

I was born to do something  
really important...

NEADS/Dogs for Deaf and Disabled Americans  
2014 Annual Report







...to be Meaghan's Social Dog.

### Meaghan & Dixie: An Inseparable Team

Together since 2013, Dixie is always by Meaghan's side, and in her mother's words, "...Dixie is the best thing that has happened to Meaghan in the last couple of years. She is the most dedicated, devoted, and sweetest animal ever. Clearly, she *knows* her job."





Gerry DeRoche (r) reviews plans for client house with Marie Mouradian, Window Designs Etc.

NEADS has been placing exceptionally well-trained Assistance Dogs since 1976. In fact, in 2015 we will place our 1,600<sup>th</sup> dog to a deserving client. A lot has happened since the program was conceived nearly 40 years ago. Even though we have continued to add new programs, at the very heart of what we do is to produce highly trained Assistance Dogs for our clients.

There comes a time when even the best Assistance Dog will need to retire. When that happens, we have many clients who will still benefit from canine assistance and come back to us for another dog. In this year's report, we feature returning clients, including one client who has received her fourth Hearing Dog from us. There is also one featured client, a veteran, who has received his first dog from NEADS.

Training and placing our fabulous canines with new and repeat clients year after year is a rather complex process. As such, we continuously examine our programs, our curriculum, our source of dogs and our campus. For example, over 35 years ago, we were a pioneer of campus-based training for clients. Last year, we told you

## A MESSAGE FROM THE CEO

about our plans for a new client house. This year, I am happy to report that we are well on our way toward opening our new facility.

The groundbreaking was held in June, and the construction crews have been hard at work ever since. We are anticipating that the building will be completed around midyear. It is vitally important that our clients feel at home while they are on our campus, and the new client house is designed with our clients in mind. Further, the new client house will give us increased residential and training capacity.

This past year we were privileged to benefit clients from across the country; as far away as Wyoming and California, and as nearby as Lancaster, Massachusetts. We are very proud to play a role in helping our clients achieve the degree of independence that one of our fabulous Assistance Dogs provides.

As you read the stories of our clients, I hope you will be inspired to help us serve more veterans, civilians and children. We appreciate your interest and support as we celebrate another successful year. Thank you!

Gerry DeRoche  
*Chief Executive Officer*

# 2014 by the Numbers

46

dogs completed  
training

75

dogs in training

04 Classroom  
Dogs

03 Hearing  
Dogs

24

Service Dogs

05 Social  
Dogs

01 Therapy  
Dog



NEADS puppy raisers

05 Trauma  
Assistance Dogs

12 Canines for  
Combat Veterans\*

16 yellow  
Labs

04 Ministry  
Dogs

30 black  
Labs

20 female  
dogs

10

Prison PUP  
Partnership facilities

26 male  
dogs

Represents dogs that trained with a  
human partner during the fiscal year,  
September 1, 2013 to August 31, 2014.  
Totals may not add up to 46.

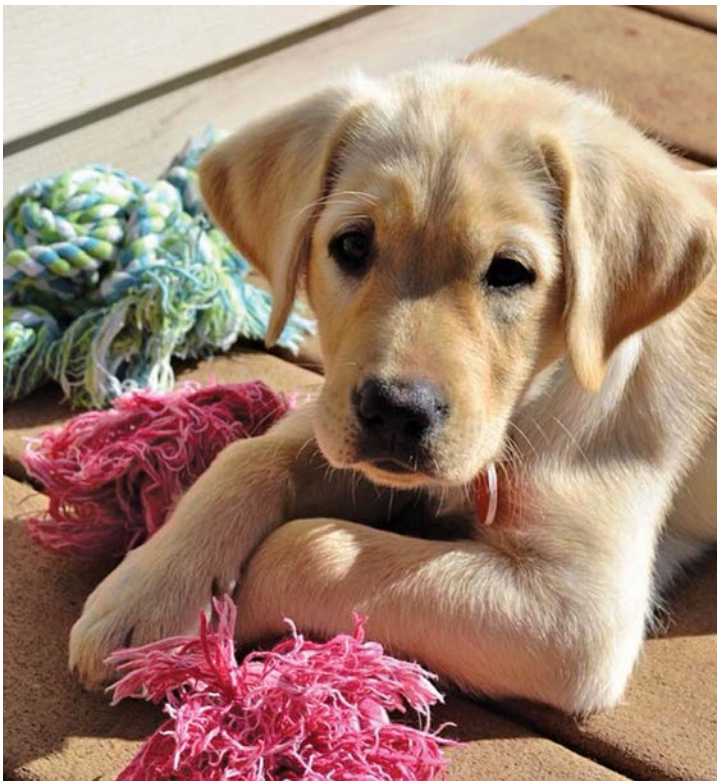
\* now Assistance Dogs for Veterans

# 416

active NEADS clients

**04** repeat NEADS  
clients in 2014

**33** NEADS staff  
members



[instagram.com/  
NEADSdogs](https://www.instagram.com/NEADSdogs)

# 10,187

Facebook likes



[facebook.com/  
NEADSdogs](https://www.facebook.com/NEADSdogs)

# 306

NEADS tweets

#NEADSNation



[twitter.com/  
NEADSdogs](https://twitter.com/NEADSdogs)

# 100,000+

#Valentine4Boston YouTube views



[youtube.com/user/  
NEADSassisteddogs](https://www.youtube.com/user/NEADSassisteddogs)



# Lasting Partnerships

by Michele Fournier

**Quinn & Hope** Describing his dog as the best thing that's ever happened to him, Sergeant Quinn Rogan speaks fondly of his Canines for Combat Veterans dog, Hope. According to Quinn, when he first returned home from combat and found himself a patient at Walter Reed National Military Medical Center, he tried to convince himself that he was really not disabled and embarked on a personal mission to prove it.

However, after a chance encounter with another veteran with a NEADS dog, Quinn recognized that he might in fact benefit from a Service Dog and decided to apply through NEADS' Canines for Combat Veterans program.

**“Hope is the best thing that’s ever happened to me.”**

Hope came into Sergeant Rogan's life to assist him with tasks such as turning off a light when he has a headache or picking up a dropped item. Because of his injuries, Quinn finds that he can sometimes be clumsy or bump into things in public, but Hope is always there to help. In Quinn's words, “I think it's cool, but the best part is, she is my best friend. She's always happy and playful and ready to work at the same time.” Hope is able to sense when he is uneasy or needs assistance, and the dog's playful reaction to Quinn's change in emotion lets Quinn know that she is there for him.

Hope gives him something to look forward to each day, and the daily routine of taking care of her focuses him and gives him a reason to get out of bed each morning. Quinn knows that he takes care of her as much as she takes care of him, but the biggest benefit is that Hope is able to take his mind off of everyday problems and has allowed him to live a fulfilling life again.





“Rally is the perfect match.”



**Sandy & Rally** When Sandy Teti decided she was interested in having a Service Dog, she did some careful research before she found NEADS. She was looking for just the right combination of excellent training, great dogs and the superb matching of a client and a dog. When she became acquainted with a NEADS weekend puppy raiser, she found what she had been searching for.

About nine years ago, Sandy was matched with CeCe, a yellow Labrador who was the first to introduce Sandy to all of the benefits of having a NEADS dog. According to Sandy, “the greatest thing CeCe did for me was when I fell in my garage with the door down and no way to cry for help.”

CeCe was able to do her job and dislodge Sandy’s walking stick that had been caught out of reach in the workings of Sandy’s folding shopping cart, and was able to bring the walking stick to Sandy, enabling her to get up and get to safety.

Over time, CeCe became the inspiration for several pieces of legislation related to Service Dogs and workplace access in the state of New Hampshire. Today, CeCe is retired, but the relationships between Sandy, her NEADS dogs and various legislators across the state continue.

Sandy now relies primarily on Rally, her second NEADS Service Dog, to assist her. Rally, a black Labrador, is described by Sandy as the “perfect match” who will not only bring the phone to her if she falls, but will even independently unpack groceries. This dog is filled with energy and exuberance, “is a great worker and is amazingly observant,” with the ability to react to exactly what Sandy needs in the moment.

Overall, Sandy reflects, Rally and CeCe have given her confidence to leave her home, but more importantly, have given her the confidence to live her life.

## “You can’t be anything but happy around her.”



**Debi & Kashi** “You can’t be anything but happy around her,” says Debi Martell of her third NEADS Service Dog, Kashi. Debi has been involved with NEADS since 1992 when she saw a television news clip about NEADS in which she learned about the special relationship between a Service Dog and its handler. Being an animal lover, she felt that this was a relationship and partnership from which she, too, could benefit.

For Debi, her first NEADS dogs allowed her to “cross into friendliness,” as people would speak to her and make eye contact—something that was infrequent prior to the arrival of her Assistance Dogs.

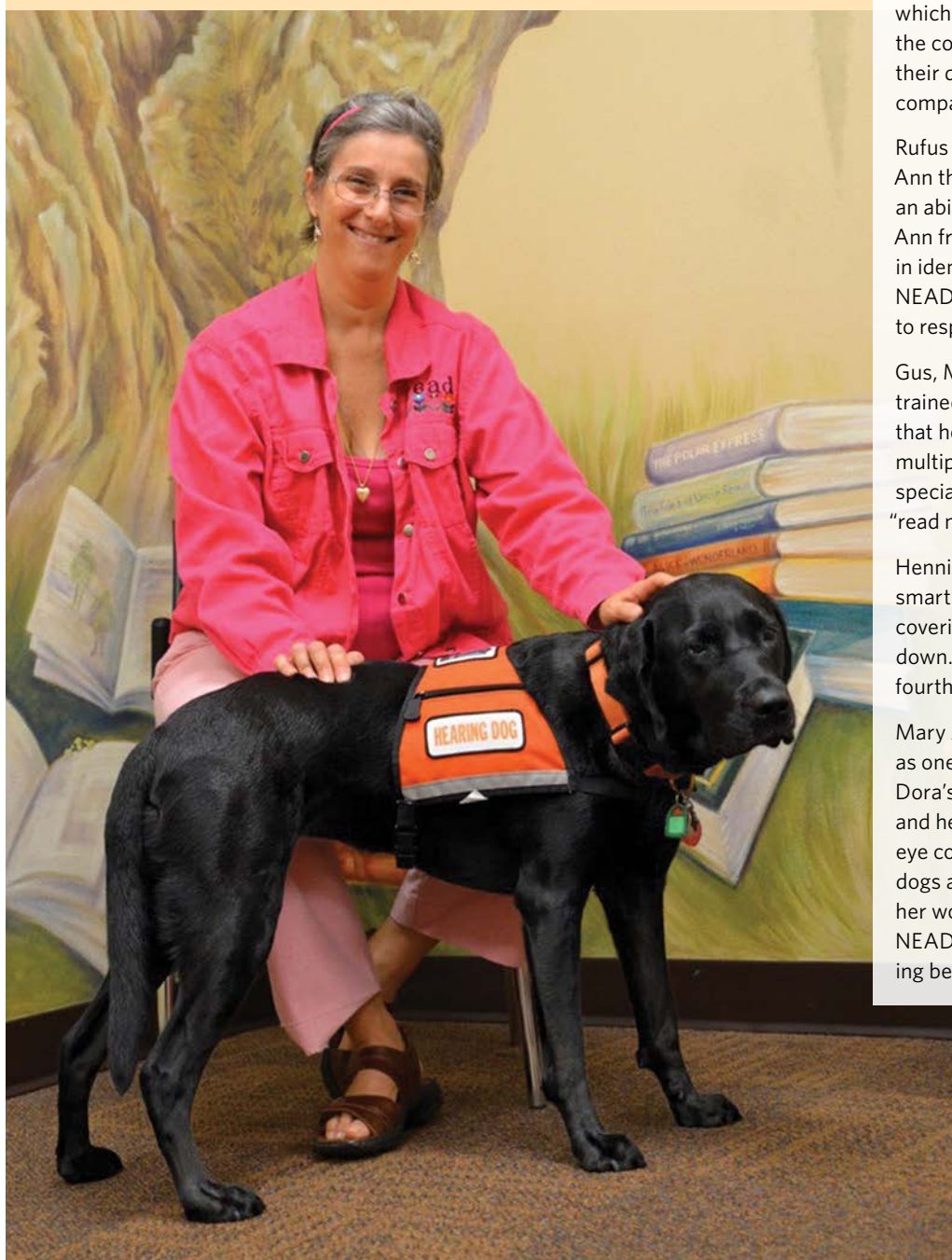
The first two Service Dogs placed with Debi were Shane and Windham, whom she describes as having been “serious executives,” while her current dog, Kashi, is the “court jester.” Debi observes that each dog that NEADS has placed with her has become better and better at meeting her needs, utilizing increasingly complex skills to assist with the routine of daily life.

According to Debi, “Kashi makes a boring daily routine less of an assembly line.” Careful and patient, Kashi has been trained to consistently place anything that Debi needs close to her to better enable Debi to reach the item or object. Besides opening doors for Debi so that she can get out of the house, one of the most important tasks that Kashi does is to “speak” on command so that someone in the house will know that Debi needs assistance. Just the knowledge that the dog is there has eliminated the anxiety of being alone.

Debi continues to be amazed at the level of joy that Kashi brings to her life. She has said that she used to think that it would wear off, but they have been a team for two and a half years, and the joy continues.



**“I will always be grateful that I had a NEADS dog close by for comfort and understanding.”**



**Mary Ann & Dora** The presence of a Hearing Dog makes “an invisible disability visible.” This is how Mary Ann DeMeo describes the significance of having a Hearing Dog in her life. Mary Ann’s relationship with NEADS dates back to 1978 when Mary Ann was preparing to go to college and her late parents saw a television show that mentioned a Hearing Ear Dog Program. This was the original function and name for NEADS, which has the oldest Hearing Dog program in the country. Her parents wisely thought that their daughter needed both the assistance and companionship that a Hearing Dog would provide.

Rufus was the first of four dogs placed with Mary Ann through NEADS, and this dog demonstrated an ability to learn when someone was calling Mary Ann from behind and alert her. After their success in identifying and cultivating Rufus’ special talent, NEADS began to specifically train Hearing Dogs to respond to a person’s name.

Gus, Mary Ann’s second dog, was the first dog trained by NEADS as a specialty dog, meaning that he was trained to provide assistance for multiple disabilities. For Mary Ann, Gus holds a special place in her heart, explaining that he could “read my mind.”

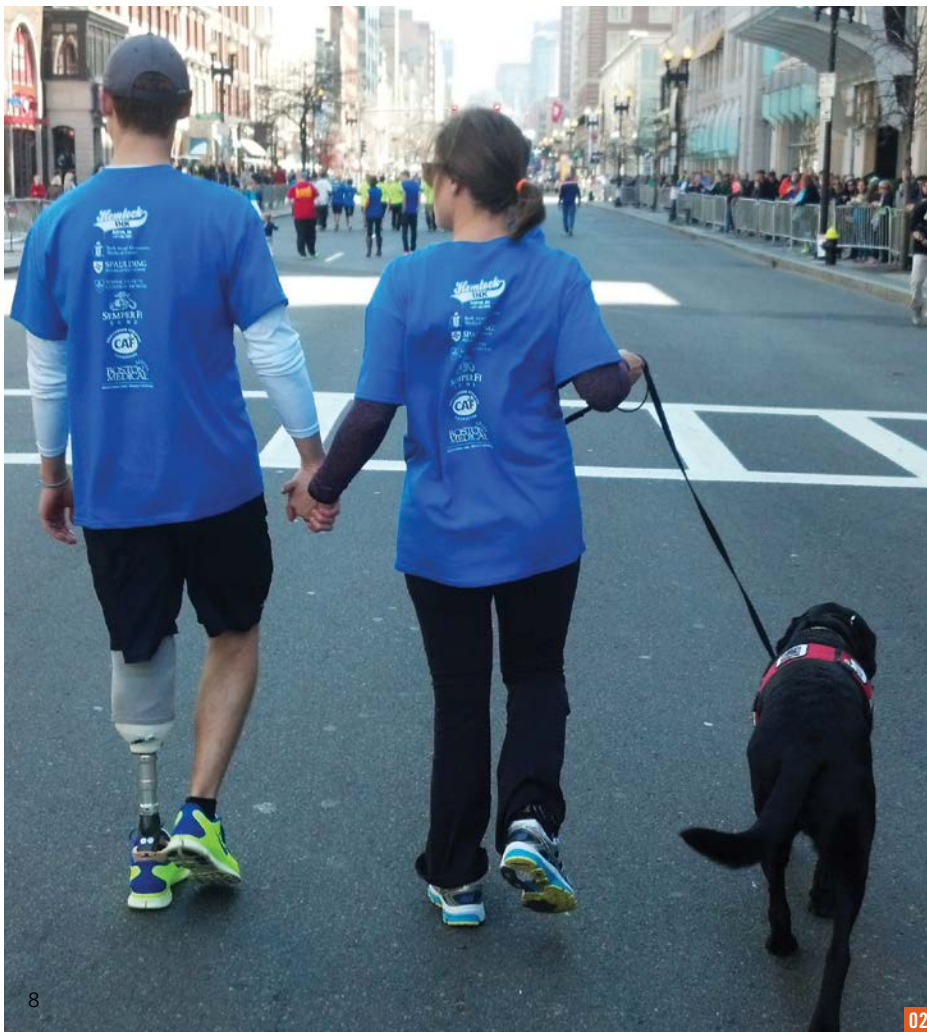
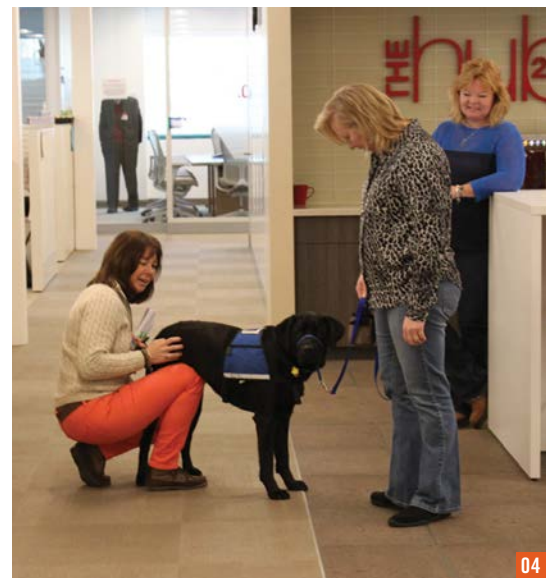
Henning was Mary Ann’s third dog, an active, smart Border Collie mix with an adorable habit of covering his nose with his paw when he was lying down. After Henning passed, Dora became the fourth NEADS dog to work with Mary Ann.

Mary Ann describes her relationship with Dora as one of mutual love and trust, characterized by Dora’s continual focus on Mary Ann’s presence and her practice of shifting her body to maintain eye contact with Mary Ann. For Mary Ann, her dogs are an important part of her life, and in her words, “I will always be grateful that I had a NEADS dog close by for comfort and understanding because, believe me, these dogs understand.”



# The Year in Photos

Snapshots From a Busy Year







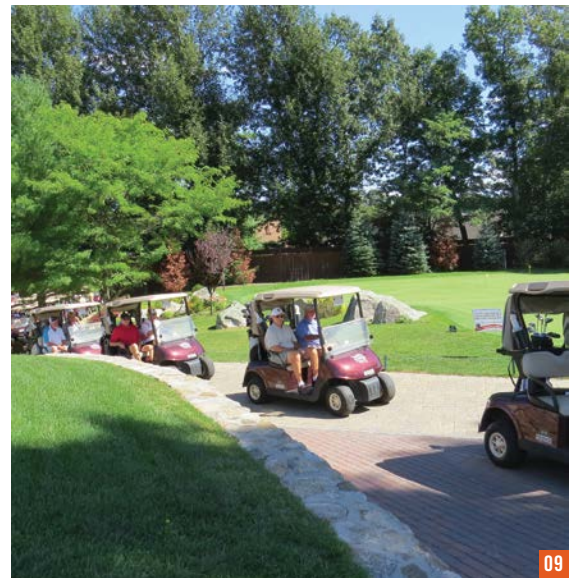
06



07



08



09



10



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- 01 Client house groundbreaking
- 02 Jessica Kensky, Patrick Downes and Rescue
- 03 Currahee shows his colors: Boston Strong
- 04 NEADS visits The TJX Companies, Inc.  
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- 07 Fore Paws Golf Classic participants
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- 09 Fore Paws Golf Classic
- 10 At Meeting NEADS event
- 11 SPIRIT Award recipients, Blue Star Mothers



# Supporting NEADS



## NEW CLIENT HOUSE

In June 2014, we broke ground on the new client house and training facility on our Princeton campus. Designed to expand our capacity to better serve the growing number of people who could benefit from canine assistance, the facility will feature new classrooms and training areas, additional client bedrooms and living quarters for their two-week training stays. Completion of this important new facility is expected in mid 2015.

## GIVING TO NEADS

NEADS has earned a four-star rating by Charity Navigator for the last thirteen years. For every dollar that you donate to NEADS, 84 cents goes directly into programs sponsoring an Assistance Dog for a child or adult. Your tax-deductible support and philanthropic investment enables us to make a significant difference in the lives of individuals with a disability. With your help, we look forward to the continued training and placement of these incredible Assistance Dogs. For more information on ways that you can give to support NEADS, and for details on our Planned Giving Program, please contact Cathy Zemaitis, Director of Development, at [czemaitis@neads.org](mailto:czemaitis@neads.org), or visit our website and click on "Get Involved."







## DONOR STORY

### Roman Susalka

Roman Susalka characterizes himself as a “dog lover” who has been motivated to donate to NEADS on a monthly basis since 2008 because he has been consistently impressed with the organization and the dogs who are trained to assist veterans and others with a disability.

His story dates back over twenty years, to the time when he was a church volunteer at Norfolk Prison, guiding inmates through book study and discussions on various spiritual topics. Around eight or nine years ago, he began to notice that some of the inmates would come to his book study discussion accompanied by dogs wearing vests, and he was struck by how well-behaved the dogs were. After talking to some of the inmates as well as the weekend puppy raisers, he discovered that he could adopt one of these dogs through the Furloughed Favorites program at NEADS. The Furloughed Favorites are dogs who, for a variety of reasons, do not have what it takes to be a Service Dog, but

many make wonderful household pets. Roman adopted Chip, a black Labrador Retriever, who had been diagnosed with elbow dysplasia and could not be placed as an Assistance Dog.

At 81 years old, Roman observes that he is beginning to slow down a bit. After hip replacement surgery and some other medical issues, he may not be getting to all of the places he used to go, but when he does get out and about with Chip, he speaks as an unofficial ambassador for NEADS.

Roman explains simply that he is a longtime donor because he feels strongly that NEADS represents the best in the business and has a deep appreciation and admiration for all that NEADS does. He speaks humbly about the overall effect that even a small amount given monthly can do, explaining that his monthly donation won’t “break the bank” for him, but over time, has added up to a substantial amount that has served to grow the NEADS family and bring independence to others through canine assistance.

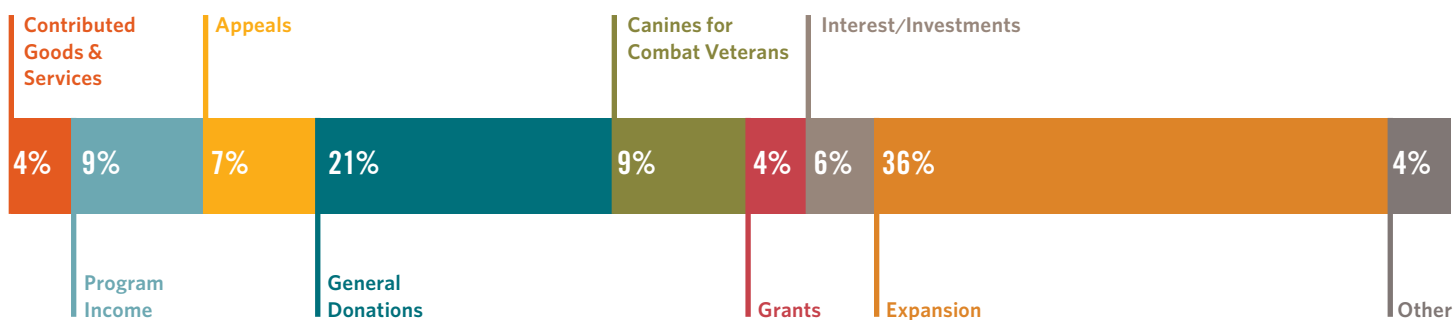
# Financial Report

## SUMMARY OF FINANCIAL STATEMENTS

Support and Revenue	2014	2013
General fees and contributions	\$3,438,883	\$1,726,666
Contributed goods, services and property	164,584	160,708
Grants and foundations	171,511	356,512
Interest income	748	1,642
Investment gains	247,792	132,911
Other income	-	3,188
Net assets released from restrictions	-	-
<b>Total support and revenue</b>	<b>\$4,023,518</b>	<b>\$2,381,627</b>

Expenses	2014	2013
Training program	\$2,039,131	\$2,048,596
Management and general	198,937	151,254
Fundraising	184,627	172,445
<b>Total expenses</b>	<b>\$2,422,695</b>	<b>\$2,372,295</b>
<b>Change in net assets</b>	<b>\$1,600,823</b>	<b>\$9,332</b>
<b>Net assets, beginning of year</b>	<b>\$4,576,423</b>	<b>\$4,567,091</b>
<b>Net assets, end of year</b>	<b>\$6,177,246</b>	<b>\$4,576,423</b>

## SUPPORT AND REVENUE BY CATEGORY



## EXPENSES BY CATEGORY





NEADS' Assistance Dogs provide life-changing independence, companionship and connection for people with a disability. With a dedicated staff and enthusiastic volunteers, NEADS carefully matches clients with the right dog and provides ongoing support during their entire relationship. NEADS has led the industry since 1976, matching over 1,500 expertly trained Assistance Dogs with people who need them.

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# congratulations TO OUR 2014 GRADUATES

Karen Lohr & Sasha

Melissa Feinberg & Clipper

Jessica Kensky & Rescue

Sheryl Katzanek & Rylie

Suzanne Woolston Bossert & Maestro

Sari Sherman & Molly

Ryan Bugler & Noonan

Alexis Charbonneau & Giotto

Toby Schley & Sophie

Bennett Lamson & Mercury

Jacquelyn Marcoux & Chantey

Scott Euvrard & Lazer

Quinn Rogan & Hope

Stuart Sherman & Swanson

Sandra Teti & Rally

Clifford Comptois & Leko

Scott Maenpaa & Cash

Jennifer Caliri & Warren

Michelle LaGrave & Bella

Nathan Columbus & Zoli

Kaiyla O'Hara & Mel

Kelly Bastek & Sebastian

Karen Landy & Tamari

Alexander Wilker & Navy

Evan Moscariello & Jasper

Gabriel Alonso & Hunter

Mason Merager & Toby

Robert Dudzisz & Shevlin

George Breault & Robbie

Michaela Williams & Grace

Michael Farrell & Marv

Ellen & Ricky

Kelly Bucchere & Lil Laura

Sam Masson & Simeon

Jim Mirick & Oliver

Timothy Young & Checkers

John DiRaimo & Park

Richard Shaw & Richie

Jeremy Collins & Max

Gabriel Nutter & Sammy

Corey Houghtaling & Atticus

Robert Ritter & Rosie

Robert Tamborelli & CJ

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Christina Dunn & Liza

Ben Maenza & Rhody

Josh Hotaling & Jersey

Jesse Vautour & Mason

