

# Part III

## Other Agencies & Organizations

## **Advance Transit**

Advance Transit, Inc. is a bi-state regional nonprofit 501(c)(3) 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](http://www.advancetransit.com) for more information.

In FY11 11,901 passenger trips were boarded in Norwich, which is a 6% increase over 2010. In FY 2011 ridership on all of Advance Transit's fixed routes topped a half million for the first time. Advance Transit riders who left a car at home and chose to take the bus collectively avoided over one million automobile miles and 15 tons of carbon monoxide. In July Advance Transit received the Governor's Award for Environmental Excellence. On September 17 Vermont's Secretary of Transportation Brian Searles was among the officials on hand for the dedication and ribbon cutting of Advance Transit's "green" bus garage equipped with a solar power generation facility and using harvested rainwater for bus washing.

In 2011 Advance Transit made improvements to passenger information systems. Route maps and schedules have been placed in bus shelters. A Google Transit Trip Planner has been implemented that provides the opportunity to plan your bus trip from any computer or smart phone connected to the internet. It is like taking a virtual tour of the transit system. Click on the "Where's My Bus" tab and track bus locations in real time.

Some comments received from Norwich passengers on Advance Transit: "Great service. Love the bus. More convenient than driving and having to park in Hanover/DHMC. Free is important." "The drivers are accommodating and friendly." "Thanks for a great way to commute." We look forward to seeing you on the bus. Thank you for your support.

*Van Chesnut, Executive Director*

## **Aging in Place in Norwich**

Aging in Place in Norwich (AIPN) is a nonprofit, volunteer organization serving Norwich elders since 2009. Our goal is to provide free services and support to residents who wish to remain in their own homes as they age.

AIPN's leadership is composed of 11 board members who meet monthly to plan and carry out community educational programs, free rides to appointments for older residents, and monthly service days performed by volunteers of all ages from the community. This year eight service days were held providing help to elders with household chores, gardening, light maintenance, and shopping. Educational programs included a free public forum on the new Vermont Healthcare Bill with panelists representing government, medicine, business, and the legal community. Volunteer drivers continue to assist older residents get to their appointments with door-to-door rides.

AIPN's website is [www.AgingInPlaceNorwich.org](http://www.AgingInPlaceNorwich.org). A user friendly resource directory is being developed. Social events such as Bingo and receptions for service day participants have been held. Neighborhood gatherings resume in the spring. We serve the residents of Norwich entirely through donations from individuals. AIPN has not requested financial support from the town of Norwich. However, we look forward to continuing cooperation with local officials and organizations in bringing together friendly and caring volunteers and Norwich elders. Contact us to volunteer or share your ideas for helping residents age in place.

*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 insure 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. We start at the Post Home and march to the Green, where we serve up hot dogs and lemonade. If you have a group that would like to participate in the parade please contact us. All we ask is that you remember what the day is about.

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 pm and 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 for Norwich children. The Child Care Center is a social service agency as described in 24 V.S.A. § 2691.

The Center provides child care to 70 children ages six weeks through six years and 35 after-school children in grades kindergarten through sixth. We have been accredited by The National Association for the Education of Young Children since 1996. The Center also offers inclusive programming for children with special needs who are referred by local school districts. Tuition for preschoolers is on a sliding fee scale based on family income; need-based scholarships are also available. Additionally, tuition subsidies are available through the state of Vermont for low-income working families. The Center receives funding from Granite United Way, Upper Valley Region. In FY11, the Center served 81 children from the town of Norwich. Five Norwich children received partial scholarships totaling \$11,374.

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, including Norwich. ECFiber's mission is to provide open-access, universal broadband services to all residents, businesses and institutions in its member towns, through a fiber-optic network owned by the towns.

After unsuccessful pursuit of numerous avenues for financing its network, the ECFiber Governing Board voted to "bootstrap" the effort by raising funds in the form of investments from ECFiber town residents.

On January 1, 2011 ECFiber Holding LLC closed its Phase I offering of Promissory Notes, having raised \$912,000. With these funds, during 2011 ECFiber built a Network Operating Center (NOC) in leased space on Waterman Road in Royalton, just off I-89 Exit 3, and 24 miles of fiber-optic cable were strung mostly on utility poles. The Phase 1 network runs from Royalton through Bethel to Barnard and back. A map of the route is posted on the website, [www.ecfiber.net](http://www.ecfiber.net). As of December 23 more than 125 premises have been connected to ECFiber service.

ECFiber offers high-speed symmetrical (same speed for upload and download) Internet service tiers of 5, 7 and 10 megabits per second, with higher speeds available on request. It also offers a comprehensive package of telephone services, including unlimited calling throughout North America. ECFiber is also introducing additional services including automatic anti-virus protection and remote document back-up. All of these are offered at very competitive prices, which can be seen on the website [www.myecfiber.net](http://www.myecfiber.net).

In June, 2011, in response to requests from Barnard residents, the ECFiber Governing Board approved a second round of capital-raising, focused specifically on extending the existing network to more Barnard residents. That effort closed on December 1, 2011 at which time local investors and friends purchased an additional \$357,000 in promissory notes.

As it became clear that ECFiber's second offering proved popular and enabled significant additions to the network, residents of several other towns began similar initiatives. As agreed by the ECFiber Governing Board, 76% of the funds raised in each town are dedicated to building out the network in that town, starting with its least-served neighborhoods. The remaining 24% is allocated to further necessary capital investment in the NOC, and also to assisting the build-out in towns whose residents might not be able to invest sufficient funds. Thus, ECFiber expects to have a Phase III and subsequent closings for the towns of Tunbridge, Strafford, Vershire, and others, during the first quarter of 2012. The kickoff meeting for a Norwich effort was held on February 7, 2012.

ECFiber is committed to 100% coverage for all 23 towns. It checks the capital markets regularly to determine when it will be feasible to seek funding for the full build out. ECFiber believes that the town-based initiatives described here will form a solid basis for such capital-raising when the financial markets are restored to greater stability.

*Irv Thomae (Delegate) and Katie Smith (Alternate)*

## **The Family Place**

The Family Place provides services to any family with young children, but our particular focus 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 Family Place has just completed the final phase of our three building renovations. The renovations and expansion we've accomplished over the past two years will better allow us to deliver programs to families in need. These changes have created a welcoming and functional parent/child center for all of our programs and will lead to better outcomes for Upper Valley families and children.

The Family Place serves 27 towns in Vermont, as well as 9 towns in New Hampshire, in many ways – 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 164 Norwich residents last year, both on and off site. 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](http://www.the-family-place.org) or call 649-3268 for assistance.

*Elaine Guenet, Executive Director*

## **Greater Upper Valley Solid Waste District (GUVSWD)**

Chartered by 10 Upper Valley towns in 1992, under authorization from the Vermont Legislature, the 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 has sited, designed, and permitted the only publicly owned landfill in Vermont. The landfill is a long-term infrastructure asset to the GUVSWD towns that will help stabilize disposal costs for decades to come.

The programs and services of the District include: 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 FY11, the GUVSWD assisted in the recycling and disposal of hard-to-manage materials collected at the Norwich Transfer Station including: fluorescent light bulbs, used motor oil, and tires. Ninety-five Norwich residents participated in District-sponsored Household Hazardous Waste events held in Hartford in June and Norwich in September. 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 in the spring at Town Meeting, at the Town Clerk's offices, and the District office. Contact the GUVSWD by email at [guvswd@valley.net](mailto:guvswd@valley.net), by phone at 802-296-3688 or on the web at [www.guvswd.org](http://www.guvswd.org).

## **Green Mountain RSVP & Volunteer Center**

Green Mountain RSVP & Volunteer Center (Retired and Senior Volunteer Program) is part of the Corporation for National and Community Service which includes Senior Corps, a nation-wide program for people 55 and older who wish to have a positive impact on the quality of life in their communities. Through meaningful and significant use of their skills and knowledge, they offer their volunteer service to non-profit and community organizations.

Bone Builders (osteoporosis prevention exercise classes), Seniors for Schools (helping young students read), and TeleCare (calling homebound elders) are three of the important programs RSVP sponsors in Windsor County. Our volunteers continually address community concerns such as health and independent living for elders, literacy, emergency preparedness and the needs of lower-income citizens.

In Norwich RSVP volunteers served 2,081 hours last year at the Norwich Women's Club, Norwich Senior Housing, the Norwich Historical Society, the Town of Norwich, Norwich Public Library, the Montshire Museum, and the Marion Cross Elementary School, to name a few. Throughout Windsor County 212 volunteers offered 50,714 hours of service last year to 77 different organizations. If you are interested in becoming an RSVP volunteer, Linda Husband can be reached at the Springfield office at 802-885-2083.

*Patricia M. Palencsar, Executive Director*

## **Headrest**

Recently, I discovered the first call log used by Headrest dated January 4, 1971, in a box in storage. Since that time, we have operated over 350,000 hours of continuous services. The Hotline answered 9,968 calls this past year dealing with suicide, crisis, substance abuse and adolescent issues as well as providing information on services related to food, shelter and assistance. Please know that someone is always here to take your call 24/7 at 603-448-4400 or 1-800-639-6095.

Headrest receives suicide calls for New Hampshire and Vermont through two national suicide lines (1-800-273-8255) and (1-800-SUICIDE). This past year we received 2,397 calls.

The Hotline is generously supported by municipalities in the Upper Valley as well as individual donors from those towns including Norwich. I would like to extend to the taxpayers of Norwich my thanks and appreciation for your past and future support. Headrest will do our very best to put your funds to good use serving those in crisis.

*Michael J. Cryan, 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 FY11, HCRS provided 1,917 hours of services to 31 residents of the town of Norwich. The services provided included all of HCRS' programs resulting in a wide array of support for the residents of Norwich.

Anyone with questions about HCRS services should contact George Karabakakis, Chief Operating Officer, at 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 281 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 2011, nearly 3,262 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, and the Norwich Fire Department.

The Montshire welcomed more than 225 Norwich residents as part of Norwich Night. Residents from the Town were offered free admission to the Museum from 4:00–8:00 pm. on September 18, 2011. This was a wonderful community event, which included a Town-sponsored barbeque at Montshire's new Hughes Pavilion.

The Montshire continues to be one of the most popular attractions and educational resources in northern New England. More than 135,000 people visited the Museum and nearly 14,000 students participated in school group visits during the year.

*David Goudy, Director, Montshire Museum of Science*

## **Norwich Historical Society & Community Center**

FY11 has been an amazing year for the Historical Society thanks to the generous support from the Norwich community. Well over 2,000 people visited the Lewis House for programs, events, meetings, and to see *The Artists of Norwich*, Chad Finer's photographic essays. Chad received the Vermont Historical Society's Award of Merit for this remarkable project, which recognized that history is not only about the past but also about the present.

We welcome area and Norwich nonprofits to the Lewis House for meetings and programs. First Wednesdays, the Vermont Humanities Council's lecture-discussion series, in partnership with the Norwich Library, continued for a third year. Our website ([www.norwichhistory.org](http://www.norwichhistory.org)) continues to evolve and is now set up for on-line giving for the annual fund and memberships. Programs with the Marion Cross School continue to play an important role, with almost every class visiting the Lewis House during the school year.

Thanks to support from the Town and the Department of Public Works (DPW), the Norwich Jail has been restored and is now permanently installed in the Barn. Working with conservators from the Henry Ford and Shelburne Museums, we developed a conservation treatment plan. The DPW performed magic with the rusted-out Jail, which had been sitting outside since the 1960s.

Because of the success of our first House & Garden Tour, we were able to begin our windows restoration project with work on 12 of our historic wood windows. The 2011 Norwich Antiques Show continues to draw enthusiastic crowds, thanks to Spencer-Julian Antiques and William H. Smith Auctioneers and Appraisers, who make the day possible.

Thank you Norwich!

*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. Norwich Lions was chartered in 1954 and provides assistance to a number of Upper Valley charitable organizations and to Norwich families in need. Our eyeglass collection mailbox is located in front of Dan & Whit's and there is a smaller one at the Town Clerk's office.

Our primary fundraiser for the past 23 years has been the Norwich Fair, which is held on the Town Green in July. All moneys raised are returned to the community. Some of the organizations benefiting in 2011: Red Logan Dental Clinic, The Haven, Holiday Basket

Helpers, Norwich Public Library, SEVCA, Hanover H.S. scholarships, Headrest, VINS, Willing Hands, Windsor County Partners, COVER, several families with special needs. In February, a "Food From the Heart" drive netted 1200 lbs of non-perishable food which was divided between The Haven and the Sharon Food Pantry.

The club places a memory tree at Christmas time in the bandstand. This winter the club will offer buckets of sand for walks and stairs of elderly Town residents.

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 any Norwich resident 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 Demo Sofronas at 649-1536 or Jay Van Arman at 649-1723.

*Jay Van Arman, Club President*

## **Norwich Public Library**

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

It was a busy year at the Library. We welcomed over 257 new patrons, two of whom applied for library cards on the way to their house closing. Over 80% of Norwich residents have a library card. Circulation held steady at 62,110 items and 4,506 people attended our 199 Library programs, including story times, book discussions, and 1st Wednesdays. Use of the public computers and free 24/7 Wi-Fi also increased. The Community Room was used 496 times - a record!

E-books made their debut in the Library's collection in 2011. Two Nook e-readers, pre-loaded with content, are available for loan. In addition, e-books may be downloaded via the Library's subscription to ListenUp! Vermont.

NPL received grants from the Norwich Lions Club to buy large-print books, the Norwich Women's Club to purchase a CD/DVD buffing machine, and from the Department of Libraries for children's programming. The Friends of NPL generously underwrote the purchase of new public computers, audio books, and the Summer Reading Program.

The Library's success would not be possible without the generous support of Norwich residents, our dedicated volunteers (who donated over 2,300 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](mailto:Lucinda.Walker@norwichlibrary.org))*

**Norwich Public Library - FY11  
Income & Operating Expenses**

FY11 Income	Budgeted	Actual
Town Appropriation	162,114	162,114
Annual Appeal & Fundraising	64,950	70,238
Endowment Income	15,000	4,984
Library Income (fees/fines)	5,600	7,798
Grants & Gifts	17,254	24,883
Healthcare Tax Credit	<u>0</u>	<u>1,640</u>
<b>TOTAL INCOME</b>	<b>\$264,918</b>	<b>\$271,657</b>

<b>FY11 Operating Expenses</b>		
Salaries & Taxes (4.57 FTE)	169,628	169,291
Health Insurance	24,866	15,898
Building & Ground Expenses	23,775	28,685
Books (includes processing costs)	10,700	9,547
Audio/Visual (includes processing costs)	3,577	3,750
Electronic Databases & Periodicals	1,670	1,971
Library Sponsored Programs (all ages)	900	972
Technology (hardware/software/DSL/website)	3,444	3,872
Contracted Services (bookkeeping, janitorial, tax prep)	10,500	10,366
Insurance (property/casualty & worker's comp)	7,550	8,162
Administrative Expenses	1,938	2,050
Postage (including interlibrary loan expenses)	2,650	2,870
Promotions (advertising, printing, mailings)	2,770	4,323
Professional Development (dues, conferences, mileage)	<u>950</u>	<u>1,072</u>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$264,918</b>	<b>\$262,829</b>

**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. There are currently over 200 members, with many more people who 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 or sometimes never used clothing is sold at bargain basement prices to fund post secondary school scholarships for Norwich residents. This past year 18 scholarships, totaling over \$30,000, were awarded. The NWC has established itself as the largest single nonprofit provider of student scholarships in the state of Vermont. This past year, David Bartlett, a successful businessman, who was a recipient of a NWC scholarship in 1986, returned \$1,500 so that the money could be recycled to another deserving young student.

Each March the NWC stages a Spring Gala fundraiser. In addition to providing a good time for the community, proceeds from this event are awarded to Norwich individuals and organizations for community projects. Proceeds from the bi-annual Town Directory, compiled and sold by the NWC, are added to the Spring Gala profits. This past year \$22,386 was distributed to the Norwich community. Grants included funding for a monthly Service Day for Aging in Place; the visiting authors program at the Marion Cross School; permanent exhibit and lighting for the Norwich Historical Society; a CD/DVD cleaning machine for the Norwich Public Library; support of the Upper Valley Trails Alliance; playground equipment for the Starlake Village Homeowners Association; kitchen equipment for the Families Learning Together program at The Family Place; half the cost of new floor covering and electric winch for Tracy Hall; the Hanover High School graduation party; and show ribbons for High Horses Therapeutic Riding Program. The NWC also sponsors summer concerts on the

Green, and designs, plants, and maintains the beautiful triangle garden next to Tracy Hall.

In addition, the NWC 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's-club.org](http://www.norwichwomen's-club.org) or on Facebook. New members are always welcome.

*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: Head Start, Weatherization, Emergency Services (i.e., fuel/utility assistance, food, shelter), Crisis Intervention, Parent Education, Micro-Business Development, Individual Development Accounts, Tax Preparation, Training, Home Repair, Housing Stabilization, and Thrift Stores.

In the community of Norwich we have provided the following services during FY11:

- **Head Start:** 2 families (10 people) received early education and comprehensive family support services
- **Emergency Services:** 11 households (30 people) received 90 services (including fuel/utility and housing assistance, crisis intervention, financial counseling, nutrition education, referral to and assistance with accessing needed services)
- **Fuel/Utility Assistance:** 13 households (31 people) received services at a cost of \$2,755
- **Housing & Other Assistance:** 1 household (2 people) received services at a cost of \$800
- **Training:** 5 people received technical training in infrared measures, combustion analysis, and lead renovation at a cost of \$1,175.

Community support, through Town funding, helps to build a strong partnership. The combination of federal, state, private, and town funding allows us not only to 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)**

We are pleased to report that we started and finished many projects this fiscal year, and provided our 30 member towns with the technical planning assistance they needed. Highlights include:

**Technical Assistance:** Staff provided planning, zoning, and mapping assistance to towns in the form of reviewing town plans, writing zoning ordinances, and creating maps of public infrastructure.

**Emergency Management:** We convened Local Emergency Planning Committee #12 which helps prepare first responders and town officials for disasters. We aided towns in updating their Basic Emergency Operations Plan, which contains contact information, maps, and more, to be used in an emergency.

**Energy:** TRORC collected baseline energy data for municipal facilities, funded energy audits, and conducted streetlight inventories in an effort to help towns save energy and money.

**Economic Development:** TRORC joined the VT Council on Rural Development's "Working Landscape Partnership," convened a Forest Stewardship Committee to identify threats to our forests, and developed GIS maps illustrating forest stewardship potential. We updated our Comprehensive Economic Development Strategy, allowing towns to seek funding from the Economic Development Administration for public infrastructure projects.

**Transportation:** TRORC's Transportation Advisory Committee discussed VTrans programs (project prioritization, park and ride municipal grants, transportation enhancement grants, high risk rural roads) and public transit. We also facilitated Orange/Windsor County Road Foreman meetings.

We look forward to serving you in the future. Please contact us with any questions.

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

### **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, outdoor educational spaces and scenic areas. Since 1986, UVLT has protected over 41,170 acres in 44 towns in NH and VT, including 41 properties in Norwich. This year, UVLT conserved 12 Upper Valley properties, and received two parcels of land, including one in Norwich. Many generous donors pitched in to conserve productive agricultural land on Bragg Hill Road, and the Tabors Woodland along Mitchell Brook Road, donated outright to UVLT, will be sold subject to conservation restrictions - generating funds to further conservation efforts in the area. To learn more about UVLT-conserved land, and the properties we protect in Norwich, please visit us at [www.uvlt.org](http://www.uvlt.org).

UVLT is supported by over 1,150 members and 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. Guided by local conservation priorities, UVLT works with individuals, community groups, and towns to protect land under permanent conservation agreements. UVLT's stewardship program monitors and defends these agreements to benefit present and future generations.

In the past year, UVLT fielded many questions from Norwich landowners about stewardship practices and conservation strategies, worked with volunteers to manage invasive species at the Norwich Gateway, and hosted learning opportunities indoors and out on the land. 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](http://www.UVLT.org))*

## **Vermont League of Cities and Towns**

The Vermont League of Cities and Towns (VLCT) is a nonprofit, nonpartisan organization that is owned by its member municipalities and directed by a 13-member Board of Directors composed of municipal officials from across the state elected by the membership. VLCT's mission is to serve and strengthen Vermont local government. All 246 Vermont cities and towns (including Norwich) are members of VLCT, along with 140 other municipal entities, including villages and fire districts.

Vermonters use local government services, including highways, police, fire, recreation, libraries, sewer, and water, on a daily basis. In large part, volunteer elected and appointed municipal officials lead these local governments. VLCT provides the following services to its member cities and towns, so that they may provide their citizens with quality services at affordable costs:

- Legal, consulting and education services.
- Advocacy representation before the state and federal governments to ensure that municipalities have the resources and authority they need to serve their citizens.
- Purchasing opportunities to provide needed services at the lowest cost. Examples include municipal employee health insurance and liability coverage for town operations. The VLCT Health Trust represents the most affordable option available to provide health insurance to municipal employees. The substantial municipal damages resulting from Tropical Storm Irene made the value of VLCT's Property and Casualty Intermunicipal Fund (PACIF) to all our members painfully clear, as members benefited from the broad coverage, excellent re-insurance and prompt service and claims payments.

To learn more about the Vermont League of Cities and Towns visit the VLCT website at [www.vlct.org](http://www.vlct.org).

## **Upper Valley Community Grange #581**

The National Grange was established 144 years ago to support the needs of rural America. Milestones include rural mail delivery, development of agricultural colleges, Department of Agriculture elevation to cabinet level, equality and voting rights for women, and conservation of water, wildlife and forest resources. National legislative issues 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 since the initial charter in 1905, and at this location since 1918.

Thanks to the generosity of those who support our Saturday morning breakfasts, as well as the December pie sale, 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.

Each year the Grange recognizes a local person or organization for their community service, and this year we selected the High Horses Therapeutic Riding Program.

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 Trails Alliance**

During the past year, we 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:

- Worked with Norwich residents to identify locations for the Upper Valley Loop Trail signs in Norwich as part of a multi-town designated bike route.
- Offered the 2011 Passport to Winter Fun program to all Marion Cross School children. Using an innovative package of incentive prizes, outdoor fun and personal achievements, the program encourages youth and their families to adopt healthy and active lifestyles. 311 passports were distributed and 44% of those who participated completed the program.
- Continued the coordination of volunteers to maintain the King Arthur Trail, a ¾-mile multi-use trail, providing a safe route for bike and pedestrian access from Mill Road to the Dresden Athletic Fields.
- Completed the sixth annual Upper Valley Bike/Walk to Work Day. We helped promote Trail events in Norwich during Upper Valley Trails Day in June 2010.
- Worked closely with the Trails Committee to write a grant to the Vermont Recreation Trails Program to fund a rebuild of portions of the Gile Mountain Trail. Funds were awarded and work on the trail began in June 2010.

For more information, contact me at [Russell.Hirschler@uvtrails.org](mailto:Russell.Hirschler@uvtrails.org) or visit [www.uvtrails.org](http://www.uvtrails.org).

*Russell Hirschler, Executive Director (649-9075)*

## **Upper Valley Transportation Management Association (UVTMA)**

The UVTMA is a program at Vital Communities that provides leadership and education to promote transportation options and reduce reliance on drive alone commuting. During our ten years, the UVTMA and its partner organizations have shown that our rural area can grow four transit companies, develop biking and walking trails, increase park-and-rides, and promote mobility options at the workplace. Volatile gas prices, environmental concerns, and a local commitment to public transit all demonstrate the need for our work.

2011 has been busy. We're expanding our Smart Commute project – in which we partner with major employers to promote commuting options – to 15 workplaces this year. Employees at five participating businesses saved an estimated \$1.3 million in fuel costs and achieved environmental savings equal to preserving over 20 acres of forest – all in just one year. We saw 4% increases in carpooling and transit ridership among those employees. Our partner, the Upper Valley Trails Alliance, mapped out and installed signs for the Upper Valley Loop Trail as part of this project. Smart Commute will directly impact several hundred Norwich residents.

The UVTMA was involved in a number of planning projects, including the Claremont-Lebanon transit study and Advance Transit's bus stop study. We held two commuter challenges where we encouraged Upper Valley residents to try a new way of traveling during a week-long event. Each challenge had about 200 participants. These projects, coupled with our advocacy for transit and park-and-rides, will no doubt lead to another successful year. Thank you for your support.

*Aaron Brown, Project Coordinator (802-291-9100, ext. 111; [aaron@vitalcommunities.org](mailto:aaron@vitalcommunities.org))*

## **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, 2010 and June 30, 2011, the VNA & Hospice made 1,768 homecare visits to 84 Norwich residents and absorbed approximately \$71,890 in unreimbursed charges.

**Home Health Care:** 1,247 home visits to 68 residents with short-term medical or physical needs.

**Long-term Care:** 293 home visits to three residents with chronic medical problems who needed extended care in their home to avoid admission to a nursing home.

**Hospice Services:** 223 home visits to nine residents who were in the final stages of their lives.

**Maternal and Child Health Services:** five home visits to four 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 at the Center during our hours of operation, 8:00-4:00, Monday through Friday.

During the last year, our agency served 12,567 meals on site, and delivered another 14,995 meals to folks unable to come to the Center. The Center provided services to 145 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 one person from Norwich but supported 33 partnerships from among 13 towns in Windsor County. Our partners spent 1,710 hours together enjoying activities including reading, crafts, museum visits, baking and sporting events. WCP All Partner Events focused on learning, community service and fun.

During this fiscal year, WCP adopted Three River Valley Business Education Partnership's school- and community-based mentoring programs in Springfield. This has enabled WCP to serve youth it was formerly unable to reach, while enhancing its long-term sustainability. In our first year running the Let's do Lunch program, we supported 46 school-based matches.

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 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. WISE is in compliance with 24 V.S.A. § 2691.

In FY11, WISE continued to serve a record number of new clients: 1,197 victims with 28 people served noting Norwich as their place of residence. We are fortunate to have 30 +/- trained volunteer advocates to staff our 24-hour crisis line nights, weekends, and holidays. Volunteer advocates must complete our required 30-hour training program. We estimate the value of their volunteer service at \$74,000 annually.

The Prevention and Education Program provided over 344 prevention and education programs and reached over 5,700 people throughout the Upper Valley, including local middle and high school students in six Upper Valley school districts. WISE maintains strong collaborative partnerships with many Upper Valley organizations throughout our 15-town service area. These collaborative partnerships help to ensure that our high-quality services are available when needed.

In spring 2011, WISE celebrated our 40<sup>th</sup> anniversary serving the Upper Valley. Many thanks to all the Norwich residents who joined in our celebrations and a very special thank you to the Norwich Women's Club for designing one of our 40<sup>th</sup> anniversary Hope and Courage Gardens...it was absolutely beautiful.

*Peggy O'Neil, Executive Director (603-448-5922)*

## Youth-In-Action

Youth-In-Action (YIA) is in its 28th year of providing valuable community service opportunities for high-school aged young people in the Upper Valley. Our organization has continued to grow over the past 28 years. Student enrollment has also continued to increase and today, in the current 2011-2012 school year, there are 483 students enrolled, over a third of whom are Norwich residents.

YIA projects are driven by student interest as well as community need. Its projects can typically be grouped into one of the following categories: community-building events, helping other area nonprofits (such as the Family Place Gingerbread Festival, Listen Community Services, The Haven, Alzheimer's Association, and the Special Needs Support Center), and YIA-generated projects (such as mentoring events like Kids in Motion, Trail Kids, and Elves Workshop). This year our volunteers were also active in providing support for the victims of the Irene flood.

Projects in Norwich have included student volunteers at the homes of Norwich residents in need (Snow Corps), the Norwich Library, Marion Cross School events such as the Gift Making Festival, The Family Place, Giving Bowls, Floribunda, the Nearly New Sale, High Horses, and local trail preservation. We are always looking for more ways to be active in the Norwich community and encourage residents to contact YIA directly.

Last year, YIA completed over 1,300 hours (308 students and other community members contributing to our efforts) 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)*

