I cannot believe Sully has only been in my life for 9 months; it has been a crazy time, and I cannot thank NEADS enough for getting us through it.

– Rebecca and NEADS Service Dog Sully

NEADS SERVICE DOGS FOR VETERANS PROGRAM
Covid-19 brought fundamental and unanticipated change to our operations. However, what did not change was the commitment of our staff, the support of our donors, the incredible response of our volunteers, and the resilience of our clients.

When Covid-19 struck in mid-March we closed our campus and evacuated all of the dogs from the Massachusetts Department of Correction prisons; however, we never really shut down. Rather, we adjusted, improvised, and, in many ways, reinvented ourselves on the fly to ensure the well-being of our staff and dogs. Along the way new litters were born even as we began to plan for a new normal. In mid-May we began to bring dogs back to campus, and in July we returned to client training in a limited and safe manner.

This year’s Annual Report is briefer than usual and is designed to simply highlight our collective response to Covid-19:

- Our donors and benefactors this past year were as fabulous as they always are. After Covid-19 struck, a number of donors increased their contributions or made an additional donation, while others reached out to see how they could help with donations of supplies or in other ways. We also benefited by a number of new donors.

- During the early months of Covid-19, most of the staff worked from home. Over the ensuing months we allowed staff in small numbers to return to campus, and we re-opened the Deborah A. Hawkins Foundation Canine Center. As part of the re-opening we implemented stringent safety precautions, with Canine Operations and Training divided into teams to ensure the safety of the staff.

- We anticipated that the DOC might go into lockdown, and our team assembled a large group of incredible volunteers who really stepped up and graciously welcomed the dogs full time into their homes. As a result we were able to evacuate and place over 50 dogs within 18 hours of the initial notification in a thoughtful and orderly manner. Meanwhile the Devens and JJ Moran prisons also went into lockdown but kept all of the dogs in their facilities.

Our clients have demonstrated great resilience, fortitude, and determination. Clients already with their canine partner benefitted immensely from their relationship. New clients accepted in stride the additional requirements and procedures that we put in place to ensure everyone’s safety during on-campus training. In one case, a client from Wisconsin self-quarantined in a Massachusetts hotel for 14 days prior to arriving on campus for training.

There are many stories, and we are sharing a few with you on the following pages. We hope you will enjoy reading our 2020 Annual Report and get a true sense of the NEADS “village.” Stay safe and well. We will all get through this together.

Sincerely,

Gerry DeRoche
Chief Executive Officer
A WORD FROM OUR CLIENTS

NEADS® World Class Service Dogs are a vital part of our clients’ daily lives. With quarantine and social distancing, many clients were without the human assistance and support they might otherwise have had. NEADS Service Dogs were more than able to rise to the task.

“Most people think of Service Dogs working out in public. 80% of what Jones does for me happens in my home. With PCAs coming in less due to Covid-19, Jones keeps me independent and safe, fetching medicines, picking up dropped items, tugging off clothing and finding my ever-missing phone. I’d be lost if I didn’t have him now.”
– Kate Lynne & Service Dog Jones

“Edison is providing help for me every single day. I am so grateful to have him by my side.”
– Sarah & Service Dog Edison

“I have been walking (well, in my chair so “rolling”) 3-5 miles with Charlie each day. If I didn’t have Charlie, I probably wouldn’t have left the house since lockdown started.”
– Naomi & Service Dog Charlie

“Ronnie always has my back! I am so much less fearful of the things I do not hear.”
– Melissa and Service Dog Ronnie

“Beamer misses his students. Typically, when he hears them, he walks around the house looking for them. Recently on a Google Meet call he found them!”
– Beth and Assistance Dog Beamer

“Skye is a gift of freedom, independence and confidence. Not to mention a furry best friend!”
– Tracy & Service Dog Skye
NEADS COVID CHRONICLE

The Coronavirus outbreak forced NEADS to make many changes, very quickly. In spite of the impact of the virus on our fundamental business model, as well as how we conduct our day-to-day operations, we were able to keep moving forward and stay focused on our mission, thanks to the support of the entire NEADS community.

MARCH

One week before Covid-19 shutdowns, NEADS purchases a property just 1/4 mile up the road from our main campus - the future site of our new Breeding Center.

NEADS takes precautions to limit the effects of Covid-19 on our operations, including minimizing dog and people movement to and from campus. Essential staff continue to work on campus to ensure dogs are appropriately cared for, but most NEADS staff members work remotely, all campus volunteering is canceled, new client training classes are put on hold, and new client applicant interviews move to Skype.

Kate Albertini, our Breeding & Puppy Development Coordinator, moves the litter of puppies we were hosting to her house, where she can give the puppies the care they need.

APRIL

Over 1,400 people attend our virtual graduation celebration by visiting Graduation Reimagined on our website. While we would have preferred to meet in person, it allowed us to safely congratulate our most recent client graduates.

NEADS whelps its 3rd litter since the beginning of the pandemic. Puppies from all three litters begin training as part of our Full-Time Raiser program or the Prison PUP Program as it comes back on line.

Lori Barrett, NEADS Creative Media Specialist. For each coloring book sold, we donated one to children at Franciscan Children’s Hospital, Boston Medical Center’s Pediatrics Department, and Connecticut Children’s Hospital, over 600 in all.

Around 7pm on Friday, April 1, calls start coming in from the MA Department of Corrections prisons letting us know they were going into lock-down and we needed to remove the NEADS dogs. IMMEDIATELY. While we had hoped for some type of advance notice, we have a plan in place to be able to react at a moment’s notice.

The calls go out to our volunteer Puppy Raisers, who drop everything and say, without hesitation, “Yes, I’ll pick up the dog. Just tell me when and where.”

NEADS staff quickly pull together supplies (food, shampoo, and meds) for each dog and organize a staggered pick up schedule to ensure safe transfers. Within 18 hours of that first call, all 51 dogs are moved out of 5 different prison facilities and into the homes of their Puppy Raisers.

MAY

By the 3rd week of May, dogs and staff gradually start returning to campus. One litter is now in the nursery, and our newest litter will move from the home of Kate, our Breeding and Development Coordinator, back to campus by the end of the month.

NEADS publishes its first-ever coloring and activity book, Let’s Go with NEADS Service Dogs Arnie and Zara, created by our own

Let’s Go with NEADS Service Dogs Arnie and Zara.
The Coronavirus outbreak forced NEADS to make many changes, very quickly. In spite of the impact of the virus on our operations, we have a plan in place to be able to react at a moment’s notice. While we had hoped for some type of advance notice, going into lock-down and we needed to remove the NEADS dogs. Around 7pm on Friday, April 4, calls start coming in from the MA Department of Corrections prisons letting us know they were ready to move their dogs. Within 18 hours of that first call, all 51 dogs are moved out of 5 different prison facilities and into the homes of their Puppy Raisers.

JUNE

An on-campus Vet Clinic is held to catch up on vaccinations and health checks. Thanks to our Medical Director, Dr. Christine Pelletier, and NEADS staff, we see 36 dogs in training over 2 days and save thousands of dollars in veterinary and nail trimming bills.

Puppy transportation, integral to the success of our collaboration with other Guide and Service Dog organizations, continues even during a pandemic. Over 2 weeks, we undertake 2 multi-faceted transports that take us to 3 states and involve 5 Service Dog organizations.

NEADS brings two clients to campus for training for the first time since early March. Staff creates a “bubble” around the clients and their trainer by reducing the class size, limiting interactions with other staff and visitors, bringing some classes online, and requiring masks and temperature checks for all. One client travels from Wisconsin, staying in quarantine for two weeks prior to complying with state Covid protocols.

Bay State Savings launches a community fundraiser for NEADS and matches the first $3,000 raised.

In-person events Pulling 4 Paws Truck Pull and Get Dressed. Give Back. fundraisers are cancelled. In their place, we announce a CEO Challenge – Dunkin’ the Boss – and a Virtual Market, a unique online shopping experience and an opportunity for NEADS to support small shops and businesses that have taken part in our events in the years past.

AUGUST

Nearly two years ago, we announced the birth of the first NEADS-bred litter to Acadia, the first NEADS Breeder dog. Five of these puppies entered our program, and this month the first two are matched and placed with clients. They are the two in the red vests, pictured here with their siblings.

NEADS Breeding Program moves forward with confirmation of another successful breeding of Acadia.
FINANCIALS

SUPPORT AND REVENUE BY CATEGORY

- Appeals: 4%
- Expansion: 2%
- Grants: 14%
- Investment Gains: 6%
- Contributed Goods & Services: 8%
- Other: 1%
- Program Income: 10%
- General Donations (including Restricted and Bequests): 36%

EXPENSES BY CATEGORY

- General Management: 10%
- Training Program: 83%
- Fundraising: 7%

Operating Revenue:

<table>
<thead>
<tr>
<th>Category</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>General fees and contributions</td>
<td>$2,357,961</td>
<td>$2,348,298</td>
</tr>
<tr>
<td>Contributed goods, services and property</td>
<td>$324,268</td>
<td>$228,354</td>
</tr>
<tr>
<td>Grants and foundations</td>
<td>$1,183,628</td>
<td>$1,320,544</td>
</tr>
<tr>
<td>Interest income</td>
<td>$2,531</td>
<td>$1,867</td>
</tr>
<tr>
<td>Investment gains (losses)</td>
<td>$268,894</td>
<td>$75,173</td>
</tr>
<tr>
<td>Other income</td>
<td>$1,501</td>
<td>$23,531</td>
</tr>
<tr>
<td>(Net assets released from restrictions)</td>
<td></td>
<td></td>
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Total support and revenue: $4,138,783

Operating Expenses:

<table>
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<tr>
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<td>$2,765,782</td>
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<td>$232,207</td>
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Total expenses: $3,313,879

Change in net assets: $824,904

Net assets, beginning of year: $8,738,610

Net assets, end of year: $9,563,514

NEADS® Board of Directors*

Chair: Scott Notargiacomo
Vice Chair: Paul Jornet
Clerk: Kelly Magnuson
Treasurer: Graham Chevry

Directors

Vanessa Brown
Mary Casey
Barbara Gould
Abbey Henderson
James Hicks
Carol Krauss
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Christine Pelletier
Tina Rice
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Claire Thomas

*Member of Board of Directors as of 8/31/20

Staff*

Kate Albertini
Janet Anderson
Bridget Austin
Lori Barrett
Caroline Bender
Sue Berry
Magen Blake
Lisa Braley
Peper Brockelman
David Buteau
Amanda Charbonneau
Meghan Corneau
Gerry DeRoche
Kathy Foreman
Emilie Gagne
Lacy Gilotti
Tyler Gribi
Becca Hill
Ann Jones
Michelle Kati
Tracy Kelly
Samantha King

Hannah Kump
Kevin Lambert
Pam Murray
Meghan O’Brien
Katy Ostraff
Paige Palen
Julia Prime
Rea Samuels
Amanda Sestito
Caitlin Shaw
Doreen Sheridan
Andrew Shusta, Jr.
Bailey Sullivan
Katelyn Sullivan
Anna Tepe
Audrey Trieschman
Michael Vangpa
Julie Vautour
Erie Wylie
Cathy Zemaitis

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Contact Information

Mailing Address
P.O. Box 1100
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Street Address
305 Redemption Rock
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Phone: 978-422-9064
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Most people think of Service Dogs for Veterans: 19%

Operating Expenses

2020 $3,313,879
2019 $3,098,016

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2019 $3,997,836

Operating Expenses

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We would like to thank the following organizations for their generosity.*

**Foundations**

- 214 Philanthropic Foundation
- Barker Foundation
- Barney Family Foundation
- Bennett Charitable Foundation
- Bessie Pappas Charitable Foundation, Inc.
- Building 19 Foundation
- CarMichael Foundation
- Community Foundation of North Central Massachusetts
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- Frederick A. Bailey Trust
- Gallo Family Foundation
- Gardiner Howland Shaw Foundation
- George I. Alden Trust
- Grimshaw-Gudewicz Charitable Foundation
- GWCF – Community Grant, Rosemary Davis Memorial Fund, Katharine Higgins Riley Fund
- Henderson Foundation
- Herman Foundation
- Heroes in Transition, Inc.
- Hillsdale Fund
- Jack Satter Foundation
- John H. and H. Naomi Tomfohrde Foundation
- Joly Foundation
- Kenrose Kitchen Table Foundation
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- Van Sloun Foundation
- Webster Five Foundation
- Wilensky Foundation

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- VCA Charities
- Worcester Firefighters 6K Memorial Race

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- Indian Ranch
- PEAK Event Services
- Prezza
- Red Sox Foundation
- The Tower of Hope

*Funding received from foundations in FY 2020 (Sept 1, 2019 through August 31, 2020)
CONGRATULATIONS TO OUR CLIENTS
WHO COMPLETED THE PROGRAM IN FY 2019/2020

Lani Baker & Gordon
Diane Bertolino & Pride
Carolyn Curry & Marcy
Donald Czarnecki & Patty
Michael Delisle & Henry
Emma Faye Rudkin & Hank
Rebecca Ferry & Brewster
Daniele Fortunato & Dusty
Larry Gilmore & Lucky
Christina Guenard & Carson
Stephen Hood & Charlotte
Matthew Hulvey & Honor
Beth Johnson & JD
Pamela Lecourt & Candy
Isaac Lewis & Simon
Kitty Mahoney & Kendall

Kathryn McInnis-Misenor & Sandy
Melissa Moore & Ronnie
Brenda Nurre & Windy
Travis Oldhouser & Barley
Kathryn Parker & Clara
Edward Patnaude & Alice
Jennifer Pavia-Shiels & Huxley
David Pena & Maxwell
Lawrence Poole & Dobby
Naomi Ridge & Charlie
John Springstead & Iggi
Caroline Thom & Elena
Michelle Walton & Zoey
Jake Williams & Josy
Stephanie Zaia & Iris
Jeffrey Zwearcan & Cody

NEADS by the Numbers

32 DOGS MATCHED WITH CLIENTS
14 SERVICE DOGS
187 ACTIVE PUPPY RAISERS
12 CLIENT TRAINING CLASSES
10 SERVICE DOGS FOR HEARING
387 ACTIVE NEADS CLIENTS
11 SERVICE DOGS FOR VETERANS
90 DOGS IN TRAINING
6 ASSISTANCE DOGS FOR THE COURTHOUSE, CLASSROOM, MINISTRY, OTHER
2 SERVICE DOGS FOR CHILDREN WITH AUTISM AND OTHER DEVELOPMENTAL DISABILITIES

NEADS SERVICE DOGS FOR VETERANS PROGRAM

I cannot believe Sully has only been in my life for 9 months; it has been a crazy time, and I cannot thank NEADS enough for getting us through it. – Rebecca and NEADS Service Dog Sully

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Linkedin.com/company/neadsdogs