

Part III

Other Agencies & Organizations

Advance Transit

Advance Transit, Inc. (AT) is a regional nonprofit public transportation system headquartered in Wilder. Our services include FREE regularly scheduled fixed route bus service, park-and-ride shuttles, and the Upper Valley Rideshare carpool matching service. Information on routes and schedules, as well as the Upper Valley Rideshare program, can be obtained at the Town offices and many other locations or by phone 8-4:30 Monday through Friday. Call 295-1824 or visit our website at www.advancetransit.com. A Google maps based trip planner will make it easier to locate stops and plan your bus trip and will provide bus arrival information in real time.

In FY10 several new clean diesel buses were placed in service that emit 90% less nitrous oxides and particulate. In March 2011 AT's first two diesel electric hybrid buses are expected to be delivered. The bus fleet is not the only aspect of AT that is getting greener. Improvements have been made to our Operations Center in Wilder. The soon to be LEED Silver certified facility includes a rainwater harvesting system for bus washing, waste oil boilers, and a new 32-kwh solar power generation facility on the roof.

In FY10 11,224 passenger trips were boarded in Norwich. This is fewer riders than the last two years, but more than pre-gas price spike years, and nearly triple what it was at the beginning of the decade. Use of the Huntley Meadow park and ride lot has been slow to catch on. This may be a reflection of relatively low and stable gas prices since the new lot was constructed. It is likely that will start to increase again. System-wide ridership for August and September, 2010, set new records for those months.

A comment from a Norwich bus rider – “The drivers are great! I get to meet my neighbors and feel a sense of community. I can save money on gas and parking and I don't have to worry about driving in bad weather and snow.” It is our pleasure to serve you. Thank you for your continued support.

Van Chesnut, Executive Director

Aging in Place in Norwich

Aging in Place in Norwich (AIPN) is a nonprofit group that began in 2009. Its mission describes it as “a grassroots, neighbor-to-neighbor volunteer organization intended to support Norwich residents and their families to remain in their homes, independent, primarily as they age....”

Getting started, two projects are well underway. With volunteer assistance, AIPN has held seven monthly Service Days, providing basic help with household, garden, and shopping needs. So far, 54 volunteers have come forward to serve 18 people, some multiple times, for a total of 110.5 person/hours. Also, a list of resources, local agencies, and professional services has been compiled and can be consulted in the Town Clerk's office. During the year, the Steering Committee has considered ways to help our aging neighbors, including rides for medical appointments and marketing. A system of checking on people who need assistance and providing local support is a high priority.

A questionnaire asking respondents to list their perceived needs and requesting volunteers can be downloaded from AIPN's website: www.aginginplacenorwich.org or obtained by request. A list of AIPN-sponsored events, including entertaining, informational, and educational programs and neighborhood gatherings, and the resources directory are also available on the website.

Don McCabe, President (649-5921)

American Legion Lyman F. Pell Post #8

The American Legion membership is made up of eligible veterans whose dates of service are controlled by Congress. Post #8 also has numerous members who are currently serving on active duty in the U.S. Military. We actively support veterans' issues such as access to the Veterans Hospital, veterans' employment rights, and end-of-life care and funerals. In the town of Norwich we ensure each veteran's grave has an American flag displayed next to the headstone during the summer months. We actively support Scouting and "Children and Youth" programs.

We organize and participate in the annual Memorial Day observance. Starting in 2009 we have reversed the parade route. We start at the Post Home and march to the Green where we serve up hot dogs and lemonade. The Upper Valley Band has participated for many years and last year we were honored to have a great men's ensemble performing patriotic songs on the Green. Plans are under way to have them back in 2011, so bring your lawn chairs and enjoy the day. All we ask is that you remember what the day is all about. If you have a group that would like to participate in the parade please contact us.

In closing we would like to thank the town of Norwich for your continued support. Feel free to drop by the Post on a Thursday evening for an exciting game of cribbage. Or if you are a veteran, our meetings are held on the first Monday of each month. Meetings start at 7 p.m. You do not have to be a member to attend, you will always be welcome.

*For God and Country
Jim Harlow, Commander (802-785-2512)*

Child Care Center in Norwich

The Child Care Center in Norwich is a nonprofit organization founded in May 1971 as The Day Care Center Inc. for the purpose of providing high-quality, affordable, child care services for families of the Upper Valley. In September of 2009 the program expanded in order to provide after-school care in the Marion Cross School.

The Center provides child care to 70 children ages six weeks through six years and 35 after-school children in grades kindergarten through sixth. The Center has been accredited by The National Association for the Education of Young Children since 1996. We also offer inclusive programming for children with special needs who are referred by local school districts. Tuition is on a sliding fee scale based on family income, including need-based scholarships. Additionally, tuition subsidies are available through the state of Vermont for low-income working families. The Center receives funding from the Upper Valley United Way. In FY10, the Center served 80 children from the town of Norwich. Six Norwich children received partial scholarships totaling \$15,678.

The staff and board are committed to a Center rich in diversity of families and children, both culturally and economically. We believe that, to a large extent, the strength and quality of our program is derived from the broad experiences of our families and staff.

Allison Colburn, Executive Director (649-1403)

ECFiber

ECFiber was formed in 2008 through an inter-local agreement between 23 towns in east central Vermont. ECFiber's mission is to provide open access, universal broadband services to its member towns through a fiber-optic network owned by the towns. "Universal" means that ECFiber intends to cover every residence, business, school, and institution with this fiber-based broadband network.

In 2010, with the municipal finance markets still frozen, ECFiber made two applications to the Rural Utility Service for loans under the federal stimulus program. In August, after being refused funding under those programs, ECFiber decided to divide the scope of the original project into multiple smaller phases, and to raise the money for Phase 1 locally through an informal network of the friends and families of ECFiber. As of December 20, 2010, over \$850,000 has been committed to the project. Phase 1 construction plans have been completed, costs have been estimated, and required permits have been obtained. The closing date for Phase 1 financing was January 4, 2011. Construction is expected to start in March 2011.

Phase 1 consists of about 25 miles of network with about 250 subscribers, covering portions of Royalton, Bethel and Barnard. This small network will be financially self-sustaining, meaning that it can operate at a modest profit for many years to come even if it is never extended beyond the initial 25 miles.

The Phase 1 network will validate our business plan for the three biggest network risks, namely: 1) cost of construction per mile; 2) number of subscribers per mile; 3) average revenue per subscriber. Once these values are determined in Phase 1, it will be possible to make low-risk cost and revenue estimates for the entire network very accurately.

With a proven track record of Phase 1 results, ECFiber believes it will be more likely to raise money either from a public offering as originally conceived or through a loan backed by the State of Vermont. In addition ECFiber has applied for a grant of about \$2,700,000 from Vermont Telecom Authority Backroads Broadband program. This grant would extend the Phase 1 network to pass about 860 additional unserved households in several other ECFiber towns.

Loredo Sola, Chair, Executive Committee

The Family Place

The Family Place supports the positive growth and development of all parents by offering services that encourage families to build upon their strengths. While we provide services to any family with young children, our particular expertise is in serving those families most in need. We have a strong track record of success and are well known for our expertise in parenting.

The purchase of a third building, along with renovations to our entire facility will create a welcoming and functional parent/child center that will allow The Family Place to deliver educational programs and services that lead to better outcomes for Upper Valley families and children. We are building a better future for these families ~ one family at a time. We serve 33 towns with programs including child care payment assistance, home visiting programs, playgroups, family fun events, parent education, holiday assistance for individuals in need, child advocacy and therapy, information and referral services, a lending library, and a wonderful on-site program to assist young mothers with parenting skills, knowledge of child development, job readiness, and life skills.

The Family Place served approximately 176 Norwich families last year, with both on- and off-site services. Other residents took advantage of our special events, lending library, website, and referral services. For more information on programs and activities, please view our website at www.the-family-place.org or call 649-3268 for assistance.

Elaine Guenet, Executive Director

George D. Aiken Resource Conservation and Development Council

Over the past 46 years the George D. Aiken Resource Conservation and Development (RC&D) Council has helped many communities and organizations on a variety of projects by bringing together technical, financial, and administrative help needed to deal with natural resource conservation and rural and community development issues. Do you have a project or program that could use some assistance to “make it happen”? Using our extensive network of resources, we can focus technical and financial assets on your specific needs. We get technical assistance and some staff through the U.S. Department of Agriculture but private and community sources make up most of our budget.

In 2010, working with our partners, we secured and administered grants and other funding for natural resource conservation, public safety, and community development projects. Examples of some of our projects include helping to promote local agriculture, develop parks, recreational trails and playgrounds, providing Electronic Benefits Transaction (EBT) card and debit card readers at farmers markets, business and job development, historic preservation, and traditional conservation projects like stream bank stabilization and water quality monitoring.

We work on a request basis, so the first step is up to you, giving us a call. For information and free consultation call Ken Hafner, our RC&D Coordinator, at (802) 728-9526 or email: kenneth.hafner@vt.usda.gov.

Greater Upper Valley Solid Waste District (GUVSWD)

Chartered by 10 Upper Valley towns in 1992 under authorization from the Vermont Legislature, GUVSWD was created to replace unlined town dumps with a regional sanitary landfill and to implement waste recycling and diversion programs. In our 18-year history, thousands of tons of recyclables and hazardous waste have been removed from the waste stream through education and local diversion programs. The District sited, designed, and permitted the only publicly owned landfill in Vermont. In conjunction with neighboring quarry owner Twin State Sand & Gravel, Inc. (TSS&G), we built the only “private” bridge in Vermont over Interstate I-91, alleviating traffic congestion in downtown White River Junction and providing direct access to the landfill. The landfill is also a long-term infrastructure asset, which will help stabilize disposal costs for decades to come.

In the past year, the District solicited bids from private waste management companies to construct and operate the landfill, and hired an investment banking firm to pitch the project to outside investors. Unfortunately, the recession of 2008 caused a sharp decline in waste tonnage. Existing Vermont landfill facilities responded with steep pricing cuts (to attract the reduced waste tonnage) and our landfill, as a start-up facility, could not compete effectively in the marketplace. The District Board of Supervisors decided to place this considerable asset in reserve until such time as it is needed. In lieu of bonding for \$6 - \$7 million to construct the landfill, District voters approved a significantly smaller bond (\$875,000) in August 2010 to address TSS&G’s interest in the project thus allowing the District towns’ unrestricted ownership and preserving the much needed landfill asset for the future.

The other programs and services of the District continue to function, including special collection events for household hazardous waste, electronics, tires, bulbs, and other hard-to-dispose-of items, outreach and education for students and residents, and technical assistance to member towns.

During FY10, the GUVSWD assisted Norwich residents in the recycling and disposal of hard-to-manage materials collected at the Transfer Station including: fluorescent light bulbs, computers and electrical components, used motor oil, and tires. 114 Norwich residents participated in District-sponsored Household Hazardous Waste events held in Hartford in June and Norwich in September. 131 Norwich residents used the electronics and computer recy-

cling events held at the Montshire Museum and the Transfer Station. Norwich residents also purchased compost and recycling bins, recycled fluorescent bulbs and electronics at our office in North Hartland, and utilized our bulky trash, tire, book, and scrap metal collections.

A District events calendar and Green Guide will be available at Town Meeting, at the Town Clerk's office, and the District office. Contact the GUVSWD by email at guvswd@valley.net, at 296-3688 or on the web at www.guvswd.org.

Green Mountain Economic Development Corporation (GMEDC)

The GMEDC works in collaboration with 30 local communities to offer support for new, growing, and relocating businesses. The Corporation exists to support value-added businesses with retention and expansion strategies, and make regular visitations to targeted businesses in order to respond to their needs. GMEDC facilitates manufacturing, technology, and business forums that focus on the issues and opportunities of the region's businesses. It utilizes the resources within the Department of Economic Development to assist with retention and expansion needs, providing rapid support to communities and businesses.

GMEDC assists businesses with financing, working collaboratively with the Vermont Economic Development Authority (VEDA) and other entities such as USDA-Rural Development. It also manages revolving loan funds to provide gap financing not met by private lenders and VEDA. GMEDC works collaboratively with Regional Planning Commissions and municipalities to advance appropriate land use, transportation and programs that focus upon maintaining healthy and vibrant communities for Vermonters.

Over the last 15 years, GMEDC has worked with King Arthur Flour, helping the company to expand its presence in Norwich, train employees, and keep its operations in Vermont. Recently GMEDC has been actively working with the company on its current expansion plan by presenting a wide array of options and scenarios.

Joan Goldstein, Executive Director (295-3710)

Green Mountain RSVP & Volunteer Center

Last year, all over the country more than 450,000 Senior Corps volunteers aged 55 and over served more than 98 million hours through 65,000 organizations, improving the lives of millions of our most vulnerable citizens. Senior Corps is impacting our nation in substantive ways and making life better for those in need. Green Mountain RSVP & Volunteer Center is a part of Senior Corps and we want to share our good news with everyone!

In Norwich, RSVP volunteers donated over 1,000 of those 98 million hours by working at the Norwich Public Library, the Norwich Women's Club, Marion Cross Elementary School, the town of Norwich, Norwich Historical Society, Norwich Senior Housing, the Montshire Museum, and the Upper Valley Trails Alliance. An RSVP volunteer also teaches a Bone Builder class at the Norwich American Legion Hall, offering seniors a fun and healthy way to fight the effects of osteoporosis, improve balance, and add positive energy to their lives.

The work of these volunteers can be multiplied throughout the state of Vermont, to our neighboring states and all across the country. When you think of the impact that volunteers over the age of 55 are making everywhere, it is astonishing and heartwarming. If you wish to be a part of this powerful effort, please call Linda Husband at 802-885-2083.

Patricia M. Palencsar, Executive Director

Headrest

Headrest is proud to announce that we completed our 40th year of service. This is a milestone that we are very proud of achieving. We continue to run a 24-hour Hotline as we have done since our inception in 1971. The Hotline answered 9,392 calls this past year dealing with suicide, crisis, and substance abuse, as well as information on services related to food, shelter, and assistance.

Headrest answers a phone line for 10 Bricks during the winter months for its Homeless Outreach program. Headrest is the main responder for New Hampshire and Vermont for two national suicide lines (1-800-273-8255) and (1-800-SUICIDE). The State of Vermont contracts with us to receive calls relating to substance abuse. Headrest works with the VT 211 system.

Headrest also supplies substance abuse counseling and Intensive Outpatient Counseling on a sliding scale basis but does not refuse services for an inability to pay. Only 2% of our revenue comes from our clients. The Hotline is generously supported by municipalities in the Upper Valley and Granite United Way as well as donors from these towns including many from Norwich.

Michael J. Cryans, Executive Director (603-448-4872 ext. 110)

Health Care and Rehabilitation Services (HCRS)

HCRS is a comprehensive community mental health provider serving residents of Windsor and Windham counties. HCRS assists and advocates for individuals, families, and children who are living with mental illness, developmental disabilities, and substance use disorders. HCRS provides these services through outpatient mental health services, alcohol and drug treatment programs, community rehabilitation and treatment programs, a developmental services division, and alternatives and emergency services programs.

During FY10, HCRS provided 1,714 hours of services to 29 residents of the town of Norwich. The services provided included all of HCRS' programs, resulting in a wide array of supports for the residents of Norwich.

George Karabakakis, Chief Operating Officer (802-886-4500)

Montshire Museum of Science

The Montshire Museum of Science is a nonprofit, community-owned and -operated institution serving Norwich and surrounding communities since 1976.

More than 270 Norwich households are members of the Museum and many other Norwich residents and their guests are regular visitors. The Montshire offers several benefits exclusively to Norwich residents, including free Museum admission for Marion Cross School visits and groups from the Child Care Center in Norwich. Montshire summer camp scholarships are offered to Norwich students through a partnership with the Marion Cross School. The Montshire also serves as an official emergency evacuation site for the Marion Cross School and for the Child Care Center in Norwich.

In 2010, nearly 3,160 Museum visits were subsidized by the Museum through complimentary passes issued through Upper Valley Social Service agencies. Many local nonprofit organizations serving the Norwich community benefit from free use of Montshire's Community Room including High Horses Therapeutic Riding Program, Norwich Business Council, Upper Valley Trails Alliance, Sustainable Energy Resource Group, and the Norwich Fire Department.

The Montshire continues to be one of the most popular attractions and educational resources in northern New England, attracting more than 149,000 visitors, and almost 16,000 students participated in a school group visit during the year.

David Goudy, Director, Montshire Museum of Science

Norwich Historical Society & Community Center

The Norwich Historical Society becomes more of a community resource each year. Since completing our renovations to the first floor in 2009, we now have an attractive and accessible meeting place for the entire community. Even more visitors and nonprofit groups are using the Lewis House throughout the year.

First Wednesdays, our joint lecture series with the Norwich Public Library, drew record crowds on the first Wednesday of each month. We were happy to welcome a distinguished group of speakers who dealt with current and important issues of national significance.

Programs with the Marion Cross School are very important to us, and we have annual programs and special events for the 3rd and 6th grades. Each spring the 3rd graders' wonderful drawings of Norwich's historic buildings are on exhibit for the summer season. Chad Finer's Faces of Norwich remained the central exhibit for most of the year with the addition of a winter exhibit on penmanship coordinating with a special program on calligraphy. The original Norwich Jail, housed at 410 Main Street for 52 years, has been carefully restored. It will soon have a new home in our barn where it will be on permanent exhibit, thanks to Andy Hodgdon from our Department of Public Works.

We launched a new website (www.norwichhistory.org) and our newsletter is now a 4-color page in the quarterly Norwich Times. Work has begun on the restoration of our 38 wood windows in the house, and we plan to do this over a three-year period as funding permits.

We are open throughout the year on Wednesday and Thursday from 10 am-3 pm and Saturday mornings Memorial Day through October.

Nancy Hoggson, President (649-0124)

Norwich Lions Club

The Norwich Lions Club is a member of Lions International, a worldwide organization operating in more than 180 countries. Its primary mission is to serve the eyesight needs of people around the world with donations of eyeglasses and funding to address sight-related medical issues. Our club has existed in Norwich for 56 years and provides assistance to a number of Upper Valley regional charitable organizations and to Norwich families in need. Our eyeglass collection mailbox has been refurbished and is located at Dan and Whit's on Main Street.

Our primary fundraiser for the last 22 years has been the Norwich Fair, which is held on the Town Green during July. Last summer, we were pleased to have the opportunity to initiate the new bandstand after providing monetary gifts toward the project in memory of past Lions members Silvette Gardner, Joe Grant, and Bill Merrill. We continue to appreciate wide support from the community for this event, enabling us to provide financial assistance for local organizations including Cover, The Haven, The Red Logan Dental Clinic, Holiday Basket Helpers, the Boy Scouts, the Norwich Library, and many others over the years.

The Lions Club meets on the first and third Tuesdays of each month from September to June in the Norwich Public Library community room. We invite all community members to join us with the goal of encouraging family participation in the tradition of community service. If you are interested in learning more about Lionism, please contact Jay Van Arman at 649-1723 or Demo Sofronas at 649-1536.

Demo Sofronas, Club President

Norwich Public Library

The Norwich Public Library is a 501(c)(3) nonprofit organization. Operating funds come from the Town appropriation, charitable contributions, and library fees. The Library serves the residents of Norwich; out-of-town patrons pay an annual fee equal to Norwich's per-capita tax support.

The Library continues to serve a growing number of people. We welcomed 309 new patrons, bringing total membership to 3,501; 81% of Norwich residents have a library card! 8,582 people used our computers and free Wi-Fi, increasing computer usage by 24%. The Community Room was used by over 29 organizations. The Library sponsored 187 programs, including story times, book discussions, and 1st Wednesdays: 4,680 people attended these educational and entertaining events.

In July 2009, the Library migrated to an open source circulation system called Koha. Koha allows for better patron access to personal library records. Patrons can now renew and reserve items online. Additionally, the Library saved over \$700 in postage by using Koha's email messaging module.

The Library received grants from the Norwich Women's Club to purchase audiobooks and from the Norwich Lions Club to buy large-print books. Funding from the Friends underwrote new computers, the Summer Reading Program, and online subscriptions such as Mango, a new foreign language program.

None of the Library's success would be possible without the generous support of Norwich residents, our dedicated volunteers (who donated over 2,400 hours last year), the Friends, and our patrons. On behalf of the Library Board of Trustees and staff, we thank you.

Lucinda H. Walker, Director (649-1184, Lucinda.Walker@norwichlibrary.org)

Norwich Public Library - FY10 Income & Operating Expenses

FY10 Income	Budgeted	Actual
Town Appropriation	162,114	162,114
Annual Appeal & Fundraising	50,000	45,690
Endowment Income	16,000	3,563
Library Income (fees/fines)	8,600	6,751
Grants & Gifts	<u>20,926</u>	<u>43,562</u>
TOTAL INCOME	\$257,640	\$261,680
FY10 Operating Expenses		
Salaries & Taxes (4.64 FTE)	161,408	166,120
Health Insurance	22,606	22,606
Building & Ground Expenses	22,767	21,450
Books (includes processing costs)	10,650	10,320
Audio/Visual (includes processing costs)	3,850	3,442
Electronic Databases & Periodicals	1,770	2,715
Library Sponsored Programs (all ages)	900	918
Technology (hardware/software/DSL/website)	3,574	2,809
Contracted Services (bookkeeping, janitorial, tax prep)	13,200	11,208
Insurance (property/casualty & worker's comp)	7,600	7,450
Administrative Expenses	2,065	4,181
Postage (including interlibrary loan expenses)	3,500	2,948
Promotions (advertising, printing, mailings)	3,150	4,076
Professional Development (dues, conferences, mileage)	<u>600</u>	<u>744</u>
TOTAL OPERATING EXPENSES	\$257,640	\$260,987

Norwich Women's Club

Founded in 1907, the Norwich Women's Club (NWC) is a social and philanthropic organization open to anyone who has an interest in Norwich, Vermont. There are currently over 200 members, with many more people who volunteer their time to participate in the Club's major fundraisers. The Club, which raises a substantial amount of money for the Town, is 100% volunteer run.

Each spring and fall the NWC sponsors a Nearly New Sale, where gently used clothing is sold at bargain basement prices to fund post secondary school scholarships for Norwich residents. In 2010, 18 scholarships totaling approximately \$31,000 were awarded. The NWC has established itself as the largest single nonprofit provider of student scholarships in the state of Vermont.

Each March the NWC stages Floribunda, a show and sale of flowers and plants. Proceeds from this event are awarded to Norwich individuals and organizations for community projects. This past year \$18,651 was distributed to the Norwich community. Grants awarded this year included funding for Aging in Place, the visiting authors program at the Marion Cross School, the Norwich Historical Society's Walker Picture System, museum passes and travel guides for the Norwich Public Library, support of the Upper Valley Trails Alliance, as well as for the Starlake Village Homeowners Association, The Family Place, the Norwich Recreation Department for the Huntley Meadow pavilion improvement, the Hanover High School graduation party, and repair of the Beaver Meadow Schoolhouse. The NWC also sponsors the summer concerts on the Green, and plants and maintains the triangle garden next to Tracy Hall.

In addition to funding scholarships and community grants, the NWC also has several cultural and social events including two museum trips, a book and author luncheon, fall and spring membership meetings, as well as a holiday party in December. More information can be found at the Club's website, www.norwichwomen'sclub.org or we can be found at Facebook.

Arline S. Rotman, President (649-2046)

Southeastern Vermont Community Action

Southeastern Vermont Community Action (SEVCA) is an anti-poverty, community-based, nonprofit organization serving Windham and Windsor counties since 1965. Our mission is to enable people to cope with and reduce the hardships of poverty; create sustainable self-sufficiency; and reduce the causes and move toward the elimination of poverty. SEVCA has a variety of programs and services to meet this end. They include: Emergency Services (i.e., fuel/utility assistance, food, shelter), Crisis Intervention, Parent Education, Micro-Business Development, Individual Development Accounts, Tax Preparation, and Thrift Stores.

In the community of Norwich we have provided the following services during FY10:

- **Weatherization:** 4 homes (10 people) weatherized at a cost of \$24,888
- **Head Start:** 1 family (3 people) received early education and comprehensive family support services valued at \$8,109
- **Thrift Store Vouchers:** 1 person received clothing, furniture or household goods, valued at \$44
- **Family Services:** 13 households (39 people) received 130 services (including fuel/utility and housing, crisis intervention, financial counseling, nutrition education, referral to and assistance with accessing needed services) valued at \$280

- **Fuel/Utility Assistance:** 17 households (58 people) received services valued at \$6,161
- **Housing & Other Assistance:** 1 person received services valued at \$1,117
- **Housing Stabilization:** 1 person received intensive intervention services to help stabilize and maintain housing and prevent homelessness valued at \$976
- **Emergency Home Repair:** 1 home (1 person) received services (including roof repairs, structural work, plumbing, venting of moisture, and misc. repairs) valued at \$674

Community support, through town funding, helps to build a strong partnership. The combination of federal, state, private, and town funding allows us to not only maintain, but to increase and improve service. We thank the residents of Norwich for their ongoing support.

Stephen Geller, Executive Director

Two Rivers-Ottawaquechee Regional Commission (TRORC)

As always, in FY10 TRORC has provided technical expertise and resources for our towns as well as advocated for members' needs with the State Legislature and with state and federal agencies. Major areas of service include:

Regional and Local Transportation Planning: Our staff assists communities with traffic counts, speed limit studies and intersection analyses, project management including procuring design engineers, processing requisitions for payment, and organizing public meetings for local input. In addition, TRORC Transportation Advisory Committee (TAC) works with member municipalities on numerous local transportation projects and prioritizes projects for the Vermont Legislature.

Local Technical Assistance: TRORC provides advice and support to town officials on a wide range of activities, including grant writing and administration, assistance on town plan revisions, ordinance development, energy efficiency planning, GIS mapping, transportation planning, and Act 250 development review.

Emergency Management Activities: TRORC's emergency management planning program, funded by Vermont Emergency Management, FEMA and the Department of Homeland Security, focuses on all-hazards planning associated with natural and man-made disasters. Our staff provides administrative support to Local Emergency Planning Committee (LEPC) #12 and represented the region's interest on state and national committees.

Economic Development Planning and Downtown Revitalization: Under our EPA Brownfields Program, TRORC assesses the level of contamination on many sites throughout our region. Clean-up funding is then sought to bring properties back into productive use. In addition, TRORC maintains eligibility for our region for federal Economic Development Administration funding and is conducting business continuity of operations planning for businesses in the region.

The dues rate we are requesting this year has not risen in over a decade. We value your continued support and look forward to serving you in the coming year. Please contact us if you have any questions.

Peter G. Gregory, AICP, Executive Director (457-3188)

Upper Valley Community Grange #581

The National Grange was established 143 years ago to support the needs of rural America. Milestones include rural mail delivery, development of agricultural colleges, the Department of Agriculture elevated to cabinet level, equality and voting rights for women, and conservation of water, wildlife, and forest resources. National issues continue to include rural highways and infrastructure, preservation of farmland, and assurance of safe food products. The Grange in Norwich, one of over 3,000 granges, has been here for 105 years.

Thanks to the generosity of those who support our Saturday morning breakfasts, we are able to maintain our building as well as fund donations to local worthy causes, which include the Norwich and Hartford Historical Societies and public libraries, Hannah House, Holiday Basket Helpers, Green Mountain Power Company Warmth Project, David's House, and various state grange departments.

Third grade students in Norwich, Hartford, White River, Wilder and Quechee receive a dictionary from the grange as part of the National Dictionary Project.

Our building is used by the Farmers' Market, church services, the Revels, the Norwich Christmas Pageant, the Halloween Party, and the Senior Housing Christmas Party, and is available for food preparation by the Norwich Fire Department Support Team. It is also available to rent for private family functions.

Annah Dupuis, Secretary (649-3406)

Upper Valley Land Trust

The Upper Valley Land Trust (UVLT) is a regional land conservancy bringing people together to protect farmland, forests, waterways, wildlife habitat, trails, and scenic areas. Now celebrating our 25th anniversary year of land conservation in our communities, UVLT has conserved over 40,000 acres in 44 towns in New Hampshire and Vermont, including 39 properties in Norwich. This year, UVLT conserved 12 Upper Valley properties, and received a parcel of land from Norwich Gateway, LLC. In the future, a trail through this important connector property will improve opportunities for linking the schools and other recreational trails in this part of Norwich. More information about public trails on UVLT-conserved land and the properties we protect in Norwich and elsewhere in the region can be found at www.uvlt.org.

UVLT is supported by over 1,140 members and nearly 100 volunteers who share the belief that conserving our region's rural landscapes and wild places is essential to maintaining the health and vitality of our communities. UVLT is guided by local conservation priorities, and works with individuals, community groups, and towns to protect land under permanent conservation agreements. UVLT's stewardship program monitors and defends these agreements for the benefit of present and future generations.

In this past year, UVLT fielded numerous inquiries from Norwich landowners, including questions from owners of conserved properties seeking assistance with long-term stewardship, and from landowners interested in conserving their lands with permanent easements. Each UVLT success stems from the generosity of area landowners and support from community-based grants and individual donations.

Jeanie McIntyre, President (603-643-6626; www.UVLT.org)

Upper Valley Trails Alliance (UVTA)

During the past year UVTA worked to enhance the health of residents and quality of life in Norwich through trail connections, events, programs, and other trail improvements. This year we continued work on the Upper Valley Loop Trail, completed the permits and documentation, and worked with the Loop Trail Steering Committee and Norwich residents to identify locations for Loop Trail Signs (to be installed by the end of 2010). We also continued the coordination of volunteers to maintain the King Arthur Trail, a 1/2 mile multi-use trail, providing a safe route for bike and pedestrian access from Mill Road to the Dresden Athletic Fields.

We offered the 2010 Passport to Winter Fun program to all Marion Cross School (MCS) children. Using incentive prizes, outdoor fun, and personal achievements, the program encourages youth and their families to adopt healthy and active lifestyles. MCS had its highest participation rate this year: 290 passports were distributed and 92 (32%) completed the program. We also held the sixth annual Upper Valley Bike/Walk to Work Day.

We organized a number of UVTA volunteer workdays on Norwich Town Trails like the Ballard Trail. In addition, we helped promote trail events in Norwich during Upper Valley Trails Day in June 2010.

We have worked closely with the Trails Committee to launch the on-line Trails Database Trail Finder with 10 Norwich Trails in June 2010. For more information, contact Russell.Hirschler@uvtrails.org or visit www.uvtrails.org.

Russell Hirschler, Executive Director (649-9075)

Upper Valley Transportation Management Association (UVTMA)

Since 2001 the Upper Valley Transportation Management Association has provided leadership and education to promote mobility options and reduce reliance on drive-alone commuting. During this time, the UVTMA and its partner organizations have shown that our rural area can grow and sustain four transit companies, develop biking and walking trails, increase park-and-rides, and promote mobility options at the workplace. Volatile gas prices, growing concerns over greenhouse gas emissions, and a local commitment to public transit all demonstrate the need for our work.

The past year has been busy. We worked with the Upper Valley Lake Sunapee Regional Planning Commission to facilitate the public process for the intermodal facility planning project. Although public support for a major bus hub was ultimately low, the planning process generated meaningful public input on the Upper Valley's transportation system.

Smart Commute is our other major project. This effort involves developing sustainable commuting programs with major employers in the Upper Valley. Originally a pilot project with Mascoma Savings Bank and Dartmouth-Hitchcock Medical Center, this program has grown and will partner us with 15 employers over the next two years. We estimate that this project will directly impact several hundred Norwich residents, though air quality and traffic improvements will benefit all.

These projects, coupled with our advocacy for public transit and park-and-rides, will no doubt lead to a successful year. Thank you for your support.

Aaron Brown, Project Coordinator (802-291-9100, ext. 111)

Visiting Nurse Association & Hospice of Vermont and New Hampshire

The VNA & Hospice is a compassionate, nonprofit healthcare organization committed to providing the highest quality home healthcare and hospice support services to individuals and their families. By keeping Norwich residents out of emergency rooms and hospitals, and reducing the need for relocation to nursing homes, our care offers significant savings in the Town's emergency services and other medical expenses.

VNA & Hospice clients are of all ages and at all stages in life. Services are provided to all in need regardless of ability to pay. Between July 1, 2009 and June 30, 2010, the VNA & Hospice made 1,756 homecare visits to 77 Norwich residents and absorbed approximately \$55,434 in unreimbursed charges.

- **Home HealthCare:** 1,123 home visits to 51 residents with short-term medical or physical needs.
- **Long-term Care:** 385 home visits to five residents with chronic medical problems who needed extended care in their home to avoid admission to a nursing home.
- **Hospice Services:** 202 home visits to 10 residents who were in the final stages of their lives.
- **Maternal and Child Health Services:** 46 home visits to 11 residents for well baby, preventative and high-tech medical care.

Norwich's annual appropriation helps the VNA & Hospice meet the demand for quality home healthcare, and to ensure that all who qualify for services will always be able to receive them. On behalf of the people we serve, we thank you for your continued support.

Jeanne McLaughlin, President (888-300-8853)

White River Council On Aging Bugbee Senior Center

The White River Council On Aging, also known as the Bugbee Senior Center, is a non-profit agency committed to providing services to older community members and their families. The Center serves residents from towns that include Norwich, Hartford, Hartland, and Thetford. We provide a range of social, transportation, nutrition, enrichment and education programs and activities. All of these programs have the goal of enhancing the health and independence of our older citizens. If you would like more information about these services, I invite you to give us a call at 295-9068, or stop in to the Center during our hours of operation, 8:30-4:30, Monday through Friday.

During the last year, our agency served 14,502 meals on site, and delivered another 11,568 meals to folks unable to come to the Center. The Center provided services to 146 Norwich residents, including home-delivered meals, transportation, and social services. We also enjoyed the company of numerous Norwich folks in our enrichment programs, including trips to various local sites and more distant venues in Maine, New Hampshire, and northern Vermont.

Our agency has requested and received from the citizens of Norwich an annual appropriation of \$5,300. This is the same amount requested for a number of years, and being aware of the difficult economic times and the strain on the property tax to support Town and school programs we are requesting that same amount for the coming year. We thank you.

Len Brown, Executive Director (295-9068)

Windsor County Partners

Consistent interaction with caring adult role models has proven to have a positive impact on the outcome of children's lives. Windsor County Partners (WCP) is the only county-wide, community-based mentoring program in our region. Adult volunteers commit to about 2 hours a week with their mentees (ages 8-17) for one year. All our services are free to volunteers, children, and families.

In this last year, WCP served no one from Norwich but supported 29 partnerships from among the other 14 towns in Windsor County. Our partners spent 2275 hours together enjoying activities including reading, crafts, museum visits, baking, and sporting events. WCP All Partner Events focused on learning, community service, and fun.

WCP began negotiations with Three Rivers Valley Business Education Partnership to adopt their Springfield school- and community-based mentoring programs. Offering a choice of programs, including one that requires less of a commitment, would appeal to a wider range of potential mentors, while providing the opportunity to graduate to the community program. We have completed the adoption process, marking the first time in 36 years that WCP has expanded its vision.

Our biggest challenge is finding mentors for the many children in need. If we are not currently serving Norwich, it is for lack of mentors, not lack of youth who would benefit from one. Given the economic climate, now more than ever, we depend on town support for daily operations. Thank you for your steadfast support.

Kathy Kinter, Director (802-674-5101; Kathy@wcpartners.org)

WISE (Women's Information Services)

WISE Mission Statement: WISE empowers victims of domestic and sexual violence to become safe and self-reliant through crisis intervention and support services. WISE advocates for social justice through community education, training, and public policy.

In 2009-10, WISE served a record number of new clients, a total of 1,049 victims, with 22 new victims in Norwich, and provided nearly 20,000 services to these victims. WISE volunteers contributed close to 10,000 hours of service to the Crisis Intervention and Support Services program and to the Program Center. The Prevention and Education Program provided over 343 training sessions to 1,198 local middle and high school students in six Upper Valley school districts. Community Education Programs totaled 123 and over 3,029 individuals participated in the programs. This included programs in the Dresden School District.

WISE has established enhanced collaborative programs in order to best serve survivors with complex needs. In this time of increasing economic uncertainty, the opportunity to thoughtfully and creatively continue to establish and build such significant collaborative efforts will be critical in order to maximize the reach and impact of WISE services in the lives of survivors who are also involved with a range of other systems and service providers. This approach is both cost-effective and highly efficient as it enables us to fully leverage both the programmatic offerings of WISE and those of other organizations addressing other critical and co-occurring needs. It represents a natural evolution in WISE's commitment to our mission.

Peggy O'Neil, Executive Director (602-448-5922)

Youth-In-Action

Youth-In-Action (YIA) is in its 27th year of providing meaningful community service opportunities for high-school-aged young people in the Upper Valley. Our organization has continued to grow. In 1994 YIA added a paid director to its already dedicated and active Board of Directors. Student enrollment has also continued to increase and in the 2010-11 school year 400 students are enrolled, over a third of whom are Norwich residents.

YIA projects are driven by student interest as well as community need. YIA volunteers are valuable assets to other Upper Valley organizations. YIA projects can typically be grouped into one of the following categories: community-building events (such as Santa's elves), helping other area nonprofits (such as the Family Place Gingerbread Festival or community dinners with the Listen Center) and YIA-generated projects (such as mentoring events like Kids in Motion or the Elves Workshop).

Projects in Norwich have included student volunteers at: the homes of Norwich residents in need, Marion Cross School events such as the Gift Making Festival, the Family Place, Giving Bowls, Floribunda, the Nearly New Sale, High Horses, and local trails preservation. Norwich children also often attend our events such as Kids in Motion and other mentoring events. We are always looking for more ways to be active in the Norwich community and encourage residents to contact YIA directly.

Last year, YIA contributed over 3,000 hours of service through our own projects and volunteering for local charities, agencies, private citizens, and organizations. We believe that we serve the needs of many Norwich residents by improving the quality of life in the Upper Valley.

Chris Lord, YIA Director (603-643-4313; yia@dresden.us)



Photo: Suzanne Wallis

Suzanne Wallis' sheep barn under construction. This was the first large post and beam barn built in Norwich by Phil Phillips who died on November 31, 2010 while hiking in the White Mountains.