



THE COVER PAGE

NEWS ABOUT COVER HOME REPAIR & THE COVER STORE

158 South Main Street, White River Junction, Vermont • 802.296.7241 • www.coverhomerepair.org

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Thelma Gerow and the Tuck team

COVER Community Builds Together

It is with much heartfelt gratitude that I express my appreciation for the time and talent of the individuals from COVER and the students from the Tuck School of Business at Dartmouth College for their generosity of heart, soul and time. This group of people reflected compassion, unselfish caring and dedication to my cause.

They demonstrated their virtues through being volunteers and their extraordinary sacrifice of time and talent to help me with building a ramp and the construction of a pitched steel roof on my mobile home.

Their services are priceless and their making a difference in my life is forever etched in my heart and my mind.

They lightened my burden with their kindness when I had a need.

—Thelma
L. Gerow,
Homeowner



Our project with COVER was our very first experience at Tuck. John and Jay did a tremendous job of setting goals and teaching us the basic skills needed to build the roof and ramp quickly and effectively. It was so rewarding and fulfilling to see our efforts during the week enable Thelma to continue to live in her home for many years to come.

—Steven Drake, Tuck Student volunteer

My experience with COVER was fantastic. It was an honour to be able to help out Thelma, someone who has helped so many others in her life. As we progressed each day, we could see the tangible impact that our work would have on Thelma's wellbeing for many years to come, which was incredibly satisfying. Working with John, Jay and other members of the COVER team was a blast, and it was a fantastic opportunity to also get to know my new classmates at Tuck. Having recently moved to the Upper Valley from Hong Kong, I loved feeling part of the amazing community that is here, and to do my small part in making this community even better.

—Sam Humbert, Tuck Student volunteer

(more of this story on the back page)

Golden Hammer Award

Among many great volunteers in home repair, weatherization and the store we proudly single out Francis Oscadal as the recipient of our 2017 Golden Hammer Community Builder Award. What's unusual about Francis Oscadal is that he volunteers mostly for our COVER Store (recently the ReCOVER Store).

Since The COVER Store has grown its' business over the last year we rely much more on volunteers for a wide range of tasks such as accepting donations, cleaning, pricing, organizing, transactions and supporting a friendly atmosphere. The store can make good use of volunteers for just a few hours every now and then, but extra value comes from our knowledgeable regulars like Peter Lihatsch, Linda Miller, Jim Schultz, Tina Hubbard, Arlena Loney, and Miriam Jones.

COVER relies on Fran Oscadal because he completes our two-person team that travels the Upper Valley in our big white box truck picking up donations of furniture, appliances, tools etc. Fran has all the qualities we could hope for: He's very physically able and cautious, He's a friendly and engaging ambassador for COVER, and we can count on him to



show up every Wednesday to help us meet our commitments to donors.

Fran explains, "Years ago my daughter and I volunteered together on a ramp project. I continued with several other home repair projects over the years. After my retirement in February of 2016 I helped to finish out the weatherization season. In the fall I saw that the store had a need of assistance with pick-ups, so I've gone out with the box truck each Wednesday this last year. I like the dedicated coworkers, the regular schedule and the physical work."

For several years Fran has served as a trustee of the Lebanon Public Libraries. After retiring from a full career as a research librarian at Dartmouth College, Fran added work with COVER, Willing Hands and Marsh-Billings-Rockefeller National Historical Park.

We thank Fran for his dedication to supporting COVER.

—Paul Johnson, COVER Store Staff

I cannot find the words to express how grateful I am for all the work that COVER volunteers did to help me with its weatherization program. I recently received my electric bill which showed that my electric usage was down 36% from last year at the same time. Thank you to the wonderful men and woman who volunteered their time.

—Homeowner

Power of Groups



COVER is fortunate to partner with so many groups of volunteers throughout the year. Businesses, religious organizations, schools, etc.

Pictured clockwise here starting top left are just a few: TomTom, Coop Food Stores, RiverBank Church, Bike & Build, and Hanover High School March Intensive.



From Americorps to Board Member

After eleven months as the COVER Americorps member, building community next to phenomenal coworkers, persistent volunteers, and inspiring homeowners, my life changed in so many ways: I became an educator, a true member of my community, and an advocate for public service and affordable housing programs; I am also the proud owner of biceps bigger than my husband's!

I am happy to announce that I have traded in my hammer for a pen and have joined the COVER Board. With a few meetings and small projects a month, I am going to fulfill my COVER craving. Of course, I'll still occasionally be able to make it out to a jobsite for a classic workday and COVER lunch. Will I perhaps see you? If you support COVER by shopping in The COVER Store, you'll certainly see me!

Ultimately, I owe this blessing to the COVER and Upper Valley communities. Without such an amazing group of people, it wouldn't have been possible for me to serve last year as an AmeriCorps member and in the next few years on the board. I am thrilled to have more of a chance to get to support such a dedicated community. I'd love to hear from all of you and I'm here to build connections so we can spread the COVER smile even wider across the Upper Valley.

Heidi and volunteers leveling a ramp platform.



Heidi Underbakke was our AmeriCorps member from September 2016-August 2017.

We will miss her enthusiasm, her dedicated work, and her good rapport with homeowners and volunteers.

We thank her for her service to COVER and all she continues to give to us.

Does this switch from the COVER worksites to the COVER board sound like your kind of challenge? We are looking ahead to filling two new board member spots next summer!

—Heidi Underbakke, Past COVER AmeriCorps Member, Current COVER Board Member



Stairs Bringing People Together

I was recently in need of a new set of steps for my home. Money was tight so I thought I would check with the COVER store to see if they had any. A volunteer introduced me to Jay Mead, a project leader. We talked about my situation and he asked if I had applied for assistance, but I explained that I didn't meet the qualifications. He then looked at the young gentleman that was with him and said "Noah needs experience, would you be able to pay for the materials?" and I agreed to this. The next day Jay and Noah delivered the steps to my house and set them up. As they were leaving I said I would volunteer to give back at some point.

The next day I was talking to my co-worker Andi Gilbert and she said she would volunteer as well. We checked out the schedule and signed up. A week after being helped by COVER, I was helping them with a project. I am very happy that I could make the time to help this family and I am truly grateful for the help that I received. The COVER Program is such an awesome program for our community."

—Paula Therrien, homeowner and volunteer
(pictured second from left below)



COVER exposed me to families far less fortunate than my own and opened my eyes to many of the issues in our world such as domestic abuse and the intense wage gap. I had read about these things but it was much different to experience them first hand and it

made me want to get involved in making a difference in the world

Paula's stairs were really the culmination of my time at Cover as I learned both important skills required to build my own sturdy set of stairs, as well as the importance of helping others.



The team at COVER showed true selflessness and an open-hearted attitude in the way they approach people who need help. Their leadership is something that I hope to take back to my own experiences. I am very thankful for the important lessons COVER taught me, tangible and not, and I am proud to have worked with such an amazing, hard-working group of people.

—Noah Whiting (Noah is a 17 year old from Massachusetts who volunteered full-time for a month with COVER this past summer because he wanted to experience what COVER has to offer.)

How Tools and Toilets become Roofs and Ramps

There is a magic happening at the COVER Store. We are turning tools and toilets into roofs and ramps with the help of a generous Upper Valley community. The process starts with families and individuals that want to find new homes for their gently loved furniture, appliances, tools and building supplies and are willing to donate them to COVER. The Store staff and volunteers are able to pick up the large items while many people bring their items to donate directly to the Store.

Our wonderful volunteers then sort, price and shelf these items. Store customers then get to wander through our many rooms and find a needed cabinet or toaster, lamp or recliner, outlet box or refrigerator, or maybe find something they didn't know they needed!

The COVER Store aims to price items that reflect their value as well as offer a good deal on quality items. All proceeds from the COVER Store go to support COVER's volunteer supported home repair and weatherization work. That is how a community can transform a donated toilet into a roof or ramp. Thank you to all our shoppers, volunteers, and those who donate items to the Store.



*COVER Store staff and volunteers.
Stop in and see if they can help you with a project!*

We've Changed our Name and We're Getting a Facelift!

After 19 years in operation, the ReCOVER Store has decided to change its name to the COVER Store. We want the Upper Valley community to know that the COVER Store and COVER Home Repair are one organization serving our Upper Valley neighbors.

We will also be building a new entry way and loading dock this fall! The COVER store business is going great guns. To build even greater capacity we are reconfiguring how large items move in and around the building and improving the visibility of the Store. We are hoping to have this done by the end of November. Come and check it out!

COVERbooks has been Launched!

The COVER Store has started selling used books on Amazon as one more way to bring more funding to its home repair and weatherization programs. The following books: nonfiction, non-massed produced fiction, cookbooks, self-help/spirituality, home and gardening will be gladly accepted.

—Diane Reinhardt, COVER Store Manager

Store hours:

Tuesday - Saturday, 10-5

Sunday, 12-5

From the Executive Director

Help Where You Least Expect It

Last spring a teacher invited me to make a brief presentation to her class at the Lebanon Middle School about COVER and the importance of community service. Not being very hopeful that I have the skill set necessary to engage and educate a group of sixth and seventh graders, I accepted the invitation.

After making a pitch about the COVER mission and the Ramps & Roofs sponsorship campaign, I suggested they might enjoy a visit to the COVER store – and that they could ask their parents to donate unused furniture, appliances or tools to the store for resale.

A month later, a busload of students visited the store and took the 50-cent tour. The week after, Mitch Ross, the Assistant Store manager, was invited to the school to pick up a donation check! They learned something about COVER and made a nice donation.

Next thing we hear is that a classmate has become very ill and the illness has affected the student's mobility. The



Lebanon Middle School students wanted to build an accessibility ramp for their classmate and called COVER to see if we would tackle the project with them. After careful consideration of safety issues and parental permission, the home repair staff, some students, and the family built the ramp. At the same time, the students raised \$1,500 more to fund all the material costs of the ramp.

—Bill Neukomm, Executive Director



Without knowing it, you accomplished 2 missions; one of need; and one of the heart.

You were all wonderful and we had a very productive and humorous day. The volunteers kept us laughing but were eager to learn and very willing to work hard. They gave more than just labor. And we both will be eternally grateful and will always remember that day. We may not remember all the names but what they etched in our hearts will never be forgotten.

Thank you COVER: your direction and expertise were unbelievable. Your organization is such a blessing to those in need. And you made everything go so smoothly. You're unique people and very kind, caring, thoughtful and professional. You combine all the goodness in people and make it part of your mission.

—Homeowner

The Cover Page is published semi-annually and mailed to friends and supporters of COVER in the Upper Valley including individual contributors, businesses, foundations, and civic groups including churches and other religious organizations.



COVER's mission is to foster hope and build community in the Upper Valley.

We do this by bringing together volunteers and homeowners to complete urgently needed home repair projects; and by facilitating the reuse of household goods and building materials at The COVER Store. We envision a community where the need for home repair is an opportunity for people to come together.

158 S. Main Street
White River Junction
Vermont, 05001
(802) 296-7241
www.coverhomerepair.org

Check out our website!
www.coverhomerepair.org

VOLUNTEER: 802-296-7241 x104
DONATE: 802-296-7241 x102
ASSISTANCE: 802-296-7241 x105
COVER STORE: 802-296-7241 x106
OPEN TUESDAY-SATURDAY, 10-5
SUNDAY, 12-5

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COVER Home Repair & The COVER Store

Thelma Gerow's Home (cont from page 1)

With a crew of "Tuckies" we accomplished so much in four days. Not only were we able to construct a 52' ramp but we were able to frame, strap and apply metal to Thelma Gerow's roof in Perkinsville. We could not have managed this feat without the key assistance of Hugh MacArthur, Dave Sherman, Chuck Gregory, an awesome Hypertherm team and some fantastic late summer weather. Thelma was a fabulous host and was grateful for the energy of this crew. We all enjoyed hearing her life stories.

—Jay Mead, Home Repair Leader

