NEADS/Dogs for Deaf and Disabled Americans 2015 Annual Report





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A Message from the CEO

NEADS CEO, Gerry DeRoche and Director of Client Relations & Training, Kathy Foreman

Life at NEADS is never dull. Every day, every year, we are making a difference in our clients' lives one dog at a time. This past year we placed our 1,600th fabulous canine with a client.

When I wrote my letter last year, we had just held the ground breaking for our client house. At our spring graduation I was thrilled to announce that the new facility would be named after Kathy Foreman. For those of you who are not aware, Kathy is really the face and conscience of NEADS. She has been working her magic for 35 years and is not only our resident historian, but she has also played a key role in shaping the organization that we are today.

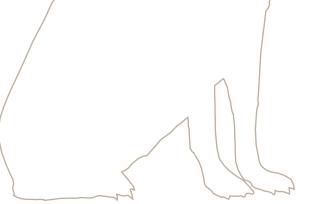
Every day in her role as Director of Client Relations and Training, Kathy brings our mission to life. It was only fitting that the new facility would be named in her honor. As we close the fiscal year, we are wrapping up the completion of the building which will receive its first clients in October.

Throughout this year's report you will see the attention to detail, the complexity of the program and the large number of moving parts that go into producing one of our remarkable dogs. It is a process that can take up to 2 years for each dog and involves a tremendous amount of coordination, cooperation and partnership.

While we have a strong and dedicated staff, we are absolutely dependent on our volunteers. Each and every day we have a group of volunteers who help us out in many different ways. Without them, we simply could not accomplish everything that is required of raising our dogs. As you thumb through the pages of our annual report, I hope you will be inspired to join us in whatever way you can as we work to serve more civilians, veterans and children every day with our World Class Service Dogs!

Thank you for your interest and support!

Gerry DeRoche
Chief Executive Officer



37

dogs completed training

Classroom Dogs

12

Service Dogs

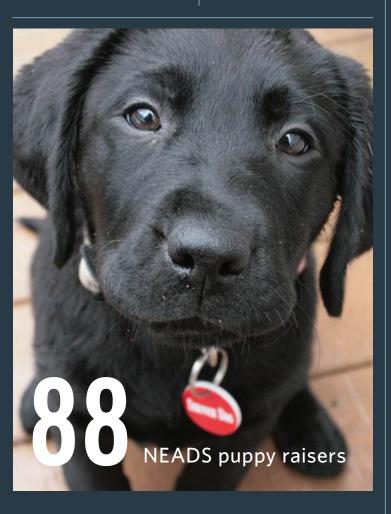
80

dogs entered our training program

Hearing Dogs

Social Dogs

1 Therapy Dogs



2015 by the

Numbers*

Trauma Service Dogs

shelter/rescue dogs in training

34

new NEADS clients in 2015

Service Dogs for Veterans

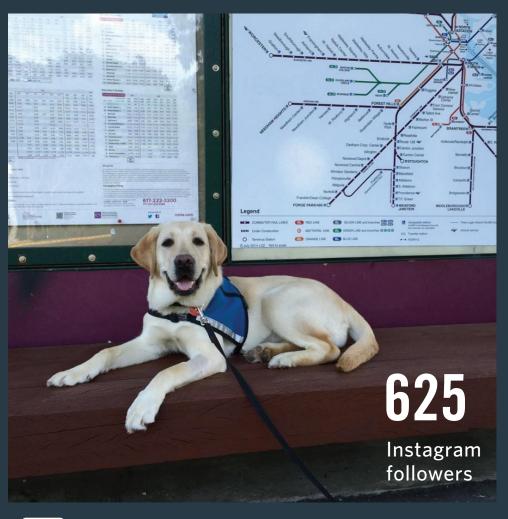
Ministry Dog

43 female dogs

37 male dogs

Prison PUP
Partnership facilities

*Represents dogs that trained with a human partner during the fiscal year, September 1, 2014 to August 31, 2015



904

Twitter followers

#NEADSNation



twitter.com/ NEADSdogs

11,898

Facebook likes



facebook.com/ NEADSdogs

18

YouTube videos



youtube.com/user/ NEADSassistancedogs

instagram.com/ NEADSdogs

485 active NEADS clients

repeat NEADS clients in 2015

NEADS staff members



"Jeni is a blessing. She expands my world in ways I never thought possible." JILL HATCHER & HEARING DOG JENI

"NEADS has provided me with Abby! She is a dream come true! She awakens me every morning, alerts me to smoke alarms, phones ringing, dropped keys, someone calling my name. She does all this for me and is also a wonderful best friend." ALYSSA DEFAZIO & HEARING DOG ABBY

"Everyday Beamer greets the students as they come in through the door and helps them as they navigate through their school day. He has formed special relationships with each child and is excited about his daily routine." BETH KEANE & CLASSROOM DOG BEAMER

"You would not believe how empowering it can be, simply going to the store by myself, because I have my constant companion and savior." CONNIE POST & SERVICE DOG MARTHA

Lasting by Michele Fournier Partnerships

Our Service Dogs become an extension of their partners and provide freedom, physical autonomy and relief from social isolation.



Sue Jones & Chips

Sue's journey with NEADS began over 25 years ago when she adopted a dog from NEADS. After a long life, her pup passed away. Sue wasn't ready to get a new dog yet, but after a chance encounter with a NEADS puppy raiser, Sue decided to try the weekend puppy raising experience herself. One of her puppies, a black Labrador, was placed with a veteran in California and she found it so difficult to say good-bye that she was not sure she could be a weekend puppy raiser any more.

A new idea was born from her work place; a locked recovery hospital. She knew that there were NEADS dogs used in this facility and she wondered to herself if she could apply for a dog specifically to work as a Therapy Dog with adults in a psychiatric setting. She began the process a little nervously, wondering if it would work out. She had seen some of the success that the Therapy Dogs had with children and adolescents and hoped it would be as helpful for her clients. Her application was accepted and then began the process of waiting.

When she first met Chips, she admits she almost cried. Not tears of joy, but of anxiety. All she wanted to say was, "He's too big!" Compared to her small and slight black Labs, this dog is huge! But now she realizes that he is an amazing gentle giant who would do anything for

anybody. He is learning sign language and is the most popular member of the staff. He makes a huge difference in the lives of her clients. When an individual is upset, the presence of Chips is calming, and causes the individual to "melt" away their frustrations so that they can carry on with their therapy sessions.

Even though she was a weekend puppy raiser, Sue says that the training was still intensive. All of the things she thought she knew were gone, but she and Chips came through training with flying colors. She feels that the addition of Chips to her life and her workplace is the best thing she has done in her career.

LASTING PARTNERSHIPS:

Stuart Sherman & Swanson



Who could imagine that a chance meeting in a Wal-Mart would lead Stuart on a journey toward his relationship with NEADS and his wonderful Service Dog Swanson? Stu explains that he was in the store and noticed a woman in a wheelchair with an amazing dog who was able to pick up an item she dropped. This led Stu to chat with this woman, who explained the role of a Service Dog, and made the suggestion that Stuart contact NEADS. Shortly after this conversation, Stu did contact NEADS and prayed that perhaps this might be the thing to lift his spirits.

All of this came at a low point for him; when he was told he would need to use a walker for his safety. This was something so stressful that he could not bring himself to use the assistive device—until he went for his interview at NEADS and became convinced that, with a dog, nobody cares that you have a walker because the outside world only sees the dog.

With this idea firmly in his mind, the decision was made to complete the application for a Service Dog. Stu still remembers the day he got the call with the news that he had been matched. He recalls that the connection was immediate and he marvels at the fact that the temperament and personality of the dog is a complete match for his own. Stu and Swanson were "made for each other." Now Swanson is a part of the team and even when both Stuart and his wife Celeste are having a bad day, Swanson just seems to know what to do. The dog makes this couple laugh when they need a lighter mood, and she provides so many of the things that Stu cannot do. Stu proudly proclaims that Swanson is "an extension of what I used to be. The things I can't do, she does. She makes me feel less disabled."

Mason Merager and his mom Annmarie can both vividly recall the moment when they met Toby. From the minute they met, it was perfect. They were the last in their group to meet Mason's dog and both mom and son were terribly nervous. They had traveled so far and all they had to work with was a photograph. The first couple of dogs were introduced to their new owners while Mason watched. Toby entered the room, and was calm and mild. Mason simply laid down on the floor and Toby laid with him. The connection between the boy and this dog was instant. Mason describes the moment as "awesome!"

This event had been completely planned and executed by Mason. As a 13 year old, this young man had traveled from his home in Wyoming to a conference in Washington, D.C. when he had a chance encounter with a young person from Rhode Island who had the support of a NEADS Service Dog. Mason was instantly convinced that a Service Dog could help him and take some of the burden of his care off of his mother and sister. Mom had her hands full with two children and all of Mason's medical needs. All she could imagine was a dog as a pet, and she saw additional responsibility and care.

Even though Annmarie was not easily sold on the idea, she allowed her son to do the research and fill out all of the necessary paperwork. Since the family lives in Wyoming, a face to face interview was not possible, but Mason arranged for a Skype interview. Mason admits that when his mom saw how persistent he was in his efforts, completing all of the application and then fulfilling all of his own fundraising activities with minimal assistance from her, she gave her approval. Looking back, Annmarie now can see that the addition of Toby to the house has been life changing. Toby is Mason's constant companion and has changed the dynamic of the family. Toby helps to relieve his mother of some of the day to day tasks such as getting ice packs and opening doors, but more importantly, Toby is the perfect blend of training and teamwork. Now, Mason and Toby travel and make presentations and in Mason's words, Toby "means the world to me."



Insting partnerships: Mason Merager & Toby

A NEADS Year in Review

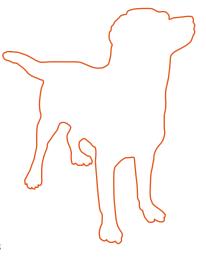
Nosh 4 NEADS

Our First Annual Nosh 4 NEADS event brought together 12 restaurants to serve one purpose, including Bondir Concord and the Twisted Fork in Cherry Valley. Nosh 4 NEADS proved to be a unique way to engage new supporters as well as a fun way for our NEADS Nation team to dine out for independence!

NEADS was featured on Chronicle in November



NEADS 2nd Annual Fore Paws Golf Classic





Meeting NEADS 2014 at Coast Guard Club



Nashawtuc Country Club Putts for Paws Golf Tournament

14th year of consecutive 4-star ratings from Charity Navigator

Charity Navigator is a 501 (c) (3) nonprofit organization that works by guiding intelligent giving with the goal being to advance a more efficient and responsive philanthropic marketplace.



Life is Good/Planet Dog Foundation Playmakers

Life is Good and The Planet Dog
Foundation partnered together to offer Life
is Good's Playmaker Initiative to a class
of NEADS Service Dog teams. The course
allowed the teams, which consisted of
several pairs that work in therapeutic,
hospital, ministry or classroom settings, to
spend the full day retreat exploring
the power of building life-changing
relationships with children.



NEADS visited the Massachusetts State House



Fall and Spring Graduation



Seasons



Former Attorney General Martha Coakley came to visit NEADS and meet some adorable puppies

ADI Accreditation

NEADS was reaccredited by Assistance Dogs International, the internationally recognized governing body that establishes industry standards and practices. The purpose of ADI is to improve the areas of training, placement, and utilization of Service Dogs, staff and volunteer education. In addition, they educate the public about Service Dogs, and advocate for the legal rights of people with disabilities partnered with Service Dogs. ADI has a comprehensive accreditation system and members have to be regularly assessed to ensure they meet the high standards expected of Service Dog programs.



Lieutenant Governor Karyn Polito visited the NEADS Campus



Completed the Kathy Foreman Client House & Training Center



Former Governor Deval Patrick visits NEADS

CCT

NEADS worked with Community
Consulting Teams of Boston (CCT), an
organization that amplifies the impact of
Boston-area nonprofits through pro bono
management consulting projects
performed by teams of experienced
MBAs from top-tier business schools.
CCT spent time researching NEADS and
provided invaluable insight to fuel our
continued growth.

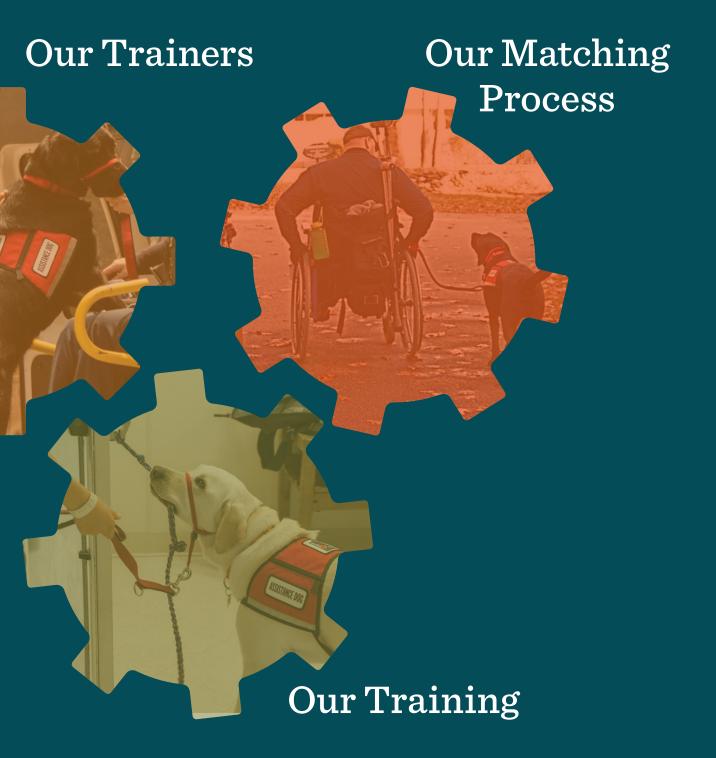


Actor and NEADS supporter, Nate Corddry came for a visit

The Five Factors



Just like each cog in a machine has to work together to make the machine function properly, so each team member is required to fit and work together to make the team work effectively in achieving its goals. We must maximize and complement our strengths by contributing our expertise and knowledge to create the very best synergy.



The Five Factors

Our Dogs:

NEADS aims to acquire approximately 100 dogs within each fiscal year, with about half of the dogs making the cut. About 95% of our puppies are acquired by purebred breeders. We currently use Labrador Retrievers in our training program, however, we occasionally work with other breeds as well. NEADS works closely with reputable breeders to determine whether their puppies are appropriate for our program based on the temperament, health and behavioral history of the pup's parents.

NEADS dogs undergo temperament testing beginning at around 4 weeks of age. All dogs are tested and screened for suitability through a tool called the Behavior Check List. Dogs that enter into our program fall into a temperament range that is conducive to being a Service Dog.

The remaining percentage of our dogs are acquired from animal shelters and rescue groups throughout New England. We typically look for smaller mixed breed dogs from shelters that fit the temperament of a Hearing Dog. The disposition of a Hearing Dog is different from the rest of our program dogs—they must be reactive and are typically higher energy. NEADS is pleased to have relationships with so many wonderful animal shelters and rescue groups!

Our Trainers:

NEADS trainers must start as an apprentice trainer and are required to spend two years in that role until they graduate to the position of trainer. Typically, our apprentice trainers begin their work with rescue dogs so they have an opportunity to work with different pup personalities and temperaments.

Apprentice trainers begin by visiting two prisons a week and observing client training. They begin working with rescue dogs, eventually moving on to working with clients at the six month mark of their apprenticeship.

Not only does a NEADS trainer need to be excellent with dogs, but they also must be great with people and all types of personalities. They must possess the maturity and professionalism to work in a prison facility. Additionally, trainers must be able to express empathy towards others to fully understand each client's unique circumstances.

NEADS has trained Service Dog teams for 39 years. Through research and experience, our trainers remain up to date with current training methods and trends in the industry. We routinely explore new dog breeds and new tasks to make certain that we are meeting the needs of our clients.

Our Training:

NEADS Dogs are trained to perform tasks and behave obediently through the use of positive reinforcement and clear leadership. We select dogs that are natural followers, so it is easy to guide them into choosing behaviors that we like in order to reward them.

Our dogs love to work! The behaviors we teach are inherently fun for them (like tugging on a rope or running to a sound), so the dogs learn to associate work with having a good time. As a puppy grows and learns, each positive experience influences future behaviors.

The Laura J. Niles Early Learning Center

Typically, a puppy will arrive at the Early Learning Center at about 8 weeks old. On campus, the puppies learn that humans are friendly and fun, loud noises are not scary and unusual items are not frightening.

Prison PUP Partnership

Once a puppy has become acclimated with the NEADS program, they head off to one of nine correctional facilities throughout New England. Our statistics show that, under the guidance of NEADS staff, inmates are able to provide consistent training at a high level simply because of the amount of time they are able to devote to the dogs. This enables us to place dogs faster with people in need.

Puppy Raiser Program

To ensure that the puppies have a full range of experiences, volunteers help out by socializing the puppies on weekends. These weekend puppy raisers, specially trained in socialization skills by NEADS, are assigned to a puppy for the entire time the dog is in the prison program. Puppies spend their weekends at a volunteer's home and follow the volunteer's routine around town. This way, the puppies become accustomed to things like car rides, traffic, bus stations, movie theaters, restaurants, grocery stores, and all the typical experiences of life.

NEADS dogs are taught a list of core commands and they follow a basic training schedule throughout puppyhood. However, once a dog is nearing completion of the program and is matched with a specific client, the dog's training is tailored to the client's unique needs. After the client experiences 10-14 days of training with a skilled instructor, they can barely remember a time when the dog wasn't a part of their life. Most importantly, we raise and train the perfect working partner for each of our clients.

Our Matching Process:

The matching process that takes place between a client and a NEADS dog is vital to making the partnership work. For NEADS, the process is detailed and thorough to ensure that each match is the right one. Kathy Foreman, NEADS Director of Client Relations & Training, started her career at NEADS in 1980. She began as a kennel attendant/assistant trainer at the first site in Holden, MA. During thirty-five years and through the growth of the NEADS program, Kathy's exemplary skills have provided hundreds of perfect pairs.

The route to a lasting partnership begins with a potential client completing the NEADS application through our website. The application questions are designed to help NEADS have a better understanding of the client's lifestyle and needs. The application also includes a medical form that must be completed by a physician.

Following the online application process, a comprehensive interview occurs either in person or via Skype, depending on the client's location. The interview allows NEADS to take a closer look at the requirements of the prospective client and provides a better idea of what type of dog would be a good match.

From this process, a thorough and detailed client profile is created. This profile is vital as it must stand on its own and accurately represent the client so the trainers can find the perfect fit. The profile enables NEADS trainers to emulate the client so they have the ability to look more closely at a dog to determine if they would be an ideal match.

Our Campus Based Training:

NEADS believes that campus based training is fundamental in creating lasting partnerships. By offering training on site, the client is removed from all of the outside distractions that home provides, and they can focus entirely on bonding and training with their new partner. It also provides NEADS trainers the ability to have control over field trips that clients take during the training process. Additionally, campus based training provides the opportunity for clients to potentially train with similar clients.

By having clients train on campus, we also have the ability to provide the client with a visit to the prison facility where their dog was trained, and meet the inmate handler that worked with their dog.

We schedule two to five clients to train at one time. Training involves intensive learning about how to live and work with a Service Dog. Classes occur daily from 10:00 a.m. to 4:00 p.m. with an hour long lunch break. Classes include active, hands-on exercises with the dog and trips into town, restaurants and malls. Additionally, we include sit-down classes in subjects such as health records, first aid, grooming and public access. Most classes are taught by the instructor who has overseen the dog's training and who matched the dog with the client. Other classes are taught by various staff members.

Each client must successfully complete the training schedule and also receive a passing score on a public access test to graduate and leave campus with the Service Dog.

The Kathy Foreman Client House & Training Center

On September 19th, 2015, NEADS opened our brand new Kathy Foreman Client House & Training Center. Building the new facility was necessary to keep pace with an ever-growing population of people who require canine assistance.

Under the leadership of our CEO, Gerry DeRoche, NEADS officially launched the fundraising campaign for the construction project entitled Foundations for the Future. On June 16th, 2014, we officially broke ground on the construction of the building of a new client house and the rehabilitation of 301 Redemption Rock Trail South in Princeton, Massachusetts. The construction was completed in August of 2015.

The client house is named after NEADS Director of Client Relations & Training, Kathy Foreman. Kathy has been vital in forming perfect partnerships for the last 35 years and her talents for matching clients and their pups are invaluable.

The new building, which was designed with client input, provides: Multiple bedrooms with adjacent access for care providers, 4 and a half handicap accessible bathrooms, a handicap accessible kitchen, a conveniently accessible training area, two conference rooms, an elevator, a handicap accessible pathway to the main facility and much more.



Supporting NEADS

Early Learning Center and Kennel Renovation

Each year over 50 clients, 90 puppies, 80-100 adult dogs, numerous visitors, volunteers, and staff utilize our campus buildings. We love this activity, however, it brings with it, wear and tear. Twenty years ago, with the input of veterinarians and other animal care specialists, we built a state of the art kennel to house our dogs during their evaluations and Service Dog training. However, by today's standards, our kennel does not provide our staff, volunteers, or dogs with the best environment possible. We are currently in the beginning stages of renovating our kennel facility. This kennel, from the ground up, will be a cutting edge Service Dog kennel. Within the industry, NEADS is regarded as innovative, and our new kennel design will minimize stress by providing an environment that is healthier for our staff and dogs.

The success of our program starts with our puppies. In addition to a new kennel for adult dogs, our plans include revitalizing a building on our property to accommodate our newly arriving puppies. NEADS pups spend up to two weeks on our campus. During that time, our puppy instructors begin teaching basic obedience. Between lessons, the puppies have plenty of time to play, and receive lots of attention from our staff and volunteers.

At completion of this project, NEADS will have a state of the art kennel and a renovated Early Learning Center for our puppies. This will enable us to increase the number of dogs we train and place each year with people who are deaf or have a disability. As we move forward toward a state of the art campus, our commitment to our clients and dogs

remains strong. We strive to provide them with the best possible environment. These necessary projects will improve the health and well-being of our dogs, puppies, and staff. These improvements will help us do what we do best - train and place Service Dogs with the people who really need and deserve them, making increased independence in their daily lives a reality.

NEADS is continuing the Foundations for the Future fundraising initiative, which began with our new Kathy Foreman Client House and Training Facility, to include the creation of a new Early Learning Center and completely renovated kennel.



Giving to NEADS

NEADS has earned a four star charity rating by Charity Navigator for the last fourteen years. For every dollar that NEADs receives, 84 cents goes directly into programs sponsoring a Service 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 Service Dogs. For more information on ways that you can provide support to NEADS, and for details on our Planned Giving Program, please contact Cathy Zemaitis, Director of Development, at czemaitis@neads.org, or visit our website and click on "Get Invol



DONOR STORY

Boston Duck Tours

by Michele Fournier

Boston Duck Tours has a strong basis in philanthropy. Cindy Brown, the CEO of Boston Duck Tours, explained that this company believes that they need to "do their part" for the community. They have established a variety of methods to give back to promote clean water, and support education and veterans.

The very existence of the "Duck" boats is a continual and ongoing tribute to those who served. Their original ducks were built in the 1940's to be used in WWII. The ducks played a crucial role in the allied invasions in Sicily, the Pacific, and the biggest invasion of all, D-Day.

Each day that Boston Duck Tours operates, they honor the women who built them and the men who drove them in combat. Veterans hold a special place for this company and they strive to pay tribute to veterans in every way possible. Based on this strong conviction, Boston Duck Tours wanted to find some additional way to do their part for veterans. For this search, Boston Duck Tours specifically sought a non-profit which somehow used animals to support veterans. NEADS was selected after an employee mentioned their knowledge of a local organization which trained Service Dogs to assist wounded veterans. This fit into the Boston Duck Tours' mission beautifully, and so a wonderful relationship was born.



Boston Duck Tours sells combat rubber ducks and a portion of the proceeds from the sale of each duck is set aside and dedicated for donation to NEADS. Boston Duck Tours currently donates \$1.00 for every military style rubber duck sold. These ducks are now affectionately known as the "Camo Duck." Additionally, there are employee events and fundraising activities totally dedicated to NEADS Service Dogs for Veterans program.

To date, Boston Duck Tours has donated over \$6,600.00 to NEADS; an endeavor which Cindy Brown characterizes as a "feel good" situation for their employees and guests alike.

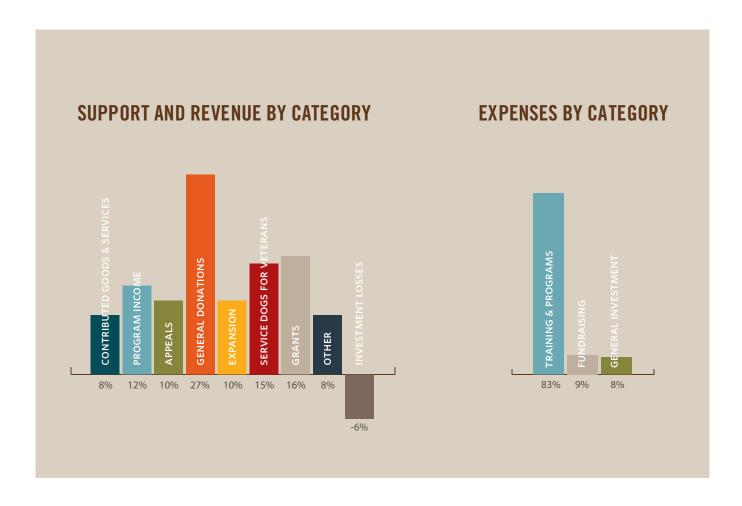


Financial Report

SUMMARY OF FINANCIAL STATEMENTS

Support and Revenue	2015	2014
General fees and contributions	\$2,070,952	\$3,438,883
Contributed goods, services and property	182,183	164,584
Grants and foundations	699,200	171,511
Interest income	4,725	748
Investment gains	(203,406)	247,792
Other income	1,615	-
Net assets released from restrictions	-	-
Total support and revenue	\$2,755,269	\$4,023,518

Expenses	2015	2014
Training program	\$2,010,318	\$2,039,131
Management and general	196,476	198,937
Fundraising	212,426	184,627
Total expenses	\$2,419,220	\$2,422,695
Change in net assets	\$336,049	\$1,600,823
Net assets, beginning of year	\$6,177,246	\$4,576,423
Net assets, end of year	\$6,513,295	\$6,177,246



NEADS' Service 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 1,600 expertly trained Service Dogs with people who need them.

BOARD OF DIRECTORS*

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Clerk - Meghan Maceiko
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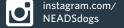
STREET ADDRESS

CONNECT WITH NEADS











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PHOTOGRAPHY COURTESY OF: Richard Prager, NEADS clients, staff and friends

congratulations TO OUR 2015 TEAMS

April Alford-Harkey & Sandy

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Joanne Beaudry & Zoe

Jonah Beeson-Pelfrey & Lily

Eric Bellavance & Ike

Sean Clossey & Lincoln

Matthew Collins & Bonnie

Elizabeth Conlon & Julian

Jason Contois & Ed

Jack Curtin & Maurice

Alyssa DeFazio & Abby

Jose Durango & Honey

Barry Esteves & Apollo

Reen Gibb & Luke

Samantha Gilbert & Debbie

Brett Graveline & Vega

Jill Hatcher & Jeni

Sue Jones & Chips

Beth Keane & Beamer

Carolyn Kroll & Fabio

Olivia Lambert & Rigney

David Lauzon & Morrison

Carlos Lopes & Gemini

Julie Mandel & Henry

Arthur Matte & Beacon

Edward McHarg & Ally

Anelise Merrihew & Millie

Nick Miller & DJ

Jeffrey Nash & Danforth

Shawn Nelson & Tilly

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Vanessa Winters & Ginger

