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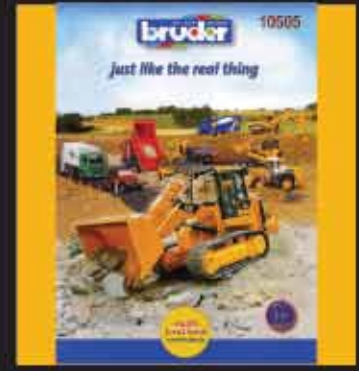
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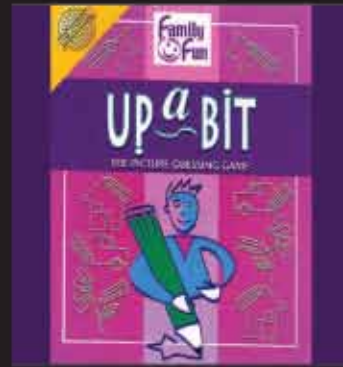
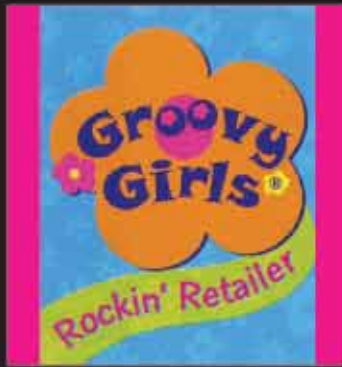
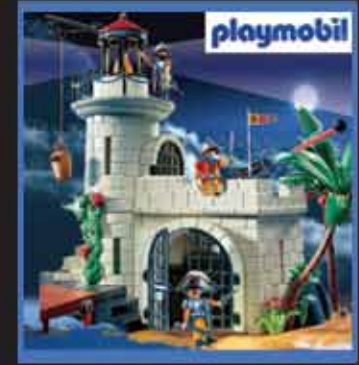
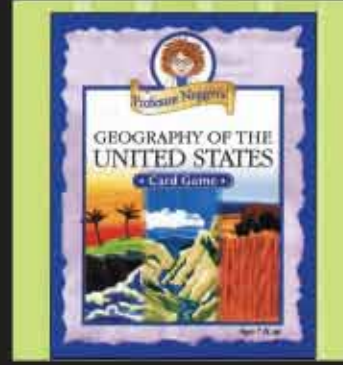
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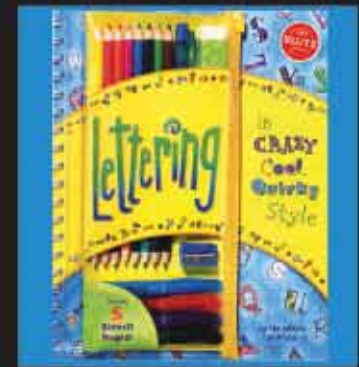
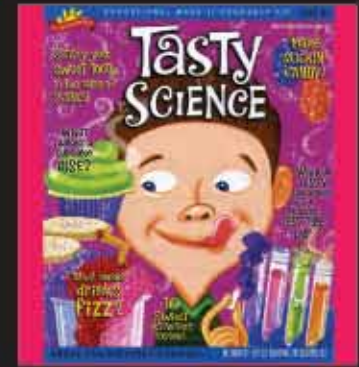
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editor's note

Winter Fun

'Tis the season to be jolly! From holiday gatherings with family and friends to heading outdoors for skiing or snowshoeing, winter gives us plenty of reasons to celebrate.

When planning your holiday menu, consider trying a new recipe along with the traditional favorites. Chef Chad Lumbrá of Elixir in White River Junction and Chef Jerod Rockwell of Rockwell's at the New London Inn are sharing memories of Christmases past as well as some of their favorite dishes (page 78). When you're ready to head out for a bit of adventure and some exercise, Lisa Densmore takes us snowshoeing with the Sunapee-Ragged-Kearsarge Greenway (SRKG) Coalition (page 28).

We're also paying a visit to The Paper Store, which has recently reopened after Tropical Storm Irene's flooding (page 44). Stop in for hundreds of gift ideas, and pick up your wrapping paper, bows, and greeting cards while you're there. The friendly staff is ready to help with whatever you're looking for. If you need to take a breather from holiday shopping, stop in and relax with a good book at one of the Upper Valley's libraries (page 57). You'll enjoy reading about their histories, and you'll also learn how they've kept up with today's technology to continue to be valuable resources in our communities.

The season for giving is alive and well all year round in the Upper Valley. The good people at Angels Among Us care for pets needing temporary homes (page 17), and local businesswoman Ro Wyman shares her story of working to bring an efficient health care system to Rwanda (page 70). It's amazing how much one person's ideas, commitment, and hard work can accomplish!

Come along with us, too, as we drop in on Phil Desmond and his helpful staff at Brown Furniture (page 23) and are welcomed by Jane and David Sandelman at the Inn at Weathersfield (page 34). You'll also discover interesting stories behind local businesses Vermont Violins (page 50) and Action Garage Door (page 65).



Whatever you do this busy season, spend some time browsing our pages. The rest of the staff and I wish you and your loved ones a blessed holiday season. Enjoy!

Deborah Thompson

Deborah Thompson
Executive Editor

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about our contributors



Scott Achs

Scott is originally from Ohio and has been living in New England since 2006. He graduated from the New England School of Photography, Boston, where he studied Fine Art Photography (Honors) and Editorial Photography. Scott has a wedding business and does freelance photography in Boston and across New England. He enjoys skiing and bonfires, and he knows more random facts about Ohio than anyone cares to count.

Lori Ferguson

An art historian by training, Lori pursues her love of the visual arts and the written word through various channels. She serves as the executive director of the New Hampshire Furniture Masters; runs a small writing and public relations business; and writes for Bookpx, a publisher of environmentally conscious eBooks for children. When she isn't working, Lori enjoys travel and the visual arts in whatever form she finds them.



Meredith Angwin

Meredith lives in Wilder, Vermont. She is a physical chemist and formerly a project manager in the nuclear group at the Electric Power Research Institute. For many years, she owned a consulting company that advised electric utilities on corrosion control. Now, she writes fiction and nonfiction, gardens, and is active in energy issues. Meredith and her husband George have been married for 45 years, and they have two children and two grandchildren.

Nancy Fontaine

Writer, editor, and librarian Nancy works at Dartmouth College. She is also a book blogger and website manager and has been writing articles about the Upper Valley for the last several years. She lives in West Lebanon with her husband, and her hobbies include reading, quilting, skiing, and snorkeling.



Nancy Humphrey Case

Nancy is a contributor for the Christian Science Monitor and has been published in a variety of publications, including Northern Woodlands, Chicago Tribune, Mothering, and Cricket. She enjoys writing about Vermont's landscape and culture, planning the next project at her home in Hyde Park, and riding her horses in the woods.

Mary Gow

Mary holds the middle place in a family with three generations of women writers. Best known for her award-winning history of science books for middle school students, she is also a regular contributor to regional magazines. Her latest book, *The Great Thinker: Aristotle and the Foundations of Science*, was released in September 2010. She lives in Warren, Vermont.





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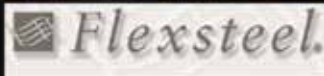
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STORY AND PHOTOS
BY VICKI BEAVER

FOR PETS AND
THEIR PEOPLE

German shepherd Baldur enjoyed his temporary foster home while his owner, veteran Tom, recovered from injuries he received in Afghanistan.

When someone faces displacement because of illness or injury, hospitalization, natural disaster, personal safety, or military deployment, the change in itself is difficult. When pets are involved and no support system exists for their care, it's even harder. ▶

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Some pet owners are forced to surrender their loved ones to new owners or animal welfare agencies. Some may even have to consider euthanasia. This is why Darlene Royce founded Angels Among Us Pet Hostel (AAUPH) in the Upper Valley. Her mission: to provide a safe and loving temporary shelter for family pets of all kinds until they can rejoin their owners.

Royce and Executive Director Barbara Welch work tirelessly alongside other foster home volunteers to offer care and general support for pets of veterans, soldiers, seniors, and domestic violence victims. Whatever the

hardship, AAUPH enables people to improve their situation without the stress of worrying about the well-being of their pets.

Royce created the small nonprofit in 2007 in memory of her late husband Phil, a lover of people and animals who lived by the philosophy of performing random acts of kindness. It started with his reaching out to a veteran needing hospitalization who refused to leave his dog with nowhere to go. Phil arranged temporary care for the veteran's dog while he got the help he needed. With this simple act of caring, Phil's dream was born and is now a reality in AAUPH.



Clockwise from above left: Foster "parents" Darlene Royce and Barbara Welch with Athena. Sam, one of seven shelties needing care when veteran Ryan had a stroke, lives comfortably at Darlene Royce's home until Ryan recovers. Royce even brings Sam to the hospital for visits. Soon Missy will be reunited with her owner Bonnie, but in the meantime she is happy with other cats at Royce's home. Baldur, one of veteran Tom's German shepherds, bonded with his "foster dad" Eric Carr during the time they spent together.

Veterans and Soldiers

"We get a lot of veterans with PTSD (Post Traumatic Stress Disorder)," says Royce. "Caseworkers are getting more involved now that they're aware of AAUPH and see the benefit of soldiers having their pets taken care of as part of their treatment." Tom, a soldier sent to Afghanistan, needed care for his German shepherds during his deployment, and then needed extended care for them while healing from injuries he sustained. AAUPH found foster families and kept him connected with photos and stories of his dogs. When he was ready, AAUPH also helped one of his shepherds join him as a new service dog by his side in his recovery.

Ryan, a veteran who suffered a stroke, was hospitalized long term,

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real people



Barbara Welch, left, and Darlene Royce have fostered many animals through AAUPH since 2007, offering pets like Sam safe and comfortable temporary homes.

suddenly leaving his seven dogs without him. His family members, unable to take them, were referred to AAUPH by Dartmouth Hitchcock Hospital. "They were more than happy to take all seven shelties," says Ryan's sister, Jane. "Angels didn't hesitate. They picked them up and took the stress off us so we could focus on our brother and make sure he was getting better. If it wasn't for them, I don't know where we'd be."

Others in Crisis

Helping veterans was the early focus, but Royce and Welch soon recognized that this urgent need was greater in scope, and they quickly expanded to help others. In and out of hospitals for years, Bonnie always had difficulty finding someone to care responsibly for her cat during her frequent absences. Her constant worrying hindered her healing progress. She is now a regular recipient of AAUPH's help and knows her cat will be picked up immediately and looked after. "I'm thrilled that someone cares enough to take care of me when I need it," Bonnie says. "I've never seen anything like this. They really care for animals and people."

Many domestic abuse victims remain in dangerous situations when

their abusive partners threaten to hurt or kill their animals. Studies have found that as many as 48 percent of women seeking shelter from abuse have delayed leaving because of a pet. AAUPH works with domestic violence shelters, regional hospitals, VA hospitals, hospices, humane societies, the Council on Aging, and State 211 (a program that connects people with important community services by dialing 2-1-1), letting them know they are there for them.

AAUPH is not a service for those who find they no longer want a pet, and it is not a shelter. Royce and Welch consider every call on a case-by-case basis, reaching out to all those in crisis 24 hours a day, seven days a week. They have responded to calls in the middle of the night and have driven for hours to retrieve a pet whose owner was suddenly hospitalized.

Angels Needed

AAUPH needs more caring, responsible foster families. While there are many who benefit from AAUPH's care, there are never enough foster homes to offer temporary care to the dogs, cats, ferrets, guinea pigs, reptiles, horses, and other animals in jeopardy.



Baldur tries on his new service dog vest for the first time before joining his owner Tom at a VA hospital.

Cheryl Achilles of Windsor, Vermont, and her family have fostered several cats and a dog. Knowing they are helping animals and their owners is a big part of why they foster, but Cheryl sees benefits for her own family as well. "I wanted to teach my kids that it's okay to foster and it's okay to open your heart, even if it's for a short time," she says. "And we're also getting a sense of the different breeds. We always joke that they're rentals."

Although AAUPH is the first animal-based organization ever to receive a grant from the United Way, funding is especially limited and expenses take their toll. Royce and Welch receive a constant stream of volunteers who can't foster, but who want to help in other ways. Lucy Mackenzie Humane Society has offered a farmhouse for use as a halfway house for pets where volunteers can participate, but it needs costly repairs before it can be utilized. Royce hopes that with funding they can someday use the building to benefit pets and their owners.

In the meantime, AAUPH continues to step in whenever there's a need. "They're definitely angels to me," says Jane. "They've earned their wings." For more information about AAUPH and how you can get involved, visit www.AAUPH.org. ●

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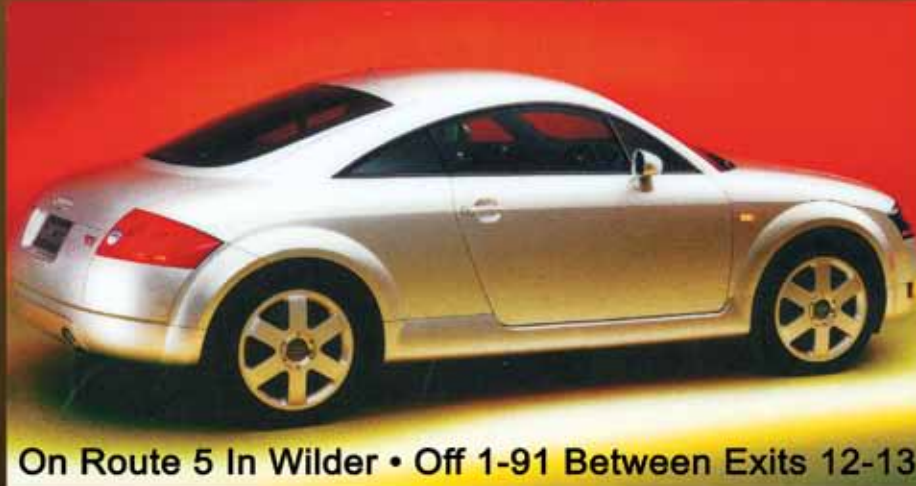
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At once attractive, exciting, mellow, and harmonious, the atmosphere at Brown Furniture is all about comfort. Brown Furniture is a beautiful store. Comfortable and welcoming furniture is arranged as mini rooms and invites you to take a seat and have a chat. And that's exactly the impression that owner Phil Desmond wants you to have. ▶



Owner Phil Desmond says, "I look for furniture that will last, is well made, and is reasonably priced."



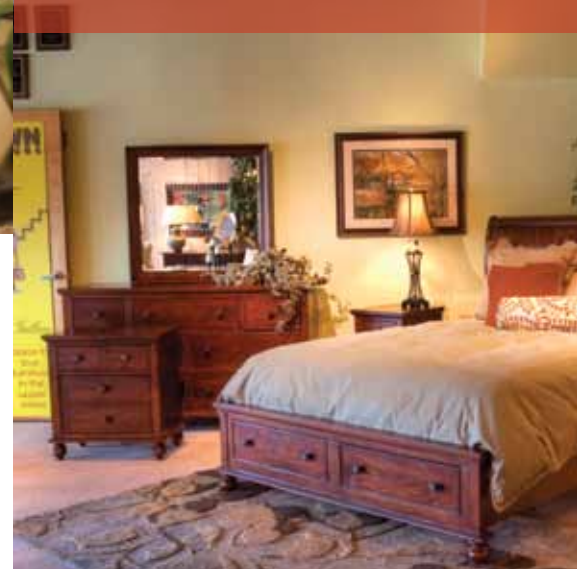
"Furniture is the background of your life. Your life is enriched by having a comfortable home and a cozy place for your family to share the adventures of their days." Desmond wants his clients to enjoy their furniture—and enjoy the process of choosing it as well. "Buying furniture should be an informative experience, not a stressful one," he says.

Rave Reviews

Desmond's staff is devoted to helping customers have a good experience in a sometimes confusing process, and his customers appreciate their efforts. Some happy customers even write about their positive experiences at Brown Furniture. "Julie couldn't have been more helpful. I have recommended her to several other people," wrote one client. Another wrote, "We love our sofas and chair. Rhoda was wonderful to work with."

The people who work at Brown Furniture enjoy being helpful, and Desmond makes sure they have great furniture to show shoppers. "There is a very wide range of price and quality in the furniture industry. Items may look similar, but will they stand the test of an active family? We work hard to be our own quality control team here. I look for furniture that will last, is well made, and is reasonably priced."

Desmond recommends that clients sit on the furniture for a while to test each piece for comfort. He urges them to










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All furniture looks good, but is it comfortable? The sales associates at Brown Furniture recommend you sit on the pieces for a while to test for true comfort.

examine the construction of a piece in order to make an informed decision before they buy. The pieces in his showroom come from large manufacturers like La-Z-Boy and from small, professional furniture suppliers, and each piece of furniture has to meet his rigorous standards.

The Brown Furniture store is designed to give clients a helpful, informative, and enjoyable experience. For example, when looking for a sofa, a family might fall in love with an attractive living room arrangement in the store and buy it immediately. Another client might be less certain: Is it the right size for our room? Would a different color work better? In this situation, the dedicated and experienced staff truly shines. Clients don't have to worry about being abandoned and becoming overwhelmed by the number of fabric choices, arm styles, and sofa lengths. They are helped, guided, and informed in a gentle, no-pressure atmosphere. Once they have made a decision and the sale is placed, Brown Furniture can often deliver to their home immediately, or if it is a special order, it will be delivered to their home as soon as it's received.

Desmond buys from local suppliers whenever he can, but comparatively little furniture is made in this area. However, many of his art and accessory items are sourced from this area, including beautiful framed prints of local scenes. A client can buy an attractive, small holiday gift at Brown Furniture, or she can buy an entire houseful of furniture, artfully combined with the help of the store's in-house designers. Brown Furniture is proud to have been voted the "Best Place to Buy Furniture in the Upper Valley" for 15 years and the "Best Interior Design Store" in the Upper Valley for four years.

Looking Back—and Forward

Brown Furniture was founded in 1934 by Daniel Brown. It was a dry-goods store selling shoes, clothing, and fabric. Brown also owned apartments. In 1940, he wanted to rent furnished apartments, and Brown began buying furniture for his apartments, which led to selling furniture

to the public. The furniture business ceased during the war years, but Daniel Brown resumed the business afterwards with the help of his son Channing.

In 1986, Channing sold the business to Phil and Linda Desmond. Linda passed away seven years ago. Phil has since remarried and his new wife, Koko, is actively involved in many aspects of Brown Furniture. The business, which remains family owned, has been owned by only two families over a period of 72 years.

Many aspects of the store are green. Desmond recently replaced 350 incandescent light bulbs with energy efficient LED bulbs, with the help of a National Grid program. He sells many green products, including certified organic mattresses that contain no petroleum-based products and upholstery made of soy-based foams. Desmond's personal area of interest is using sustainably harvested wood. For many years, he owned a tree farm and took forestry courses to learn proper forest stewardship. His furniture-buying decisions are influenced by this knowledge; he prefers furniture made from selectively harvested wood rather than wood that was clear cut.

Phil Desmond and his design staff have arranged the store so that people can buy furniture that feels "at home" in their home. As Desmond says, "Furniture is part of having a comfortable and attractive home. Your furniture should help make you happy. It is the background of your life." ●

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Fifteen snowshoers gather for a winter trek hosted by the Sunapee-Ragged-Kearsarge Greenway Coalition.



SNOWSHOEING the Greenway

EXPLORE THESE FRIENDLY TRAILS

During the winter, when I need a cure for cabin fever but have only an hour or two to spare, I'll don snowshoes and head into the woods. It helps for a while. However, by the end of January the situation becomes acute—I'm sick of being cooped up inside and sick of the same sites outside. Last year in the midst of my annual winter doldrums, I happened upon the Sunapee-Ragged-Kearsarge Greenway (SRKG) Coalition winter hiking program—nine snowy treks spread out weekly from mid January through early March.

Of all the ways to get outside in winter, snowshoeing is one of my favorites. It's invigorating exercise for my body and refreshing for my mind. Burning 550 calories an hour gives me hope that my bathing suit will still fit next summer, and the chance of seeing animals in the woods, or at least their tracks, is higher than during other times of the year. One of the SRKG Coalition's winter hikes is led by a naturalist from the Society for the Protection of New Hampshire Forests exactly for the purpose of tracking wildlife. Another is by moonlight. Though both were appealing, neither was the one I chose. ▶



STORY AND PHOTOS BY LISA DENSMORE

Snowshoers of all ages explore the snowy woods on a trail maintained by volunteers from the Sunapee-Ragged-Kearsarge Greenway Coalition. Participants get plenty of fresh air and exercise while enjoying winter views and friendly camaraderie.





Getting to Know the SRKG

One raw, overcast morning in late January, I gently touched the brakes on my car, slowing to a stop at the end of snow-covered Patterson Road in Wilmot, New Hampshire. A number of other cars were already parked in the cul-de-sac and in Brian and Barb Faughman's driveway. The Faughmans had volunteered to host the day's snowshoe trek. Retirees from Princeton, New Jersey (Barb Faughman's family is from nearby Warner), both are involved with the SRKG Coalition, Brian doing trail maintenance and Barb editing its newsletter. Sixteen people, ages 10 to over 70, had gathered there, eager for an outing. "These are friendly trails," explained Brian Faughman, "They aren't on public land, but everyone around here uses them."

The SRKG Coalition's trail system exists because of the good-

will and community spirit of local landowners. Founded in the mid 1980s by a group of conservation-minded residents, most of whom were involved with the Ausbon Sargent Land Preservation Trust in the Kearsarge area, the Society for the Protection of New Hampshire Forests, or the Lake Sunapee Protective Association, the SRKG Coalition is a nonprofit corporation. Its mission is to "create and maintain a forever green, great circle of trail corridors and conserved lands providing walkers with minimally developed access to the mountains, lakes, vistas, and historical sites of the region."

The SRKG's member-supported 75-mile trail system travels through nine New Hampshire towns: Andover, Danbury, Newbury, New London, Springfield, Sunapee, Sutton, Warner, and Wilmot. It follows long-abandoned roads now unsuitable

for motorized vehicles as well as more newly cut footpaths, some of which connect to well-known trail networks in places such as Mount Kearsarge and Mount Cardigan.

A Delightful Trek

Our route on this nippy January morning began in Faughman's backyard and ended at the trailhead for the Patterson Farm Trail near the end of their driveway. I warmed quickly to both the day and the SRKG Coalition. At the edge of the woods, I spotted both rabbit and squirrel tracks. The welcoming Faughmans led us past beech, striped maple, hemlock, and birch. Snow clung to the branches and bark in tenacious white clumps. A few of last year's leaves added tinges of color to the wintry forest landscape. The pace was comfortable, and the company amiable.

Surveyor's tape informally marked the route, which was intuitive to follow. We passed through frozen wetlands, otherwise impassable during milder times of the year. After climbing to an elevation where the trees thinned among granite cliffs, we descended past an old stone wall and foundation, eventually coming to a junction with one of the Greenway's officially blazed trails, the Patterson Farm Trail. From there we tromped back to Patterson Road, closing the delightful loop. The entire trek took only two hours, but left me smiling for days. ●



MAKING TRACKS

Winter hikes with the Sunapee-Ragged-Kearsarge Greenway Coalition are free and can be done on snowshoes or cross-country skis. Bring your own gear, water, and snack, but leave your dog at home. For more information on the Sunapee-Ragged-Kearsarge Greenway Coalition, its winter snowshoeing schedule, and descriptions and directions for the SRKG's trail work, go to www.srkg.com.



This page, top left: Trailhead at the end of Patterson Road. Middle left: Stone foundation, a relic of the past. Bottom left: Brian Faughman, volunteer group leader. Above: Snowy stone wall. Left: A happy snowshoer.

local limelight



Warmth and charm await guests of the Inn at Weathersfield. Photo middle left and opposite top courtesy of the Inn at Weathersfield.

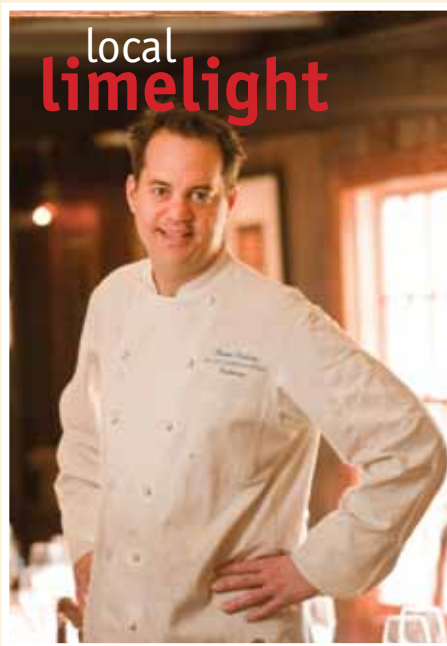


The Inn at WEATHERSFIELD

SUSTAINABLE HOSPITALITY AT ITS FINEST

A 1792 Federal-style house is set back from Route 106 in Perkinsville, Vermont, where a warm, tasteful wooden sign displays the name The Inn at Weathersfield. Come up the dirt drive into the yard shaded by tall pines. The house, fronted by a generous porch with rockers in season, rambles off to the rear. To the left is parking; further back, a garden and a barn. ▶





Chef Jason Tostrup and a few of his dishes.



The parking area gives the first clue that this is not merely an inviting New England inn—there is a charging station for electric cars. You have entered the forefront of sustainable hospitality in Vermont.

A Sustainable Way of Life

When owners Jane and David Sandelman took over the Inn at Weathersfield 10 years ago, they decided to go green. They renovated with energy efficiency in mind, and they continue to recycle, compost, work at water and energy-use reduction, and use environmentally friendly cleaning products. “Sustainability is not just about composting,” Jane Sandelman says. The most important element of being green is keeping business local and working with like-minded people. “What ‘green’ is to us is the big picture,” she adds.

Keeping the big picture in mind, the Sandelmans joined the Vermont Environmental Business Partnership program, and their restaurant was the first to earn the “Green Restaurant in the Green Mountain State” status from the Vermont Department of Environmental Conservation when the program began in 2010.

All this effort would be for naught if the property were not attractive, but the inn exudes charm from its clapboard siding to the original wide-plank floors. The 12 rooms are lovely and up to date, many sporting heated bathroom floors and towel warmers. The middle section of the building, a carriage house dating from the 1880s where the restaurant and bar are situated, reflects more of the owners’ loving touches. David Sandelman made the tables from reclaimed wood, extending the rustic feel. And the photographs of plants and food on the walls were taken by Jane.

Delicious Dining

The culinary creations of chef and inn partner Jason Tostrup are where the Inn at Weathersfield really shines. It has been listed as one of the top 10 culinary inns by *Bon Appétit* magazine, one of seven great Vermont eats by *Saveur* magazine, and one of three “delicious New England destinations” by the *Ottawa Citizen*, among other accolades.

Their approach to supplying the restaurant is aligned with the Sandelmans’ green philosophy. “Most of our food does not travel on a truck,” Jane says.





A Note from the Chef

Before taking the position as chef at the inn, I came to visit the area and its local farms. Jane and Dave Sandelman, owners of the inn, took me on my first farm tour where we visited Woods Cider Mill and sampled their Woods Cider Jelly. I was sold. I packed my bags and headed straight to Weathersfield, a place I believe has its own culinary universe. Since then, the inn has expanded the farm tours with a new GPS Farm Tour and Map Guiding System that we offer as an amenity for our inn guests.

The following dessert is a family recipe that Tina Woods happily shared with me. The method is simple and the results are delicious. It will make you want to program your GPS right to Woods Cider Mill.

Boiled Heirloom Cider Pie

Recipe for two 9-inch piecrusts

- 1½ cups boiled cider
- ½ cup maple syrup
- 8 oz butter, melted
- 1 cup applesauce
- ½ cup goat's or cow's milk
- 6 whole eggs
- 1½ cups brown sugar
- 6 Tbsp cornstarch
- Pinch of salt
- Pinch of grated nutmeg

1. Prepare two 9-inch piecrusts.
2. Beat all ingredients together with hand-held or standing mixer.
3. Pour mixed ingredients into the prepared crust. Top with second crust. Sprinkle with grated nutmeg.
4. Bake in a 350° oven for 45 to 50 minutes, or until a knife comes out clean. Cool, then refrigerate. Serve with meringue, whipped cream, or vanilla ice cream.

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Chef Tostrup visits local farms and suppliers, allowing what is available to inspire him. "Sometimes I don't write the menu until I get back to the restaurant," he remarks.

The menu always gives diners the options of prix fixe, a la carte, or a Chef's Tasting Menu. Tostrup also cooks off the menu on request. One evening last September his tasting menu was inspired by local apples and included braised quail, stuffed eggplant, lamb ragout, and pie—all made with local apple cider. Great desserts abound, including a homemade sorbet made from cantaloupe from the inn's garden in season.

Just ask the waitstaff to suggest wine pairings, and they will oblige. You may even get a visit from Jane Sandelman, who is the buyer for the inn's wine cellar. The wine cellar is a charming room with a large table known as "the Chef's Table," available for private dinners for six to nine people. Once again the personal touch is evident; David Sandelman built the racks himself. They also make their own vinegar.

All this is available year-round just a short drive from the Upper Valley—a lovely getaway spot boasting big-city-quality dining without urban prices. Winter, however, is a special time to visit the Inn at Weathersfield.



Pick a Package

The inn welcomes visitors to spend the holidays. The Christmas Package includes two or three nights lodging, Chef's Tasting Menu one night, a three-course dinner one or two nights (if staying a third night), and breakfast each morning. The New Year's Eve Celebration includes two or three nights lodging, Chef's Special New Year's Dinner, midnight toast in the Tavern, a three-course dinner one or two nights (if staying a third night), and breakfast each morning.

For skiers, the inn has an Okemo Ski & Stay package available from mid November through March. The package includes two nights lodging



and two days skiing at Okemo Mountain in nearby Ludlow, Vermont. Looking for a quick getaway? Try the Winter One-Nighter. Included are the Chef's Tasting Menu and a full breakfast in the morning, available Thursday and Sunday nights from late September through March.

Other fabulous packages include the Luxury Package two- or three-night stay, which also includes lunch for two at Simon Pearce restaurant, and the Chef's Getaway Package for two or more couples, featuring a custom five-course tasting menu at the Chef's Table, breakfast each morning, and afternoon refreshments each day.

Whatever you're looking for in entertainment this winter, the Inn at Weathersfield has you covered with sustainable Vermont hospitality. ●



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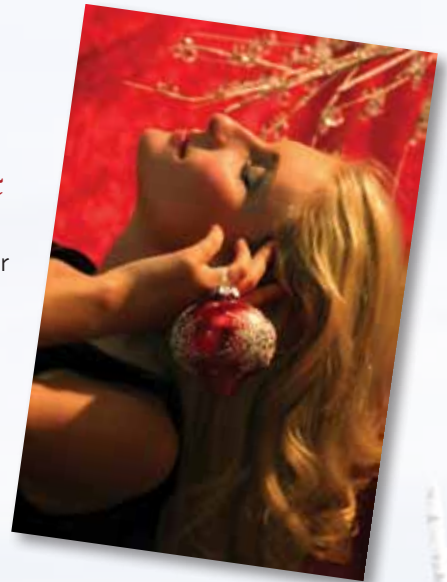
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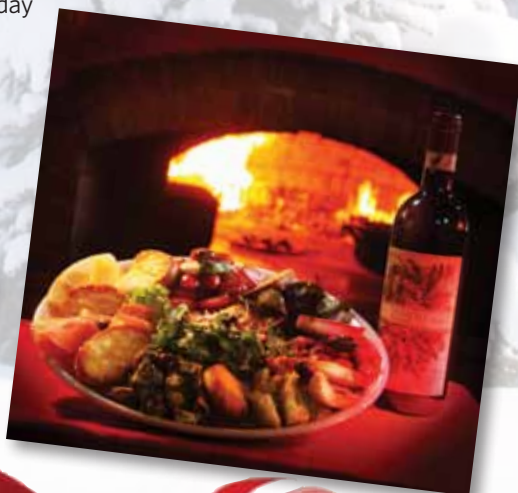
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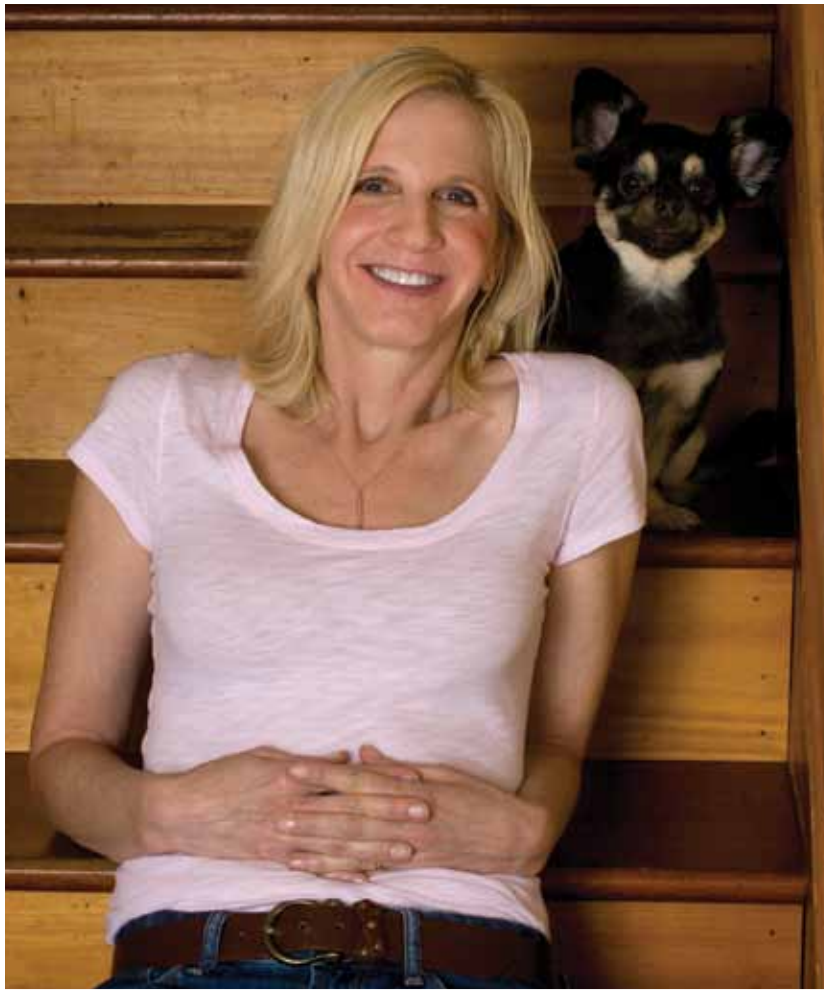
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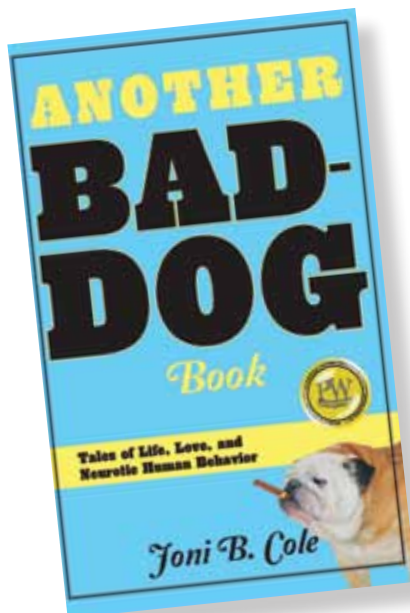


BY NANCY FONTAINE



Dog Saves Book

HOW JONI COLE
PUBLISHED HER
LATEST WORK



teacher of writing. Outsiders think it's pretty cool, so it makes me think I'm a lot cooler than I am."

When she started to send out proposals for her essay collection, she didn't have any luck. Then she had a fortuitous meeting at a writing conference. "I met Jeremy Townsend from PublishingWorks of Exeter, New Hampshire. She talked about the kinds of books she loves to put out, and I thought we'd make a good match." Joni sent her proposal "and got an instant 'I love this' . . . followed by nine months of maybe, and then, ultimately, a no. The book needed a frame that would give it a hook."

Canine Inspiration

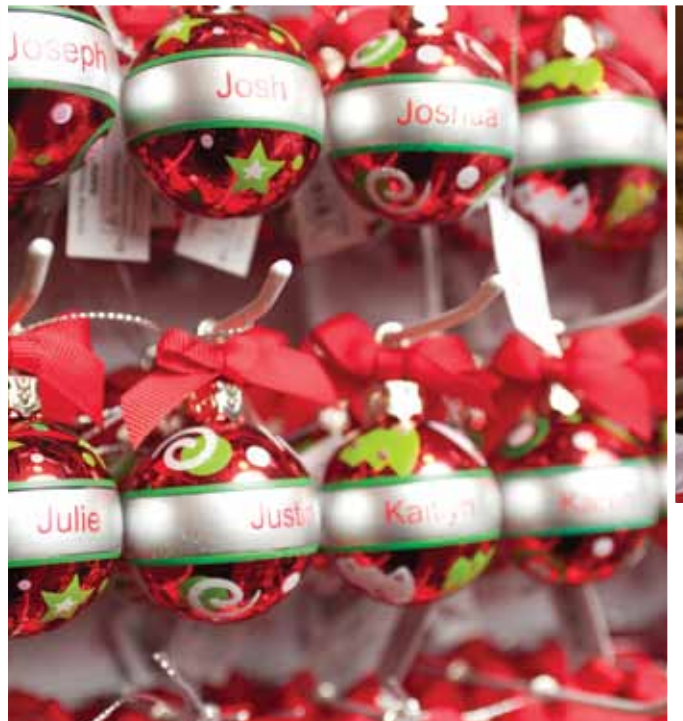
Joni understood the argument; she realized her collection lacked a theme, so she went back to writing. Then she had an idea for an essay about Eli. "Even as I was crafting it in the early stages I thought, this is it—this could be the title essay and the frame," Joni recalls. "Then Jeremy mentioned, almost jokingly, something about, 'Hey, if you ever have an idea about a dog book, let me know.' This had been a niche she used to publish, though why she mentioned it then, I have no idea—other than the universe works in mysterious ways."

Joni sent Townsend the first two pages of the essay, and "she loved it. The rest is history," she says with a grin. *Another Bad-Dog Book* debuted in October. ●

Joni Cole sits at her kitchen table, cradling a cup of coffee. A small dog, a black-and-tan Chihuahua mix, meanders in. He's the dog of the hour, the inspiration for the titular essay in her book *Another Bad-Dog Book: Tales of Life, Love, and Neurotic Human Behavior*. "Eli!" she cries. "Who's Mommy's good boy?" The bug-eyed Eli trots over, tongue lolling. "Isn't he just the most precious thing?"

Yes, Maybe, No

Joni's book is the result of a two-year quest to publish a collection of essays. Cofounder of the Writer's Center in White River Junction, Vermont, with three nonfiction books to her credit, she was not yet known as an essayist. So she called the *Valley News*; they were happy to publish her. "Eventually I wanted to do longer pieces, so the column fell by the wayside," she says. Joni also wanted her essays published in a book. "[A book] gives me more credibility as a





*“To open a shop is easy;
to keep it open is an art.”
—Chinese proverb*



The Paper Store



PRIDE AND COMMITMENT IN THE
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Perhaps no one knows the truth of this saying more than the employees of The Paper Store in West Lebanon, New Hampshire. When Tropical Storm Irene carved her path of destruction across the region in the waning days of August 2011, this young business was dealt a near-fatal blow. Yet the close-knit team of employees never wavered in their dedication to the store. They banded together to repair the damage and recently celebrated the store’s first anniversary by reopening. ▶



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Top-Notch Gifts & Customer Service

“We have an incredibly enthusiastic staff—everyone has been just terrific,” district manager Sara Carbonier observes proudly. “The storm was devastating, and they really went through a tough time, but these employees have been real troopers, and I’m delighted to say that we didn’t lose a single one, despite being closed for six weeks. I’m really happy to have them all back.”

A family-owned business with more than two dozen locations, The Paper Store is a company permeated by a sense of pride and a commitment to top-tier customer service. The business traces its roots back to a stationery store established in 1893 in Maynard, Massachusetts. In 1964, president and CEO Bob Anderson purchased this store and began to transform it into the diverse and sophisticated operation known today as The Paper Store. In the nearly five decades since, Anderson and his family have expanded the business to 27 (soon to be 28) locations and have developed a concept that brings customers “a gift selection that is larger than your wildest imagination.”

As store manager Lisa Steele proudly confirms, the West Lebanon store is no exception. When asked what customers can expect to find at The Paper Store, Steele enthusiastically launches into a description of its many offerings. “We’ve got cards, jewelry, candles, seasonal clothing and fashion items, official team merchandise for sports fans, and invitations for all sorts of special occasions,” Steele notes. “We’re a one-stop shop for anyone looking for a gift for any occasion. Customers can get cards, gift wrap, and gifts for every member of the family—moms, dads, siblings, grandparents—all right here in our store.” Among the brands visitors to The Paper Store will find are Chamilia, Vera Bradley, Crislu, Baggallini, Lindsay Phillips, Trollbeads, Life is good, John Medeiros, Mariposa, Robeez, philosophy, Melissa and Doug, and GODIVA. ▶

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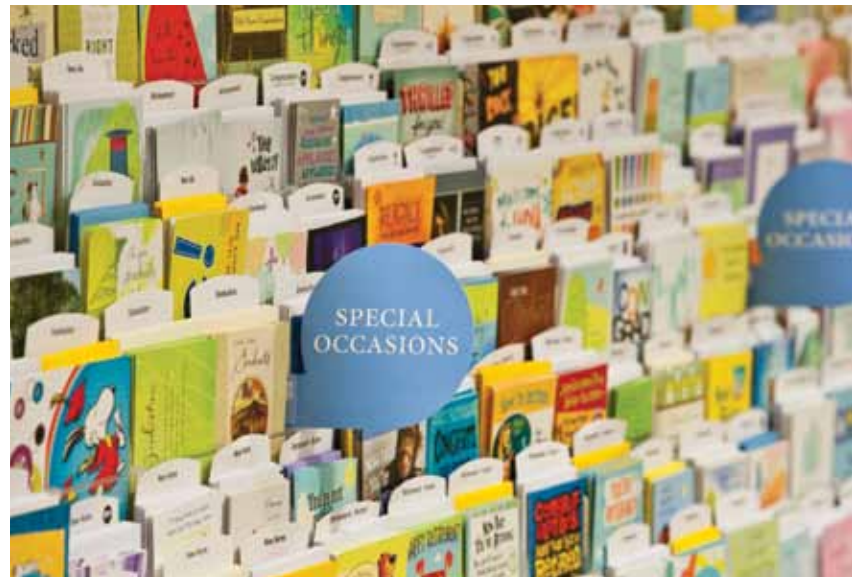


Winning Awards & Caring for Community

Yet despite this dazzling array of merchandise, Steele notes that what really sets The Paper Store apart from other gift shops is the staff. “We are absolutely committed to fulfilling our customers’ needs, whatever the occasion,” Steele says. The company’s “store within a store” mentality underpins this philosophy—there are “gift specialists” for every department—from jewelry to Hallmark cards—thereby ensuring that no matter the customers’ needs, the person assisting them will be thoroughly knowledgeable in the latest offerings.

This attention to detail has not only endeared The Paper Store to customers but also garnered the attention of the professional business community. In 2011, The Paper Store was voted the number-one choice in both jewelry and gift stores in GateHouse Media New England’s “Readers Choice Award” vote and was named “The Knot Best of Weddings 2011” winner in the invitation and stationery category by Wedding Channel voters.

As retailers, each of The Paper Store locations is heavily dependent on its respective community’s support, and management is strongly committed to expressing its thanks by giving back to the communities in which the stores are located. The company supports a variety of worthy causes, including the Dana-Farber Cancer Institute and the Jimmy Fund. Stores at all locations participate in the Dana-Farber Holiday Card Program; customers may purchase a festive collection of holiday cards to support adult and pediatric cancer care and research at Dana-



For Vera Bradley, holiday fashions, stocking stuffers, and cards, The Paper Store has it all.

Farber. "One hundred percent of the \$20 goes back to Dana-Farber Cancer Institute and the Jimmy Fund," Paper Store Vice President Tom Anderson notes. The company also supports the Salvation Army's Christmas Charities through its Thanksgiving weekend "Jingle Sale" event. Customers purchase a Jingle Bell necklace for \$2.99 and get 20 percent off their entire purchase (some exclusions apply). The Paper Store then donates a minimum of 20 percent of the necklace sales to the Salvation Army's Christmas Charities.

The Paper Store is also dedicated to staying in touch with its customer base and providing shoppers with news on the latest trends and offerings available. The company maintains a presence on Facebook (www.facebook.com/ThePaperStore) and Twitter (@ThePaperStore), and customers may sign up to receive notices of special events and offerings via e-mail. As a result of such attention to the customer experience, the company has cultivated a devoted clientele. "We have many customers who travel an hour or more to shop with us," store manager Steele notes. "It's really an experience to visit the store; it's difficult to just run in and out. We have many wonderful gifts, and we encourage people to linger, look, and discover." ●

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Above: Vermont Violins owner Oren Kronick in the West Lebanon store, established in 2003 at the PowerHouse Mall. Right: A row of violins. Luthier (violin repairman) Ed Porte inspects a cello. Store manager Paul Ruscak tests a violin for sale.

VERMONT *Violins*

INSPIRATION
AND PERSONAL
ATTENTION

When Lori Lewis's son Gabriello was four years old, he sat on Santa's lap and told him exactly what he wanted for Christmas—a violin. Not having a musical background, Lori was a bit surprised. But when "Gabo" repeated his request to two more Santas, she knew she had to follow up on her son's interest. She found Vermont Violins in the phone book and spoke with owner Kathy Reilly. Kathy's guidance opened a door to a rich experience for Gabo, who at age 11 is now playing in the Vermont Youth Orchestra's Symphonia Orchestra and recently won an award from the National Association of Gifted and Talented Children for an essay he wrote about his love for the violin. ▶

what's in store

BY NANCY
HUMPHREY CASE

PHOTOS COURTESY OF
VERMONT VIOLINS



what's in store



It's that kind of outcome that motivates Kathy Reilly and her husband Oren Kronick, who own and manage three stores—one in Burlington, one in Montpelier, and one in West Lebanon. Kathy, an Oberlin College graduate and former violin teacher, runs the Burlington Violin Shop, and Oren “toggles between Montpelier and West Lebanon,” Kathy says. “We work really hard, and sometimes I come home really tired, but I’m also energized.”

Community-Based Shops

Vermont Violins started in 1994 in Montpelier “with a few rental instruments in someone’s garage,” Kathy says. An experienced businessman, Oren bought the fledging outfit then added a second store in





Top left: Luthier Ed Porte uses mirrors to inspect the interior of a damaged violin. Above: Violins, violas, and cello grace the windows of the store. Below, far left: A luthier's bench is like an alchemist's study, with tools, bottles of potions, and boiling liquids scattered about. Violin surgery in progress.

West Lebanon's PowerHouse Mall. Six years ago, Burlington Violin Shop approached Kathy and Oren about buying their store. Not only did the couple go for it, last year they relocated the second-story Main Street shop to a beautiful ground-floor space on Church Street. All three shops offer a full line of stringed instruments—violins, violas, cello, and bass—and accompanying accessories and services. Their business has increased about 10 percent a year for the past few years. "With the bad economy, we expected a decrease last year, but that didn't happen," Kathy says. The shops are clearly filling a need. Kathy calls them community based and says their model is the traditional violin shop that not only sells

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what's in store

instruments but also everything else their clientele needs. "We work with families to find appropriate books, fit chin rests, make sound adjustments—all aspects of their needs," Kathy says. "Someone might come in and say, 'This peg broke; I need a new one, and I have a concert tomorrow.' We're like a family doctor for violins."

Supporting Young Musicians

Another role Vermont Violins plays is helping parents like Lori Lewis sort out the process of supporting their children's musical progress. "She provides us with a lot of insight and information, not just instruments," Lori says of Kathy. For example, when Gabo was ready for a fun, new challenge, Kathy told him about Vermont Fiddleheads, a group of young people who play traditional fiddle music by ear. Kathy offers space for the group to practice once a month and partners with them in bringing Scottish and Irish fiddlers to Burlington.

When Gabo needed a specially sized violin, Kathy arranged for her head

luthier, Jim Banicki, who trained at the Kenneth Warren School of Violin Making in Chicago, to build him one. "Gabo's arm was not quite long enough for a half-size violin," Lori says, "but his fingers were too big for a quarter size. Jim built him a beautiful instrument with an incredible sound." Jim used wood that he selected on a trip to Germany.

Gabo's younger brother, eight-year-old Zani, has been playing the cello since he was three and relishes visits to the Burlington Violin Shop. "Whenever we go there, he disappears into the back of the shop to see what Jim is working on," Lori says. "Kathy and Jim always make a point to stop and talk to the boys. It's such a warm and welcoming shop. Kathy goes out of her way to make all the children feel special."

Children are important clients at Vermont Violins, which sells violins so small (one-sixteenth size) that one customer mistook them for Christmas tree ornaments. The shops sell introductory packages (violin, bow, case,



Above, from left: Master luthier James Banicki carves a violin's back plate. Crafting a violin requires delicacy and detail. Carving an inlay channel and setting in ribbing. Left: A violin hand-crafted in the Vermont Violins workshop, antiqued in the traditional Italian style.

etc.) for \$500, which customers can rent to own in three years. At the same time, Kathy and Oren serve the needs of professional musicians living in Vermont or playing in Vermont with summer programs such as the Meadowmount School of Music and the Green Mountain Music Festival. For example, Jim Banicki did major work on a violin owned by Clayton Haslop, who played the violin solo in the movie *Ratatouille*. Jim finds it exciting to work with these professionals, but after six years with Vermont Violins, he also finds it heartwarming to see and hear beginners "learning and growing right before your eyes."

Passion & Opportunity

While some schools may give preference to bands over orchestras in their budgets, Kathy sees the violin as a vehicle for exploring textures of sound inaccessible to wind instruments. She also points out that stringed instruments offer a broader range of expression and the opportunity to hear and reproduce variable pitches as opposed to pressing keys that play prescribed notes.

The passion that energizes Vermont Violins has its roots in Kathy's own experience as a youth. She traveled to West Germany before the Berlin Wall came down, talked politics in pubs with young people from East Germany and Czechoslovakia, and then played alongside them in a German castle as part of an international youth orchestra. "It was such a different way to experience the world," Kathy says. "To give kids that kind of opportunity is a gift—for me." ●

Vermont Violins

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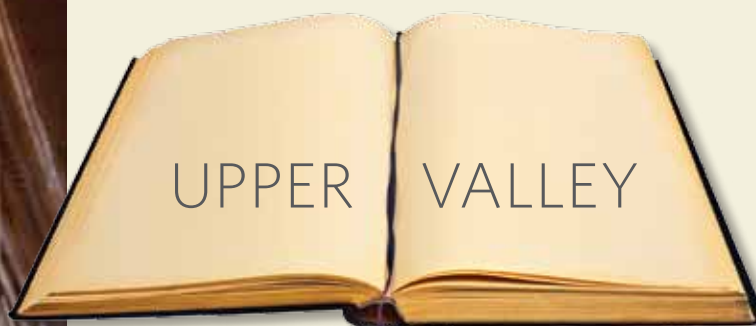
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Libraries

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"When computers and the Internet came along, everybody was worried that libraries were going to be dinosaurs," says Lou Ungarelli, Library Director of Lebanon's two libraries, "but today we are busier than ever."

The Upper Valley has a long history of community libraries—Bradford's was chartered back in 1795. Over and over again, the philanthropy of local book lovers has helped towns build, maintain, and expand libraries. Dexter Richards, Dr. Edward Williams, Edmund Read, and others provided substantial gifts, establishing beloved town libraries many decades ago. Today, contemporary donors continue this noble tradition. Dedicated "friends" of local libraries fund purchases of books and media, staffing for special programs, and upgrades to facilities.

Devotion to learning and to literature as well as to serving and strengthening communities is at the heart of our local libraries. All of them have superb collections of books—and often unique special collections. "But we're not just books anymore," says Norman Williams Public Library Director Debra Bullock Spackman. Audio books, DVDs, downloadable books, and abundant online and printed resources are available at these libraries. Through interlibrary loan, almost any book request can be filled. Library patrons have increasing access to library resources anywhere they can connect to the Internet. Story hours, book groups, and talks by guest speakers at all of these libraries are popular in each community. Libraries bring people together.

Contrary to the doomsayers who predicted that libraries would wither in the new digital age, community libraries have become vital centers for technology. For many households, library computers provide that essential link to job applications, homework resources, e-mail, even tax filing. "We're excited about the 21st century!" says Bradford Public Library Co-Director Debra Tinkham. ▶

Norman Williams PUBLIC LIBRARY



“We call ourselves a ‘non-shushing library.’ We allow you to speak in a conversational voice. We also allow dogs,” says Library Director Debra Bullock Spackman. “Woodstock is a very dog-centric community. Well-behaved dogs are welcomed at the library. We even have dog cookies.” Spackman’s placid dalmatian, Molson, is usually by her side.

The pink sandstone Norman Williams Memorial Library on Woodstock’s green opened in 1884. Prominent town resident Dr. Edward H. Williams contributed \$30,000 for the library to be built in his father’s memory, on the site of his parents’ former home. The library was so successful that Dr. Williams contributed another \$20,000 for a 1901 addition. A century later, the library underwent a five-million-dollar renovation, restoration, expansion, and automation project. The

Norman Williams Public Library
10 South Park Street • Woodstock, VT
(802) 457-2295 • normanwilliams.lib.vt.us
Library Director: Debra Bullock Spackman

work tripled the library’s usable space and launched its reputation as an advanced, community-serving resource of the 21st century.

“We see the library as a leader in technology in our community,” says Spackman. Norman Williams Library has also been a leader beyond Woodstock. “We were the first library in Vermont to offer wireless access to the community.” From that initiative, Wireless Woodstock expanded to offer free Wi-Fi throughout the village.

Over 70,000 books and other media are included in the library’s collection. Its unusually large genealogy collection attracts many researchers to the library. Resources include a complete set of the *New England Genealogical Record*, Vermont genealogy resources, and histories of almost every Vermont town that has a published history.

Kilton LIBRARY & Lebanon LIBRARY



Lebanon and West Lebanon, thanks to their years as separate towns, have the good fortune of each having a library; coincidentally, both date from 1909. A century later, the downtown Lebanon Library continues to reside in its historic Classical Revival home. A few miles away, its West Lebanon sibling recently moved into a new, environmentally designed building.

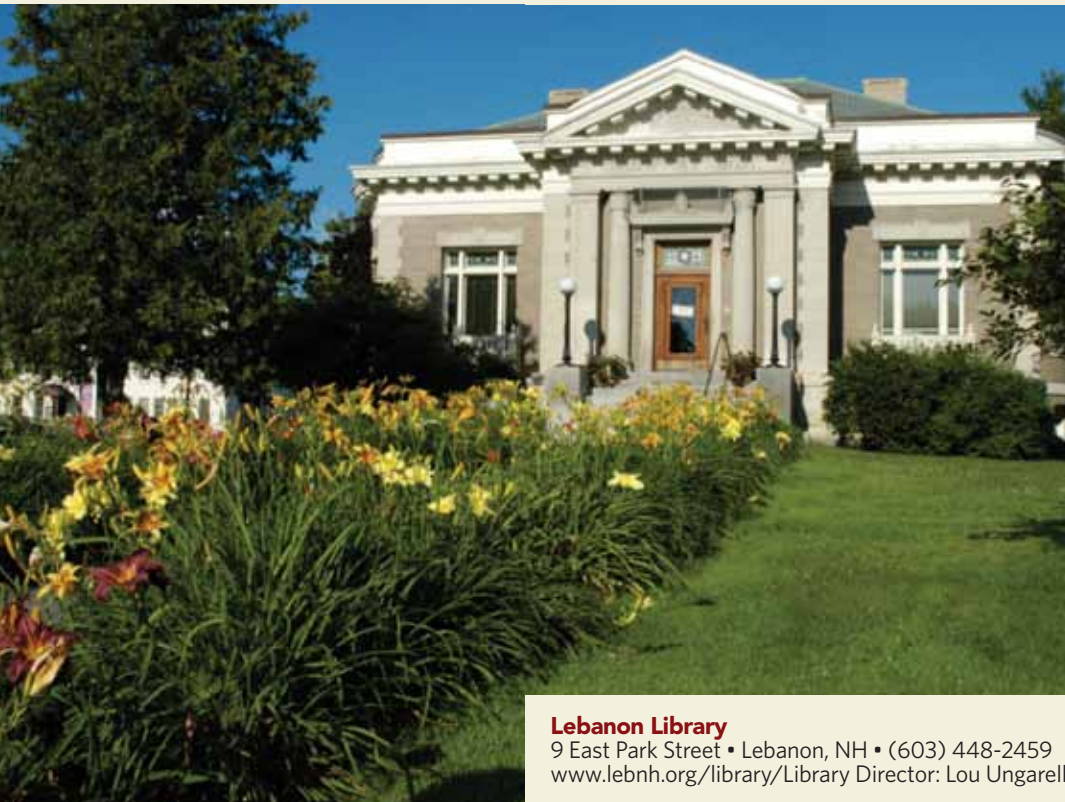
Opened in July 2010, the Kilton Library has many green features. No fossil fuels are burned here. A geothermal heating system, energy efficient lighting (motion sensors turn lights in stacks off when not needed), and automated shades that optimize natural lighting all minimize the building’s carbon footprint. Radiant heating in the floor is both efficient and popular. “The kids love it. They sit on the floor and are warm,” says Lou Ungarelli, Lebanon Library Director.

The Kilton came about thanks to longtime West Lebanon Library supporters. James and Willena Kilton, who owned the local Red Cross Pharmacy, left a \$1.5 million legacy to renovate the former library or build a new one. “They were great people who loved books,” says Ungarelli. “Their pharmacy was a real gathering place in the town for many years. This library carries forward their love of books and that community spirit.”



Kilton Library

80 Main Street • West Lebanon, NH
 (603) 298-8544 • www.kiltonlibrary.org



Lebanon Library

9 East Park Street • Lebanon, NH • (603) 448-2459
 www.lebnh.org/library/Library Director: Lou Ungarelli

In addition to books, a prominent feature of the old West Lebanon Library moved to the Kilton. A stunning, five-panel stained glass window was given to the library in 1911 in memory of Dr. Hiram Orcutt, headmaster of the Tilden Female Seminary. Holding a quill pen in her hand and an open book in her lap, a female figure symbolizing knowledge sits at the center of the luminous work. The stained glass window is displayed inside the library. ▶

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Bradford

PUBLIC LIBRARY



Bradford's early settlers had barely put down roots when they chartered a library. This 1795 initiative earned Bradford the distinction of being the first town in Vermont to have a library. About a century later, John L. Woods gave the town \$15,000 to build the library a permanent home. With Woods's money, Bradford gained a landmark—a Henry Hobson Richardson-inspired red brick and granite castle of a library, complete with an octagonal tower, corbelled turrets, and a public bathroom.

Early literacy has long been a priority at the Bradford Public Library. Friday-morning story hour is a fixture in the schedules of families with toddlers and preschoolers. The tots sing, make projects, listen to, and take home good books. Once a month, the hour opens with a song about niños; the children musically count off "uno, dos, tres . . ." This Spanish story hour introduces English-

speaking children to a second language and welcomes children from Spanish-speaking homes to the library. "It is hugely popular," says Gail LaVaude, Library Co-Director. "If children are around another language, it makes a big difference."

Bradford's eight public-access computers are used extensively. "Kids do homework, people do job searches and applications, they take online courses, visitors travelling through will stop to use the Wi-Fi or use our computers to check their e-mail," explains Co-Director Debra Tinkham. A very successful program helps people prepare and submit their taxes online.

"The Bradford Library has really become a community center," notes Tinkham. People meet and visit in the front room, where a special Bradford tradition adds to the welcoming atmosphere. "We have the coffee pot out all winter long," Tinkham adds.

Bradford Public Library

21 South Main Street • Bradford, VT • (802) 222-4536 • bradfordvtlibrary.org/about-us/staff/
Library Co-Directors: Debra Tinkham, adult collections and services, and Gail LaVaude, children's collections and programs.

Philip Read Memorial LIBRARY

Back in 1920, Edmund Read gave his generous gift to his hometown. Plainfield had a library, but a library without a permanent home. Chartered in 1805, it shifted locations, housed in local homes and even upstairs in the town hall. Read, who had become a successful Washington, DC, lawyer, donated funds to build a handsome and very sturdy library—four layers of local bricks comprise its exterior walls. His gift honors the memory of his father, Philip Read, a 19th century Plainfield farmer. Edmund Read stocked the library with 2,000 books, most of them from his personal collection. “We still have about 100 or so of those original books,” says Library Director Nancy Norwalk.

After nearly a decade of fundraising, the library expanded in 2004, opening a new wing that complements the historic structure. The wing is in place, but Friends of Philip Read are still fundraising, aiming to finish and equip space on the lower level for youth, history, and community rooms.

Cornish Colony researchers know that Philip Read is home to a superb special collection of books and articles by and about the artists, writers, musicians, and others who flocked to this area in the early 20th century. These include several titles by American novelist Winston Churchill, a bestselling author of the era. The original front room of the library is the Maxfield Parrish Room.

Philip Read Memorial Library enjoyed a flash of national and even international fame in 1982. “We had the Grand Champion racing worm, the Plainfield Puffer,” explains Norwalk. The Plainfield Puffer blew away the competition at the Claremont Library worm race. *Sports Illustrated* magazine named the Puffer the Pet of the Year, awarding the library a handsome silver bowl that sits prominently on the fireplace mantel. ▶

Philip Read Memorial Library

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Howe LIBRARY



Howe Library in Hanover is one of the busiest libraries in New Hampshire. Over 51 percent of the town's 11,260 residents (that includes Dartmouth students) hold library cards; circulation last year topped 268,000. Beyond the immediate community, more than 1,000 people from other Vermont and New Hampshire towns pay to become members of the Howe.

The Howe's main building of 18,000 square feet opened in 1975; an addition in 2000 expanded it by another 12,000 square feet. With reading rooms, a media center, and areas for children, tweens, and teens, the Howe has space for all its many patrons. "We have a wonderful fireplace in one of our reading rooms. I love seeing people stretch out on the couch there enjoying books," says library director Mary White.

With a tech-savvy staff and community, the Howe has been a leader in new systems and innovations. It was one of 20 founding libraries to launch a statewide consortium for downloadable books; 170 libraries are now members. Through this program, library patrons

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Richards Free LIBRARY

The Richards Free Library is probably the only library in the region with a ballroom on the third floor—a lovely venue for book talks and events. First chartered in 1888 with a substantial financial gift from Dexter Richards, the library continued its strong ties to the Richards family; it moved from its original home into the gracious Richards mansion in 1962. Many delightful spaces, including two oval rooms, are among the surprises here.

Newport's native daughter, Sarah Josepha Hale, is honored every year by this library. Born in Newport in 1788, Hale distinguished herself as a writer, editor, and advocate for national causes. Editor of *Godey's Lady's Book*, the most influential women's magazine of the 19th century, Hale also wrote novels and poems. Early in her career, she penned a few verses based on the true story of a girl and her devoted pet, "Mary Had a Little Lamb." Hale led efforts establishing Thanksgiving as a national holiday, preserving George Washington's Mount Vernon home, and building the Bunker Hill Monument. The Richards Free Library presents its Hale Award to an outstanding New England writer, and honorees always attend the ceremony. Robert Frost was the first winner in 1956; poet Galway Kinnell was honored in 2011.

Hale would be pleased with the library's fabulous children's collection and program of events. "Last year 5,820 children participated in 345 programs here," notes Library Director Andrea Thorpe. "That's almost one program for every day of the year." ▶

download hundreds of books on electronic reading devices. At the Howe's Tech Table, patrons can try out iPads, Kindles, Nooks, and other e-readers.

The Howe maintains an impressive schedule of programs and events. These include Books and Lunch on Tuesdays; Everyone Is Reading, a community book program; monthly Tech Talks; book, travel, and cultural presentations; and a mind-boggling array of programs for preschoolers through teens—565 last year.

Serving the community is at the heart of the Howe. "Our philosophy is, 'Let's make it work for you.' The staff understands the importance of good service," says White.

A recent gift from the family of a longtime library trustee has ensured that the Howe is even more accessible. "We are now open summer Sundays and will be forever," notes White. ▶

Howe Library

13 South Street • Hanover, NH • (603) 643-4120 • www.thehowe.org
Library Director: Mary White



FUN FACT: "If you have a Richards Free Library card, you can use it in your pajamas," says Thorpe. At home or anywhere with Internet access, patrons can reserve and renew books, do genealogical research, download audio and e-books, read magazines, and connect to other library resources.

Richards Free Library

58 North Main Street • Newport, NH (603) 863-3430 • www.newport.lib.nh.us
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The Orford Social Library, in the village, has the longer history. Early Orford residents apparently incorporated it in 1797, although it slid into inactivity for some years. In the 1870s, Hannah Willard Sanborn solicited books from community members and started a small library over her father’s store. Incorporated in 1900 as a public library, Orford Social acquired a local millinery shop in 1902 and has been there ever since. A bequest in the 1980s enabled a major renovation and expansion.

Over in Orfordville, once the main part of town, community members seized the opportunity in 1893 when the state of New Hampshire offered \$100 to any town that opened a public library. “The library opened in the old brick schoolhouse,” says Public Library Director Laurel Fulford. When the building burned in 1933, the librarian and townspeople reportedly saved 500 books and opened a temporary library a few days later in a local ice cream parlor. “That year the town voted to build a new library similar to the one that burned,” says Fulford. “We’ve been here ever since.” •

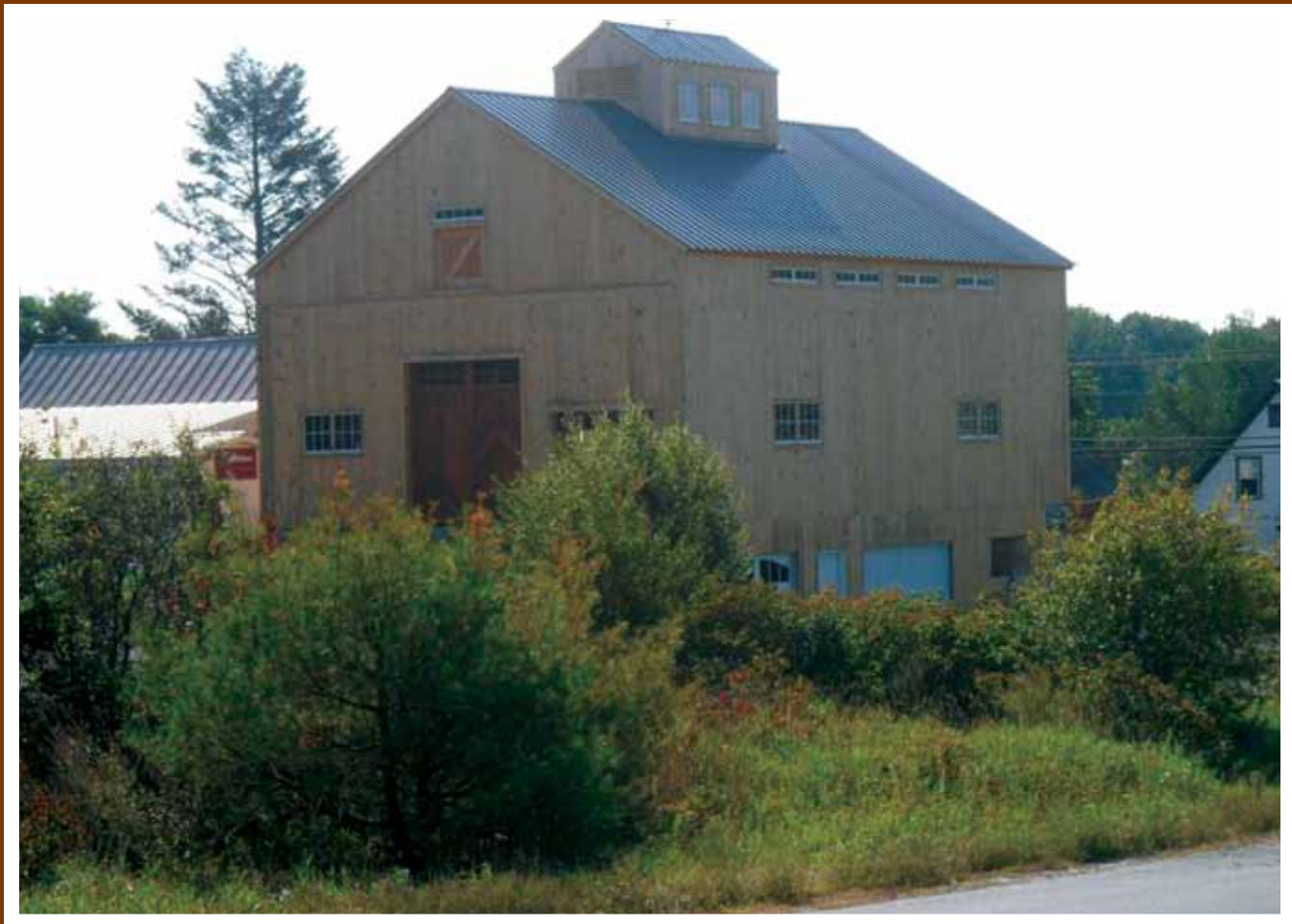
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BY TAREAH GRAY

PHOTOS COURTESY OF GEOBARN

Action Garage Door



IN A TOUGH
ECONOMY, THIS
LOCAL BUSINESS
REBUILDS AND
THRIVES

A PHOENIX OF SORTS, Action Garage Door in Enfield, New Hampshire, rose from the ashes of a devastating warehouse fire last winter to rebuild even stronger and uphold its status as the largest garage-door company in the Upper Valley. Like the mythical bird—living a long life, dying in a fire, and then resurrecting from the ashes—the company’s warehouse ignited when owner Frank Robbins’s plow truck caught fire after he cleaned up from the previous night’s snowstorm and stored it underneath the 150-year-old barn. ▶

GeoBarns uses a couple of unique building techniques, one being diagonal framing, which is immensely strong and precludes the need for sheathing. The double knee braces into the 40-foot free spans also use the roof stresses to balance the floor loads.



Super Bowl Sunday Blaze

In just 19 minutes, the Super Bowl Sunday blaze demolished the historic barn, plow truck, an employee's car, and all the company's inventory. Two 1971 Chevrolet Chevelles stored in the warehouse were

severely damaged as well. Fortunately, the main office of Action Garage Door, located in an old farmhouse just 12 feet away, was spared. "That was my saving grace," says Robbins. "We didn't lose the computer system."

Robbins also made sure the tenants in the farmhouse's two apartments were safely evacuated from the building. "Kudos to the [five] fire departments; they saved the house," says Robbins. "But the barn was a total loss. The only thing I was able to save was the foundation. There was nothing I could do but watch."



An avid and lifelong football fan, Robbins collected himself, went home, and tried to watch the big game that evening; the Green Bay Packers beat the Pittsburgh Steelers 31 to 25. "The fire ruined my Super Bowl Sunday this year. I watched the game, but I couldn't watch the entire thing."

Rugged but Graceful

Enter GeoBarns of White River Junction, Vermont. In just 10 weeks, a small crew of builders erected a new warehouse, staying true to the barn structure. "The Action Garage Door barn was a great build for us,"

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The free spans above and below allow for complete versatility in the use of space without any interior columns or bearing walls.

says GeoBarns founder George Abetti. “It was the first time we had engineered and built a 40-foot, free-span floor system, so we were happy to have broken some new ground on this project. This is certainly the most rugged and industrial building we have built, and it still looks graceful and beautiful.” Says Robbins of the three-level, 6,000-square-foot, solid-wood building, “The craftsmanship is just awesome.”

The new warehouse has lifted the spirits of all six employees at Action Garage Door, including Robbins’s brother, Jason Robbins, and son, Stephen Robbins. “When I saw the rafters going up on top of the building, it made me finally get a sense that I was going to get back to normal in my business,” says Frank. “It’s awesome. We’ve had more compliments on the structure going up than anything else. We’ve had people stop to take pictures. It’s an incredible-looking building.”

A Growing Business

Action Garage Door specializes in sales, installation, maintenance, and



servicing of garage doors, ranging from basic to high-end and from residential to commercial. They also offer emergency repairs 24 hours a day, and they work with half a dozen manufacturers.

Their story begins 17 years ago when Robbins, now 50, moved to scenic Sunapee, New Hampshire, his wife’s hometown. “I’ve always liked this part of the country,” he says. After spending most of his life in Colorado and Oklahoma, where he worked for the airlines and another garage door business, he garnered enough resources and skills to buy an existing company, Action Door in Enfield, the same year he moved to the area. Robbins made only one change—inserting the word “Garage” into the name. At the time, the business required only one truck and had just a couple of days’ worth of work each week. He created and lived by the company motto “Quality starts

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image • WINTER 2011-2012

at the door," and in just three years, Action Garage Door needed three trucks and four employees to keep up with demand. Robbins is not complaining. "The business has tripled since I bought it," he says proudly. "I've worked hard to achieve that. We do a large percentage of service work. That's what keeps us afloat. It's let me put four kids through college."

Action Garage Door continues to stay afloat in a sunken economy where other businesses are struggling. When the recession hit hard a few years ago, sales at the company shrank by 25 percent. The stagnant housing market halted new construction and hampered the demand for garage doors. However, this year, despite the distraction of the fire and its aftermath, Action Garage Door's business is up 10 to 15 percent. "Now people are remodeling homes instead of buying new ones, so that's helped our business," says Robbins. "We're getting more high-end work with home owners now instead of budget doors."

The new warehouse is at the heart of this thriving small business. "The new barn is gorgeous," says Joanne Norton, office manager for the last 11 years. "It's going to be such a better environment for the guys to work in."

Ironically, Norton has never owned a garage, but she credits Robbins for teaching her all the ins and outs of garage doors. "He's a great teacher," she says. "It's a small company. We all work well together. We do our best to make every customer happy. We're a good team." ●

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in the
spotlight

Caregivers to the World

BY E. SENTEIO

RO WYMAN
AND WYMAN
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It may have all begun with Bushman. Rosalie (Ro) Wyman recalls, "When I was little, my first stuffed animal was a gorilla named Bushman, modeled after the famous primate at the Chicago Lincoln Park Zoo in the 1930s."

It was in 1988, while pursuing her bachelor's degree in anthropology, that Ro visited Rwanda for the first time. "I went to climb and sit with the mountain gorillas," she says. However, she got more than she expected. "I fell in love with the country and its people. I dragged my husband Bill and another couple back there six months later." Bill fell in love too.



Now, as cofounder and CEO of Wyman Worldwide Health Partners (WWHPS) and owner of Wyman Design Concepts, Ro has a mission: to make a difference in the world.

It hasn't always been easy, but that has never deterred her. "I started as a community activist, and over the years in that capacity, I sat on several boards, including Dartmouth Medical School (DMS) Board of Overseers." While on the board, Ro's interests began to focus on global health care, specifically in developing countries and primarily in Rwanda. At the time, DMS was talking about diversifying and expanding the global experience for its medical students. "I started lobbying for Rwanda, but they were already actively involved in Kosovo and Tanzania. And Rwanda was very unstable; understandably, DMS was hesitant to send people into potentially dangerous areas." Ro looked past the danger.

What she saw was a country ravaged by years of war, a health care system in disarray, and communities doing the best they could with few resources and little or no support. "There was a lot of money pouring into the country through large NGOs, but its ability to trickle down to the bottom of the pyramid—and the community—was problematic because most of their health care delivery systems were broken."

Enter Brian Lombardo, MD, a physician at Alice Peck Day Hospital in New Hampshire. "Brian had already been practicing for a year in Rwanda (he's now WWHPS



Shingiro Community Health Workers (CHWs).

in the spotlight

Front Row: Emi, project dog; Rene Gasore, infrastructure coordinator; Dr. Nathalie Nsengiyumva, medical systems coordinator; Jeanne d'Arc Nyirajyambere, CCHIPs project director; Consolate Uwamariya (BU/MPH '10), community health workers coordinator; Marvin Arnold (BS/MIT '10), management systems coordinator. Back row: Celestin Karabayinga, consultant; Jean Bosco Kamanzi, promotional programs coordinator; Elizabeth B. Mitchell (Dartmouth '10), planning and communications coordinator; Elie Sebigoli, logistics coordinator; Amber Johnston, psychosocial programs coordinator (Dartmouth, MALS); Jean Mazimpaka, guard and gardener.



medical advisor). He cautioned and counseled me about focusing at the community level—focus small and focus locally.” By that time, Ro was on the board of the Dian Fossey Gorilla Fund International (DFGFI), an organization she had long supported. “Being on the board allowed me entry into Rwanda that I would not have had as just a single individual.”

Soon she met Laura Clausson, a kindred spirit with the same passion to make a difference. Ro calls that meeting serendipitous. “Laura had lived in Egypt before, processing refugees for asylum, and felt she was meant to go back to Africa. So we started collaborating and researching.” In 2005, they held an all-day symposium that brought together various small NGOs operating in the Upper Valley and working in different parts of Africa. “In September of that year, we sent Laura over to Rwanda for six months to research the possibility of a healthcare project.”

Rwanda and Bisate

In Rwanda—a country slightly smaller than the state of Maryland—there are five provinces, as well as the capital, Kigali. Within the provinces, there are 30 districts.

“The Ministry of Health’s intention is for each district to have a hospital. But there were only 11 hospitals to support over 400 health centers,” Ro explains. “We were in the north in the Musanze District. It had one district hospital and 11 health centers, each functioning

in one fashion or another teaching different protocols and approaches. Ultimately, it came to us to create a comprehensive approach to running and managing remote rural health centers that have little or immediate access to a district hospital.”

Ro, Brian, Laura, and Bill approached DFGFI about launching their project. This collaboration led to Bisate, a small village in the foothills of the volcanoes. Because of its location, it had been caught in the middle of Rwanda’s conflicts. It had no running water, no power, poor sanitation, and no beds; anything left standing was in shambles. Still, Ro was excited to be given the opportunity.

“The Fossey Fund,” Ro says, “convinced the district’s hospital director to launch the project with us, and we became a program of DFGFI, which allowed us to come into Rwanda immediately. They became our fiscal agent and our umbrella.”

In 2006, Comprehensive Community Health Initiatives and Programs (CCHIPs) was launched at Bisate Health Center, with a catchment area of approximately 15,000. “We put a lot of time and money into Bisate. There had been no financial aid at all.”

WWHPS went in and started repairing and rebuilding, all the while putting CCHIPs in motion and figuring out what the community needed and how best to improve the level and delivery of health care. “What we did within a year was very successful and completely

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Bill at weekly nutrition education program and lunch for mothers and children under five.

funded by Bill and me." Then things became complicated.

When it came time to renew the agreement with DFGFI, "they wanted to change the parameters, but we were unwilling to give up control when our ideas were still in the development stage, so we had to refuse to renew the contract under the new terms." Ro recalls, "We no longer had any backing. At that point we could have left Rwanda or stayed."

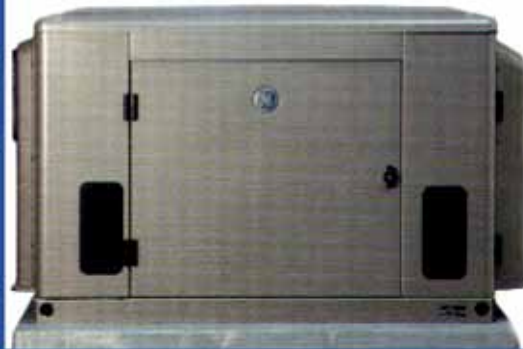
However, all the time Ro and WWHPS were in Rwanda, they had been not only rebuilding a health center but also building relationships within the community. "There was another NGO in our district—The Mountain Gorilla Veterinary Project (MGVP). They are the veterinarians for all the gorillas in East Central Africa, and they run the gorilla orphanage. They became our new fiscal umbrella because they were our neighbors and knew us and our work. With the MGVP's help, we decided to stay."

Given that Bisate was still affiliated with DFGFI, the district mayor asked if WWHPS would consider taking on another health center, Shingiro. "It was at least two times the size of Bisate, also in the foothills of the volcanoes," Ro laughs, "with more and different problems and a catchment area twice the size of Bisate." It too had suffered severe damage in the wars. "It had a municipal water supply, but all the lines and pipes had been damaged. No sanitation facilities. The windows were gone." ▶

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Eli Mitchell (Dartmouth '10), planning and communications coordinator, and Zack Scott (Dartmouth '08), CCHIPs project manager. Zack was with the project for two years and was instrumental in the development and evolution of the CCHIPs strategy/model.



Shingiro and CCHIPs

When Ro arrived at Shingiro, it had the capacity for 16 to 20 inpatient beds. The dorms were mixed: children, adults, men, and women shared two large rooms. "We tried to separate males and females, but it all depended on where there was a bed." Ro ticks off the changes they made over the next three years: they added two consultation rooms, repaired all the pipes and electrical, and put in rain gutters and water catchment tanks that could be used for laundry and cleaning (before, they laid blankets over shrubs to dry). They restored the municipal water works, replaced all the asbestos ceilings, tripled the size of the maternity ward, created a children's ward, built patient and staff showers and a laundry facility, and renovated the lab and kitchen.

"The Global Fund built a building at Shingiro and gave it to the health

center. They had been calling them HIV/AIDS buildings, and with that stigma attached, people didn't want to go there. We reorganized it as a Preventive Care building and housed several different services there."

Early on, the health center was caring for about 900 to 1,000 people per month. "By year three," Ro says, "we were seeing over 2,000 people a month." Being at Shingiro presented the opportunity to really put the CCHIPs program into practice at the health center. CCHIPs, Ro explains, is a shift in paradigm for doing work in the developing world. "Our approach was to create a health care delivery model that is both comprehensive and self-sustaining—a comprehensive, primary health care model through collaborations with other NGOs."

There were several NGOs in and near the capital of Kigali, but their agendas

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were narrow and specific, focusing on big targets like HIV/AIDS, tuberculosis, malaria, and family planning. "We call that a vertical approach. What was needed—and what no one was doing—was taking a horizontal approach to health care delivery at community health centers that could deliver comprehensive care." The money and the NGOs were focused on the national level and rarely moving out into the community or getting to the bottom of the pyramid. "That became our focus—that and addressing chronic diseases versus infectious diseases. It's pneumonia and heart disease—all the chronic diseases—that are the largest killers and more problematic in the developing world."

The CCHIPs model is meant to be not only cost efficient but also developmental and nurturing of the center's ability to ultimately manage and sustain itself through increased utilization and delivery of quality health care. "You do that," Ro explains, "by training and supporting the staff and creating an organizational system that supports their ability to become self-sustaining."

The experience at Shingiro has shown that it takes approximately three years to implement the CCHIPs program strategy. However, that's starting from the ground up. Ro is quick to point out that the program is customizable to the needs of the particular health center.

Best-Laid Plans

Once the strategy took root and the effects of the program began to be successfully realized, the next step for CCHIPs was to expand. "We planned to simultaneously implement our strategy at multiple health centers. The intent was to train the directors of these centers on the approach and work with them until they became the day-to-day implementers. The district was all excited and selected three additional health centers."

But political red tape can confound even the best-laid plans. The Ministry of Health, which oversees the Republic's health system, inclusive of the health centers, had other ideas. ▶



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in the spotlight

"Because there was another NGO in the district," Ro says, "we were asked to relocate. The other NGO was more politically and financially connected. We did a lot of research, studying contiguous districts because that made sense from a needs and logistics standpoint. But that proposal was rejected, and we were mandated to move to the southern province on the other side of the country."

It might as well have been the other side of the world. "It was a completely different climate where we had no support or political connections, and supported by 19 NGOs. There was a lot to lose, including our Rwandan staff and our project house—everything we had built over the years. Once again we'd have to start all over again."

After discussing it with the staff, who had become more like family and close friends, together they decided, "it just didn't make sense." Seven years and many lessons, friends, and experiences later, Ro and WWHPS headed home. "One thing I would caution anyone doing not-for-profit work in the developing world about is that good intentions may have unintended consequences—political or otherwise—that are not within your ability to control."

Now, after being uprooted, is Ro disheartened and taking time off to lick her wounds? "We are looking for a new country and a new partner who believes in this model and approach to doing not-for-profit work, and who can become the catalyst for us to launch this strategy on a much greater scale. I do want to stay in Africa. It's really just finding the right fit—finding the support for our strategy, which is very well structured and documented."

The program is divided into five elements, with operating manuals and best practices for each one that support the strategy. "It is a combination of what we know and have learned over the years, as well as the best practices and policies that we've incorporated from

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WHO and other organizations. These segments we believe come together as a comprehensive approach to a primary health care delivery system at the community level.”

Ro believes in what she is doing, and she believes in the future of CCHIPs and its legacy. “Hopefully it becomes part of a much larger organization. Then I’d like to hand it over to the next generation of people who believe in these ideas and this work.” After all her experiences—good and bad—Ro still says, “My heart is in Africa.” She is drawn back to the people she calls “genuine, open, and unassuming. I think there is a real misconception in the western world about Africa, and the people of Africa, and what they are like as individuals. That’s part of our approach, that you must become part of the community in order to understand it.”

Maybe it all began with Bushman, or being a caregiver to her family as a young child. Maybe it was climbing Rwanda’s mountains and understanding that country’s infinite possibilities. But in 1988, what Ro calls “such a small kernel of an idea” formed in her head. “It took so many years for the right opportunity to germinate the little kernel. Hopefully it’s made a difference in the world.”

Ask the mother of a sick child in Rwanda’s Shingiro District, or any of the people whose lives Ro and WWHPS have touched—and changed. Ro also hopes to pass on the passion that made it all possible: “I would encourage anyone who thinks that they’re just one person and can’t make a difference or change anything to reconsider that thought. There’s always a way and it just takes one step to begin.” ●

To Make a Difference

For more information on Wyman Worldwide Health Partners (WWHPS) or Comprehensive Community Health Initiatives and Programs (CCHIPs), visit www.wwhps.org.

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If you are looking to shake up your holiday menu this year, why not try a recipe or two from one of the region's favorite chefs? Chefs Jerod Rockwell and Chad Lumbra share their favorite traditions and family recipes and offer a few hints to help you celebrate the holidays with ease. ▶

Chef Jerod Rockwell



Co-owner of The New London Inn and chef at Rockwell's at the Inn, Jerod Rockwell grew up in New London. After a detour out West to study at The Art Institute of

Colorado and cook under nationally acclaimed Chef Kevin Taylor, he returned to New England. Both Jerod and his wife Jenn, a Sunapee native, wanted their son Jacob to grow up here. Jerod explains, "Family and community are important to us. We are so lucky to live here. We have wonderful neighbors, the schools are great, and Jacob is growing up close to his grandparents."

Jerod spent many happy Christmases at his own grandparents' house in Enfield when he was a child. He remembers, "It was great fun. Every year I looked forward to Christmas at my grandparents' house. The house was always filled with aunts and uncles and cousins." Thinking back to favorite Christmas dishes, he continues, "My grandmother always baked a wonderful blueberry coffeecake on Christmas morning. She served it with the most amazing sausages."

As to his winter and holiday menus, Jerod says, "I love cooking with the seasons. Winter means comfort food, but I like to keep it light and bright. To bring out the flavors in foods, I use different vinegars, mustards, fresh herbs, fruit, and spices."

Jerod's advice to harried home cooks over the holidays? "Keep everything low and slow, low stress with slow cooking. Don't build your menu around anything that requires a lot of last-minute prep or keeps you in the kitchen. Let dinner bubble in the oven while you spend the time with your family. That's why I love Christmas—it's all about family."

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Veal Meatballs Chef Jerod Rockwell

Versatile comfort food for the holidays! A lovely appetizer for your next party, these meatballs are delicious dipped in Tomato and Cranberry Chutney. Or serve them for dinner with roasted mushrooms and garlic and your favorite tomato sauce!

Makes about 20 meatballs

Ingredients

1½ lb ground veal	½ cup pecorino Romano
½ tsp dried oregano	¼ cup cream
½ cup chopped fresh parsley	½ cup panko bread crumbs
2 eggs	Salt and pepper to taste

Directions

1. Preheat the oven to 350°.
2. Put all the ingredients in a large bowl. Gently mix with your hands until well combined.
3. Roll into 1½-ounce balls (about the size of a golf ball). Bake at 350° for about 20 minutes or until the meatballs are golden brown and register 165° on an instant-read thermometer.





Tomato and Cranberry Chutney

Chef Jerod Rockwell

This chutney should be cooked over very low heat and reduced very slowly. The chutney will become a beautiful dark red.

Makes about 2 quarts

Ingredients

1½ cups sugar	1 cup chopped shallots
2½ cups champagne vinegar	4 cloves garlic, thinly sliced
3 lb plus 3 oz canned tomatoes, drained and chopped into ¾-inch pieces	1½ tsp mustard seed
1½ cups fresh or frozen cranberries	½ tsp black pepper
¾ cup golden raisins	¾ tsp allspice
¼ cup currants	2 tsp fresh thyme leaves
	2 tsp fresh Italian parsley, cut in thin ribbons

Directions

1. Put the sugar and vinegar in a heavy pot and bring to a simmer, stirring occasionally, over medium heat. Reduce the heat and continue simmering until reduced by half.
2. Add the tomatoes, fruit, shallots, garlic, and spices and bring to a simmer. Reduce the heat to very low and continue cooking until the chutney is thick and dark red, about 1½ hours. Add the thyme and parsley.
3. Serve warm, at room temperature, or cold. Cover and store extra chutney in the refrigerator; it will keep for about a month.

Poached Pears

Chef Jerod Rockwell

Poached pears are a delicious garnish for salads or a cheese plate. They are also great for dessert or a snack.

Makes 10 pears

Ingredients

1½ quarts red wine	½ cinnamon stick
3 quarts water	½ tsp cloves
1 cup sugar	10 Bartlett pears, peeled, cored, and quartered
2 orange slices	

Directions

1. Put the wine, water, sugar, orange slices, cloves, and cinnamon in a large pot and bring to a boil. Add the pears and simmer for 5 minutes.
2. Leave the pears in the pot and cool to room temperature. Cover and refrigerate for 2 to 3 days. Serve cold. ▶

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Chef Chad Lumbra



BEN WARDROP, PHOTOGRAPHER, UNITB STUDIOS

Elixir has a new executive chef. Chef Chad Lumbra grew up in the tiny town of Vershire, Vermont, but cooking took him to New York, Europe, and now finally back to the Upper Valley. He spent a year at the Culinary Institute of America, and then went on to train under several great chefs, both in the US and abroad. Living in Slovenia for several years was a great experience. Chad says, "Living and cooking in Ljubljana was wonderful. Like the US, Slovenia has a melting-pot culture and cuisine. I also had the chance to travel and experience lots of different foods and cultures."

Last Christmas was the first with his family in quite a while. "It was such a treat to be home. It was perfect, sitting by the fire and celebrating with family again. Although I eventually found my way into the kitchen, my dad did most of the cooking." Elixir is closed on both Christmas Eve and Day, so Chad will spend the holiday with his family again this year.

Growing up, Chad's family celebrated Christmas at his grandmother's little house. Chad remembers, "The house was packed with aunts, uncles, and cousins. There were so many people; it was like a game of musical chairs. There was great music and food."

Chad's recommendation for busy home cooks during the holidays? "Two things. First, anything you can prepare a day or two in advance, do it. And second, keep it simple. People are happy to be with you, to be together. They will love whatever you make as long as you don't ruin it by trying to do too much. Don't bite off more than you can chew!"

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Roasted Parsnip Cheesecake

Chef Chad Lumbra

This cheesecake is definitely a new take on an old classic and really yummy!

Serves 12-16

CRUST

Ingredients

1½ cups graham cracker crumbs 1 Tbsp sugar
1 cup finely chopped walnuts About 5 Tbsp melted butter

Directions

1. Put the graham cracker crumbs, walnuts, and sugar in a bowl and toss to combine. Stir in the melted butter as needed until the mixture is loose but can be molded.
2. Lightly coat a 10-inch springform cake pan with cooking spray. Press the graham cracker crumb mixture into the bottom of the pan and up the sides.

FILLING

Ingredients

¾ cup brown sugar 16 oz cream cheese
⅓ cup sugar ½ cup mascarpone cheese
⅛ tsp nutmeg 3 eggs
A pinch of cloves 2 egg yolks
⅓ tsp cinnamon 1 cup Parsnip Puree (recipe follows)
1 tsp vanilla paste

PARSNIP PUREE

Ingredients

2 lb parsnips (peeled and cut into 1-inch pieces)
3 Tbsp vegetable oil
½ cup water

Directions

1. Toss the parsnip pieces in oil. Spread the parsnips in a shallow baking dish and add the water.
2. Bake the parsnips at 375° for 35 minutes or until golden brown and tender. Drain off any excess liquid and puree the parsnips in a food mill. (If you do not have a food mill, use a food processor, and then pass the puree through a sieve to remove any tough fibers.)

To make:

1. Preheat the oven to 325°.
2. Using an electric mixer, beat the sugar, spices, vanilla, and cheeses in a large bowl until smooth. Add the eggs and yolks one at a time until incorporated. Add the puree and mix well. Gently pour the filling into the crust.
3. Wrap the springform pan in two layers of heavy aluminum foil. Place the pan in a large roasting pan. Add enough boiling water to come halfway up the sides of the springform pan. Bake in the water bath at 325° for 40 minutes. Turn the oven off, leave the oven door open slightly, and let the cake cool in the oven.
4. When cooled completely, slice and serve.

Braised Bacon and White Bean Crostini

Chef Chad Lumbra

A family favorite, this crowd pleaser can be made in advance and reheated.

Braised Bacon (recipe follows)

White Bean Puree (recipe follows)

1 baguette, thinly sliced and toasted

BRAISED BACON

Ingredients

Olive oil

1 medium onion cut in julienne

3 medium bay leaves

1 Tbsp peppercorns

1½ cups sauvignon blanc

2 quarts chicken broth

2 lb bacon butts and ends (you can find them at The Co-op)

Directions

1. Put a little olive oil in a saucepan. Add the onion and sweat over low heat until soft and translucent. Add the wine, peppercorns, and bay leaves; raise the heat and bring to a simmer. Add the chicken broth and bring to a simmer again.
2. Put the bacon in a deep casserole dish. Pour the hot braising liquid over the bacon, cover the dish with foil, and bake at 325° for 1½ hours.
3. While still warm, remove the bacon from the braising liquid and transfer to the bowl of a stand mixer. Remove the bay leaves and reserve the braising liquid.
4. Beat the bacon with the paddle attachment until it breaks up and falls apart.

WHITE BEAN PUREE

Ingredients

1 lb dry white beans

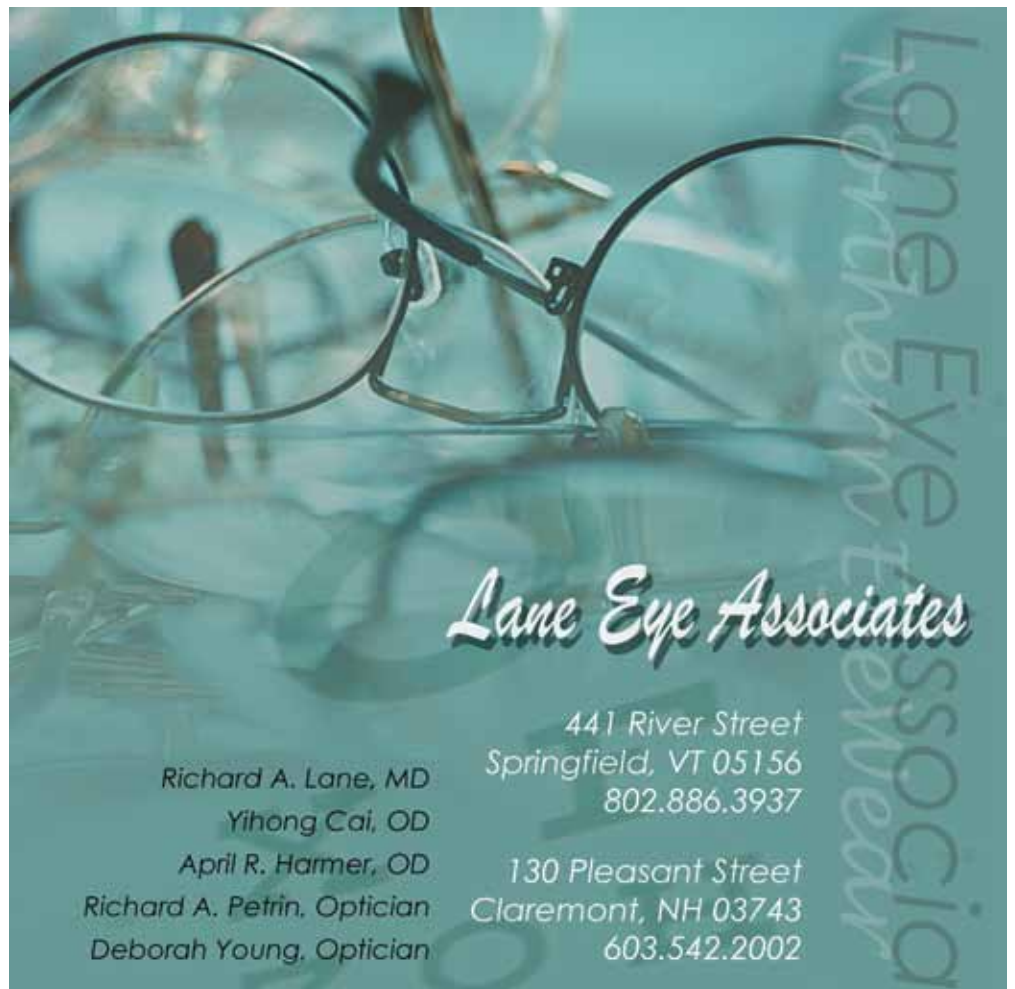
1 small celery root

3 shallots

Liquid from the braised bacon

Directions

1. In a medium bowl, cover the beans with water by at least 1 inch and leave them in the refrigerator for 6 hours or overnight. Drain.
2. Put a little olive oil in a large saucepan. Add the celery root and shallots and sweat over low heat until the onion is soft and translucent. Add the white beans and



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liquid from the braised bacon and bring to simmer. Cook the beans on low, for 30 to 45 minutes or until tender.
3. Drain the beans and reserve the cooking liquid. Transfer the beans to a food processor and process until smooth, adding some of the reserved liquid as needed.

To serve: Put a dollop of white bean puree on each baguette round and top with a little bacon. Serve warm.

Kuhano Vino (Slovenian for cooked wine)

Chef Chad Lumbra

I fell in love with Kuhano Vino while living in Ljubljana. In early December the city is alive with street vendors selling an array of food, holiday decorations, gifts and, of course, hot wine.

Ingredients

1 bottle dry white wine
Peel of one orange
1 orange, sliced
Peel of 1 lemon
1 cup sugar
¼ cup honey
8 cloves
2 cinnamon sticks
Garnish: 1 orange, sliced

Directions

Put all ingredients except the garnish in a large saucepan and bring to a simmer. Strain through a colander or sieve lined with cheesecloth and serve warm, garnished with a slice of orange.

No need to break the bank buying the wine. You're adding enough sugar and spices that even a cheaper wine will be delicious. ●

Find Chad's recipe for Grilled Chestnuts online at www.uppervalleyimageonline.com.

Writer and chef Susan Nye lives in New London. She writes for magazines and newspapers throughout New England and shares stories and recipes on her blog, Around the Table, at www.susannye.wordpress.com.

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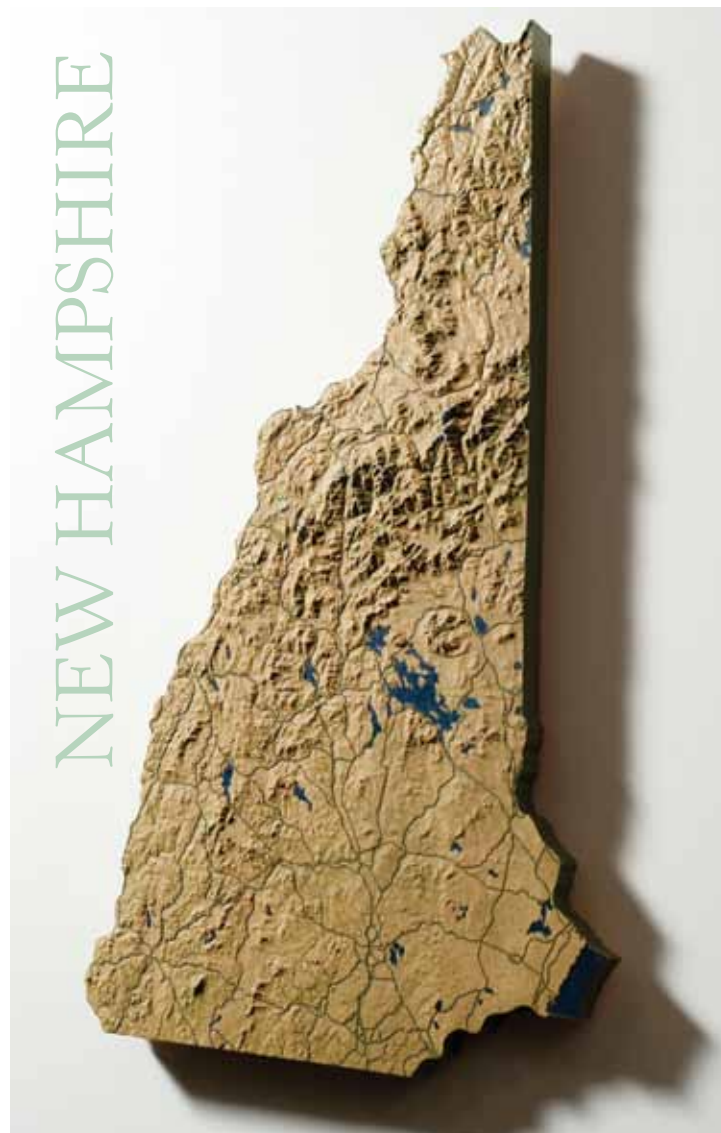
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THE STATE OF CARVING

QUIET INNOVATIONS IN A NOISY WORLD

Norm Kinzie, 63, likes making things. He started moonlighting as a model maker in grad school (Harvard Graduate School of Design) while studying to become an architect. But after 10 years of working as an architect, he decided on a career change. ▶





The carvings show details of each state's topography, including mountains, major roads, and lakes.

Kinzie likes to take new technologies and apply them to old ideas. The finished product is a blend of artistry and technology and is truly unique because of the individual characteristics of the wood.

"I went back to making models," he says with a laugh. His company, Landfoam, was founded 35 years ago to provide the construction industry with detailed landscape models. Today, the basic process involves acquiring digitized data, and then using specialized software to operate a computerized router (called a CNC router for "Computerized Numerical Control"), which cuts the desired shape out of plastic foam. The detail of the finished product is limited only by the detail of the data.

Kinzie's latest business was "inspired" by the recent recession. Following the economic downturn, building ground to

a halt. That meant a slowdown for architects, which in turn resulted in a slowdown for model makers, too.

When Life Gives You Lemons

Kinzie took advantage of the downtime to think about potential consumer products that could take advantage of the software and equipment he already had on hand, and Vermont-Carving.com was born. He decided to make the "dot com" part of the company name, anticipating that marketing and sales would happen primarily online.

Working with Kaye, his wife of 40 years and his office manager, Kinzie operates Vermont-Carving.com from



Norm holds a carving that is finished with a clear coating to highlight the natural wood grain.

their stream-side home in rural Braintree, Vermont. Luckily, they were spared damage during Hurricane Irene. "We avoided the floodplain, but we underestimated how far we should stay above that nice little brook. Fortunately, some stream-bank reinforcement held us in good stead during the storm," he says.

Kinzie likes to take new technologies and apply them to old ideas and products, in this case, a topographical map of Vermont. Using computerized data available free from the US Geological Survey, he creates detailed, three-dimensional maps out of hard sugar maple. The router makes thousands of cuts in order to replicate the state's mountains, valleys, rivers, lakes, and even highways. The finished product is a blend of artistry and technology and is truly unique because of the individual characteristics of the wood. His most frequent customer comment is "Wow, I can even see the little valley where I live!"

Terrain Trumps Grain

Although the router can work with any type of wood, Kinzie prefers native hard maple for its tight, unobtrusive grain. "The terrain is the



Serving tray and "Blossom Bowl" feature sensuous shapes.



The computerized router is capable of amazing detail.



Norm watches the progress of the computerized router.

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subject of interest here," he says. "Too much grain would only detract." The finished maps measure 19 inches by 11 inches by 1½ inches and sell for the introductory price of \$225, subject to increase (plus \$20 shipping and handling). They are available in three finishes: green, natural, and autumn foliage. The company now offers a New Hampshire map as well. Initially, the plan was to expand outward to include all 50 states, but Kinzie realized that states like Maine and New York are five times larger than Vermont, making larger regions too expensive for an individual. But he says a complete installation would not be unreasonable as a corporate commission.

In the meantime, he is looking to new products, such as a line of graceful, wooden "Blossom Bowls," so named because each flares outward at the top like a flower blossom—a shape that can't be duplicated on a traditional lathe.

Distribution is currently by way of direct sales from the Braintree shop. The maps are displayed at a few select galleries and the Kinzies take part in several local craft fairs. Most of the marketing work happens via the website or word of mouth. "We're in this mostly to have fun, and hopefully we'll make a little bit of money. I wouldn't describe us as promoters," admits Kinzie, "but more as quiet innovators."

Norm and Kaye Kinzie are quietly innovating their way into a new territory—one that's bringing the high-tech world into alignment with the ancient art of carving. For more information, visit Vermont-Carving.com or e-mail nk@landfoam.com. ●

A TOAST TO WINE

A DELICIOUS TOUR OF ITALY'S BAROLO REGION

As the early April evening cooled, we zigzagged our way to Filippo's, a small restaurant in Albaretto della Torre, a town just outside the Barolo district in the Langhe region of Piedmont in northern Italy. Cherry trees dotting the spectacular scenery on each side of the narrow roads snowed ivory flurries among the slowly awakening vineyards, while vibrant forsythia lent spiky yellow accents. ▶



Barrels of Barolo aging in the cave at Elio Grasso Winery in Monforte d'Alba. Center: Wines lined up for a tasting at Elio Altare Winery in La Morra. Photos by Kathy Cox. Right, from top: Mario Fontana, second from left, of the Cascina Fontana, in Perno, in the commune of Monforte d'Alba. The Fontana family has been tending vineyards in the Barolo region for at least six generations. A group tours the Cascina Fontana vineyards. Photos courtesy of Cascina Fontana. A view of Cordero di Montezemolo on the Monfalletto Estate, which dates from 1340, in La Morra. Photo courtesy of the winery.



At the restaurant by the side of the road, we were ushered into a dining room and welcomed by a blazing fire in the fireplace, where our dinner was slowly turning above the flames. Coniglio allo Spiedo—rabbit—dripped its juices and enticed us with its aroma.

We sat, ordered wine, and chatted for a while, salivating as we watched the coniglio turn on the spit. Our host motioned to the owner (also our server for the evening) that the bread had not yet arrived—in Italy, a breadbasket appears at your table almost as soon as you are seated. Filippo brought the bread and sheepishly apologized; his thoughts were elsewhere. “I’m in love,” he said with a smile and a shrug.

Experience the Region

You’ll fall in love, too, if you travel off the beaten path to the Langhe, as it’s known, and the captivating, ancient hill towns presiding over the impossibly vertical vineyards that produce the world-famous “king of wines,” Barolo. The entire landscape is given over to grapes, except for the groves of hazelnut trees that accentuate the dramatic scenery surrounding you. The Alps, snow-covered in the distance, serve as the backdrop to this panorama.

Wine is undoubtedly king here, but the food of the region is also renowned, and for good reason. Whether preparing traditional dishes such as tajarin (a thin pasta), risotto, carne cruda (chopped raw beef), vitello tonnato, or plin (a small

filled pasta) or creating innovative dishes with the bounty of the region—most famously the exclusive white truffles—chefs take personal pride in presenting what can only be described as culinary works of art.

One such artist is Nino Rocca, chef and owner at Albergo Ristorante Giardino da Felicin. Both the restaurant and hotel are in Monforte d’Alba, one of the five towns that make up the Barolo district. With an impressive and deep wine cellar to accompany the culinary adventure he takes his diners on, Nino combines the traditional with the creative to deliver meals that are beautifully presented, exquisitely delicious, and blissfully satisfying. Merluzzo (cod) crudo with Ligurian olive oil, shallot, and tomato; spring vegetables with Parmigiano cream; carne cruda di Fassone Piemontese;





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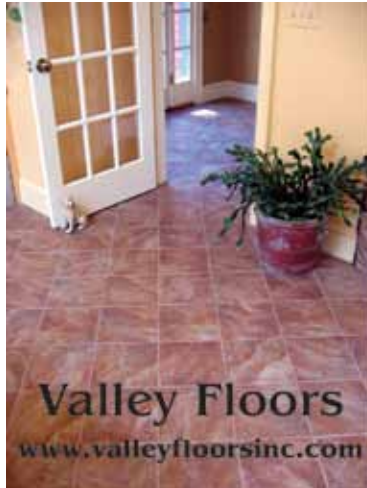
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agnolotti del plin (a regional pasta specialty); pan-seared steak of Fassone Piemontese; and tajarin (another pasta specialty) with ragu di carne e verdure are some of the items on the menu. Nino and his staff are friendly and welcoming, and they clearly enjoy what they do.

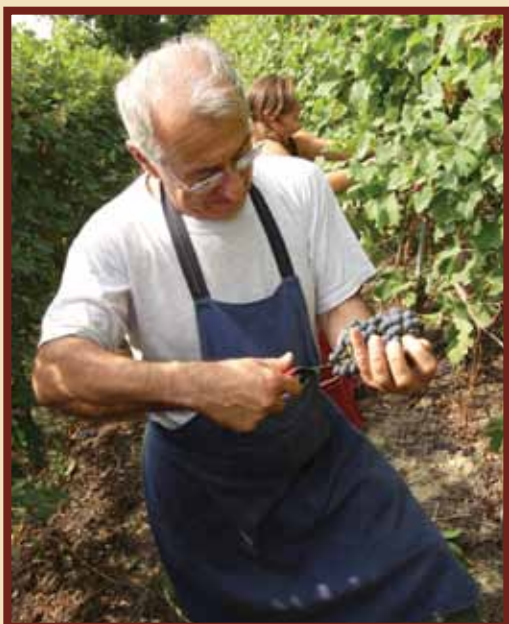
Heading out from Monforte

Monforte was our base, and we had many delightful meals there, from traditional cuisine at Grappolo d'Oro, overlooking the town's main piazza (also a great spot to sip a cappuccino and watch the local scene), to the truly novel at La Saracca, where cured meats and cheeses of the region are featured. We also enjoyed a hotel known as Case della Saracca, where the restaurant and bar are housed in a renovated medieval building carved into the rock walls high above the town. Owner Giulio is warm and welcoming and has created a striking locale that combines contemporary interior design with the timeless brick and stone architecture of the ancient structure. Cheeses and cured meats hang in glass cases, spotlights in the cement floors guide

you around the multilevel building, and even the rock-bound bathroom combines the modern with the medieval. The bar bustles with locals and tourists, and La Saracca is a must-see for those who can climb the steep cobblestoned streets to this truly exceptional spot.

Monforte d'Alba is just one of the distinctive towns in the Barolo district and beyond. The neighboring towns of La Morra, Serralunga, Castiglione Falletto, and Barolo each have their own charms and centuries-old attractions—churches, crenellated towers, castles, and piazzas. A stroll through each town offers stunning views in all directions. Vineyards dominate the vistas, and the signature locally produced wines can be tasted and purchased in cantinas and enotecas (wine bars or wine shops) in each town. The Castello Falletti in the town of Barolo is a castle, a museum, and a regional enoteca all in one.

For those looking for upscale shopping—and more fabulous restaurants—the nearby city of Alba, considered the capital of the Langhe, is a must. This is the place for designer fashions, Italian lingerie, world-class chocolates, bookshops, cafes, food specialty shops, and enotecas. A sumptuous Saturday food market tempts residents and visitors with local produce, cheeses, cured meats, and fresh fish.



Top: Sunset in Monforte. Above: A perfect combination: wine, food, and family. Photo on left courtesy of Alan Manley, Vintage Spec; three others courtesy of Cascina Fontana.

Spring was erupting all over the Langhe during our visit in April, and there were few tourists, making for a relaxed and indulgent visit. Fall is harvest time and the optimal time to see the vineyards bursting with the pride of the region. Wine and truffle festivals are the highlights of the season. But be prepared for crowds and higher hotel prices as well.

Plan Your Visit

Unlike Tuscany, where winery tours and tastings are open to the public, visits to the magnificent wineries in the Langhe are private and by reservation. Producers who do conduct tours provide a fascinating look at the labor-intensive and timeless art of winemaking. Contact Piemonte On Wine, which offers a free booking service to visit some of the wine producers: call +39.0173.635013 or e-mail info@piemonteonwine.it. The wine tastings that follow the tours provide discerning visitors an opportunity to sample some of the finest wines in the world—Barolo, Dolcetto, Nebbiolo, and Barbera, among others—all produced from grapes grown only in this region under strict guidelines set by the government.

Whatever time of year, in this quiet corner of Italy life is celebrated with fine food and superb wine, cultivated from the offerings of the earth. You can't help but fall in love. ●



For a list of wineries and contact information, visit www.uppervalleyimageonline.com

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 Claremont Opera House, 1pm

December 15
Mighty Acorn Preschool Explorers Club
 Info and preregistration: (802) 843-2111
 The Nature Museum at Grafton, 10am–11:30pm

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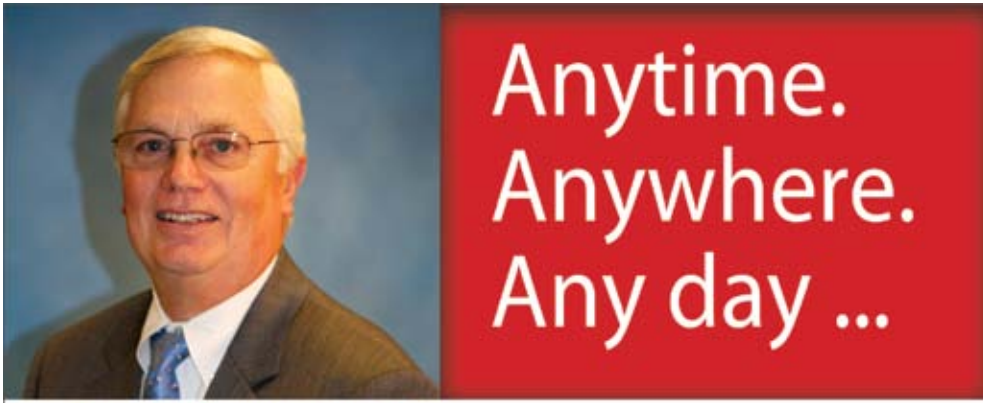
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February 26

The Pacifica Quartet

Info: (802) 728-6464,
www.chandler-arts.org
Chandler Music Hall,
7:30pm

December 16

Flight

An educational romp through the history of physics showing how the Wright brothers used the science of their predecessors to finally achieve flight.

Info: (603) 542-4433, www.claremontoperahouse.com

Claremont Opera House, 10am

December 17 & 18

NCCT's 40 Years, 88 Shows & 1 Flood Benefit Cabaret

North Country Community Theater was flooded and lost most of its costumes, sets, and props to the aftermath of Tropical Storm Irene. But the show must go on, and they're ready to entertain!

Info: www.ncct.org

Lebanon Opera House, 17, 7pm; 18, 2pm

February 25

Leon Redbone

Info: (802) 728-6464,
www.chandler-arts.org
Chandler Music Hall,
7:30pm

January 10

Out and About: What's a Vertebrate?

Info: info@thefells.org, www.thefells.org
The Fells, 10-11am

January 18-February 5

Les Liaisons Dangereuses

Info: (802) 296-7000, www.northernstage.org

Northern Stage, Brigg's Opera House

February 14

Out and About: When Less is More

Info: info@thefells.org, www.thefells.org
The Fells, 10-11am

February 15-March 4

M. Butterfly

Info: (802) 296-7000, www.northernstage.org

Northern Stage, Brigg's Opera House

February 17 & 18

The Little Princess

Info: (603) 542-4433, www.claremontoperahouse.com

Claremont Opera House, 17, 7pm; 18, 2 & 7pm

February 25

Comedian Juston McKinney

Info: (603) 542-4433, www.claremontoperahouse.com

Claremont Opera House, 8pm



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December 1

Collaborators

The play centers on an imaginary encounter between Joseph Stalin and the playwright Mikhail Bulgakov.

Loew Auditorium, 7pm

December 3

Goodnight Moon & The Runaway Bunny

A double bill of Margaret Wise Brown's and Clement Hurd's beloved bedtime classics.

The Moore Theater, 3pm

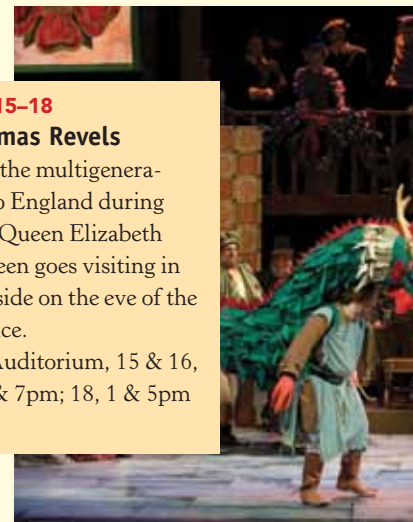


December 15-18

The Christmas Revels

Travel with the multigenerational cast to England during the reign of Queen Elizabeth I, as the Queen goes visiting in the countryside on the eve of the winter solstice.

Spaulding Auditorium, 15 & 16, 7pm; 17, 2 & 7pm; 18, 1 & 5pm



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December 3 & 4
The Met Opera: Rodelinda
 Spaulding Auditorium, 12:30pm



December 10 & January 8
The Met Opera: Faust
 Loew Auditorium, 1pm





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Over 350 people have joined the hundreds who give time in volunteering at the Haven. At the same time — the numbers of those who need food, clothing, shelter and help problem solving during Irene recovery — grow every day.

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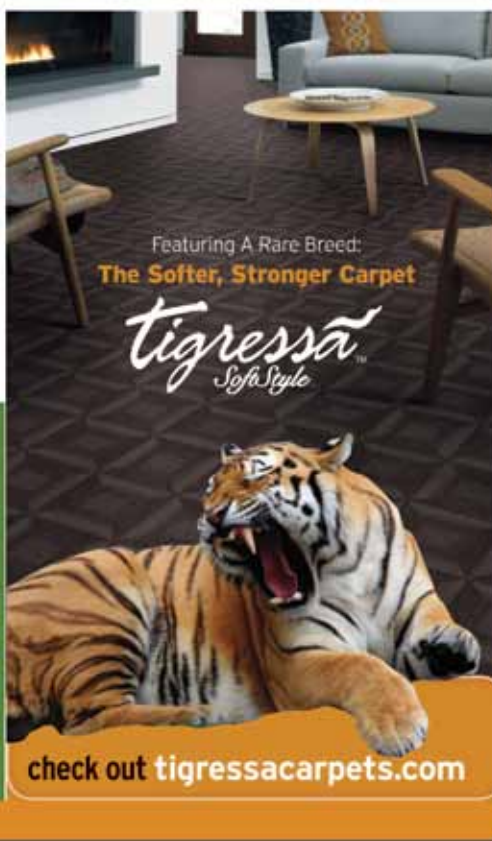
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January 5
David Finckel, Wu Han & Philip Setzer Trio

Wu Han joins husband David Finckel and Philip Setzer for an evening devoted to Felix Mendelssohn.
Spaulding Auditorium, 7pm

January 6 & 7
Baby Universe

In this funny and poignant eco-fable, Earth is disgusted with people, so the remaining planets try to birth a "baby" universe to help humans in their race against time.
The Moore Theater, 8pm

January 7
De Temps Antan

With tight-knit vocal harmonies, fiddle, accordion, bouzouki, harmonica, guitar, and *les pieds* (seated clogging), these former leaders of the world-renowned La Bottine Souriante offer a captivating evening of music.
Spaulding Auditorium, 8pm

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January 10

Sally Pinkas, Piano, Jan Muller-Szeraws, Cello & Saul Bitran, Violin
Spaulding Auditorium, 7pm

January 13 & 14

Everett Dance Theatre

Drawing inspiration from current neuroscience research and a two-year residency with young disabled people at New Hampshire's Crooked Mountain School, Everett Dance Theatre explores the brain's beauty.
The Moore Theater, 8pm

January 21 & 22

The Met Opera: *The Enchanted Island*

21, Loew Auditorium, 1pm; 22, Spaulding Auditorium, 1pm

January 21

HopStop Family Series: Tanglewood Marionettes: *The Dragon King*

Welcome the Chinese New Year—Year of the Dragon—by joining these imaginative puppeteers on a trek through an underwater fantasy to find the Dragon King.
Alumni Hall, 11am

January 22

Chamberworks

Rollins Chapel, 2pm

January 27

Wu Man, Pipa

Internationally recognized master of the lute-like pipa, Wu Man plays with astonishing fire and joy.
Spaulding Auditorium, 8pm

January 31

La Excelencia

Representing a new generation of hard-driving bands, these young men have won fans worldwide with their incendiary music representing life in the barrio.
Spaulding Auditorium, 7pm

January 17 & 18

Call Mr. Robeson

In his tautly paced play, Nigerian-born British actor and singer Tayo Aluko delivers "an admirable introduction to a great pioneering performer" (*The Guardian*).
Warner Bentley Theater, 7pm



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February 4
Dartmouth College Glee Club
 Spaulding Auditorium, 8pm

February 11
Barbary Coast Jazz Ensemble
 Spaulding Auditorium, 8pm

February 11 & 12
The Met Opera: *Götterdämmerung*
 11, Loew Auditorium, 12pm; 12, Spaulding Auditorium, 12pm

February 17-26
Dartmouth Theater Department: *Hairspray*
 The bubbly Tony Award-winning musical tells the tale of Tracy Turnblad, a teen with a passion for dancing who quickly transforms from outsider to celebrity.
 The Moore Theater, 17 & 18, 23 & 24, 8pm; 25, 2 & 8pm; 19 & 26, 2pm

February 18
World Music Percussion Ensemble
 Spaulding Auditorium, 8pm



February 21
Hugh Masekela
 Legendary South African trumpeter Hugh Masekela blends Afro-beat, funk, and jazz.
 Spaulding Auditorium, 7pm



February 25
Dartmouth Symphony Orchestra
 Spaulding Auditorium, 8pm



February 25
HopStop Family Series: Dartmouth Dance Theater: How Are Dances Made?
 Discover the creative and choreographic process of making contemporary dances in this interactive performance.
 Alumni Hall, 11am

February 25 & 26
The Met Opera: Ernani
 25, Loew Auditorium, 1pm; 26, Spaulding Auditorium, 1pm

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