

THREE SISTERS CONTINUE A FAMILY LEGACY OF GIVING

Kitty, Sue, and Pat—"The Sisters" as they're known at the Center—always bring a wave of warmth and cheer on their weekly visit together. They have a way of lifting everyone's mood when they come, finding small and large gestures to make others feel special. "It's just automatic," says Sue. "You sense that someone has no one in their life, or that they need some acknowledgment that they're a person." "Or you ask if they'd like a hug" adds Kitty, who enjoys exchanging hugs with volunteers and new friends. Pat recognizes that for new people, "coming to this point, where you realize you can't do it on your own, it's scary." But before long, she adds, "when you come here you feel like you're home."

They describe growing up in a family of five original sisters, with different temperaments and opinions, but lifelong best friends. "We were brought up in a very generous family, and our parents were very giving people. On Christmas Eve, you never knew who our dad would bring home—people from his restaurant who didn't have

a place to go—accepting everyone no matter who they were. That's why we are the way we are, and we've instilled that in our children and grandchildren."

Finding an Unexpected Community

Visiting the Center on Wednesdays has become part of their routine over the past couple of years, when retirement on

fixed incomes met with the costs of health care, surgeries, a pacemaker, and unexpected life events like a divorce. "It was a little surprising to need the help," says Pat, while Kitty emphasizes that it's "a joy and a privilege" to be able to

use the Center.

Oftentimes the sisters arrive with a home-baked treat for the staff, like mini banana muffins using ingredients from their pantry trip the week before—thoughtfully extending their gratitude even to those working behind the scenes to help the pantry function.

These sisters perfectly embody the spirit of community caring that makes the Center's work possible.



Bruce Sylvia, volunteer



Whether it's the high five from the young child, the sharing of personal stories, or medical updates—this truly is like one big family. And no matter how you're feeling or what mood you may be in when you arrive, you leave feeling great.

Mary Yun, CLICK Workspace



A vital part of CLICK's mission is to engage with the broader Northampton community. The Northampton Survival Center provides an essential resource—immediately, without red tape, and in a dignified manner.

Suzy Klein-Berndt, volunteer

I love seeing the joy on people's faces when they get to choose from a variety of beautiful fresh produce.





June Gardner, volunteer

My favorite part of working at the Survival Center is getting to know the clients.

Two of my favorite people are a mother/daughter team. The daughter helps her mom say the words of the produce in English

and the two of them demonstrate such love for one another that I always have an extra smile on my face when I see them come in.



John Howland, *Greenfield Savings Bank*

As a local community bank, we are committed to supporting local non-profits working to improve the quality of lives of the people of the Valley. The Center provides a crucial safety net for low-income families and individuals in our area who are in need of food assistance.

We are proud to support this outstanding organization that has been helping people in need for almost four decades.

Alexander, client

When I was 15 years old I was a refugee eating food from dumpsters behind Burger King. When I first came to the Center I was given food in a way that even made my heart feel full. I would carry the food on foot from here to catch the downtown bus. **They are here to help with food and take care in making my family feel loved and part of the community and not invisible.**



Amy Cohen, volunteer

I love the Center because everyone from the top to the bottom is so dedicated and so caring about getting food to the people that need it.

It translates to the clients who really appreciate our services. It makes for a wonderful cooperative, heart-centered atmosphere to work in.



Jenny Franz, *Howard E. Stark Charitable Foundation*

We are proud to be a long-time supporter of the Northampton Survival Center. We continue to watch it grow into an amazing and progressive asset for the area, bringing not only important resources to those in need but a sense of community and opportunity for all.

Cher Willems, Board member

I love supporting the Survival Center because they are so very good at what they do. They know how to use resources—if you give them time, they will put you to work so you are contributing in a real way, and if you give them money, they make it go incredibly far. The world sometimes feels overwhelming. My involvement with the Center means I am helping to make things better for people in a real, measurable way. It is an amazing feeling.



Catherine, client

All the volunteers and staff are friendly, outgoing, and never judgmental of your circumstances. They all ask how things are going for you, and **the extra services they offer are terrific so you don't have to find transportation for long distances to get to those services somewhere else.**





Estefi Martí Malvido, Board member

The Center is very dynamic and every day strives to make changes that will improve more people's lives while assuring that current clients are happy. I have always been frustrated with the current food system and I feel very lucky to have found a place where I can meet people who are working hard to change this reality.

Joanne Marqusee, Cooley Dickinson Health Care

Cooley Dickinson supports the Center because we know how vital the services they provide are to improving the health of our community. A lack of healthy food is a risk factor for poor health and many chronic diseases. **When individuals and families can get food and basic supplies, they are in a stronger position to live healthy lives.**



Elba, client, and her mom, Miriam

This is an awesome place to come to get help. They go over and beyond to make sure you receive what you need. Everyone treats you with respect and are very kind. It's the best place to get food to feed your kids.



Matt Bannister, PeoplesBank



A true community protects each other, stands up for each other, supports each other. The Center offers help to those who need it most, with dignity, compassion and respect. It has been said that we rise by lifting others, and the Survival Center rises up to offer hope to those in our community who may be struggling.

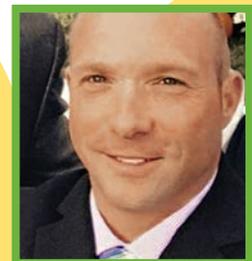


Emily Whittier, Intern volunteer

I especially enjoy talking about recipe ideas with clients. It's amazing to hear all of the creative combinations that people are excited to make with the food they get at the pantry.

Nathaniel Bastarache, Verizon Wireless Zone of Northampton

It's mind-boggling how many families benefit from the work the Center does. We would like to be more than just a retailer in our community, and we feel we can help make the most impact by donating to this amazing organization.



Venessa, client

Everyone welcomes you with open arms and a warm smile. **For most people, days are rough so just a simple smile goes a long way.** This isn't just a place to come get food. You can find resources in many different things: child care, health care, and more. It's truly a community.





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United Way of Hampshire County

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Greg Garrison, Northeast Solar



Northeast Solar is a huge supporter of the Northampton Survival Center for the work they do addressing issues of food insecurity in the Valley. **As a solar panel installer, we see a link between sustainable energy and sustainable communities** and will continue to support the Survival Center for years to come.

Sue Briggs, volunteer

The Center is organized around the needs of its clients, who are varied and diverse in every possible way. That the Center can do this with such care—about the clients, about the quality and variety of foods and goods—is extraordinary.



John Heaps, Florence Bank

The mission of the Center has always been near and dear to our hearts. Not only do they provide essential resources for families and individuals in need, but they are doing so in a way that is admirable and filled with dignity and respect.



Heidi Nortonsmith, Executive Director

I have so many good things in my life, and I couldn't truly enjoy them if I didn't do my best to help others have what they need too. I think so many of the world's ills—violence, fear, racism, shame, war—could be eliminated if everyone's basic needs were met.

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