

LIFE

at The Lakes

Burlington, North Carolina

TWIN LAKES COMMUNITY

ISSUE 1 • 2025

Welcome

Delivering 2024
Updates

Around the Lakes

Recent News in the
Twin Lakes Community



Community

Residents give back
in many ways

Accolades

Twin Lakes wins
numerous awards



WELCOME to our community

Twin Lakes has been affiliated with the Lutheran Church since our inception. Each year the bishop of the North Carolina Synod of the ELCA asks me to report to him on highlights of the previous year. The following are a few excerpts from my report.

Residents. Our campus population grew to 850 in 2024. Regardless of number, Twin Lakes residents create a thriving community at Twin Lakes, and surpass themselves year over year in creativity, talent and energy. In 2024 they raised funds for Hurricane Helene victims in western North Carolina, organized a theater group and staged our first theatrical production, conducted a craft fair before Christmas, and worked with our dining staff to hold special meals celebrating various world cultures.

Employees. Team members are also deeply engaged in the community at Twin Lakes. We have graduated five classes of certified nursing assistants through our in-house training program and were selected by the local community college to serve as the experiential site for students in their inaugural year of an intensive LPN program. Team members also participated in the second annual “Souper Bowl” contest among departments to raise canned food for our staff food pantry (the contest was conducted, of course, during the Super Bowl playoffs!)

Construction. We completed construction of phase I of the Stockton apartments, together with the adjoining Agnes Coble Chapel and Saponi Place community building. The chapel is named after one of our original

benefactors, while the Saponi is named with permission from the Occaneechi Band of the Saponi Nation after the original inhabitants of the land on which Twin Lakes is located.

Recognition. We were honored for the second year in a row to be recognized by *Newsweek Magazine* as one of the top 20 continuing care retirement communities in the country. We also were reaffirmed by the Fitch rating agency with a BBB investment grade rating; this objective recognition of our financial strength is an important indicator to prospective and existing residents that their future at Twin Lakes is secure.

Outreach. As a faith-based nonprofit, we are committed to serving both the broader community in which we operate and older adults across the economic spectrum. About 10% of our residents receive financial assistance from Twin Lakes, and our combined resident and community support totaled more than \$2 million in outreach and support in 2024.

We are thankful for a year of growth, service, and remarkable people who compose the Twin Lakes community.



Pamela Sarsfield Fox
President/CEO, Twin Lakes Community



Twin Lakes
COMMUNITY

*A division of Lutheran
Retirement Ministries
of Alamance County,
North Carolina*

twinlakescomm.org

CALL US

336-538-1500

NICE TO MEET YOU

tlc@twinlakescomm.org

3701 WADE COBLE DRIVE
BURLINGTON NC 27215

BOARD OF DIRECTORS

Jackie S. Cole, *Chair*
Sherry S. Hunt, *Vice Chair*
Joy Isley, *Secretary*
Danny Van Fleet, *Treasurer*
Vernetta Bridges
Douglas A. Brook
Kyle Corum
Jill M. Gerringer
David Koester
Reed LaPlante
Michael Menz
Alexis Moore
T. Bruce Moore

Nikki Ratliff
Sam Sink
Matthew Swain
Jerry R. “Jay” Tolley Jr.
Alison Upton
Garry Vogelpohl
Matrice Williams

EX-OFFICIO

Pamela Sarsfield Fox,
President/CEO
Jerome M. Cloninger, *Pastor,*
Macedonia Lutheran Church



©2022 TWIN LAKES COMMUNITY

PRINTED IN THE USA

NEWS

around the lakes

Springing Into Summer at Twin Lakes

As winter finally gives way to the warmth of spring, Twin Lakes Community transforms before our eyes. Barren trees begin to bud, the air shifts from chilly to mild, and the longer days beckon residents outdoors.

Residents recently enjoyed a scenic and educational walk through the lush trails of our own Sullivan Woods. This experience allowed them to reconnect with nature and journey through the area's rich history, local traditions, and vibrant flora.

During Lent, our community took part in a 40/40 challenge, focusing on physical and spiritual wellness over 40 days. Participants meditated on scripture readings provided by our chaplain and engaged in physical exercise, with many walking a total of 40 miles.

Gardening also invites residents outdoors. The Twin Lakes grounds team prepares the soil for residents



to plant and nurture their gardens. The result is a bountiful array of beautiful vegetables and flowers, as well as the growth of deeper friendships.

The spring and summer months create opportunities for connection and interaction. Being outdoors promotes an active lifestyle, encourages socialization with friends, and allows residents to enjoy the natural beauty of Twin Lakes' landscape.

Honoring the Past, Celebrating the Future: The Dedication of Saponi Place

On a beautiful spring afternoon, residents, staff, board members, and guests gathered in front of Saponi Place for its dedication. The newly constructed community building includes the Saponi Clubroom, Agnes Coble Chapel, and Saponi Fireside Room, serving as a space to gather, mourn, celebrate, and worship together. During the ceremony, we were reminded of the land's profound historical significance, stewarded by the indigenous peoples of this region.



We were joined by honored guests from the Occaneechi Band of the Saponi Nation, including Tribal Council Elder Vickie Jeffries, who offered a customary "Welcome to the Land" during the ceremony. The land upon which Saponi Place sits was once part of the territory of the Saponi people. The Occaneechi Band of the Saponi Nation, whose ancestors have cared for this land in service to

the Divine Creator, has generously allowed us to use the name "Saponi Place." In doing so, we pay homage to the history, culture, and traditions of the Indigenous peoples who have lived here for countless generations.

As we dedicated Saponi Place, we acknowledged not only the history of the Saponi people but also that of the Eno, Tutelo, Occaneechi, Shakori, and other Indigenous peoples who have inhabited this region. Their contributions to the fabric of this land are immeasurable, and we stand in reverence to their elders – past, present, and emerging.

The Occaneechi people, known as the Ye'sah, remind us of the importance of this land and the responsibility we all share to treat it with the same love, respect, and care that their ancestors showed. This dedication was not merely a symbolic gesture; it was a call to action. It reminded us that as we gather, celebrate, and mourn in this place, we must do so with an awareness of the history that precedes us and the generations that will follow.

This space is for all to gather – a place of connection, healing, and respect. May we hold it in reverence, keeping the teachings of the Ye'sah in our hearts as we move together into the future.

A Heart of Service

"Everybody can be great...because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and verb agree to serve. You only need a heart full of grace. A soul generated by love."

– Dr. Martin Luther King Jr.

At Twin Lakes, service is a core part of who we are. Our residents continually find ways to give back, both on campus and in the broader community, demonstrating that generosity and compassion have no age limit. Through various service projects, we extend a helping hand to those in need while strengthening the bonds within our own community.

In December we welcomed the community to our 18th Lanes of Light to tour our campus holiday light show. Guests are invited to donate gifts to benefit Alamance County Meals on Wheels and the local Salvation Army. This year 1,695 vehicles came through our gates and helped raise over \$19,000. During this two-night event, residents line the route making a joyful noise for people who make this tour part of their annual holiday tradition.

One of our most heartfelt initiatives, the Friend to Friend program, fosters meaningful connections between independent living residents and those living in our highest level of care, Coble Creek Healthcare, who may be experiencing loneliness. A friendly visit, a phone call, or a handwritten note can brighten someone's day and remind them they are not alone.

This year, we honored Dr. Martin Luther King Jr.'s legacy by participating in the MLK Day of Service. Across campus residents assembled care packages, crafting heartfelt messages, and made blankets for local nonprofit organizations, embodying the spirit of service that Dr. King championed.

Recently, we enjoyed two intergenerational partnerships. First graders at Burlington Day School established pen pals with residents of Deacon Pointe Assisted Living. After months of exchanging letters, the young students met their senior pen pals in person, creating special memories through conversation and shared stories. To make the day even more festive, they



celebrated with an Easter egg hunt, bringing joy and laughter to all generations.

During the summer we will host teens across campus through our Youth Engaged Serving Seniors (YESS) program. Through this program, young volunteers engage with our residents in activities that foster friendships and shared learning experiences. Whether through conversations, games, or service projects, these moments bring joy to both the youth and the seniors they serve.

These projects are more than acts of kindness – they are core to the values of Twin Lakes. By coming together to serve, we enrich not only the lives of others but also our own.

Accolades from the year



Twin Lakes Awarded HIPAA Badge Compliance

Tara Patton, the Memory Care Administrator and Security Officer at Twin Lakes, and Kimberly Thomas, our

Human Resources and Privacy Officer, have worked diligently to achieve the “HIPAA Badge of Compliance” through The Compliance Group. This prestigious trust badge is awarded only to healthcare professionals who have implemented a compliance program with active monitoring and are currently compliant with HIPAA regulations. To obtain this distinction, it is essential to provide HIPAA training, verify policies and procedures, adhere to HIPAA regulations, and conduct both security assessments and HIPAA risk analysis. While adhering to these regulatory requirements is a part of the job at Twin Lakes, protecting the privacy, safety, and data of the residents who live here comes from the heart of those who do the job.



CARF International Reaccreditation

Twin Lakes Community has received a five-year accreditation, the highest level awarded, from CARF International, reflecting its substantial compliance

with CARF standards. This accreditation signifies a commitment to high-quality, accountable programs and services, achieved through a rigorous peer review process. As the sole accrediting body for Continuing Care Retirement Communities in the U.S., CARF's standards have improved services for the aging, encompassing effectiveness, efficiency, safety, and resident satisfaction. Twin Lakes Community has maintained CARF accreditation since 1997.



Coble Creek Healthcare Earns Deficiency-Free Survey

Twin Lakes Healthcare and Rehabilitation Administrator once again achieved a deficiency-free survey

through the Centers for Medicare and Medicaid Services recertification process. This accomplishment reflects hard work, dedication, and commitment of every staff

member in providing exceptional care and maintaining the highest standards at Coble Creek. Twin Lakes residents and their families benefit from staff efforts every day. Their tireless dedication and commitment to our residents contributes to making our community such a wonderful place to live and work.



America's Best Newsweek Rating

Twin Lakes is proud to be recognized as one of the top 20 Continuing Care Retirement Communities (CCRCs) in the nation and 3rd in North Carolina.

According to Newsweek, these rankings are based on a national online survey, visitor satisfaction, accreditation scores, and Google reviews. Being in the top 1% among 2000 communities nationwide places us in a rare and honored position for which we are grateful.



Moneta Springs Memory Care Awarded Top Rating

In North Carolina, Assisted

Living facilities are rated on a 0–4-star basis. A 4-star rating indicates the facility consistently meets or exceeds the state's minimum standards for adult care, as determined by annual inspections and complaint investigations, earning one hundred or more points on two consecutive surveys. Twin Lakes' Moneta Springs Memory Care has scored above the point requirement for the last 3 years with this past year's survey earning a deficiency free rating!



Twin Lakes Maintains Impressive BBB Rating

Twin Lakes has been

recognized again by the Fitch Ratings Agency as having the investment grade rating of BBB with a stable outlook. Of the 2000 CCRC's in the U.S., fewer than 150 have an investment grade rating. This mark of financial strength allows us to borrow money on very favorable terms, and provides peace of mind to our residents, who know Twin Lakes is well positioned for the long term.



Twin Lakes COMMUNITY

3701 Wade Coble Drive
Burlington NC 27215

*A division of Lutheran Retirement Ministries
of Alamance County, North Carolina*

NON-PROFIT ORG.
US POSTAGE

PAID

BURLINGTON, NC 27215
PERMIT #90

Mail List Removal:

If you would no longer like to receive this newsletter, please send an email to tstevens@twinlakescomm.org requesting removal or call 336-538-1570.

Second Phase of Development for the Stockton Apartments is Now Underway

Exciting progress is being made on the second phase of Twin Lakes' newest addition, the Stockton apartments. Construction has been underway for several weeks, bringing us one step closer to welcoming even more residents to our community.

Phase two will include five beautifully designed, open-concept floor plans, each offering a private patio or balcony, along with the convenience of ground-level garages or nearby covered parking. Nestled in the heart of Twin Lakes, these new homes provide indoor access to the Fitness Center, Boland Community Center, Terrace Restaurant, and the Blue Heron Pub. Adjacent Saponi Place continues to offer inviting spaces that foster connection and community.

Designed to support our residents' desire for meaningful engagement, Stockton and the



neighboring community space provide an ideal setting to build friendships and feel at home from the very start. It's all part of Twin Lakes' commitment to creating a vibrant, inclusive community where purpose and connection thrive.

If you have an interest in the building's second phase of construction, contact us at 336-538-1572.