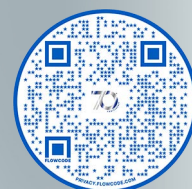




2022

Annual Report



Our Mission



Crystal Springs provides individualized programs for children and adults with developmental disabilities while embracing and nurturing each person's pursuit of growth, independence, dignity and choice.



Kathleen Lovenbury



Dear Friends,
I am pleased to present our Annual Report.

This year was defined by the importance of feeling connected to others and sharing experiences. Celebrating in person, as a community, was immensely heartwarming. For example, our Crystal Springs community came together at the Celebrate Spring event, Dr. Manning Memorial Golf Tournament, graduation, and our Community Block Party. Our students, residents, and participants joyfully welcomed the opportunity to go on field trips, participate in recreation and leisure opportunities, and volunteer in the community. Many of our residents and participants were excited to return to the day program.

Technologies have transformed how students, residents, and participants connect. Through generous donations from our Crystal Springs community, we have enhanced the students, residents, and participants' ability to engage with the world and the people around them through essential innovative technologies, activities, and resources.

This year's Annual Report highlights some of the outstanding moments of reconnection. Our commitment to finding new ways to build connections and access the community for recreation and volunteer activities will continue into next year.

The shared commitment and support of Crystal Springs staff, board, families, and friends are at the core of the successes of our students, residents, and participants. We want to thank the Crystal Springs community for its generosity and support. We'd like to extend our thanks to our donors, corporate and community partners, board of directors, students, residents, participants, staff, families, and friends.

With gratitude,
Kathleen Lovenbury, Chief Executive Officer

THANK YOU TO OUR BOARD OF DIRECTORS

Timothy F. Kelleher, Chairman
Michael A. Kehoe
Karen Raposa
Tyler Calder

Tom Pasternak
Carol Gorman
Geraldine Lucas



Adult Program

As in past years, we focused on keeping people safe; our staff and the people we support. Our Adult Services team came together to keep morale high for our staff and in return, our staff kept morale high for our residents, despite the various challenges through the year.

Both our Day and Residential Services have been out and about, spending time with friends and supporters in the community, spending time with their families, going to events, shopping, dining and the list goes on and on.

Thanks to the support we received from donors and friends like you, we are able to continue to provide the best care to our residents. A little help goes a long way.

Patrick

Creating art makes Patrick happy. His ear-to-ear smile tells the story. He enjoys participating in adult paint night with other people who share his interest. Patrick uses a device that allows him to paint and express himself independently. Painting independently means a lot to him because he usually requires support to perform most activities.



Brittney

Brittney enjoys meeting new people, socializing, and shopping. So it was no surprise that she was head over heels to visit a café with resident cats who love being held. Brittney interacted with the café staff and introduced herself to the other customers, between enjoying coffee and dessert and playing with cats.



Lisa

Lisa loves live performances at the Zeiterion Theater. So much so, that she is considered a regular and the Z staff always greet her and give her a brochure and hot chocolate. She is all smiles from the beginning to the end of the shows.

Amanda

Before the pandemic, Amanda enjoyed baking brownies to sell at at a bake sale to raise funds for a children's theater group. She recently attended a bake sale and bought some sweets to help support a nursing program. She's interested in helping with their future fundraisers by baking her delicious brownies.



Children's Program

Students and staff have been able to get out and intermingle more freely again and participate together in activities. We have reopened our on-campus therapeutic indoor pool and our students are so happy to be able to spend time in the water, doing their physical therapies and just to play and splash around!! We have resumed off-campus community trips to parks, restaurants and a variety of other places and events. Everyone is thrilled to be out and about again!!

We also celebrated our 2022 graduates in June. This year's ceremonies were held outdoors on a beautiful day under the trees in dappled sunlight. It was a wonderful celebration filled with recognition of accomplishments and student and staff bonds, as well as funny and touching recollections.

Our teachers have been making regular use of the Smart Boards installed in our classrooms; not just for academic lessons, but also virtual field trips to fun, educational and far flung places! Also, we are now able to ensure that individually customized iPads are issued and maintained for each of our students, based on their functional needs and personal preferences.

Technologies are evolving at a rapid pace and have become instrumental for communication, learning and recreation for our student population. With your support, we will continue to explore and provide new and innovative technologies, activities and resources designed to enhance our students' learning, socialization and functional development so they are able to grow and develop skills to make the most of the world and the people around them. Thank you for your generosity!!



Employees of the Year

This year's Employees of the Year were Ashley Correia who is a Day Habilitation Aide at our Adult Day Program and Michele Houde who was a Medical Transport Aide in our Children's Program. The well-deserved winners each received a check for \$1000 and a certificate. They were chosen among quite a few nominees within the entire agency. Ashley was nominated for "having a positive attitude, strong advocate for the people she supports and is always willing to lend a hand". Michele "always puts in extra time and works long hours, caring, dedicated and committed to the children." We are proud of Ashley and Michele, as well as the other nominees who were recognized by their peers. In addition to our Employees of the Year awards, we also recognized dozens of employees for reaching their 5, 10, 15, 20, 25, 30 and 45 'Years of Service' milestones.



Michele Houde



Ashley Correia



Our Amazing Employees

Our committed staff come to work everyday, remain positive and are always ready for what's next. When things become confusing and scary, our staff continue putting their best foot forward to best support our residents. We celebrated DSP week with each Direct Support Professional receiving a goodie lunch box filled with treats and a key chain, the Executive Leadership Team delivered food to staff and held on-site vaccine clinics for our staff and their families.

We Appreciate Our Employees!

Our employees are our organization's most valued asset. Their hard work and contributions to our residents are truly appreciated. We are grateful for their continued dedication and the amazing care they give every day. We wouldn't be able to do it without them!



Sage's Success



We asked Sage's family about her transition from our Children's Program into our Adult Program and this is what they had to say:

"In reflection I am not sure that it was too much of an adjustment at all for Sage. She still had her familiar personal items and her bed. She really liked that she got to visit her family especially because that meant she could get out and about with us. I think the real adjustment might have been with the people around her. They all had to learn a new way to communicate and to understand and "read" the signs that Sage might be giving off in her Sage language. Which is how she expressed her wants and needs, her loves and disappointments, and of course pain and happiness.

Another adjustment was for me - Mom. A step further into adulthood and away from all the loves and hand holding of young childhood days. Fortunately, Crystal Springs understands the toll that all of these stages take on us parents and for sure helps us along the way.

As I grow older, it is my wish that we continue to forge the best platform for Sage within a community who understands her for her needs and that those needs are supported and don't have to be constantly explained and taught to new staff. This is a disruptive transition that causes her anxiety. With placement at Crystal Springs, I see staff continuity and that is important - Predictability is excellent for our daughter.

As a family, we really do appreciate the team who works with our daughter"



We Truly Appreciate Our Fabulous Donors.

As a non-profit organization, we would like to thank all of the individuals, businesses, friends and families who have given so generously to Crystal Springs during our fiscal year.

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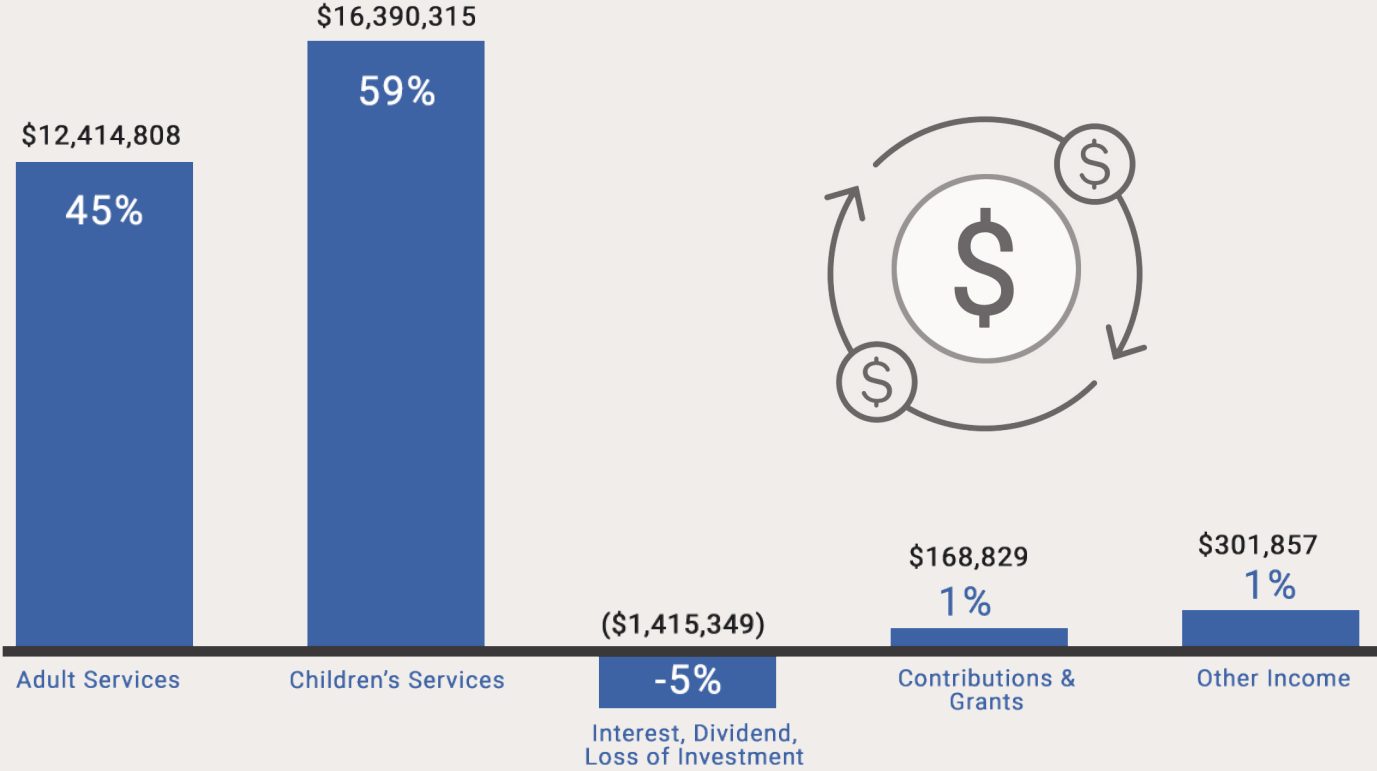
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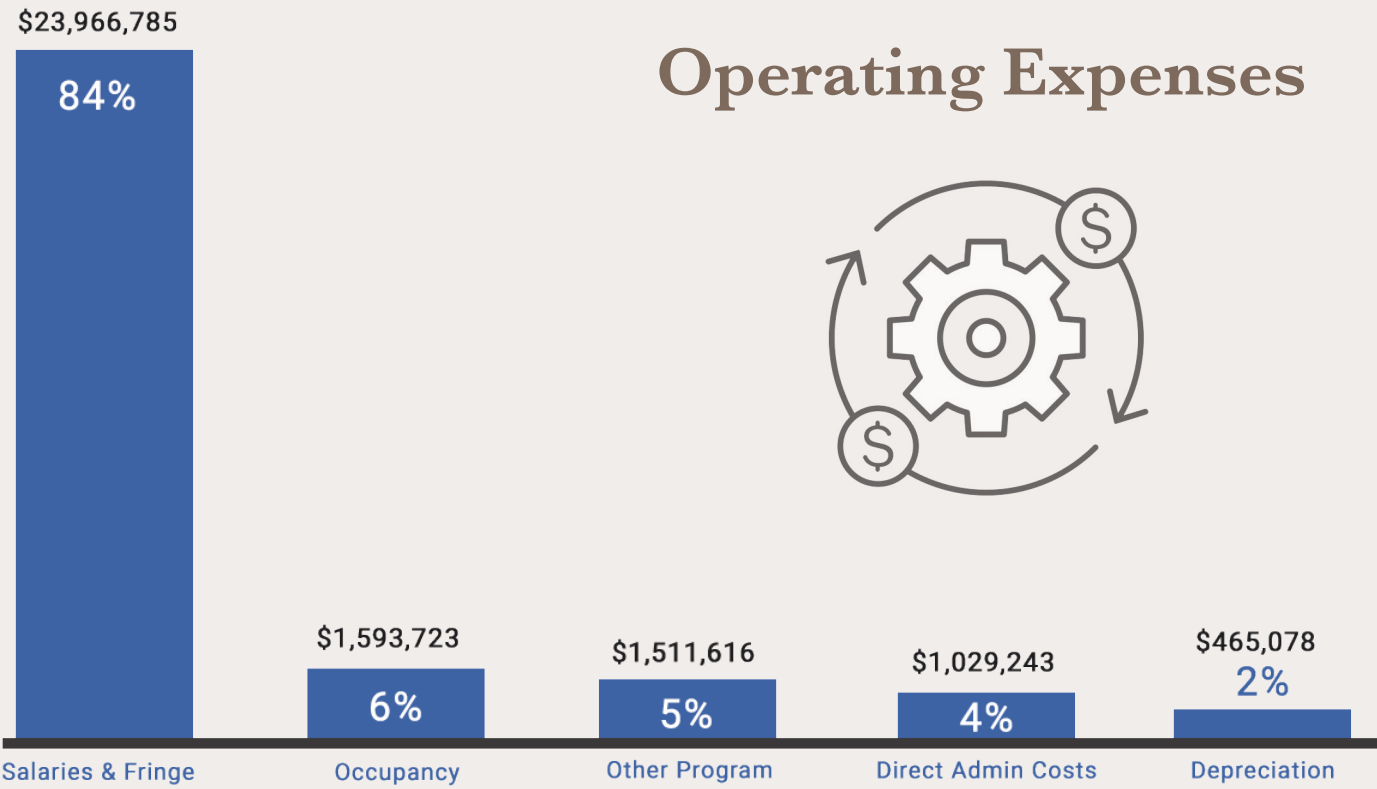
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Crystal Springs strives to ensure accuracy of donor information, but mistakes do occasionally occur.

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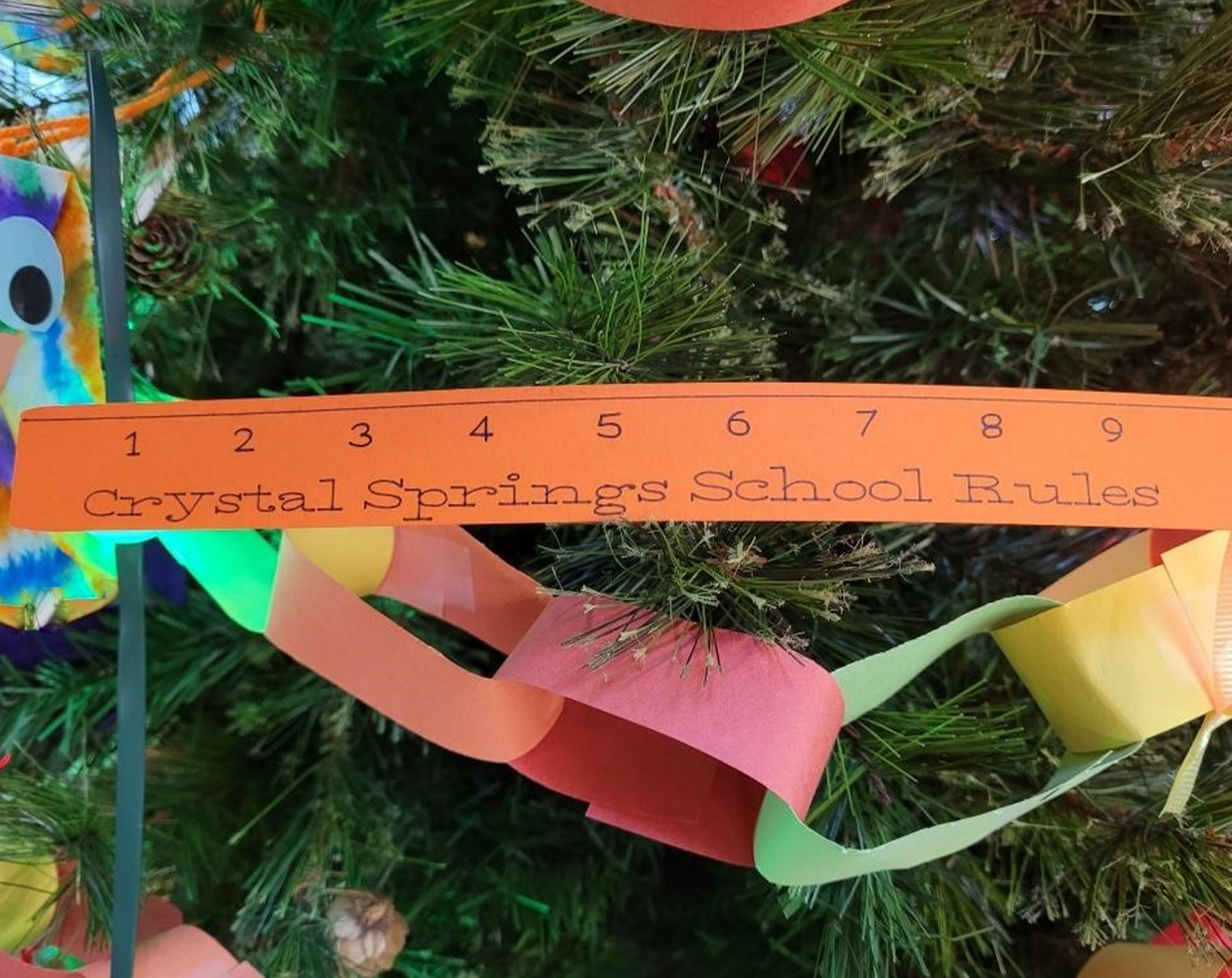
Accreditations

Crystal Springs, Inc. and its programs are funded, in whole or in part, by contracts with the Massachusetts Department of Developmental Services, the Massachusetts Department of Children and Families, the Massachusetts Commission for the Blind, various Massachusetts cities and towns and out-of-state public funding sources.

Crystal Springs School and Children's Services Programs are licensed by the Massachusetts Department of Early Education and Care and is approved as a 766 Special Education School by the Massachusetts Department of Elementary and Secondary Education.

Crystal Springs' Adult Services Program is accredited by the Commission of Accreditation of Rehabilitation Facilities (CARF), an international accreditation agency, the Council on Quality and Leadership (CQL), and is certified by the Department of Developmental Services.





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