

Community Partner Spotlight: **WILLING HANDS**

For the past eight years, Twin Pines has had a “nourishing” relationship with one of its community partners, Willing Hands. Based in Norwich, VT, Willing Hands recovers fresh food from farms, grocery stores, restaurants and wholesalers, and delivers it year-round, for free, to social service organizations across the Upper Valley, including to residents of Twin Pines Housing.

“We feel it is important to meet people where they are,” explains Krista Karlson, Outreach and Development Manager at Willing Hands. “We know that not everyone has the ability to drive to the ability to drive to a farm or food shelf to find food, and that is why we feel that our deliveries are so important.”

Willing Hands currently delivers fresh food twice weekly to several Twin Pines properties including the Village at Crafts Hill, Graystone, Hollow Drive, and Overlook. Willing Hands delivered over 10 tons of food to just these Twin Pines properties alone this past year. For their entire operation, Willing Hands delivered

1 million pounds of food to over 80 organization in the Upper Valley last year. Produce that is not used is composted.

“I especially love receiving the fresh produce and eggs,” said Susan a resident at Overlook. “And I like the fact that it comes from a local farm; it makes me feel more connected to the community.”

Willing Hands enlists the assistance of over 500 volunteers each year who help collect food from various sources including working on the farms. For example, these volunteers may scour a potato field after it has been harvested and collect potatoes that were not gathered, which invariably happens.

“The staff at Willing Hands has been great to work with, and our residents love the fresh food they provide,” said Arwen Northern, Director of Resident Services at Twin Pines. “We feel really lucky to have a partner like Willing Hands.”



DID YOU KNOW

ERAP is still open in New Hampshire and Vermont!

Contact the Twin Pines Supportive Services Team to see if you qualify and to help with your application.

Discounts on electric utilities are available year-round.

The Twin Pines Supportive Services Team can help you apply.

FOOD DROPS happen continually:

Willing Hands Food Drops

Overlook (36 Overlook Drive in WRJ):

Every Wednesday at 9:00 am

Crafts Hill (1 Pinetree Lane in West Leb):

Every Friday, 2:00-3:00 pm

Vermont Food Bank Food Drops for SASH (anyone can come!) 4 stops, 1st Thursday every month throughout the year:

Graystone (2 Dewitt Drive in WRJ): 10:00 am

Wentworth (117 Wentworth Way in WRJ):
10:30 am

Village Apartments (151 Gates Street in WRJ):
11:00 am

Windsor Hollow (45 Hollow Drive in WRJ):
11:30 am

A BULLETIN ON Bulletin Boards

Starting in May, Twin Pines will be instituting a new policy on bulletin boards. Every property that has a community board will now have **two** boards! One will be for Twin Pines announcements and the other will be for resident postings.

For the Resident Bulletin Board, we ask that residents follow these guidelines:

- No profanity or lewd images
- No “hate” messages
- One-month limit on postings

We hope that this new approach will give residents a way to exchange ideas, items for sale, and general announcements.

Please reach out to a member of the Twin Pines supportive services team if you have any questions or comments.



Letter from the **EXECUTIVE DIRECTOR**

Dear Friends,

As the pandemic slowly begins to ease up (we hope!), the Twin Pines supportive services team is eager to re-connect with its residents *in-person*! As you will see in this newsletter, we've added some new faces to our team, but our commitment remains the same: to help you our residents stay healthy and housed. I encourage you to reach out to our supportive services team if you need help connecting to services, need help filling out applications, or if you simply want to say hello. We are here for you.

Springtime is finally arriving to the Upper Valley, and I hope you are all managing to get through these challenging times with your optimism intact!

Sincerely,



Andrew B. Winter
Executive Director



RESIDENT SUPPORTIVE Services Staff

Our team is here to serve you!

Twin Pines Housing's Supportive Services team partners with several state agencies and local non-profits to provide the comprehensive mix of support services needed to keep our residents healthy and housed. Let us know how we can help you!



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Spring Clean-up Time

Spring is here, flowers are blooming, and it is important that all Twin Pines buildings appear neat and tidy. Please be considerate of your neighbors and be sure that the front of your unit is uncluttered and organized. Help keep Twin Pines beautiful!



Resident **PROFILE**



Rose Huntley

"I like living here to be honest with you, I really like the location," said Rose Huntley who moved into Twin Pines' Wentworth Apartments in White River Junction when it opened this past June.

Rose spent most of her life in Randolph, VT, where she raised her family while working at Vermont Castings. Her previous living situation, however, was not working out. "I was living with my ex son-in-law and was having trouble getting in and out of the house because of health issues," she said. "It wasn't a good situation."

The Upper Valley location appeals to Rose because her family is concentrated in the area. She especially likes being close to the bus line. "I love the fact that the bus stops at the end of

our driveway. I can go to the grocery store and the hospital, and I like being less dependent on people." She also said she hopes to get to the Upper Valley Aquatic Center where she would like to use their pool to help with her arthritis.

Regarding Twin Pines, Rose says, "The maintenance staff has been awesome. Charles has been downright fantastic; everything he's been asked to do, he's done it."

In her free time, Rose volunteers with her church making care packages for children in third world countries and Christmas stocking for vets.

Moving forward, Rose hopes to meet more of her neighbors, which has been challenging during the pandemic, and perhaps plant different flowers outside her door, "Maybe some asters or nasturtiums; the wild flowers out there look like weeds!"

TWIN PINES WELCOMES Two New Employees

Darryl Hill, Director of Facilities



"The most important thing is that residents want to know you care." That is the credo of Twin Pines' new Director of Facilities, Darryl Hill, who started in April. Darryl has over 30 years experience in facilities management and understand the importance of keeping people happy.

"They used to call me 'The Cooler' because I was always able to dial down the temperature when a resident was irate," Darryl said. He added that when he or his team is working with a resident they should always keep in mind "courtesy, kindness, and respect."

Darryl was born and raised in Ohio. Four years ago, he and his wife moved to the Upper Valley when his wife took a job at Dartmouth College. Before Twin Pines, Darryl had been working at Citizens Bank. In Ohio he managed high-rise buildings and even worked for four years at a trampoline park.

Darryl says he looks forward to meeting Twin Pines residents and working with his team. "People have stopped me with a friendly 'how are you doing?' which has been great, but establishing a rapport will take time. I want people to know more than just my name, I want people to know that this guy really cares about us." When he's not working, Darryl enjoys tinkering on cars, riding his motorcycle, and going on hikes and bike rides with his wife.

"I really like Twin Pines," he says. "I feel that this job will be different every day which will help me keep my skills fresh. Also, I know a lot of our residents have challenges in their lives, and the last thing I want for them is for something else to be wrong – something that I can fix."

Laurie McMorrow, SASH Coordinator



Twin Pines welcomes Laurie McMorrow to the Resident Supportive Services team as our new SASH Coordinator. Laurie takes the place of Karen Lipinczyck who retired this spring.

"I am thrilled to be here; everyone has been so welcoming," Laurie said. "And this position is perfect mix

of different jobs I have been doing for the past 30 years."

Laurie and her husband recently moved to Claremont, NH, from Connecticut where Laurie had worked for different housing organizations doing resident supportive services work.

"In my last job, I didn't do any community outreach, and I really, really missed that piece of the job, so I am glad that I have that here," she said.

When she is not at the office, Laurie enjoys traveling, spending time with her kids and grand-kids, and riding her motorcycle. She explained her passion for motorcycles, "When my first husband died, my daughter and I took a motorcycle safety class because he was an avid rider and we wanted to remember him that way. Well, the teacher of that class turned out to be my next husband, and now he and I love riding around the country roads of Vermont and New Hampshire – we're more into enjoying-the-scenery kind of rides!"

Laurie feels that she has big shoes to fill with Karen's departure. "She was liked by everyone and clearly went above and beyond," Laurie said. "I hope now everyone will be gentle with me as I adjust to this new role!"

Laurie can be reached by calling her at 802-738-8070 or laurie.mcmorrow@tphtrust.org.

SASH Celebrates 10 Years



Twin Pines has been recognized by the Vermont Support and Services at Home (SASH) program for reaching the 10-year milestone of helping to keep older adults and people with disabilities healthy and living independently. The Upper Valley SASH program currently serves 90 participants ranging in age from 48 to 99 in White River Junction, Norwich and Quechee. These participants live in Twin Pines Housing residences, other senior living settings and independently in the larger community.

SASH participants receive one-on-one assistance and health coaching from a full-time SASH coordinator and part-time wellness nurse, who create personal relationships with each person, support their health and well-being, and coordinate programming based on participants' needs and desires.

If interested in the program, please contact Laurie McMorrow, 802-291-7000, ext. 122."

On-Site **OFFICE HOURS**

With pandemic restrictions easing, on-site office hours are starting up again at various properties – look for a flyer. Stop by for help with paperwork, residency issues, or just to say hello. Drop-ins are welcome, or you can call for an appointment: 802-291-7000. If residents are interested in office visits after-hours at the Twin Pines main office, we are looking for feedback if there is interest. Please contact Arwen Northern at 802-299-9061 or Arwen.northern@tphtrust.org.



Illustration by studiostock