Feature
Dedicated staff are winning awards

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Twin Lakes Community has a long history of financial strength—a history that has served our residents well. We have achieved this strength thanks to careful planning and stewardship by our board of directors and our staff. While our commitment to this achievement is unwavering, into even the best of situations some change will come. It is bittersweet to announce the retirement this fall of a person who has been critical to our financial success. Chan Chandler has served as our Chief Financial Officer for the past sixteen years. Prior to becoming our CFO, Chan provided financial guidance and review to Twin Lakes as our external auditor since our inception in 1983. In both roles together, Chan has dedicated more than half of his life to Twin Lakes, and we have had remarkable success thanks to his quiet, insightful leadership.

We recently reached a remarkable milestone as a result of Chan’s work here. In late 2016, our Fitch bond rating was increased from BBB+ to A-. With this investment grade, A- bond rating, Twin Lakes is among a select few continuing care retirement communities nationally with a bond rating of A- or higher. In fact, less than 3% have achieved this rating. Fitch attributed the upgrade to our good liquidity position, consistently solid debt service coverage, and strong cash flow. At the time the rating was announced, Chan expressed his view that the upgrade was a recognition of our adherence to our core values. One of our core values is financial stability and reads as follows: To honor our commitments to all members of our community, we must be good stewards of the resources provided to us.

We are delighted to congratulate Chan on his retirement, and will miss him. Chan is leaving us, however, in the capable hands of his successor, Brent Conklin. Brent graduated from Appalachian State University and has over seventeen years’ experience in accounting. He spent eight years in public practice auditing CCRCs and other businesses throughout the country. He served nine years in private industry. A member of the American Institute of, and the North Carolina Association of, Certified Public Accountants, he is both a CPA and a Chartered Global Management Accountant. Brent is married, has three daughters, and is a native of Mebane, North Carolina. We are fortunate and excited to have him join Twin Lakes.

Brent and Chan will have worked together for six months by the time Chan retires this fall. Their collaboration will ensure the transition is a smooth one, and that the change in personnel does not alter our pursuit of either our core value of financial stability or our mission of empowering all members of our community to live, work and serve to their fullest potential.

Pamela Sarsfield Fox
President/CEO, Twin Lakes Community
Sharing Summer’s Harvest
One of the core values at Twin Lakes is that love, compassion, care, stewardship and service are at the heart of all we do. Residents and staff live out this value every day. A fine example of this core value is a special summer outreach program to residents at Burlington Homes, a Burlington Housing Authority residence for seniors. Laura McDaniel, Director of Development and Outreach, coordinates this program through which our residents share fresh produce they grow in the Twin Lakes community garden with residents of Burlington Homes. The recipients of our gardener’s generosity are always excited and appreciative to receive some of summertime’s fresh harvest.

Scholarships
The Auxiliary of Twin Lakes Community awarded scholarship certificates to twenty-five sons and daughters of employees of Twin Lakes for college and technical school study. The Evelyn S. Apple Scholarship, honoring the founder of the Twin Lakes Auxiliary, is funded by residents in honor and appreciation of Twin Lakes staff. In its sixteen years of operation, the Evelyn S. Apple Scholarship program has made 184 awards for a total of $246,100, according to resident Bob Demaree, Scholarship Chair. Colleen Bailey, previous scholarship recipient and daughter of staff member Kathy Bailey, expressed her appreciation at the award’s ceremony. “I stand in front of you a graduate from UNCG... graduating with full honors and cum laude. Nursing has been a dream of mine since I was a little girl. I want to personally thank the auxiliary for supporting me: financially, spiritually, and emotionally. Without the support I received from you all as an Evelyn Apple Scholarship recipient, graduating from college would have been much more difficult.”

YESS!
Twin Lakes’ summer volunteer program YESS (Youth Engaged Serving Seniors) had another successful summer for all who were involved including residents, staff, and volunteers. The program’s name recognizes students for saying “yes” to volunteering on our campus during their summer break.

For several years, Twin Lakes has welcomed approximately 40 middle and high school students to work closely with the life enrichment directors in Healthcare, Memory Care, Assisted Living, and the Adult Day program. These young people participate in programs and services and develop meaningful relationships with our residents. In turn, our residents enjoy the enthusiasm and energy the students bring to our campus.

Facebook
“Like Us’ on our Twin Lakes Community Facebook page and stay updated with the latest photos and stories of Life at the Lakes.
Our Award-Winning Staff

Two members of Twin Lakes’ staff garnered prestigious statewide awards at the LeadingAge North Carolina annual conference in Pinehurst. LeadingAge North Carolina is the state association of not-for-profit providers dedicated to providing quality care, housing, health, community and related services to seniors.

**Chan Chandler**
Twin Lakes CFO Chan Chandler received the top honor of Career Excellence Award for Lifetime Achievement. LeadingAge North Carolina describes this as “the highest award presented to a distinguished employee of a member facility who has demonstrated exemplary leadership in aging services and whose long-term commitment to learning, leadership, and the not for profit mission has elevated the greater work of LeadingAge North Carolina.” Excerpts from the nomination letter submitted by Twin Lakes CEO Pam Fox and the Board of Directors describe Chan as “having served the residents and staff of Twin Lakes for nearly 34 years. His dedication to the work of Twin Lakes, the wellbeing of our residents and the success of our staff is implicit in everything he does. Under his careful guidance and leadership, our community has grown into one of the largest in the state and was recently given an A-bond rating by the Fitch rating agency. Chan is a man of great integrity, humor and humility. His devotion to both the organization and the people of Twin Lakes is evident in the quiet influence and leadership he has given to us for more than half of his life. He has decided to retire near the end of this year, and is richly deserving of recognition by his peers in the field he has served so capably for so long.”

**Steve Lineberry**
Twin Lakes transportation driver Steve Lineberry received the Service Excellence award. Criteria for the award as defined by LeadingAge states “this award honors those in direct service who demonstrate extraordinary talent, expertise, and dedication in provision of exceptional service to residents.” Steve’s supervisor Amanda Hobbs writes in her nomination letter that “during Steve’s three-year tenure with us his impact has been tremendous. He is a volunteer with the local EMS agency in Alamance County and the skills he has acquired on that job enhance his service to our residents. His dedication to service outside Twin Lakes is a prime example of enriching the lives of others especially in a time of crisis. His desire for service and to help make each day the best it can be for others is a wonderful thing.”

Twin Lakes Community is grateful for Chan’s and Steve’s dedication and service to our community and the broader community, and we are proud of their well-deserved statewide recognition.
Twin Lakes Community recently won second place honors in the Triad Business Journal’s 2017 Best Places to Work awards competition. Winners were determined through a survey of employees across a 12-county region. The survey asked 50 questions of employees, evaluating their employer in ten key engagement categories designed to measure team effectiveness, trust in senior leaders, feeling valued, manager effectiveness, compensation and benefits. Twin Lakes was placed in the extra-large category (over 300 employees) which included much larger for-profit corporations.

Twin Lakes has consistently maintained an employee turnover rate far below the industry average. The survey responses confirmed that our employees feel a sense of purpose in the work they do, a sense of pride in working for a highly-regarded organization, and a true sense of family with those they serve and serve beside. An employee commented that “as staff, we see ourselves as more than just employees; this is an extended home base for us and our relationships make a difference to the residents and to us.”

Another expressed that “what’s so special is staff and residents feel they are in a family doing life together. It’s a community. We may not live here but residents make us feel like we are part of their extended families.”

We hear this same sort of pride and dedication regularly from our employees. Kathy Knighten Wade, the longest-tenured employee at Twin Lakes with 34 years’ service, has been with our organization since we opened in 1983. Kathy says that, for her, “what started out as a paycheck has become a lifetime fulfillment as a very cared-for employee and knowing that what I do here is what God needs me to do to touch the life of a resident, family member, or co-worker.”

The value of satisfied employees is crucial to the success of an organization. This survey and subsequent Best Place to Work award confirms employee satisfaction to be a strong foundation for Twin Lakes Community. The top five words staff used to describe Twin Lakes on the survey were friendly, caring, challenging, fun, and loving; the perfect description of a wonderful place to live and work.
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TIPS to THRIVE!

Fitness

High Intensity Interval Training (HIIT) For Seniors
Baby Boomers are well aware of the benefits of working out—tending to be more serious about it than the younger generation. Interval training for seniors involves alternating short periods of intense exercise with those for recovery. Although more vigorous than other training methods, most seniors can benefit from this kind of workout.

Expending the greatest amount of calories in the shortest amount of time, this type of training allows for optimal recovery time in-between intervals and can be modified for any function or fitness level. Baby Boomers and older exercise-enthusiasts shouldn’t be intimidated by the term “Intensity” and should feel comfortable doing a HIIT workout.

A few training tips for HIIT:
1. Skip an exercise if it’s too difficult
2. Reduce time or repetitions (take a break)
3. Lower the intensity
4. Use a lighter weight
5. Always match your intensity with your fitness level
6. Always let the instructor know if the exercise is too difficult or if you feel any pain
7. HAVE FUN!!

Twin Lakes’ THRIVE Wellness Program offers a NEW HITT-Circuit class called, “WOW” (Workout of the Week). The class meets every Saturday morning from 11:30 AM to 12:15 PM in the Fitness Center. Come join the fun!