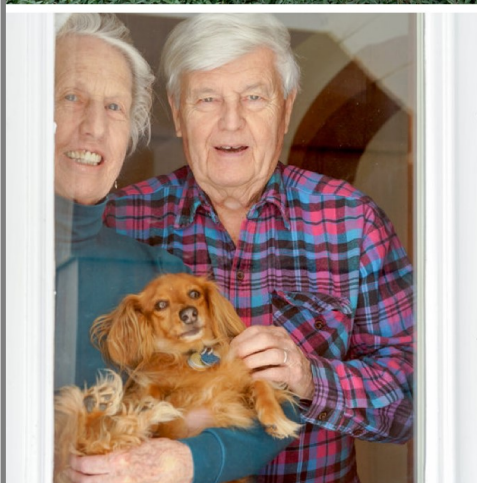




The Thompson

Your resource to age well



Annual Report 2020

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Tom Morse, Driver
Charlie Seitz, Driver
Carl Hurd, Driver

A message from our President and Executive Director

Critical support for community members at home has taken on a whole new meaning this year during the Covid pandemic. With the population we serve being the most at risk, the essential services provided by The Thompson have become a daily lifeline for many.

In March and April, home-delivered Meals on Wheels more than doubled. Grocery and prescription deliveries became a daily occurrence. Curbside meal pick-up, friendly phone calls, and virtual programming kept people connected.

During the many changes in our lives this year, The Thompson evolved quickly to fulfill numerous needs and remained a vibrant community of energetic volunteers, eager participants, dedicated staff, expert advisors and teachers, and generous donors. Together, the Thompson community enriches aging in our area – even more in this time of crisis.



Liza Deignan & Deanna Jones

It is more important than ever to be successful in supporting our community members to age well. Our region's demographics are shifting significantly, and people over 65 represent the fastest-growing age group. In the midst of a global pandemic, many more community members continue to stay home and rely on the services we provide. The needs at The Thompson continue to grow significantly.

We hope that as you read this report you'll note the generosity of many who believe in our purpose and support The Thompson mission. Thank you donors, staff, volunteers, Board of Directors, and our communities for ensuring that The Thompson remains a vibrant resource for all of us.

Liza Deignan, *President, Board of Directors*
Deanna Jones, *Executive Director*

A message from our Treasurer

The fiscal year ended 09/30/2020 was successful on a financial and operational basis. We achieved our financial goals due to increased generosity of our community which contributes more than 50% of expenses, continued support of our town governments, and intelligent use of CARES ACT funding. Our major fundraiser, the Winter Gala, was successfully concluded a month before the pandemic hit.

Our Community Counts on The Thompson



20,783 Meals

Including 12,296 home-delivered Meals on Wheels
(2,488 more than the prior year)

1,235 Rides

Local Transportation, Medical Rides, Shopping
(No transportation from March to June)



Thousands of Connections

Over the phone, online, and in-person for exercise,
wellness, aging at home support services, creative
arts, and social engagement.

"The Thompson is one of the most innovative and collaborative senior centers in the State, a shining example of how a center seeks to be responsive to its community and evolve to meet the changing needs of older Vermonters."

Angela Smith-Dieng, Director, Adult Services Division,
Vermont Department of Disabilities, Aging and Independent Living

Our Mission

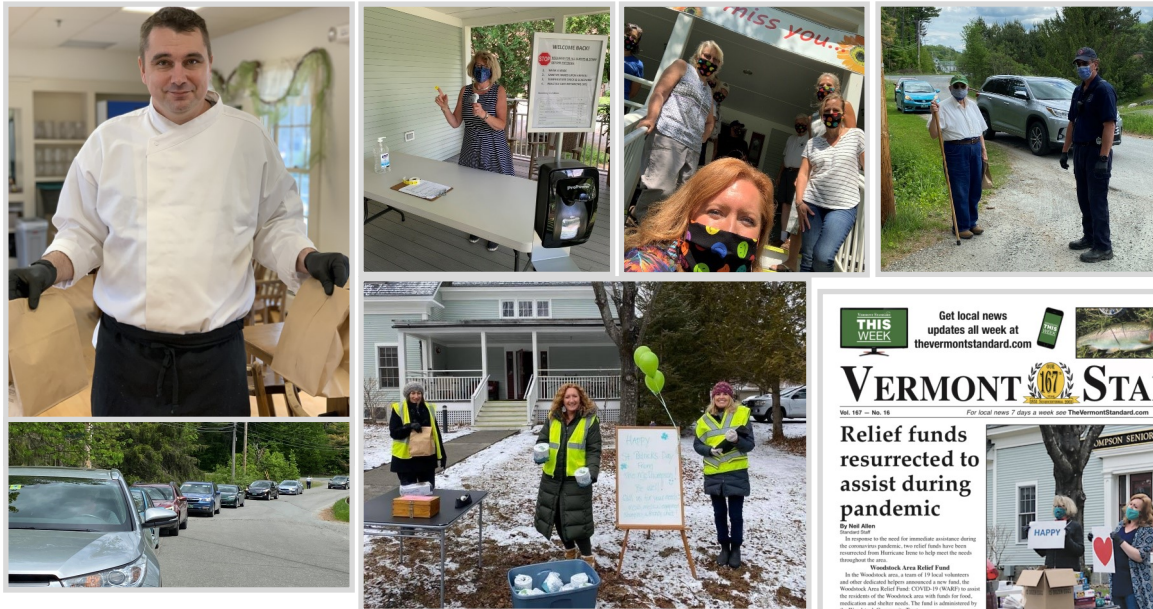
The Thompson helps seniors age well in our rural community.

We provide timely support and services and are a resource and advocate on issues related to aging.

Our programs and activities foster the physical, intellectual, and social well being of our adult community to enhance dignity, self-worth, and independence.



Responding to Covid: We Thrive Together



Responding to Covid:

- Dining Room meals became curbside pick-up meals (406 people picked up 3,390 take-out meals)
- Aging at Home support became grocery shopping, delivering prescriptions, & finding toilet paper,
- Programs became book and puzzles exchanges, online classes, and conference calls,
- Daily friendly check-in calls helped keep people connected,
- Dozens of new volunteers stepped forward to help with home-delivered Meals on Wheels, & grocery delivery,
- Meals on Wheels GREW! We welcomed 76 new recipients between March 16th – September 30th. **2,488 more meals** than the prior year were served for a total of 12,296 home-delivered meals.

Most importantly, in the words of our community members:

"Over the past eight months, coping with a broken leg, then Covid and my companion's major health problems, I've been blessed to know my friends at Thompson have my back. Meals on Wheels when I had to be a full-time caregiver, or spend days at the hospital, coming home too exhausted to cook. Medical equipment. Grocery shopping. My flu shot. Practical advice on local services. Checking in, to offer emotional support. I can't imagine how I'd make it through this without you! And I know I'm not alone in saying so—you are all a blessing to this community."

"Thank you for all you are doing for our community during these uncharted days! You are going that one step further and it does make a difference."



Thank you to The Thompson Center

To the Editor,

Having read about its curbside lunch program in last week's Standard I wanted to applaud, in person, the folks who make it happen. And, as a phone volunteer during this difficult time, I wanted to introduce myself to the senior I've been getting to know over the phone.

These folks, and all the dedicated personnel who work tirelessly at the Senior Center in the midst of this frightening pandemic, are angels on earth. One has only to look at The Thompson Center's April newsletter to see what they are doing to continue their connections with local seniors. Providing meals is obviously top priority, but classes, like Strength and Stretch taught by steadfast leader Liz Hatfield, and Tai Chi with Anne Bower are now being held virtually via Zoom on the Internet. And if you need someone to get you groceries or do other necessary errands, The Thompson Center does that, too.

I am amazed by The Thompson's staff's endless caring about each and every senior. Yesterday I observed that they asked each and every driver, "How are you doing?" And then conversed in response to every answer. They offered face masks to those without, cartons of eggs, hand sanitizers and jigsaw puzzles. And, when not busy curbside, they call housebound seniors every day to just chat and reassure them that they are not alone and that this too shall end. In my opinion, no credit is enough for the volunteers on the frontline who drive far and wide delivering Meals on Wheels Monday through Friday.

Perhaps other Senior Center's strive to do what Woodstock's Senior Center does, but I've not heard of one that does it with more success and with greater heart than our own here in Woodstock.

Take a bow all you faithful and ardent folks at The Thompson Center. What would we do without you?

Linda Grant Reiman
South Barnard

Program Highlights

While our year ended much differently than it began and our delivery methods have changed during the pandemic, we continue to provide programming, resources, and life enrichment opportunities.

Preventing social isolation through interesting, helpful, fun programs and broad outreach remains core to our mission.

Photos (starting at the top left):

1. Floyd & Marjorie VanAlstyne celebrate their anniversary at our Valentine's lunch. 2. Annual Veteran's Day ceremony. 3. Joan Staples at Tie Dye mask making. 4. Kay Camp opens a Yankee Swap gift. 5. A toast at the Italian Dinner in November 2019. 6. The Panhandlers Steel Drums play in the tent. 7. Small group tie dye masks in the tent



Your Virtual Senior Center

From the Comfort of Home

With the safety of our participants in mind and the strict capacity constraints on our physical space, we know that virtual programs are here to stay for the foreseeable future. Special thanks to our exercise instructors, Italian teacher, ArtisTree, and all of the students for persevering and transitioning to these new ways of engaging, learning, and having fun. We've also added some exciting opportunities through our new membership with the "Senior Learning Network." These Live programs take us all around the country to museums and landmarks that we may never be able to visit otherwise. For a low tech option, we offer conference call style BINGO.



LET'S PLAY
BINGO
at HOME with The Thompson
Friday mornings at 10:00 am

No Technology needed
Use your phone and call to join in
On Friday, at 10 am call this number:
Dial 1 (802) 448-5745
(no passcode needed)

Let us know if you want a BINGO card or if you have any questions by calling The Thompson at 457-3277.

BINGO
4/13/2024

Age Well with The Thompson

One Number to Call



One number to call for any need — Thompson staff are happy to help with any question — from shower chairs to Medicare and everything in between. We're here for a friendly chat or check-in call, too.



Vetted Service Providers

We partner with a wide variety of businesses and individuals to bring you any service you need to AGE WELL at HOME!

We check references and only suggest businesses or individuals who have happily agreed to be an Aging at Home service provider.

Age Well Education Series and Outreach

Educational talks are presented on topics ranging from legal planning, fall prevention, Smart Driver safety course, nutrition and cooking, downsizing, hospital to home transitions, advance directives, and more.

Our Age Well e-newsletter is published every other month and provides readers with information on ways to age well at home and in their community through current and reliable information on health, lifestyle, diet, and resources.



Volunteer Spotlight

More than 180 volunteers gave more than 4,000 hours last year!



The enthusiasm, dedication, and joyful spirit of our volunteers is the heartbeat of The Thompson.

Volunteers give their time in these critical roles:

Board Member
Committee Work (Holiday Bazaar, Auction, Aging at Home, Strategic Planning)
Decorator
Driver
Guest Speaker
Handyman
Kitchen Help
Library Volunteer
Medicare Assistance
Meals on Wheels Driver
Musicians
Newsletter Folder
Office Helper
Program Facilitator
Receptionist
Table Setting
Tax Assistance
Ticket Seller & Bingo Caller
Wait Staff
Yard Work



Photos (starting at the top left): 1. Edwin English 2. Carol Powell & Santa 3. Cooper Jones 4. Diane Atwood, Linda Maxham, & Amanda Maxham 5. Laurie Marshall & Chiara Tosi-Nelson 6. Cynthia Hewitt & Jane Soule 7. The Thompson Board of Directors 8. Alec Hastings & Mary Costella 9. Carol Towne

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*Thank
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The Thompson
Your resource to age well

Winter Gala & Auction



Visit our website for more information about the Annual Thompson Winter Gala & Auction.

www.thompsonseneiorcenter.org/auction2020/

Special Thanks to Event Co-Chairs,
Dave Bollinger and Wendy Wannop

Treasurer's Report Fiscal Year 2019 - 2020

	Fiscal Years Ending			
<u>OPERATING INCOME</u>	9/30/2017	9/30/2018	9/30/2019	9/30/2020*
Transportation Donations	\$ 10,689	\$ 12,232	\$ 11,358	\$ 6,927
Meal Donations	48,832	47,645	57,573	56,487
Fundraisers & Donations	245,063	223,777	212,675	271,477
Senior Solutions (OAA funding)	92,160	72,948	87,554	102,524
Grants	25,648	38,451	48,585	63,703
Town Funding	55,620	54,745	58,390	63,490
Program Income	20,018	21,713	23,393	8,616
Rental Income	3,205	2,137	2,410	1,770
Memorial Donations	6,826	6,585	6,865	6,260
Gift for Affiliate (Scotland House)	0	10,000	0	0
Other Income	2,334	5,190	8,350	493
Building Improvement Donations	5,000	0	12,400	14,700
Total Operating Income	\$515,395	\$495,423	\$529,553	\$596,445
<u>OPERATING EXPENSES</u>				
Fundraising Expense	\$ 30,005	\$ 24,237	\$ 25,673	\$ 25,244
Insurance - General	7,753	8,223	6,991	7,654
Occupancy	42,145	48,258	51,517	53,086
Personnel-Wages, Insurance, Taxes	284,547	308,818	332,396	322,341
Food & Kitchen Expense	74,539	81,693	87,692	99,964
Programs & Trips	24,412	24,038	30,195	13,518
Vehicle Expense	14,892	17,623	18,423	14,394
Administrative Costs	42,279	44,109	49,541	43,871
Gift for Affiliate (Scotland House)	0	10,000	0	0
Contingency Fund	3,866	0	0	0
Total Operating Expenses	\$524,438	\$566,999	\$602,428	\$580,072
NET OPERATING INCOME (LOSS)	\$ (9,043)	\$ (71,576)	\$ (72,874)	\$ 16,373
Capital Expenditures	(6,172)	(13,400)	(18,277)	(33,954)
NET INCOME (LOSS)	\$ (15,215)	\$ (84,976)	\$ (91,151)	\$ (17,581)

*Stated as of October 1, 2020. Subject to independent accountant financial review and year end adjustments.
Reports available upon request. *FY20 includes Covid related expenses/fundraising.
Payroll Protection Loan (PPP) received and shown on our balance sheet.*

Invested Funds					
Fiscal Year End	9/30/2017	9/30/2018	9/30/2019	9/30/2020*	Total
Beginning Balance	\$ 977,893	\$ 1,067,272	\$ 1,134,614	\$ 1,210,614	
Gains (appreciation)	139,379	104,023	36,000	104,361	383,763
Gifts to Invested Funds		26,719	100,000		
Balance	1,117,272	1,198,014	1,270,613	1,314,975	
Withdrawals for Operations/Capital	50,000	63,400	60,000	15,000	188,400
Ending Balance	\$ 1,067,272	\$ 1,134,614	\$ 1,210,614	\$ 1,299,975	

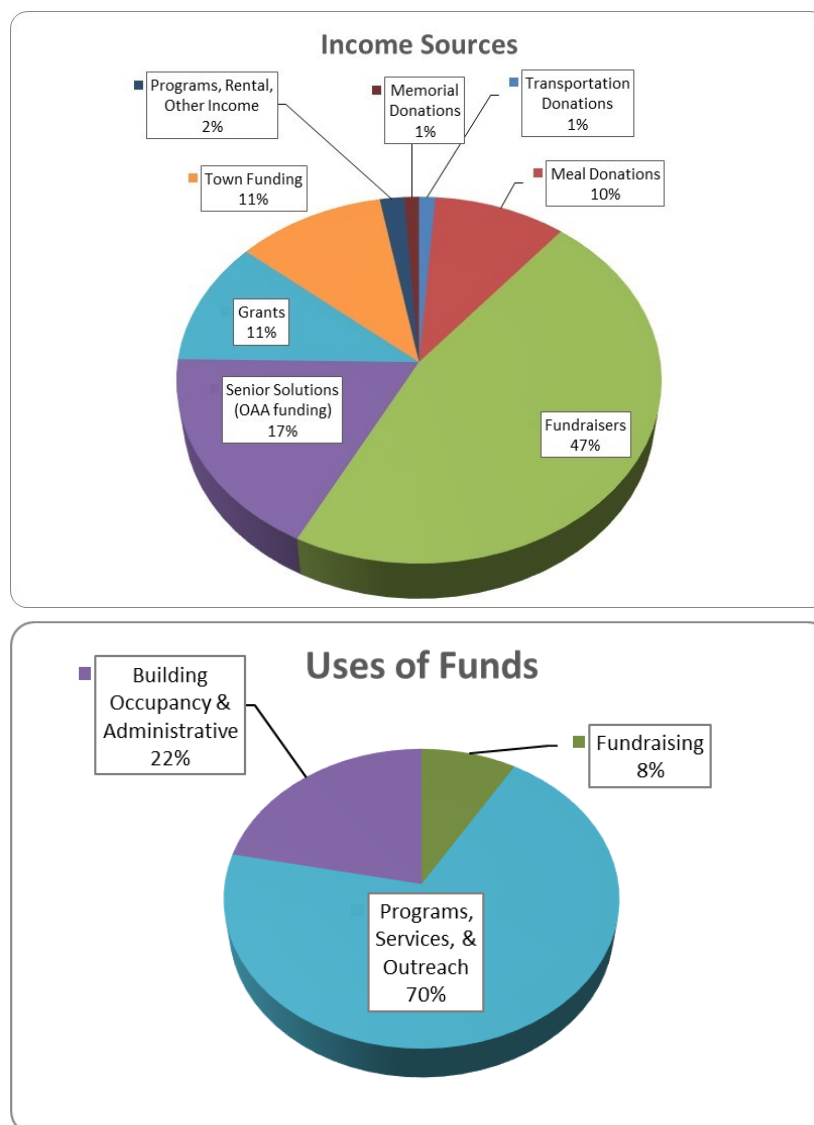
(A message from our Treasurer continued from page 1)

Revenue exceeded budget and prior year by almost 10% while expenses declined by 3% mostly due to Covid related transportation restrictions. Planned drawdown on investment funds will revert to at least the usual 5% in the coming year. It is not easy to transform a business overnight. I wish to thank our unique staff who serve with a special blend of competence, diligence and understanding. I wish to thank our staff and volunteers who have met the increased demand for Meals on Wheels with additional hours and commitments. I wish to thank our technocrats who have helped move so many programs from real time in house to ZOOM. I wish to thank all those who took an extra 5 minutes on the telephone to support those bereft of human contact. Mostly, I wish to thank all those who love and support the Thompson.

The Thompson's participants are stronger, healthier, longer lived and more plentiful than ever before. We have to plan for their future. We have wisely used the COVID pause to freshen the dining room with painting and flooring improvements. Planning for a more substantial expansion is well under way. We are excited to share these plans with you in the coming year.

I wish you all a safe, healthy season and look forward to the time we can once again hug, handshake and high five.

Respectfully, David McGuire, Treasurer, for the Board of Directors



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Richard & Bonnie Atwood
Beverly Audsley
Peter Behr
Daniel Bellmore & Elizabeth Deignan
Jireh Billings
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Those who make arrangements in their will or estate planning to leave a gift for the Thompson become members of our Legacy Society. A gift of any size is appreciated, celebrated, and will help the Thompson Center to continue operating in the future.

You've supported The Thompson and its mission during your lifetime. Please consider leaving a legacy that continues the good work being done by The Thompson Center.

Please note that due to timing some gifts for these beloved friends and family may have appeared in last year's annual report.

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On the front cover:

Top row & first photo in the bottom row—"Scenes of Isolation Amid Pandemic in the Vermont Countryside" by Tara Wray for NPR.org,
Middle Row—Thompson lunch pick-up
Bottom Row—(middle) Marian Whitaker wearing her tie dye shirt prize from phone Bingo, Emily Dean volunteers for meal delivery (far right)

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