

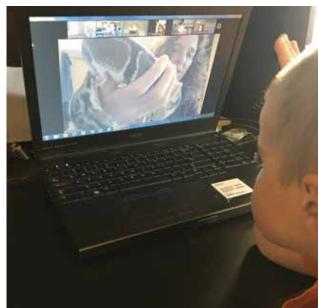


SQUAM LAKES
NATURAL SCIENCE CENTER
ANNUAL REPORT
2020











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of Squam Lakes Natural Science Center is to advance understanding of ecology by exploring New Hampshire's natural world.

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2020* IN REVIEW

The year 2020 will always have an asterisk next to it. It was the year when everything went on standby and we were all faced with challenges that tested us in unexpected ways.

The Covid-19 pandemic forced many hard and thoughtful decisions. These affected guest experience, education and programs, animals and animal care, staff and volunteer workloads, fund raising, cruises, events, and marketing, and of course budgets, revenue, and expenses.

Most guests were thrilled to visit when we were allowed to open on June 15. Visitors felt safe with the health practices and procedures we implemented. Changes to guest experiences included timed online reservations (also for members), a greeter station at the entrance gate for health screening, and touchless admissions. Masks were required; the trail was marked one-way with barriers, arrows, signs, and painted marks. Restrooms were available to only one party at a time. Some exhibits were closed or blocked off; the food concession was closed; and the beverage machine removed. We cancelled events likely to draw large crowds. We offered pop up live animals presentations along the trail, instead of Up Close to Animal presentations in the amphitheater, which attracted large groups in previous years.

Even with the restrictions, we resumed Squam Lake Cruises beginning on June 15. Limiting seating capacity to 50% allowed unconnected parties to spread out and enjoy the spectacular lake. Despite cancelling all weddings and large group tours, private charters helped to fill 60% of the public lake cruise budget.

About 20% of the Science Center's annual revenue comes directly from education programs in schools, onsite, and at other locations. When the pandemic hit, programs were cancelled, including field trips, in-classroom programs, and onsite homeschool programs. Our own Blue Heron School closed its doors and moved to virtual classes beginning March 16 and continued distance learning through the end of the school year on June 5. Although public school students were learning from home and

unable to visit the Science Center, the education staff quickly adapted to take live animals into students' homes... virtually through Zoom. This was not an easy task. Studios were created, equipment was purchased, methods developed, and training in technology took place. Some schools chose to experience these virtual programs, allowing us to recoup some of the lost income, but at a fraction of budget.

Trail attendance was less than 50% compared to 2019. Program revenue was down 90%. Overall earned revenue was \$946,000 under budget, but contributions were \$107,000 over budget. We were fortunate to receive over \$720,000 in federal CARES ACT dollars. All that combined with tightening our belts and reducing expenses by \$250,000 meant that we ended the year in the black.

Through it all, the staff and Board worked through the challenges together. We didn't panic; we didn't lay off staff; we kept our wonderful team together. Everybody adapted and worked towards the best solutions and outcomes for the organization. We emerged into 2021 ready for post-pandemic success. Thank you for expressing your support in so many ways!

Justin Van Etten Board Chair

Iain MacLeod

7. M. Van Ellen

Iain MacLeod
Executive Director











Animals enjoyed jack-o-lantern treats with special enrichment for Naturally Wild Halloween.

AUDIENCE

2020 BY THE NUMBERS

35,229
TRAIL VISITORS

7,290 MEMBERS 27,939 NON-MEMBERS 3,019 CRUISE PASSENGERS 175
VOLUNTEERS
DONATED OVER
4,308
HOURS OF SERVICE

85 VIRTUAL EDUCATION PROGRAMS

23

GALLONS OF HAND
SANITIZER USED
DURING TRAIL SEASON

6 FEET

THE WINGSPAN OF A EAGLE,
THE LENGTH OF A BLACK BEAR,
AND THE PHYSICAL DISTANCE WE
WERE FROM EACH OTHER

6 WEEKS

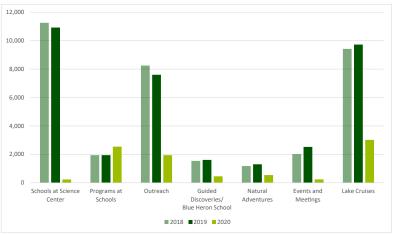
OF THE TRAIL SEASON LOST AT THE START OF 2020.
TRAILS OPENED JUNE 15



BLUE HERON SCHOOL
KINDERGARTEN GRADUATES
WHO RECEIVED A GRADUATION
ESCORT FROM HOLDERNESS
POLICE AND FIRE DEPARTMENTS

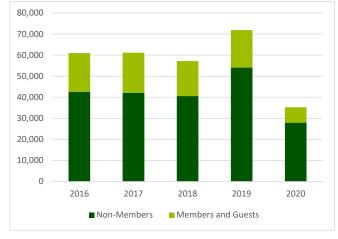
KIRKWOOD GARDENS
789 PLANTS SOLD
310 NEW PLANT ID LABELS

PROGRAM ATTENDANCE



	<u> 2018</u>	<u> 2019</u>	<u> 2020</u>
Schools at Science Center	11,254	10,922	236
Virtual and at School Programs	1,948	1,946	2,547
Outreach	8,247	7,599	1,947
Guided Discoveries and Blue Heron School	1,543	1,611	456
Natural Adventures	1,183	1,305	542
Events and Meetings	2,018	2,528	241
Lake Cruises	9,420	9,723	3,019

TRAIL VISITORS



	Non-Members	Members and Guests
2016	42,630	18,328
2017	42,148	18,996
2018	40,558	16,603
2019	54,096	17,808
2020	27,939	7,290

VOLUNTEERS

As with so much of our lives in 2020, COVID greatly affected the Volunteer Program. Volunteers were reassured right away that taking a leave of absence would not influence the continuity of their service. It is, and will remain, the Volunteer Program's first priority for volunteers to be safe. Many volunteers chose to take time away and due to reduced volunteer opportunities, many others could not return, even though willing. Some volunteer positions were available including: Docents and First Guides who were already trained, Exhibit Window Washers, Gardeners, Invasive Species Removal Assistants, Mailing Assistants, Trustees, and Wood Lot Crew. Positions not offered included Animal Care Volunteers, Greeters, Lake Education Assistants, Office Assistants, and Volunteer Instructors. We did not host training sessions for new Docents or First Guides. Trained Docents and First Guides were stationed at specific places on the live animal exhibit trail when demonstrating live animals or props to visitors.

The annual Parsons Volunteer Recognition Event was cancelled as well. However, with support from Meredith Village Savings Bank, we were able to show appreciation for all volunteers. We offered complimentary lake cruises over a series of several days to accommodate anyone interested. Volunteers were welcome to arrive early to enjoy complimentary coffee and muffins and have a little physically distanced outdoor social time.

We did not announce President's Volunteer Service Awards (PVSA). This award, initiated by the Corporation for National and Community Service, celebrates the impact volunteers make in bettering our communities and our world. We typically give this award at the Parsons Volunteer Recognition Event. Volunteers who donated over 100 hours of service earned the awards, which will be given out when we are able to meet again in person. Neither did Trustees choose a group of volunteers to recognize; we will hold off doing that until we meet again. Volunteers who met and exceeded PVSA criteria for the Bronze Award (100 to 249 hours) were: Dave Erler, Michelle Janosa, and Carol Stewart. Gary Robertson exceeded the criteria for the Silver Award, donating well over 250 hours.

The Volunteers Complete the Picture display in the Trailhead Gallery was updated: those who reached 200 or more volunteer hours were: Paul Brochu, Sarah Brown, David Detscher, and Mark Goldstone.

Despite all the changes in 2020, over 4,300 hours were donated by a total of 175 volunteers! What incredible support despite being in the middle of a pandemic. Volunteers never cease to amaze and impress staff with their devotion to the Science Center's mission. We remain ever grateful for their tremendous support.









Volunteers enjoy a thank you cruise.

PROGRAMS, PROJECTS, AND SPECIAL EVENTS

Highlights from 2020 Made Possible with Your Support

This was a year like no other! While many programs were changed or cancelled, families felt safe to visit the live animal exhibit trail when it opened on June 15. Others enjoyed a Squam Lake Cruise, which were offered from June through October. All of us took comfort in the beauty of nature around us by going outside and appreciating the natural world.





Numerous safety protocols were used, including capacity restrictions through online tickets, a one-way trail, face mask requirements, physical distancing, extra cleaning of exhibits and facilities, a health screening station for guests, and more.

The Howling Coyote Gift Shop moved its merchandise outside under tents allowing departing visitors a chance to shop.







In September, a group of garden volunteers and staff surprised Gardens and Exhibits Assistant Brenda Erler with a physically distanced gathering to celebrate Brenda's 40 years on staff.



Two Level 2 EV charging stations were installed near the Welcome Center in September. The two dedicated parking spaces allow guests with electric vehicles to charge their vehicles while enjoying the live animal exhibit trail or attending a program. The installation was sponsored by the New Hampshire Electric Cooperative through a rebate program. The chargers were donated anonymously. Randy Brown Excavation prepared the site and Mauchly Electric completed the electrical work.





Education staff adapted their trademark live animal education to distance learning with virtual programs for schools, libraries, and other groups.



The Science Center celebrated the 50th anniversary of Earth Day with staff showcasing personal tips for living sustainably in posts on social media.



Teachers from Blue Heron School created videos with fast, simple, and easy activities for the preschool age group.

THANK YOU ANNUAL FUND DONORS!

Your support is vital and this year many of you made multiple gifts and increased the amount of your donations. We are so grateful for the gifts but also for the outpouring of encouragement and kindness expressed. Thank you for helping us continue to provide Nearer to Nature experiences for our greater community. These gifts were made between January 1 and December 31, 2020.

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Melinda Adams Randall and Sherry Avery John and Becky Bonardi John and Michelle Cleveland Margaret Conver and Caroline Conver Mary Durgin Jon and Cynthia Harris Bonnie Hunt and Robert Maloney Robert and Lorraine Kingsbury Frederic Little and Claudia Ordonez Mark and Jill McGivern Robert and Sharon Sanford Diane Potter Judy and Charles Sniffen Sydney Stewart Bruce and Elizabeth Thomas Martha Wagner Bob and Marni Wise

WETLANDS

Hugh and Tighe Antrim Alan Awrich and Sarah Curtis Barbara Beal

CONTRIBUTING MEMBERS

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Blue Heron School students worked in the outdoor classrooms when students arrived back to school in September.

SUMMER SPLASH UN-GALA

Rather than cancel a special summer event, the annual Summer Splash Un-Gala fundraiser was held as a Zoom webinar on July 25. To participate, donors purchased special dinners for the animals such as "Fruit and Vegetable Medley for the Black Bears," "Blueberry and Lemon Tart for the Red Fox," "Seared Filet Mignon for the Mountain Lions," or other fun choices, representing a sampling of food for the almost 100 live animal ambassadors at the Science Center. Proceeds from the Un-Gala supported the care and feeding of the Science Center's live animals, environmental education, and general operations. Guests enjoyed a lively hour learning about New Hampshire's wildlife.

The Science Center is grateful for support from these Underwriters, Sponsors, and Donors: Sarah and Win Brown, The Common Man, Cormack Construction Management, Barbara Nan Grossman, Irwin Automotive Group, Lovett-Woodsum Foundation, Meredith Village Savings Bank, Tashia and John Morgridge, and Squam Boat Livery.

Special thanks to our great team of volunteers: Nancy Barrett, Nancy Beck, Lisa Bennett, Cathy Crane, Cathy Denious, Andy Eaton, Liz Hager, Joan Martin, Lea A. Stewart, Kathy Weymouth, and Marcia Zahr.







Flowers at Kirkwood Gardens

KIRKWOOD GARDENSThank you to these donors for their gifts to support Kirkwood Gardens.

Missy Mason

Anonymous (2) Nancy and Paul Beck Christine Bird Sarah and Win Brown Celia Connolly Woolsey and Bea Conover Peggy Mathieson Conver Skip Corson and Penny Brodie Bill and Nancy Dailey Jessica and Will Davis **Andy Eaton** Bea and Antony Edgar Eric and Jane Ellingson Elsbeth Falk Peter and Susan Foley Don and Janet Frisch Diane Garfield and Peter Gross

Richard and Carol Gerken

Donna Goldberg Thomas and Julie Goodrich Roy and Myra Gordon John and Phee Grandbois Stephen and Elizabeth Greason Liz and Dennis Hager Diana Kirkwood Horton and Russell Horton Helen Ingalls Jean Ingwersen Blake Ireland Peter and Fifi Kampf Karin and Harold Karagozian Robert Keiver and Pamela Rodgers Dan and Susan Kemp Pamela Magrath Peggy and Wayne Martin

Joan Mayerson Thomas and Claudia McIlvain Susan McKimens Deb McNeish Frank Mele and Anne Mele Elaine Melquist and Kurt Schroeder Tashia and John Morgridge Opechee Garden Club Mary Orton Roger Pedigo and Anne Packard Carol and Ian Raymond Jane Rice Peter and Suzanne Richards Joseph and Susan Rountree Judy Ryerson Marnie Blaisdell Schulz

Rebecca Sinkler Joan Smith Judy and Charles Sniffen Frank and Elizabeth Stevens Lea A. Stewart Robert and Carol Stewart Sydney Stewart and Diane Potter Carol and John Thompson Ellyn Tighe and Paul Yelle Bryant and Carolyn Tolles Eileen Torrey Bob and Joey Tuveson Bill and Bonnie Webb Tracy Webster-Babcock Eugenia West Bob and Marni Wise JoAnn Wood

VOLUNTEERS

These volunteers donated 20 or more hours in 2020. Names in bold donated over 100 hours.

Chris Athanasia Kevin Barrett Charlie Bourret **Dawn Bourret** Sarah Brown Emma Caldwell Rachel Cirincione Ginny Corcoran Tom Cowie Jack Cronin Eileen Curran-Kondrad Nancy Dailey **Bob Davis** Lisa Davis Janice Deleault David Detscher Sylvia Detscher Tina Dussault

Andy Eaton John Egolf Dave Erler Ken Evans Peter Foley Arianne Fosdick Kristin Fuller Kvle Gable Donna Goldberg Martha Grant Karen Graulty Susan Gurney Dennis Hager Liz Hager Michelle Janosa Jenny Knowles Justin Knowles Bill Lee

Carl Lehner Anne Lovett Susan Lynch Alex Markarian Joan Martin Peggy Martin Wayne Martin Missy Mason Susan McKimens Deb McNeish John McRae Linda Michelsen Denise Moulis Tom Moulis **Emily Preston Gary Robertson** Karen Rosolen Robert Ryder

Tony Scotto Judy Sniffen Dick Starbuck Carol Stewart Lea Stewart Carol Thompson **Bob Tuveson** Joey Tuveson Cindy Unangst Justin Van Etten Tony Wagner Tracy Webster-Babcock **Betsy Whitmore Bruce Whitmore** Christine Wright



Dave Erler with the Peregrine Falcon

NATURALIST'S LEGACY SOCIETY

The Naturalist's Legacy Society recognizes and honors those who have made or plan to make a bequest or deferred gift.

Anonymous (10)

Nancy and Jim Ainsworth Lucile Allen*

Barbara A. Bald

Carol and Marc Bard

In memory of John M. Barnaby* from Charlotte B. Barnaby*

Roberta T. Bartlett*

Kevin and Nancy Barrett Dorothy Ann Bates*

Katherine Beede*

Susan and Laurie Beeson

Alan C. Bemis*

Ellen F. D. Bennett*

Laura Bennett and

Michael Bourbeau

Alexandra T. Breed and Douglas P. Hill

Natale Linton Brown* and J. Willcox Brown*

Sarah and Win Brown

Butterworth Estate*

A. Tod Campbell and Susan Murray-Campbell

George A. Carr

Anne Louise Luquer Clinton* Bea and Woolsey Conover

Peggy Mathieson Conver Richard Davenport*

Louise deSousa*

Brian and Lydia Eaton

Audrey Eisenhauer

Ken and Jenny Evans Richard V. Fabian, Ir.*

Timothy and Susan Fabian

Edward and Mary Jane Farmlett Alfred* and Bertha Fauver

John P. Fernandes

Charlotte Parker Fisher* and

Josiah H.V. Fisher*

Timothy O. Fisher Clara B. Fowler*

Diane Garfield and Peter L. Gross. MD

Joanne and Cyrus Gibson

Donna L. Goldberg

Nancy W. Grady* Martha and Chris Grant

Joyce and Steve Hackett Dennis and Elizabeth Hager Linda L. Hanson, VMD Barbara Hendrick

Emmy-Lou Jorgensen Liz* and Tom Kelsey

Linda and Bill Lee Carl Lehner

Iain and Susan MacLeod

Joan and David Martin Louise and Arthur (Sandy)

McGinnes

Susan G. McKimens

Mary Ann and John McRae

John P. Merrill

Warren and Paul* Miller

Mari T O'Neil

In memory of Barbara "Ginger" Parsons* from Philip B. Parsons*

Helen Macgregor Paul* Marjorie B. Perry*

Mark Peterson

Anita B. Preston*

Emily D. Preston

Marjorie B. Preston*

Barbara T. Ridgely*

Ianet Robertson

Elizabeth and Daniel Rowe

Tom Samyn

Olivia Saunders

Marnie Blaisdell Schulz Alice Kimbell Schutter* Nancy and John Sherman Grace Murdough Slight* Frances Chalmers and Gail Smith Richard Starbuck and Deane Hall Carol and Robert Stewart Lea A. Stewart Shirley J. Stockwell Ruth E. Taylor* Carol and John Thompson Len* and Heather Thomsen Ellyn Tighe, DVM Fred Toll* Bryant F. Tolles, Jr. Dr. Bill* and Sandee Trakat Marjorie L. Tuttle* Courtney and Justin Van Etten Tony Wagner and PJ Blankenhorn Betsy and Bruce Whitmore

* Deceased

Jo Ann and Peter* Wood

SPECIAL PROJECTS

Thank you to these donors for their gifts to support Special Projects. Virginia Ridgely Howe Anne Lovett and Steve Woodsum Peter Richards Peter and Debbie Ridgely Robert and Peg Ridgely Stewart's Ambulance

BEQUESTS

Anne Louise Luquer Clinton Ruth E. Taylor in memory of Mr. and Mrs. Ernest R. Taylor



SQUAM LAKES NATURAL SCIENCE CENTER

CORPORATE SPONSORS

Dead River Company
Keller Williams-Lake and Island Properties
Meredith Village Savings Bank
MLK & Company
New Hampshire Electric Co-op
Rockywold-Deephaven Camps
Stewart's Ambulance
Christopher P. Williams, Architects

MATCHING GIFTS

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Bose
Lake Life Realty
Nellie Mae Education Foundation
New Hampshire Charitable Foundation
Oracle

GRANTS

Citizens Bank Foundation Helen Clay Frick Foundation Gro More Good Grassroots Grant NH Audubon/NH Fish & Game NH Electric Co-op Foundation

GOVERNMENT GRANTS

Coronavirus Response and Relief Supplemental Appropriations Act Non-Profit Emergency Relief Fund (GOFERR) Payroll Protection Program → In partnership with the New Hampshire Union Leader, the Citizens Bank Foundation's gave the Science Center its 2020 Champions in Action Award in the category for Environmental Stewardship. The award included \$35,000 in unrestricted funding as well as promotional and volunteer support.







The masked Howling Coyote statues were a popular photo spot for masked visitors.

IN KIND GIFTS

Alene Candles Alexandria Fire Department Diane Beaman Belknap Landscape Company Michael and Lisa Brien William and Kelley Bryer Burgeon Outdoor Margaret Conver Donovan Tree Experts Matt and Heidi Emmons Amanda Gillen and Elie Roy GreenTek Mapping Services Liz and Dennis Hager Holderness Fire Department Laconia Fire Department Tom and Kathleen Langlois Carl and Sandra Lehner MegaPrint Lauren Moulis

NW Marine Industries Plymouth Animal Hospital Plymouth Rotary Club Precision Lumber Spider Web Gardens Squam Boat Livery Squam Bridge Landing State of New Hampshire Carol and John Thompson **Tootsie Roll Industries** Transformative Healthcare Village Canvas Jan Watson Wayside Farm and **Great Northern Berries** Webster Lake Fishing Derby Bruce and Betsy Whitmore Erin Woo

Denise and Tom Moulis



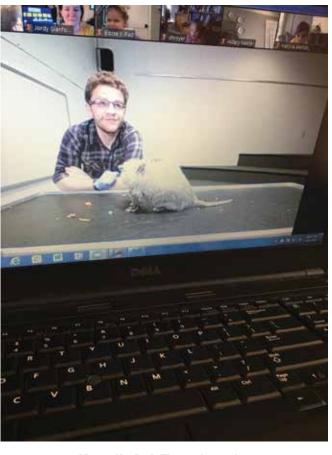
Painted Turtle at Water Matters

FINANCIAL SUMMARY

STATEMENT OF FINANCIAL POSITION

DIMILMENT OF THAMACHINE CONTION				
ASSETS	<u>2020</u>	2019		
Cash	\$445,822	\$138,488		
Capital Campaign Pledges Receivable	343,682	408,077		
Other Assets	102,935	162,930		
Investments	3,223,755	2,601,606		
Investments-With Donor Restrictions	2,126,515	2,403,290		
Total Fixed Assets	5,242,612	5,363,315		
TOTAL ASSETS	\$11,485,321	\$11,077,706		
LIABILITIES				
Total Liabilities	\$117,515	\$174,075		
EQUITY				
Without Donor Restriction	\$8,724,022	\$8,084,758		
With Donor Restriction	2,643,784	2,818,873		
Total Net Assets	\$11,367,806	\$10,903,631		
TOTAL LIABILITIES & EQUITY	\$11,485,321	\$11,077,706		
STATEMENT OF ACTIVITIES				
REVENUE	<u>2020</u>	<u>2019</u>		
Contributions and Grants	\$1.544.379	\$1.119.707		

STATEMENT OF ACTIVITIES						
REVENUE	2020	2019				
Contributions and Grants	\$1,544,379	\$1,119,707				
Program Service Fees	659,936	1,302,719				
Memberships	103,930	251,665				
Other Revenues	109,278	461,496				
TOTAL REVENUE	\$2,417,523	\$3,135,587				
EXPENSE						
Personnel	\$1,677,301	\$1,632,060				
Capital Campaign	3,379	69,480				
Other Operating Expenses	470,175	708,536				
Depreciation	407,320	390,152				
TOTAL EXPENSE	\$2,558,175	\$2,800,228				
INVESTMENT INCOME	604,827	914,731				
NET SURPLUS	\$464,175	\$1,250,090				



Naturalist Josh Flagg shows the opossum during a virtual program.

This year we again summarized our financial information to show the impact of our Education Matters Capital Campaign in 2020 and 2019, as compared to regular operations. Audited Financial Statements and the Form 990 Tax Return are available on our website, www.nhnature.org/support.

Operationally, (not including depreciation, investments, and capital campaign) 2020 resulted in a surplus of \$46,349 compared to a 2019 deficit of \$3,142.

Overall, our total net assets increased by \$464,175, primarily due to an increase in the value of our investments during 2020.

If you have questions about the Science Center's financial information, please contact Finance Director Brian Eaton or Treasurer Anne R. Lovett.

Anne R. Lovett, Treasurer



CONGRATULATIONS AND THANK YOU

to these members of the Squam Lakes Natural Science Center family...

For the first time in its history, the Science Center held its Annual Meeting virtually, via a Zoom webinar, on Saturday, August 8 from 8:30 to 9:30 a.m.

Board Chair Justin Van Etten welcomed attendees and called the meeting to order. The theme of the day was gratitude. Justin observed that people were finding reassurance in the natural world, which New Hampshire and the Science Center provide. The Science Center's mission of education helps people connect with nature and its wonders. Justin expressed gratitude for the dedicated staff and volunteers and the generosity of our donors. He concluded by acknowledging the year's difficult circumstances, but expressed confidence in the future. He then thanked three outgoing Trustees:

- Harriet Harris who gave support through her volunteerism and expertise.
- Bill Lee who was instrumental in the Nature Matters Capital Campaign and a wonderful champion of our Naturalist's Legacy Society.
- Lea A. Stewart who served both as Secretary and then as Vice Chair, plus is a volunteer and docent who helps with many successful Summer Splash galas.

Governance Chair Sarah Brown presided over elections. All three slates were approved unanimously.

· Carl Lehner was re-elected to serve a three-year term.

Three new Trustees were elected to serve three-year terms:

- · Lisa Aulet
- Lisa Bennett
- Geoff Stewart







Four Trustees were elected as Officers for one-year terms:

- Justin Van Etten, Chair
- · Sarah Brown, Vice Chair
- · Anne R. Lovett, Treasurer
- Tom Cowie, Secretary

Executive Director Iain Macleod presented the Horizon Award to Lea A. Stewart.

He then recognized eight staff for their combined 120 years of service:

- Bob Donnelly Facilities Assistant 5 years
- Clare Eckert Facilities Assistant 15 years
- Brenda Erler Gardens and Exhibits Assistant 40 years
- Jordan Fitzgerald Blue Heron School Lead Teacher 10 years
- Jordy Gianforte Blue Heron School Lead Teacher 5 years
- Laura Mammarelli Blue Heron School Director 10 years
- Janet Robertson Development and Communications Director – 30 years
- Kevin VanGorden Lead Animal Care Associate 5 years



Lea A. Stewart with the Horizon Award



In April, Science Center staff and animal ambassadors created a photo montage to let the public know they were missed.