HELping hands

Monkey Helpers for the Disabled, Inc.

Annual Report 2010
Dear Friends,

Thanks to your support, the staff and Board of Directors at Helping Hands were able to achieve our goals and further invest in our program’s long-term sustainability in 2010. Our collective commitment allowed us to reach an important milestone with the completion of the 150th monkey helper placement—an event that we believe illustrates the lasting importance and widespread success of our mission. That recipient, Maryanne McCauley, expressed her gratitude by writing: “Having Jessica has given me new purpose. With that purpose, I am distracted from the pain, loneliness, and isolation I found after becoming paralyzed. I will forever be grateful to this amazing organization for bringing us together.”

2010 also marked the publication of Kasey to the Rescue by Ellen Rogers—a book that describes the transformative entrance of Helping Hands monkey helper Kasey into the lives of her son, Ned Sullivan, and their family. More new beginnings and stories like this can be made across the country as we continue—with your help—to match our special service animals with recipients in search of independence and companionship.

We hope that you will experience a deep and meaningful sense of pride as you read more about Helping Hands’ accomplishments this year. Every year we aim to increase the number of new placements made and active placements maintained, and our ability to do so depends directly on gifts from our donors. We encourage you to renew your support to help us build on our success in 2011 and beyond. Thank you for making such important work possible.

With warm regards,

Susan Keyes, Chairperson of the Board

Megan Talbert, Executive Director
MEET A MONKEY

Dillon is a sweet, playful little girl attending our Monkey College. Her intelligence and curious nature make her an ideal student because she loves to learn how to appropriately manipulate new objects—especially if they are shiny!

Our volunteers often name Dillon as one of their favorite monkeys to work around, and her wonderful personality will certainly make her popular with her future recipient as well.

IN 2010, HELPING HANDS WELCOMED SUSAN KEYES to her new role as the Chairperson of the Board of Directors. Susan has been associated with Helping Hands for more than 20 years as a foster parent, a board member, and as Treasurer. Susan’s entrepreneurial business management background and financial experience coupled with her knowledge of monkey behavior (earned through many years of foster parenting) make her well suited to leading our Board of Directors.

“I love Helping Hands’ unshakable belief that a single interactive relationship can be important enough to make life worthwhile for a person facing tremendous challenges... and for the radical understanding that the relationship can be between two primates of different species: humans and capuchin monkeys. At the deepest level the people who make up Helping Hands believe that lifelong change can come from the joy of interdependence and the assurance of permanent bonds.

This mission is the reason that I have spent so many years associated with Helping Hands—both as a foster parent, and in volunteer roles. It has been a privilege and an inspiration to be part of bringing monkey helpers to many, many people over the years. I am honored and excited to serve in my new role as the Chair of the Board, and I relish this opportunity to work with Megan Talbert and all the staff and board members as we strategically pursue our goal of making the biggest possible impact on the lives of truly deserving people this year, and next year, and for many more years to come.” —Susan Keyes
HELPING HANDS is the only 501(c)3 organization in the world that trains capuchin monkeys as service animals for people living with physical disabilities. The training process that takes place at The Thomas and Agnes Carvel Foundation Center (also known as The Monkey College) has relied on the same guiding principles for over 30 years. Every monkey progresses through a series of classrooms that vary in size and complexity as they learn increasingly more complicated tasks. Laser pointers and simple words are the primary means of directing monkeys in their task behaviors, and all training is accomplished through positive reinforcement with praise, affection, and small food rewards. Throughout the monkeys’ training, their enjoyment of the process is a high priority.

As the monkeys progress through four distinct levels of schooling, the training rooms gradually begin to resemble a home environment. Distractions and equipment are slowly introduced to the monkeys in a positive, comfortable, and playful manner. Looking back over the past 31 years much has changed in our world due to technology. Not only does this affect the way we live; it also changes what we teach our monkeys at The Monkey College. While commands such as “fetch” and “flip” remain the same, the objects the monkeys use them with change over time.

For example, many of our monkeys have learned to use different forms of audio technology, starting first with 8-tracks, followed by cassettes, then CDs, and now MP3 players. The same is true of VCR tapes and DVDs; as technology changes, our monkeys learn to interact with new everyday objects.

While living at The Monkey College, all of our animals receive personalized training tailored to their own personalities, abilities, and special needs so that their training years are filled with fun and great amounts of love.

On average a monkey will spend 3-5 years in training at The Monkey College.

ABOUT CAPUCHIN MONKEYS
Capuchins (Cebus apella) are New World monkeys, native to Central and South America, however all our monkeys were raised in the United States. They are well suited to a home environment and are natural “tool users” using their hands to perform functional tasks and manipulate objects in ways that no other assistance animal can. Because capuchin monkeys are highly intelligent, adaptable, and sociable, they can make perfect partners to humans, adding an extra set of hands and a great deal of help and companionship.
PLACEMENT STATISTICS

Thanks to the generosity of our donors, all monkey helpers are placed at no cost to our recipients and each team receives free lifetime placement support.

Helping Hands maintains ownership of all of our animals throughout their lives.

The average cost to train and place a monkey is $40,000.

In 2010, Helping Hands expanded its service area into two new states: Colorado and Vermont. To date Helping Hands has completed placements in 35 states.

PLACEMENT PROGRAM

The New Placement program begins with a written application, references and screening processes that include telephone interviews, a home visit, and placement readiness assessments. Once the candidate, his/her home environment, and support systems are approved, staff members identify the “right” monkey for that particular home. After the final match is identified, the Placement Team conducts six to ten days of on-site training in the new recipient’s home. Our staff also works closely with state wildlife officials to acquire the necessary permits for importation and possession of a Helping Hands service monkey.

During the Placement Week, Helping Hands sends out our Occupational Therapist and a Placement Trainer who focus on establishing the recipient/monkey helper bonding process as well as customizing the monkey’s training and the home set-up for the specific needs of the recipient. These include adapting equipment at the recipient’s home, and providing behavioral, health, diet and training knowledge to the new recipient, his/her family, and other caregivers.

The first twelve months of a new placement are very dynamic as the monkey and human partners learn each other’s capabilities and build a bond of trust and understanding. During the first year of a new placement, recipients are in touch daily, and then weekly, with Helping Hands advisors as our team watches over each placement carefully to ensure long-term success.

The Active Placement Program is the cornerstone of our commitment to the permanence of each monkey helper placement. Every year our staff actively monitors the diet and health status of every placed monkey. Our veterinary staff is always available to answer questions about medical or nutritional needs, and to help implement changes or treatment when needed. In addition, our trainers mentor and give advice on ongoing task training and behavioral reinforcement. Helping Hands provides 24/7 support to all of our clients for the lifetime of each placement, free of charge.

Our current Recipient Profile includes:
- Spinal Cord Injury
- Muscular Dystrophy
- Multiple Sclerosis
- Other

25%
10%
10%
55%
SEVEN YEARS AGO AMY, MY MONKEY HELPER, JOINED OUR FAMILY and she has given me so much more independence. Amy can reach things on a shelf or in a drawer and put it back. She turns lights on and off. She can get things out of a refrigerator like a bottle, open it and put a straw in it. She can put disks in the computer or DVD player. She can open a door, let me through it and push it closed. She can scratch an itch on my face and brush my hair. When she hands me something like a remote or a phone she gives it to me face up. Amy is very loving towards me and always looks to me for approval, affection, support, compassion and to meet all of her needs. It is a very symbiotic relationship.

I considered what it would be like to get a dog versus a monkey service animal. A dog is a wonderful thing; however, for someone who has no feeling below the chest, even though I was able to pet my dog I could never actually feel him. Amy can come up to my level of feeling. She rides on my shoulder and grooms my hair and I can actually feel her fur and body warmth on my face and that means more to me than I can even say.

I love it that she always answers me when I talk to her with a chirp or a squeak. I love it when I’m in another room and I hear her calling me with a little “oo-oo.” I love it when she cuddles up on my lap and takes a “monkey nap.” But…

…my favorite thing is when Amy sits real close to me and holds my hand, looks straight into my eyes and smacks her lips, for in monkey language that means “I love you.”

—Mary Kay Young, Wisconsin
Being foster parents and having a Helping Hands monkey as part of our lives has been beyond beneficial. Living with a monkey actually teaches you quite a bit about human behavior as you can begin to understand the motivation behind each human action. Gordy is very stubborn, politically astute (he knows how to get what he wants from people), is extremely intelligent, and playful—he even laughs. —Lorena and Stan Brinch, foster parents to Gordy.

FOSTER PROGRAM Helping Hands monkeys need to mature before they enter The Monkey College. For the first years of their lives, Helping Hands monkeys are raised in Foster Homes, where they learn to interact in a home environment and develop their readiness for school. Foster Families are volunteers who help to raise our monkeys through their childhood until they are ready for their training. We are grateful for our Foster Families’ dedication, love and commitment that provide the basis on which our program is built.

OLDER MONKEYS Helping Hands establishes loving, supportive homes with recipients whose disabilities are somewhat less severe for monkeys who have entered their twilight years or who need closer medical supervision than the typical recipient might be able to provide.

THE SPINAL CORD INJURY PREVENTION PROGRAM In 1998, Helping Hands launched SCIPP, the Spinal Cord Injury Prevention Program, as part of its community service and educational initiatives. SCIPP is presented at schools, camps, and youth groups to educate young people. The program is designed to make students more aware of ways to prevent spinal cord injuries, and the challenges that individuals with severe disabilities face, as well as the therapeutic and supportive bond between service animals and people.

MONKEY HEALTH CARE Consistent with our mission, Helping Hands remains dedicated to providing top quality care for all the monkeys in our program. Our staff routinely works with a network of veterinarians across the country to monitor the health and medical needs of all of our monkeys in foster and placement homes, as well as at The Monkey College. We have learned much during the past 31 years about the diet and health care needs of capuchins as they age. We proactively develop our knowledge and network to ensure that we can provide the highest level of veterinary care for all our animals throughout their entire lives.

Helping Hands is fortunate to have the volunteer services of our Medical Advisory Committee comprised of primate experts throughout New England. They assist our veterinary staff in evaluating and consistently improving our techniques for the care of our monkey population.
THE 2010 BOARD OF DIRECTORS
FOR HELPING HANDS:
MONKEY HELPERS
FOR THE DISABLED, INC.
Susan Keyes
Co-Chair of the Board
Robert Stern
Co-Chair of the Board
Craig Cook
Michele Cunneen
David O’Leary
Kathy Porter
Harry Potter, Jr.
Robert Sanders
Alan Solarz
Gary Starr
Lynn Trimby
Jane Yusen
HELPING HANDS 2010 STAFF
Megan Talbert
Executive Director
Andrea Rothfielder
Director of Development and Communication
Alison Payne
Director of Training
Skott Wade
Office Manager
Jill Rocca, OTR/L
Occupational Therapist/Placement Specialist
Noelle Schuyler
Development Coordinator
Jennifer Dowdy
Placement Trainer & Manager of Husbandry Staff/Volunteers
Marie Waitkevich
Associate Director of Health Care/Veterinary Technician
Jennifer Evans
Placement Trainer
Allyson Migneault
Placement Trainer
Natalie Shelton
Placement Trainer
Joe Murphy
Husbandry Assistant
“HELPING Hands has always been a strong favorite ever since we made our first visit to the Monkey College and saw the extraordinary commitment on the part of the able trainers and willing monkey participants. It is a training not just of service, but also of love! It is an honor to support an organization that provides such a deep level of caring and is due to accident or illness. ” — The Michael and Helen Schaffer Fund will help to ensure that there are resources available to hire, orient and pay trainers to work with our animals. Helping Hands is sincerely grateful to The Charles Evans Foundation for its ongoing support of our mission. In April 2010, Helping Hands received a $100,000 endowment gift from the Charles Evans Foundation to establish The Charles Evans Training Fund. The Fund is intended to provide ongoing support for the training of Helping Hands’ monkey helpers and to establish “The Charles Evans Trainer Award of Excellence”. The Charles Evans Foundation was inspired to establish the Fund in recognition of the extraordinary commitment on the part of the able trainers and willing monkey participants. It is a training not just of service, but also of love! It is an honor to support an organization that provides such a deep level of caring and is due to accident or illness. Helping Hands’ investment portfolios continued to increase in value and provide financial support for our programs. The 2010 ratio of revenues to program services was 93%, which is well above non-profit industry standards of 80%.

In the face of economic challenges, the overall support from all of our donors was inspiring. Although we saw a decrease in special event income in 2010, our overall donor responses rebounded to above 2008 levels. Compared to 2009, the number of individual gifts increased by 16% from 1,420 to 1,650. A portion of these donations resulted from the publicity around the publication of Kasey to the Rescue, a book written by Ellen Rogers, the mother of Helping Hands’ recipient, Ned Sullivan.

Over 50% of Helping Hands’ revenues continue to come from new and existing foundation grants. Foundation income is expected to increase in 2011, rebounding from lower levels in 2009 and 2010. We continue to broaden the number of foundations we approach and engage new sources to offset the trend of reduced gift amounts awarded from foundations in this uncertain financial climate. In 2011, the Development Committee will be spending more time putting analytical tools in place to better understand donor trends and take advantage of Helping Hands’ growing presence in the social media space.

Looking forward to 2011, the Treasurer and Finance Committee remain cautious about the outlook for the national economy and the financial markets and will continue to focus on managing cash and maintaining positive cash flow. As a result, the 2011 budget calls for modest increases in revenue and expenses. Our sense of programmatic urgency balanced with strong accountability and transparency makes Helping Hands a sound investment that transforms donor dollars into bringing independence and companionship to people living with physical disabilities, both now and in the future.

— Lynn Trimby, Treasurer

**STATEMENT OF FINANCIAL POSITION**

<table>
<thead>
<tr>
<th>Audited Year Ended December 31, 2010</th>
<th>Audited Year Ended December 31, 2009</th>
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<tbody>
<tr>
<td><strong>Assets</strong></td>
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<tr>
<td>Cash and Cash Equivalents</td>
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<td>Unconditioned Prepaid to Give</td>
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<td>Investments at Market</td>
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<td>Other Assets</td>
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<td>Accounts Payable and Accrued Expenses</td>
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<td><strong>Net Assets</strong></td>
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<td>Unrestricted:</td>
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<td>Board Designated</td>
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<td>Temporarily Restricted</td>
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<td>Permanently Restricted</td>
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<td><strong>Total Net Assets</strong></td>
<td>$2,260,504</td>
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<td><strong>TOTAL LIABILITIES AND NET ASSETS</strong></td>
<td>$2,336,294</td>
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**STATEMENT OF ACTIVITIES**

<table>
<thead>
<tr>
<th>Revenue, Gains and Other Support</th>
<th></th>
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<tbody>
<tr>
<td>Contributions/Grants</td>
<td>$1,124,582</td>
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<tr>
<td>Unrestricted Gain</td>
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<td>Realized Gain (Loss) on Sale of Investments</td>
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<td>Investment Income</td>
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<td>Net Assets Released From Restricted</td>
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<td><strong>Total Restricted Revenue, Gains and Other Support</strong></td>
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<tr>
<td><strong>Expenses</strong></td>
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<tr>
<td>Program Services</td>
<td>$1,039,377</td>
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<tr>
<td>Administrative and Fundraising</td>
<td>$22,709</td>
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<td><strong>Total Expenses</strong></td>
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<td><strong>Increase in Unrestricted Net Assets</strong></td>
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<td><strong>Changes in Temporarily Restricted Net Assets</strong></td>
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<td><strong>Changes in Permanently Restricted Net Assets</strong></td>
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<td><strong>INCREASE (DECREASE) IN NET ASSETS</strong></td>
<td>$151,949</td>
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<td><strong>NET ASSETS AT BEGINNING OF YEAR</strong></td>
<td>$1,051,786</td>
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<tr>
<td><strong>NET ASSETS AT END OF YEAR</strong></td>
<td>$1,203,745</td>
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**FINANCES**

Helping Hands continued on solid financial footing in 2010, building on the success of 2009, in spite of headwinds in the national and global economies. Although unrestricted revenue decreased 9.1% in 2010 to $1,185,528 from $1,236,786 in 2009, it was 8.7% higher than 2008 revenue. In 2009 revenue was unusually high due to donor response to our 30th Anniversary milestone celebrations. On the other hand, expenses decreased 3.7% in 2010 from $1,152,807 in 2009 to $1,109,931, a result of careful planning and management. Helping Hands ended the 2010 fiscal year with total net assets of $2,316,294, an increase of $175,597. We are very proud that, in line with past years, the 2010 ratio of revenues expended for program services was 93%, which is well above non-profit industry standards of 80%.

Helping Hands’ investment portfolios continued to increase in value and provide financial support for our programs. The endowment portfolio performed in line with the financial markets with a 6.3% total return (income plus appreciation), increasing from $1,152,807 to $1,152,294, an increase of $75,597.

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—Lynn Trimby, Treasurer

5% Fundraising
2% Administrative
93% Program Services

The Michael and Helen Schaffer Foundation has supported more than 100 organizations over a period of many years.
Since 1995, Bob Stern served as the Co-Chair and later the Chair of the Board of Directors. During that time, Bob guided Helping Hands through fundamental organizational changes including adaptations to fluctuations in the economy and funding sources, purchase and construction of the permanent Monkey College, and the expansion of our professional staff. Bob’s passion, enthusiasm, and desire to change the world make him an inspirational leader as well as one of our greatest ambassadors.

In addition to his accomplishments as Chair and ambassador, Bob has always been able to encourage staff and other Board members alike to try new things, and never to rest on good enough when better or best should be the objective. Bob’s ability to see through different lenses, both as a major donor and Chair of Helping Hands, allowed him to counsel our staff and Board members about the importance of fiscal responsibility and transparency long before they were the standard concepts they are today. He is the first to congratulate a group when things are going well, and to roll up his sleeves and work through the problem when times are tough.

Bob decided to complete his time as Chair in 2010 and to transition to the role of Chair Emeritus. We are grateful to Bob for all that has been accomplished under his leadership and we look forward to working beside him for many years to come. His legacy of generosity, friendship, excellence, and focus on the future continues to inspire us daily.

The Charles Evans Trainer Award of Excellence

We would like to thank Linda Munson, President of The Charles Evans Foundation, for establishing the award. This endowment was created to ensure that funds would be specifically dedicated to the staffing costs associated with the care and training of our monkey helpers.

Every year Helping Hands selects a Placement Trainer who has met and exceeded our training standards. In 2010, The Charles Evans Trainer Award of Excellence was presented to Alison Payne, our Director of Training.
WE ARE GRATEFUL to all the generous individuals, foundations, and businesses that support Helping Hands: Monkey Helpers for the Disabled, Inc. Their partnership with us deeply enriches and enhances the lives of people living with physical disabilities. While we list all of our donors, volunteers, or in-kind contributors in this report, we are thankful to everyone who made 2010 another successful year.

We appreciate all of our federal, state, local, and municipal employees and donors, volunteers, or in-kind contributors in this report, we are thankful for everyone who made 2010 another successful year.

We appreciate all of our federal, state, local, and municipal employees who make their donations through the Combined Federal Campaign (CFC # 11196) or Independent Charities of America.

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Kasey to the Rescue

Helping Hands received wonderful exposure through the publication in 2010 of the new book, Kasey to the Rescue (www.kaseytotherescue.com), which profiles monkey helper Kasey and her introduction and integration into the life of recipient Ned Sullivan. Written by Ned’s mother Ellen Rogers, the book offers a unique window into the world of Helping Hands monkeys and their transformational effect on our recipients and their families.

Kasey to the Rescue has attracted an international audience of people deeply moved by its demonstration of the power of the human-animal bond. The attention and interest this story has brought to Helping Hands has already introduced new recipients and supporters and we know it will continue to do so in the future. And as Ned reminds us with one of his favorite quotes:

Where hope grows, miracles blossom. —Elna Rae

Helping Hands thanks Ivan de Petrovsky (pg. 6), Kathleen Duncan, Tom Kates, Brad Keyes, Claudia Kronenberg (pg. 21), Mahshid Motazedian and Cary Wolinsky for many of the photographs throughout our annual report.

VOLUNTEER SPOTLIGHT

“I would like to sell monkey hugs!” We received this wonderful call all the way from California during the long New England winter. Sydney had to find a “helping the world project” for her upcoming Bat Mitzvah, and decided she wanted to do something to help animals and people. She loved the idea of monkeys helping people so Helping Hands was a natural fit.

For her project, Sydney designed stuffed animal monkeys and created www.Monkeyhugs.org with her parents as a way to donate to Helping Hands. In 2010, Sydney and her donors raised more than $10,000 to support training and placement activities.

“Helping Hands Monkey Helpers is truly an amazing organization filled with passionate people who bring it to life every day. The most rewarding part of this process has been knowing that the work we have put into creating Monkeyhugs.org is really changing people’s lives one monkey at a time. Meeting some of the monkey helper recipients and hearing how these amazing capuchin monkeys have given new meaning to their lives really makes it all worth it.” —Michele (Sydney’s Mom)

After meeting Craig and his monkey helper Minnie, I realized how much these monkeys could change people’s lives in so many different ways. —Sydney

Helping Hands thanks Enedia de Petrovsky (pg. 6), Kathleen Duncan, Tom Kates, Brad Keyes, Claudia Kronenberg (pg. 21), Mahshid Motazedian and Cary Wolinsky for many of the photographs throughout our annual report.
Established in 1979, Helping Hands: Monkey Helpers for the Disabled Inc. is a national non-profit 501(c) 3 organization that breeds, raises and trains capuchin monkeys to provide daily assistance to people living with spinal cord injury or other mobility impairments.

Helping Hands supports each service monkey and his or her human partner during their many years together through interactive mentoring of the placement, and close supervision of the monkey’s behavioral, nutritional and veterinary needs.

Relying on private contributions, Helping Hands provides these specially trained service animals and their lifetime support free of charge to our recipients.

541 Cambridge Street, Boston, MA 02134
617.787.4419
www.monkeyhelpers.org