

LIFE

at The Lakes

Burlington, North Carolina

TWIN LAKES COMMUNITY

ISSUE 1 • 2026

Welcome

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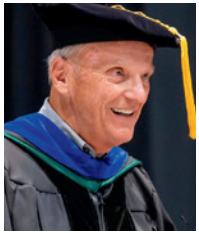
Service and
Compassion



WELCOME to our community

Residents at the Table: A Legacy of Leadership at Twin Lakes

Early in its existence, Twin Lakes set the standard for resident engagement at CCRCs by including residents on the board of directors. Since 1989 three residents have served each year as full voting members of the board. While their duty is to the organization, their perspective as residents is invaluable to the board in its governance work on behalf of Twin Lakes. The three current resident board members are Doug Brook, Garry Vogelpohl and Connie Poovey.



Doug and Mariana Brook moved twelve years ago to Twin Lakes from Pacific Grove, California. Doug is a visiting professor of public policy at Duke University and an active member of the men's golf group at Twin Lakes. Before joining the board, Doug was instrumental in developing the process by which residents provide input to the annual operating budget for Twin Lakes.

Garry and Ruth Vogelpohl have lived at Twin Lakes for three years. A retired Lutheran minister—the first—to serve on the Twin Lakes board—Garry served three parishes as pastor, and in other community settings as well. Despite



his relatively short tenure at Twin Lakes, Garry has become involved in volunteer work both at Twin Lakes and in the broader community and has served on the committee that advised on hiring our campus chaplain.



Connie and Bill Poovey have also lived at Twin Lakes for three years. Before becoming a resident, however, Connie worked at Twin Lakes for twenty years, during which she ran Deacon Pointe Assisted Living, developed and opened Moneta Springs Memory Care, and developed Twin Lakes's capacity to care for families with special needs family members.

Like their predecessors, these three remarkable people, with their decidedly different backgrounds and experiences, share their wisdom and insights with the board of directors and enhance the experience for members of this special community. It is a pleasure and gift to work with them.

Pamela Sarsfield Fox
President/CEO, Twin Lakes Community



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

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NICE TO MEET YOU

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NEWS

around the lakes

All the World's a Stage – and Our Residents Own It

In 2024, resident Connie Canova turned a lifelong love of theatre into something truly special. By gathering fellow thespians to rediscover the joy of the stage together, she helped bring the Twin Lakes Community Theatre group to life.



The first gathering was modest, but the energy in the room was unmistakable. Interest quickly grew, and with the welcome addition of Becky Clark, a resident with a gift for playwriting, the group began shaping ideas into performance. Before long, rehearsals were underway and plans for a variety show took center stage.

Since then, the Twin Lakes theater group has presented four delightful variety shows, each featuring an entertaining mix of short plays and musical selections performed by members of the men's choir. These performances have brought laughter, reflection, and warm applause from audiences across the community.

For the participants, the rewards extend well beyond opening night. Members speak most fondly of the joy found in collaboration and the meaningful friendships formed along the way. The theater group has become not only a creative outlet, but also a testament to the enduring curiosity, talent, and sense of connection that define life at Twin Lakes.

Together Women Rise: A Resident Led Commitment to Global Impact

Twin Lakes' chapter of Together Women Rise is one of many resident led groups that bring neighbors together in shared purpose and global engagement. A strong community of women and allies, Together Women Rise works to achieve global gender equality through education, advocacy, and grantmaking that supports low income communities in the Global South. Each monthly program is led by a Twin Lakes resident and blends learning, discussion, and meaningful connection.

Guided by values of collaboration, integrity, inclusion, empowerment, and passion, Together Women Rise envisions a world where everyone has the opportunity to thrive, regardless of gender or geography. Monthly presentations highlight innovative initiatives making a real and measurable impact.

Recent programs have included Empower Her: Digital Employment for Young Single Mothers in Rural Kenya, which equips women with digital and STEM skills for economic independence; Equal Access, a microfinance initiative advancing gender equity in Honduras; and a Zambian transition program

supporting young women as they move from secondary school into sustainable livelihoods.

Through resident leadership and collective action, Together Women Rise reflects the best of Twin Lakes – learning together, serving together, and extending care far beyond our campus.



A COMMUNITY Built on Connection

Throughout the year, residents and staff cultivate meaningful relationships through shared moments of generosity, joy, and purpose – fostering a community where everyone feels a true sense of belonging. These connections are not incidental; they are woven into the daily life and shared values of our campus.

One place where these relationships shine especially brightly is through giving back. Events such as the Lanes of Light holiday drive through, CROP Walk, and Souper Bowl Food Drive bring residents and staff together in support of food insecurity. Additional opportunities, including Habitat for Humanity's Women Build and the Martin Luther King Jr. Day of Service, invite residents and staff to work side by side, united by service and compassion. Together, their collective efforts provide hope to others while deepening the bonds that make our community so special.

Long standing traditions further reflect the deep appreciation residents hold for those who serve them. Through the TLC Resident Auxiliary's Tree of Life campaign, each staff member receives a meaningful



financial gift at year's end – an expression of gratitude rooted in respect and generosity. The Evelyn Apple-Stacey Wood Scholarship program extends that support even further, assisting the dependent children and grandchildren



of staff with educational expenses. These enduring gestures speak to a culture of care that uplifts not only individuals, but families as well.

Equally important are the everyday moments of connection that bring warmth and light-heartedness to life at Twin Lakes. From laughter filled chair volleyball matchups to a "spooktacular" Halloween celebration welcoming staff and their families, these shared experiences create cherished memories and reinforce the spirit of partnership that defines our campus.

In the end, it is this authentic blending of lives – marked by appreciation, united purpose, and heartfelt connection – that makes Twin Lakes feel not just like a community, but like home

CELEBRATING PAM FOX

LeadingAge North Carolina Career Excellence Award for Lifetime Achievement

Pam Fox's distinguished career is marked by visionary leadership, deep purpose, and a lasting commitment to advancing aging services. We are proud to share that she is the recipient of LeadingAge North Carolina's Career Excellence Award for Lifetime Achievement, the organization's highest honor. This recognition reflects not only Pam's extraordinary leadership at Twin Lakes, but also her significant contributions to aging services across the state.

Pam's connection with Twin Lakes began well before she became Chief Executive Officer. An attorney and CPA, she joined the organization as an advisor in 1999, later serving on the Board of Directors before stepping into the role of Chief Operating Officer in 2008 as part of a thoughtful succession plan. When she became CEO in 2013, Pam brought with her profound institutional knowledge, a strong professional foundation, and a clear vision for the future.

From the outset, Pam emphasized transparency, communication, and collaboration. She established regular resident town hall meetings and fostered a leadership style grounded in presence and accessibility. Known for her thoughtful questions and steady guidance, she inspired innovation across the organization, strengthening care delivery, operations, and organizational resilience. Under her leadership, Twin Lakes enhanced its emergency operations planning and risk management systems, demonstrating foresight and an unwavering commitment to quality and safety.

Pam's tenure also ushered in meaningful new initiatives, including the Synergy Home as a hands on learning space for assistive technologies, the Learning

Circle to promote collaboration and continuous improvement, 24/7 EMT staffing for independent living, and a licensed CNA training program to support workforce development. Additional positive changes during her leadership included enhanced resident art and lifelong learning programs, expanded off campus

excursions, additional physical therapy services, and a more robust wellness program. She also implemented flexible work schedules, strengthened career advancement opportunities for staff, and launched complimentary childcare during inclement weather. Together, these efforts reflect her enduring impact on both the resident experience and the future of the profession.

As CEO, Pam also guided the development and execution of a comprehensive, multi-year master campus plan. This transformative effort modernized facilities and expanded Twin Lakes' capacity, including the addition of a state-of-the-art

healthcare building that has become a preferred rehabilitation provider in the region. Enhancements such as the fitness center, Saponi Place, and Harris Park have enriched the resident experience and ensured the campus reflects the excellence of its services.

Beyond Twin Lakes, Pam's leadership extends through service to numerous professional, civic, and faith based organizations, earning her widespread respect among peers and colleagues.

Pam Fox's legacy is one of vision, service, and integrity. Her leadership has strengthened Twin Lakes, advanced the field of aging services, and left a lasting mark that will continue to inspire for years to come.





Twin Lakes COMMUNITY

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*A division of Lutheran Retirement Ministries
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Rediscover Twin Lakes

Has it been some time since your last visit to Twin Lakes? We invite you to rediscover a community that continues to evolve with intention and distinction. Named by *Newsweek* as one of the nation's Top 20 Continuing Care Retirement Communities, this recognition is both a profound honor and a reflection of our unwavering commitment to excellence in senior living

Come experience firsthand the gracious lifestyle and engaged community our residents enjoy every day at Twin Lakes

Please call 336-538-1572 to arrange a private tour – we would be delighted to welcome you.