champagne Tastes, we extend our heartfelt thanks to all of the generous Agents who participated in this great event. ♦

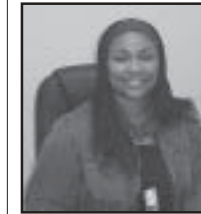


## INTRODUCING JOE BAZEMORE

Joe Bazemore recently joined the Finance Department Staff in the role *Technical Specialist and Financial Support*. Joe worked for almost fifteen years with Southern Company Services, Inc. as a Product Specialist installing and supporting the Oracle Financial products for the Payroll/Accounting Department. He also provided PC hardware and software support to the Payroll/Accounting Department. One of his best achievements was helping them develop a database for computerizing their former paper timesheets and integrating those into the Payroll and General Ledger Systems for all of the various Southern Electric Company facilities and their 6,000 employees. For the past ten years until taking early retirement at age 50, he served as *Technical Consultant and Project Leader* for Risk Sciences Group in Atlanta. There he customized and implemented application software solutions for many of RSG's largest and most complex clients, including Coca-Cola, Home Depot, and Lowes. After being retired for two years, Joe realized he was not fulfilled by retirement like he expected and was looking for a new opportunity where he could make a real difference.

He is excited to be able to provide backup support on payroll and accounting for Carol Holman and Marie Palmieri and to assume the duties of Technical Support for RRA on its computer network, freeing John Lawler, who has served us so well in this role for over a year, to be able to work full-time once again in development. Since Joe is an expert in database design and development, he will also be tackling major projects for us in several areas including the consumer database and the development database (transitioning them into a more stable software application for multiple users to access and make changes) and various new projects for human resources and accounting to help them be even more efficient in their important roles for RRA.

He will also be helping us develop and vastly improve RRA's Internet web site, RRA's company-wide staff Intranet web site, and a new web site for Champagne Tastes. ♦



## INTRODUCING P'JAI WILKS

P'Jai Wilks joined RRA as Coordinator of Support Services with responsibility for providing support to those we serve and the staff who provide support to them at East Hembree, Tollwood, Denna Drive, and the Grande Oaks Apartments. She came to RRA, having been the Director of School-Based Programs for Big Brothers Big Sisters of Greater Los Angeles and Inland Empire. While she did not have experience working with individuals with developmental disabilities, she did have a strong background in program management and supervision of several different service sites. She and her husband, Corey, were married on January 8, 2005 and moved to the Atlanta area for his work in Alpharetta. ♦

## INTRODUCING MARCIA HELTON



Marcia Helton is RRA's new Registered Nurse. She came to RRA with excellent credentials and a commitment to quality care that is sincerely appreciated. She has twenty years nursing experience. Marcia's background includes providing and coordinating comprehensive department of nursing services in community health, long-term care, and geriatric care. She has a solid background in providing nursing oversight on medication administration and in-service training. Marcia also has extensive experience in developing, delivering, and auditing in-service training to increase nursing competencies with medication safety, patient advocacy, and therapeutic patient care. In her last position, she was Director of Nursing for eleven years at a long-term care facility in Gainesville, GA.

Marcia also is thoroughly familiar with documenting resident care in compliance with state and federal regulations for charting procedures and reimbursement. She is able to identify patient problems related to symptoms, behavior changes, medications, and clinical results and has experience consulting with physicians and other medical professionals on care plans, outcomes, and diagnostic procedures. ♦



## INTRODUCING ROB SHILT

Robert Shilt is the new Director of Human Resources & Staff Development for Resources & Residential Alternatives (RRA). He is very excited about the opportunity to make a difference in the lives of our clients. His three primary goals are to improve employee relations, generate a culture of learning, and hire quality people to work for RRA.

For the prior two years Rob served as the Career Placement Director of the School of Adaptive Computer Training in Atlanta, Georgia. The School of Adaptive Computer Training trains students with disabilities in Microsoft Office products as well as other skills. Prior to the School of Adaptive Computer Training, he was a Senior Executive Recruiter for three years. He holds a Masters Degree in Industrial Organizational Psychology and Human Resource Management from Appalachian State University where he taught General Psychology.

Because of his background in working with students with disabilities and helping them obtain job placements when they completed their schooling, Rob has a genuine heart concern for those we serve at RRA and is a great resource for those serving in the Supported Employment Program at RRA. We are very thankful to have him on our team, helping build a bright future for RRA. ♦



## INTRODUCING FRANCISCO LEWIS

Francisco Lewis joined RRA as Coordinator of Support Services with responsibilities for managing Day Services and Supported Employment in both north and south Fulton County back in February.

Francisco came to us with extensive experience in management and support, having worked with various populations ranging from at-risk youth, homeless clients, individuals with disabilities, and ex-offenders. He greatly enjoys helping others achieve their goals and strongly believes in being efficient and accomplishing goals set before him. He has opened many doors for those we serve to have job opportunities in the community, working with RRA's three employment specialists. ♦



# INTERCONTINENTAL HOTELS GROUP GLOBAL SALES TEAM HOSTS A GENUINE ACT OF KINDNESS EVENT FOR THOSE SERVED BY RRA!

On behalf of everyone at RRA, we would like to thank the InterContinental Hotels Group Global Sales Team for choosing RRA for their service project for their **2005 Genuine Act of Kindness Event**, which was easily the highlight of the year for everyone served by RRA as well as by our staff. We want to also thank them for the wonderful gift of the wheelchair scale and the additional check for \$2,500. It was a very special day for all of us. We do hope that all the people from InterContinental Hotels Group Global Sales Team enjoyed the day as much as we did. The day was a true blessing for the people we support, and they are still talking about the fun they had and how nice the people were. It was great to see the interaction between the Global Sales Team staff and the people we support. We've already had one call from one of the IHG staff who wanted to send a letter to Marshall. This event may have only lasted for one day, but the heartfelt benefits and joy it brought are still happening! Since a photo is worth a thousand words, we'll let the photos on these pages tell the rest of the story! ♦



Mike Fegley and Steve Porter of the Global Sales Team of InterContinental Hotels Group serving Dave's Barbecue to those we support at RRA! Vicki Gordon, who serves on RRA's Board of Directors, is the Senior Vice President of Corporate Affairs for InterContinental Hotels Group. She helped make this incredible day possible. Thanks, Vicki!

