

HUMAN SERVICES

SENIOR SERVICES DIVISION / COUNCIL ON AGING

The mission of the Senior Service Division and the Council on Aging (COA) is to enhance the quality of life for Concord seniors (age 60 and older) by promoting dignity, self-esteem and personal independence so that they can participate fully as members of the community. The COA strives to fulfill this mission by offering comprehensive programs and services that provide opportunities for seniors to enhance their physical, emotional, intellectual and economic well-being. This is accomplished through education, support and advocacy.

According to the January 2020 Town Census, there are 5047 Concord residents over the age of 60 and representing approximately 32% of the total population of Concord. The following is a sampling of service statistics for FY 2021:

- 2701 seniors were active at the COA
- 241 new seniors began participating for the first time
- 99 seniors used the van service and received 1855 rides (Note that the van was operating with limited ridership for most of the year)
- 1272 seniors were assisted by Outreach/Social Services

Coronavirus Impact

COA operations continued to be greatly impacted by the Coronavirus (COVID-19) during 2021. We started the year with virtual-only programming and then eventually we were able to re-open our doors when a large percentage of the senior population became vaccinated. The COA participated in the vaccination process by hosting clinics and by assisting seniors to find appointments and to secure transportation to larger vaccine sites. When we re-opened we required proof of vaccine in order to be unmasked, but this only lasted for about three months. As cases began to climb again in late summer, the COA put a mask mandate back in place as a protection to our more vulnerable senior

population. We have never reinstated any food or beverage services and continued to have drive-thru weekly meals and special food based celebrations. The social work and clinical staff continued to keep in regular contact with many senior residents and provided support and connections to resources that were needed during the pandemic. The COA continued to offer transportation services and our offerings were slowly expanded throughout the year as vaccination rates increased.

Outreach and Social Services

Our professional staff provides advice, assessment, consultation, and referrals to seniors and their support network (family, friends and neighbors) while adhering to strict standards of confidentiality. Their extensive and specialized knowledge of resources helps to assist seniors to live independently as long as possible. Strong working relationships with various town departments, hospitals, home health care agencies, aging service access points, housing authorities, and businesses provide the best comprehensive service.

Wellness and Fitness

The COA offers a wide diversity of program and fitness opportunities such as aerobics, Tai Chi, Yoga, and strength and flexibility that contribute to the overall health of Concord seniors. We offer regular health clinics and screenings as well as a variety of speakers on an assortment of health topics. We continue to offer the free loan of durable medical equipment. Our geriatric health nurse is available for seniors who have complicated medical situations who need extra support and advice. This year we have started a Patient Navigator program to assist seniors with their medical appointments.

Social, Recreational and Educational Opportunities

The opportunity to interact with peers, stay intellectually active, and feel valued and needed by the community is key to emotional and physical health. We offer day trips, speaker's series, movies, parties, computer tutoring, discussion groups, craft workshops, book groups, cooking classes, games, and music classes, just to name a few (although a

few of these were discontinued during the pandemic for safety reasons). We continue to produce a 12 page monthly newsletter that details the many choices of activities to engage in and explains the services that we offer. Seniors that opt to receive the newsletter may do so by e-mail or postal mail delivery.

Transportation

Our vans provide weekday local transportation for seniors who no longer drive or who have a temporary limitation. In addition to providing transportation around town to medical appointments, banks, pharmacies, grocery stores, hospitals, etc we continue to provide transportation to the Annual Town meeting and to vote on Election Day.

Lockboxes and Fileboxes and File of Life

The COA continues to offer the installation of a lock box on the residence of any senior who requests it. This box allows the resident to place a key to their home inside in case of emergencies. Only the Fire/ Ambulance Service and the COA have master keys. In the case of any emergency, the locked home can be entered without breaking a door or window. The COA also continues to encourage the use of “File of Life”, which is a red plastic folder for the refrigerator and the wallet with important medical information in case of emergency. The COA provides these free of charge to all Concord seniors.

Additional Support Services

Ask the Lawyer, SHINE (Serving the Health and Information Needs of Everyone), Ask a Pharmacist, AARP tax return assistance program, fall clean up days, flowers for homebound seniors and the delivery of buckets of sand for winter. We continue to offer a Caregiver Support group and have added a Chronic Illness Support group.

Social Media

The COA Facebook page provides an opportunity for seniors to follow the activities of the COA and to read important and relevant tips on successful aging. We encourage readers to like our page and share our story with their family and friends.

Volunteers and Public Relations

Volunteers greatly enhance and support the work of the staff and, thanks to their efforts and talents, we are able to offer a rich mixture of programming. We are always looking for new volunteers for a variety of possibilities and encourage residents to step forward and see where they can help.

Financial Support

In addition to receiving funding from the Town’s General Fund, the COA is grateful to the following funding sources for their commitment to Concord seniors and the financial support of our work:

Concord-Carlisle Community Chest

Grant allocations provide partial funding for the following positions: Volunteer Coordinator, Social Service Supervisor and Outreach Coordinator.

Executive Office of Elder Affairs

The Formula Grant, based on the number of seniors in our community, provides full or partial funding for the following positions: Geriatric Health Nurse, Outreach Coordinator, and Activity Coordinators.

Harvey Wheeler Treasure Chest Gift Shop

Thanks to the many residents who donate quality goods for re-sale, the patrons who shop there and the many dedicated volunteers, proceeds are used to support many COA programs.

COA Gift Account

We are grateful to the many people who chose to donate to the COA gift account. Most offerings at the COA are free of charge, but with the assistance of the gift account, we are able to provide scholarships for the cost of an event or trip to seniors who could not otherwise afford to attend. The gift account also helps with program and building expenses that are not otherwise covered within the budget.

COA Board

The COA Board, which acts in an advisory capacity to the Director, consists of nine full members appointed for three-year terms and two associate members appointed for one-year terms by the Town Manager.

COMMISSION ON DISABILITY

Our mission is to take action to help people with disabilities who live and work in Concord by supporting greater community inclusion in activities, services, and employment.

2021 was another active and productive year for the Commission on Disability. The Commission met several times throughout the year with the Deputy Town Manager and representatives from the design firm Weston & Sampson related to expansion of the recreation area at White Pond. At these meetings members provided input about existing plans and contributed numerous suggestions for improvements to be incorporated into the plans that will allow for accessibility based on universal design concepts.

Transportation and issues related to the Bruce Freeman Rail Trail (BFRT) were another major focus for the Commission. In conjunction with the West Concord Green Thumbs, members of the BFRT, and Concord Bikes, we contributed recommendations and possible solutions to signage, use of mobility devices, safety and design. Concerns raised by the opening of the bridge across Route 2 and the impact upon West Concord and Junction Park continue to be an area of ongoing concern and attention. Additionally, we were consulted and provided feedback related to the rebuilding of the Commonwealth Ave. sidewalks and handicap accessible parking spaces.

The Commission also participated in meetings with the Planning Committee for 2229 Main Street (Starmet Use Plans), as well as with the Concord Middle School Building Committee. In both of these the Commission was provided the opportunity to voice concerns and offer suggestions and alternatives to proposed plans based on the unique perspectives and needs of persons with disabilities.

Commission members addressed the need for accessibility to public meetings for those citizens with cognitive impairments, specifically Town Meeting. This is an ongoing discussion which involves the Town Moderator and cooperation with other groups which may be available to assist with reviewing and revising written materials and make

the content more informative and accessible. We continued meeting with the group of citizens who have hearing disabilities. They are preparing to submit a report to the Town requesting accommodations for the deaf and hard of hearing, particularly with regard to availability of, and training in, the use of devices to assist those with hearing issues to access public meetings. The Commission fully supports this effort and is working with the citizen group to bring the recommendation to the Select Board.

The Commission met several times with members of the Acton Commission on Disability to address the situation of persons with disabilities who do not have transportation when discharged from the Emerson Hospital Emergency Room. Multiple proposals have been put forward and there is ongoing outreach to appropriate hospital staff to formulate solutions.

In March the Commission was asked to support a \$1,000 request from the CC Theater/CCHS Performing Arts group to cover the cost of providing ASL interpreters and a deaf consultant for an accessible performance of a radio play at the high school. The Commission has access to funds generated by handicap parking fines and is in charge of allocating these funds. The request from the high school group resulted in extensive review and discussion. Members agreed to formulating a set of criteria and methodology for reviewing and awarding the funds which must be spent on public efforts and be vetted by the Town. Recently an alternative was proposed that we consider giving our funds to another organization, such as the Community Chest, that has the infrastructure in place to better allocate the money based on recommendations from the Commission. This process is ongoing.

The Commission supported a variance to the AAB for ventilation at 51 Walden Street and addressed several handicap parking related issues brought to our attention.

The Commission has set multiple goals for 2022. These include finalizing plans for the use of funds for grants consistent with state regulations and our mission and values, increasing our presence via

media coverage, creating an Accessibility Award to be given to a local business or organization, and working more closely with members from other town departments, especially the Building and Inspections and the Planning Divisions. Additionally there will be ongoing review and input to the plans for White Pond and the BFRT.

COMMUNITY SERVICES

Bonny Wilbur,
Community Services Coordinator

The Community Services Coordinator (CSC) provides resources, referrals, consultation, and education to Concord residents. She assists residents in accessing a broad range of local, state, and federal support related to economic, social, physical, and mental health needs. Services are confidential and open to all Concord families and residents under the age of 60.

The CSC position was established in 2005 by the Town of Concord in collaboration with the Concord-Carlisle Community Chest. Originally part-time and funded entirely by a grant from the Community Chest, the position was increased to full-time in 2014 due to a growing need for services. As the hours increased, so did the town's contribution to funding the position. Since the start of FY21-22 the town has funded the position in full.

The CSC works collaboratively with numerous local entities, in addition to serving as liaison to many state and federal agencies. The number of residents reaching out for assistance has continued to increase since the start of the COVID pandemic. Thankfully, there is significant assistance available.

Locally, the CSC partners with Concord's Hugh Cargill Trust Committee (which provides financial support), Concord's Silent Fund (offers

camp scholarships as well as holiday support), Open Table (combating food insecurity), the Concord-Carlisle Community Chest (supports residents in numerous ways, including through their When In Need Fund as well as a camp scholarship program), Gaining Ground's Food For Families (fresh produce throughout the summer and into the fall), the Freemasons of Corinthian Lodge (significant financial support during the holidays as well as year-round assistance to children through their Masonic Angel Fund), Concord Recreation (financial assistance for camps and childcare), and Concord Cares (assists with heating costs). The CSC also works year-round in close collaboration with the Society of St. Vincent de Paul and Concord's houses of worship.

Other nearby agencies with which the CSC regularly collaborates include First Connections, Minute Man Arc for Human Services, Domestic Violence Services Network, Eliot Community Human Services Jail Diversion Program, Grow A Strong Family, Inc., Household Goods, Advocates, Inc., William James College Interface Referral Service, Beacon Santa, and the Salvation Army.

At the state and federal level, the CSC collaborates with the South Middlesex Opportunity Council, MA Department of Transitional Assistance, the Project for Assistance in Transition from Homelessness, MA Department of Developmental Services, the Statewide Head Injury Program, National Alliance on Mental Illness, MA Women, Infants and Children Program, MassHealth, MA Rehab Commission, MASSHire, as well as numerous pandemic-related support programs.

The CSC manages two camp scholarship programs offered by Concord's Silent Fund and the Concord-Carlisle Community Chest. In the summer of 2021, just over \$11,000 in camp scholarship funding allowed 20 Concord children to attend camp.

The CSC also manages a Back-to-School Backpack Program to provide school supplies and brand-new backpacks to students from low-income families. The backpacks and supplies are donated each year by town employees and residents; the McWalter Volunteer Insurance Agency generously donated 24

backpacks this year. A total of 35 students participated in the program.

During the holiday season, the CSC once again collaborated with the Concord-Carlisle Community Chest on a Holiday Gift Card Program to assist low-income families struggling to provide gifts for their children. Town employees, charity organizations, local merchants, a private school, and individual residents donated close to \$8,000 in gift cards. As in past years, the Freemasons of the Corinthian Lodge provided approximately \$5,000 in gift cards, with the remaining donations coming from the Concord Bookshop, Concord Academy, and individual residents. The CSC distributed gift cards to the families of 99 children in need. In addition, the CSC managed Concord's Holiday Silent Fund, which provided a modest cash gift to over 100 low-income households in Concord.

Meetings and trainings continued to be held via Zoom well into 2021. The CSC was invited to speak about her role in the community to the Ambassadors of the Concord-Carlisle Community Chest. A transcript of the presentation was published by The Concord Journal to highlight need in town. The CSC also participated in meetings with Open Table regarding how to battle food insecurity while being mindful of CDC guidelines, and with the Salvation Army regarding how to support individuals in the face of growing need and increasing challenges. The CSC was invited to join the Household Goods Agency Advisory Group as they work to provide even more support to needy residents of Concord and neighboring communities. She attended the annual training for intake workers offered by the South Middlesex Opportunity Council on how to support residents applying for fuel assistance, as well as a training on how eligible households can apply for the Federal Child Tax Credit. The CSC participated in a meeting on Financial and Policy Support for Newly Arrived Refugees, offered in response to the crisis in Afghanistan. In 2021, Concord warmly welcomed Afghan adults and families who traveled to the States to escape violence in their home country.

The Social Services Resource Guide, produced by the Community Services Coordinator's office, was updated and the new 2021 version is now available

in hard copy in various locations in town, and a link can be found online at <http://www.concordma.gov/community>.

The Community Services Coordinator's office is located at 55 Church Street, just a short walk from the West Concord train depot. Residents are welcome to contact Bonny Wilbur, Community Services Coordinator, via email at bwilbur@concordma.gov or by phone at 978-318-3034 for assistance.

HUGH CARGILL TRUST COMMITTEE

Robert Abraham
Elisabeth Elden
Lucy Rosborough
Judy Terry
Deena Whitfield

In 2021, the Hugh Cargill Trust Committee (HCTC) continued to implement the mission of the Trust, established over 213 years ago by Concordian Hugh Cargill. The Trust's purpose is to provide short-term emergency financial assistance to residents of the town. The Committee acts on behalf of the Select Board in receiving and reviewing requests for assistance and in distributing funds in accordance with the provisions of the Trust. Concord residents request aid by leaving a phone message at the Town House: 978-318-3100, ext. 2030. Calls are returned promptly. The Committee can also be contacted through email at hctc@concordma.gov. All requests are kept confidential.

In 2021 the HCTC was responsible for distributing financial support from the following funds: Hugh Cargill Trust (HCT), the Concord Municipal Light Plant (CMLP), Concord Cares, Tax Relief Fund and Silent Fund. The HCTC met monthly in 2021. A

total of \$158,624 was received in 2021 for these funds and a total of \$116,680 was distributed from them in 2021. These generous contributions were crucial to the Committee's efforts to meet the ever-increasing needs of Concord's residents. Because of complications due to COVID-19 restrictions, donations made in December 2020 were received but not logged into the system in 2020. These donations are listed below and separated from donations received in response to the 2021 Annual Appeal. The breakdown for each fund follows below:

Hugh Cargill Trust

\$30,472 was received from private donors responding to the 2020 Annual Appeal, recorded in early 2021. \$41,255 was received from donors responding to the 2021 Annual Appeal. The Committee approved 66 grants totaling \$24,625 from this fund. Typically grants were made for the payment of rent, medical expenses, water, telephone and car insurance

CMLP Fund

The Concord Municipal Light Plant donated \$10,000 to the CMLP Fund. 32 grants totaling \$9,580 were made in 2021.

Concord Cares

The HCTC also administers funds dispersed by Concord Cares for citizens in need of emergency fuel assistance. The total funds dispersed in 2021 were \$1,685 to 4 Concord citizens. Requests are granted by the Committee plus other Concord services such as the Community Services Coordinator, the Police Dept., the Fire Dept., and the COA.

Tax Relief Fund

The HCTC has been designated by the Select Board to administer the Tax Relief Fund from monies raised in response to the Tax Relief Committee's annual appeal. Donations to this fund totaled \$69,837 in 2021. Of this amount, \$46,422 was from the 2020 appeal and \$23,415 from the 2021 appeal. This past year, between 46 and 52 Concord residents received a reduction in their real estate tax bill each quarter. The total tax relief given in 2021 was \$63,670.

Silent Fund

In 2017 the Select Board designated the HCTC to administer the Silent Fund. This fund supports summer camp tuition for worthy Concord children and also small gifts during the winter holiday season. \$17,120 was distributed by the Silent Fund in 2021.

The Committee continues to make known its existence and its mission through local communications such as the Concord Journal and the Adult & Continuing Education publications and contacts with the Community Services Coordinator, the Concord Housing Authority, the Council on Aging, the Recreation Department, the Community Chest, Open Table, local clergy, and other local groups.

In light of the current economic conditions, the Committee anticipates 2022 could be another difficult year for many residents. We welcome private donations to continue the mission of providing short-term, emergency assistance to Concord residents. Donations may be sent to: The Hugh Cargill Trust at the Town House, P.O. Box 535, Concord, MA 01742. All contributions are tax-deductible.

CONCORD FREE PUBLIC LIBRARY COMMITTEE

Members

Sue Curtin
Tara Edelman
Lindsay Howard
Laura Klein
Krysten Morganti
Sara Pacelle
Kathleen Reidy
Mary-Wren vanderWilden

The Library Committee is appointed by the Select Board. Committee members serve for staggered three-year terms and work with the Library Director to help maintain the Library's financial stability and well-being, provide short-term and long-range planning support, support policy development and update existing policies, as needed. The Library Committee also works to enhance patrons' experience using the Library, consider and implement new technologies to enhance services, and facilitate the work of the Library staff. The Committee promotes the Library's leadership in organizing active programming for all ages and supports community sustainability efforts through education and organizational practice.

Director

In spring of 2021, Caroline Nie stepped in as Acting Director, providing steady direction as the Library staff prepared for re-opening to public browsing and ongoing work with the expansion project. Caroline's leadership was exemplary during this busy year and we are so grateful for her service. In December, we welcomed Emily Smith as the new permanent Library Director. Her enthusiasm and expertise promise an exciting era at the Concord Free Public Library.

Reopening

The Library Committee was glad to support Caroline Nie and Library staff through the process of re-opening the buildings in May after months of being closed to the public. Despite the many necessary adjustments due to coronavirus risks, the Concord community returned to public browsing and on-site library programming with great relish.

Expansion/Construction

As the Library expansion project reaches its conclusion, we have been proud to collaborate with the Corporation and Library staff through this tremendous effort. It has been such an exciting time to participate in discussions about the new spaces created, and how they will allow the Library to serve its patrons more fully through expanded resources and programming options.

Administrative Code

This past year, the Library Committee revised and updated the administrative code agreement with the Town. One change created a new Associate Member role, which will allow us to include a more diverse range of voices beyond our seven-member committee and fill unexpected vacancies quickly and efficiently. Our first Associate Member joined the Committee in the fall.

Sustainability Initiative

Member Lindsay Howard represented the Committee as she participated in the sustainability study spearheaded by the Library Corporation, in conjunction with GreenerU. With the study complete, work now turns to implementing the plan developed through that effort. More information about the sustainability plan can be found at the CFPL and Library Corporation websites.

Envision Concord

In the fall, the Committee examined the Library's role as a historical and cultural center of Concord through discussion about Envision Concord 2030 and the Town's long-range plan. We identified key ways in which the Library can help the Town reach long-term goals, particularly by strengthening connections to other Concord entities such as schools, museums, and businesses, and by designing programs that will bring patrons of different ages and cultural groups together.

Library Policies

In our role as an advisory board to the Library Director, we discussed revisions to Library policies regarding social media offerings, safe child guidelines, and library cards. We intend to revisit more of the Library's policies over the coming year to ensure they reflect current best practice and support the mission of the Library in service to the community.

In early 2021, Pat Nelson stepped down from her role on the Library Committee. We extend our deepest gratitude to Pat for her work with us and her commitment to the Library and the Town.

We are grateful to the Library Corporation for continuing to participate in our monthly meetings through a Trustee representative. This collaboration between the Corporation and Committee ensures that the Library is best positioned to meet the needs of our community, which was especially important throughout the expansion project this year. They are welcome guests and valued partners.

We are also grateful to the community members, observers, and speakers who have attended our meetings this year to ensure that the Library continues to meet the needs of our patrons and our Town. Open meetings are held on the third Tuesday of the month at 7:00 by Zoom or in the Trustees Room at the Main Library when possible. We welcome and encourage interested members of the community to attend.

CONCORD FREE PUBLIC LIBRARY ADMINISTRATION

Caroline Nie, Acting Library Director
(April 5 2021 – December 12, 2021)

The Concord Free Public Library's mission is to inspire lifelong learning and to actively promote personal enrichment by connecting community members to information, ideas, culture, unique historical resources, and each other in a tradition of innovation and excellence.

2021 was arguably one of the most unusual years in the Library's history. We entered the second year of the COVID-19 pandemic. Despite all the challenges, the Library staff accomplished a great deal, with the strong support from the Library Corporation, the Friends of the Library, the Library Committee, and the Town. Throughout the year, the Library

continued to provide quality services to Town residents and Library patrons with dedication and determination.

The Library opened briefly for in-house browsing between late September and mid-December 2020. We closed again to the public in late December 2020 due to rising COVID-19 cases in Concord and surrounding communities. Staff continued to work on site to provide curbside pickup service and complementary printouts, fill 3D printing and interlibrary loan requests, respond to research and reference questions, update library collections, and add new print and audiovisual materials to the collection. The Library continued to expand streaming and downloadable content, publish weekly e-newsletter, and offer ongoing and special programs on Zoom for all age groups, among many other tasks.

During the closure (December 14, 2020 – May 18, 2021), planning for a safe and phased reopening was a top priority for the Library. One of the biggest challenges was staffing shortages as a significant number of positions became vacant during the pandemic. Nonetheless, our staff responded to the challenges with great resilience and adaptability, and developed a phased reopening plan.

On May 19, 2021, the Concord Free Public Library reopened for browsing and other in-person services. On the opening day, staff and volunteers warmly welcomed our eager patrons back to the Library. We had 1,499 checkouts on the opening day, twice as many as on a regular day, setting a new record. From May 19 – May 28, volunteers from the Friends of the Library, Library Committee, and the Library Corporation's Development Office helped us station a Greeter Desk in the Main Library vestibule to ensure that all patrons wear face masks, complete the required contact tracing forms, and sanitize their hands at the door. The Library staff was extremely grateful to the volunteers for their tremendous help with providing this essential service.

In June, the Library reopened public seating, meeting rooms, and limited public computers for patrons to access. On September 7, the Main Library and the Fowler Branch began to offer expanded weekday hours and resumed Saturday hours after

three full-time Library Assistant positions and several part-time Library Assistant and Page vacancies were filled.

In October, the Library hosted a successful Halloween Open House in the newly constructed Children's Library and Garden to give the community a sneak peek of the future Children's Library. The event attracted over 400 enthusiastic children and adults.

In addition to the above accomplishments, the following are highlights from each department of the Library:

Curbside Services

From July 1, 2020 – May 19, 2021, the Circulation Department and the Fowler Branch staff fulfilled 24,751 curbside pickup reservations. Over forty communities gained access to our Library's collections. During the year, the Library provided 144,384 interlibrary loans, a 142% increase over the last fiscal year. All the Circulation staff continued to sharpen their reader's advisory skills including constant and thoughtful preparation of selections for patrons, specifically during times when collections were not browsable.

Children's Services

Children's Services offered 357 programs with 8,447 attendees. They gave away 2,741 Take & Make Craft Kits, including some very special Gingerbread House Kits which were generously donated by the Library Corporation. In addition, thanks to the generosity of the Library Corporation, the Children's Services purchased and installed two tents in the Sudbury Road Garden and started a robust schedule of daily outdoor programs under the tents in the fresh air. Children and adults responded enthusiastically. The Summer Reading Program was a great success. The Library continued to bring the community together for fun and learning with 444 young readers finishing 3,223 books. The Library Corporation helped fund the Children's craft programs and gift cards for weekly raffles. The Friends of the Library provided immense financial support for many successful programs, such as Pet Treats with Mandy Roberge, a comic workshop with L-J-Baptisite, a puppet series with Through Me to You Puppetry, Animal World

Experience, Buttonwood Park Zoo, music concerts with Ed Morgan and Rockabye Beats. Altogether 783 people attended these special summer programs. Children's Services sought ways to foster collaboration with the schools and various cultural organizations. Staff worked with Crossroads - a student organization created by Concord Carlisle High School students to offer monthly story and craft programs that focus on cultural, social, and diverse topics. Throughout the summer, Children's staff offered nine programs per week for the Concord Recreation Camps campers, reaching over 1,400 children by the summer's end. Staff held monthly storytimes and animal visits with Nature Connection, collaborated with Beede Center to offer monthly storytimes and free swim, and worked with COAR (Communities Organizing Against Racism) on a StoryWalk. In October, both the Main Library and the Fowler Branch hosted the 6th Annual Scarecrow Festival with 18 local organizations participated in the Festival. Children's Services collaborated with the Concord Public Schools and invited local author Alan Lightman to talk via Zoom with the 2nd grade students about his book, *Ada and the Galaxies*. The event reached 253 students. In late 2021, Children's Services staff started to plan and prepare for the move to the new Children's Library in the new addition.

Fowler Branch Library

Staff enthusiastically worked to create inviting spaces and new modes of serving West Concord. With support from the Library Corporation, Fowler has transformed its backyard into a welcoming space for programs and class visits, and improved the Seed Lending Library garden layout. Inside, staff set up and maintained a drop-in crafting table, a chess board, and an expanded community corner that now includes a Spice Drive for the Open Table food pantry. In response to COVID-19 safety protocols, staff at the Fowler Branch offered 204 virtual programs with 2,707 participants and 161 in-person/outdoor programs with 2,794 participants. Staff also provided 3,349 kits with 62 different take-home activities, including monthly kits created by the West Concord Green Thumbs and kits distributed in collaboration with the Council on Aging. The Fowler Branch expanded its community presence, programming, and outreach through additional partnerships with the West

Concord Union Church, Codman Community Farms, the Natural Resources Division, the Concord Land Trust, the Concord Family Network, the Concord Carlisle Chess Society, Concord Carousel, and local residents. Working with the West Concord business community, the Fowler Branch participated in Spring into West Concord Junction in May and Discover West Concord Day in October, as well as the Concord Visitor Center's first annual Chanukah Menorah Lighting in December. In June, Fowler staff also worked with Communities Organizing Against Racism (COAR) and Concord Carlisle Human Rights Council for June Journeys, and hosted posters created by Concord Middle School 8th graders. In November, ART for ALL displayed their Fantastic Faces community art show at Fowler.

Adult Services

The Reference Department dedicated much of the year to updating parts of the Main Library's fiction and non-fiction collections. Staff also began revising the Library's Collection Development policy. The Interlibrary loan service saw increased usage in the past year, and the Reference Department staff continued to provide magazine articles to patrons through Library subscribed electronic resources and Boston Public Library's service. Staff provided technological assistance with electronic resources, including Foundation Directory Online, Ancestry, Consumer Reports, as well as Overdrive, Libby, Kanopy and Hoopla streaming and downloadable platforms. The Reference Department continued the monthly Cookbook Club and Tuesday Book Discussion Groups virtually, assisted the Friends of the Library with adult programs on Zoom, including the weekly Thursday Morning Meditation series, monthly Author Talk series and quarterly Virtual Films at the Fowler, and Virtual Poetry at the Library series. The Reference Department also hosted a popular six-week Genealogy Series, and a talk about the 400th anniversary of the Mayflower sailing, both funded by the Friends of the Library. The Reference Department created and maintained the new website for the 2021 Concord Festival of Authors and participated in the Festival planning committee. A Staff Librarian from the Reference Department, representing the Library staff, joined the Library Corporation's Sustainability Planning

Committee in developing a Library Sustainability Plan with consultants from GreenerU. The Library Corporation's Sustainability Plan, completed in 2021, was the first plan of its kind in the Minuteman Library Network. The Library also partnered with the Town Sustainability Department, the Light Plant, and other organizations to provide programming and film talks in support of Climate Prep Week. The Library also received a grant from the American Library Association for climate change programs.

Special Collections

Special Collections saw a gradual increase in on-site research visits and phone/email reference interactions since the Library reopened in May, especially over the summer months. Between July and December, despite intermittent closures due to construction, Special Collections served nearly 400 researchers on-site, and answered over 300 online/phone reference questions. Staff and interns processed the papers of David Little and the Sam and Jane Alexander Civil Rights Collection. Special Collections received nine separate donations, including sermons, lectures, and papers of Rev. Benjamin Reynolds Bulkeley, twelfth minister of the First Parish from 1882-1893, and additional papers and records of the Damon family and the Damon Mill. Special Collections also contributed archival and printed materials to the Concord Museum's summer/fall exhibit, *Every Path Laid Open: Women of Concord and the Quest for Equality*. Skylight Studios completed their work of cleaning and restoration of the Library's art collection, plaster statuary over the summer. Special Collections staff contributed weekly articles to the Library newsletter/social media platforms, and the curator contributed articles to the fall and winter issue of *Discover Concord*. During the late summer and fall, Special Collections staff presented to the Thoreau Society's 80th Annual Gathering, the Concord Council on Aging, the First Parish in Concord's Transcendentalism Council, and to the Friends of the Carlisle Gleason Public Library. In October, Special Collections staff also participated in the Concord Festival of Authors, and interviewed Professor Robert Gross about his new book, *The Transcendentalist and their World*. In December, Special Collections collaborated with the 92nd Street Y to present a multi-episode virtual

CONCORD FREE PUBLIC LIBRARY CORPORATION

presentation on Robert Gross's work and his new book. Concord Stories from Special Collections, a virtual series launched in fall 2020 that highlights the rich holdings of Special Collections through stories about Concord's people and places, added an episode highlighting the work of historian John Hanson and the history of headstones in local graveyards and the many epitaphs carved by Ithamar Spauldin of Concord. After a year of hard work, Special Collections created a new digital presence powered by Omeka to showcase its valuable art collections. Visit <https://sc.concordlibrary.org> for A Perpetual Invitation - Art In the Concord Free Public Library.

Technology and Technical Services

Despite significantly impacted by staffing shortages, the department managed to order, catalog and add 9,533 new books and audiovisual materials to the Library collections in the past fiscal year. Thank you to the Library Corporation and the Friends of the Library for funding 50% of the Library's new print and non-print materials each year. The department also coordinated the Library's effort to migrate to Assabet Interactive's online Room Reservation, Museum Pass Reservation and Event Calendar modules and implemented Niche Academy, an online tutorial tool.

Farewell and Welcome

We bid farewell to Robin Demas, Circulation Department Supervisor and Pat Pluskal, Fowler Branch Librarian, who retired after having worked for the Library for a combined six decades. We wish them both a long and joyous retirement. In early April, 2021, former Library Director Kerry Cronin resigned. We wish her well in her future endeavors. In May 2021, we were welcomed Daniel Barbour as the new Circulation Department Supervisor. On December 13, 2021, our new and permanent Library Director Emily Smith joined us from Cary Memorial Library of Lexington (MA).

The Library would like to thank the entire Library staff who once again performed extraordinary work under the challenging circumstances. The Library also wants to express gratitude and appreciation to the Library Committee, Library Corporation, and the Friends of the Library whose generous contributions make the success of the Concord Free Public Library possible each year.

Sherry F. Litwick, President
O. Mario Favorito, Vice President
Richard D. Briggs, Jr., Treasurer
Pamela Gannon, Clerk
Jeffrey W. Adams
Cristina Coletta Blau
John W. Boynton IV
Diana W. Clymer
Theodore Hanselman
Erika Prael



*Concord Free Public Library Corporation Board Members.
Left to Right Top row to bottom - Pam Gannon, John Boynton,
Ted Hanselman, Di Clymer, Jeff Adams, Erika Prael, Rick Briggs,
Sherry Litwick, Cristina Blau*

The Concord Free Public Library Corporation is a Massachusetts charitable corporation created by the Massachusetts Legislature in 1873 for the purpose of forming and maintaining a public library in Concord, which it undertakes to do in collaboration with the Town and the Library Committee. For more information on how the Library works, go to the Library's website: <https://concordlibrary.org/about/how-we-work>

The primary responsibility of the Library Corporation is to preserve, maintain, protect, improve, and enhance the buildings and grounds of the Main Library in Concord Center and the Fowler Branch in West Concord as well as to preserve, protect, develop, interpret, and share its Special

Collections. In FY 2020-2021 the Corporation contributed over \$600,000 to the Library, including more than \$114,000 to supplement the Town Budget for library books and materials. The majority of these funds come from the Annual Fund and income from the Corporation's Endowment. Funding for large projects, such as a major expansion, are raised through a capital campaign.

Long-time Trustee, Mario Favorito, retired from the Board last year. Mario served for over 25 years, including as Treasurer, Vice President, and Member of the Special Collections and Finance Committees. His legal expertise and passion for the Library were invaluable throughout his tenure. As Trustee Emeritus, he continues to advise on many Corporation initiatives.

We welcomed new Trustee, Theodore Hanselman. Ted's legal expertise will provide important support for a wide variety of Corporation activities. Ted grew up in West Concord and currently lives there with his family.

One of the most significant activities for the Library Corporation has been the Library Expansion project. The additional and newly-envisioned spaces will expand services and programs to meet the current and future needs of the community as reflected in the Library's long-range plan, including enhancements and improvements in children's and teen services, technology, sustainability, Special Collections, and new spaces for community meetings, collaborative work, programs, and social gathering. Eight years ago, we reported that the Corporation purchased the historic Heywood-Benjamin house next door to the Main Library at 151 Main Street. After breaking ground in October 2020, we were on-target to complete the project at the end of 2021, but have experienced some delays for furniture and bookshelves due to supply-chain issues related to the coronavirus pandemic. However, thanks to the flexibility and creativity of the staff, we have been able to invite the public to start using some of the new spaces, including the new Children's Library and Commons. As a result of the Building Committee's careful management, the project remains on-budget. For updates on the project, see <https://cfplcorp.org>

We have raised over \$12,000,000 toward the final \$12,200,000 campaign goal. This includes Town contributions of \$500,000 from Community Preservation Act for accessibility in a historic building as well as \$550,000 for FFE's (furniture, fixtures, equipment) and \$150,000 for energy efficient systems from the Town's capital budget as voted at Town Meetings in 2018 and 2019. The support of more than 1200 donors shows wide-spread community support and excitement for the project. Campaign updates are available on the Library Corporation website: <https://cfplcorp.org/campaign/>

While the Corporation is responsible for raising the funds for the project through donations and grants, we continued to work closely with Town officials and managers on costs to the Town, including utilities and staff needs. To support the Town's 2030 Zero Net Energy goal, we engaged the consultant GreenerU to help us create a comprehensive sustainability plan for the Library. An Implementation Committee has been formed to begin to work on the initiatives.

View the 10-year Sustainability Plan on the Library website: <https://concordlibrary.org/news-events/library-news/the-library-corporations-sustainability-plan>

The William Munroe Special Collections continues to be an outstanding resource not only for the community but also for researchers from around the world. Highlights of Special Collections activities include completing a strategic plan, hosting an event for Professor Robert A. Gross to celebrate the publication of his long-awaited book *The Transcendentalists and Their World*, the virtual series: *Concord Stories* <https://concordlibrary.org/special-collections/concord-stories-from-special-collections>, and a new quarterly feature in the magazine *Discover Concord* called "Stories from Special Collections." To learn more about Special Collections, go to: <http://www.concordlibrary.org/scollect/scoll.html>

As Trustees of the Williams Scholarship Fund, made possible by a bequest from Charles H. S. Williams, we continue to award grants to several college students pursuing studies in the arts. This year's

recipients included continuing scholarships for Rebecca Pasley (Music) and new scholarships for Laurel Sharkan (Music) and Kincaid DeBell (Visual Arts) as well as Honorable Mention to True Becker (Music) and Alex Krussel (Visual Arts). Unfortunately, we could not hold our annual salon to highlight and celebrate the talents of these scholars again this year due to the pandemic. But, we look forward to renewing this wonderful event as soon as it is safe to do so.

Thankfully, we were able to start using the Library in person again this past year. Many people expressed that they realized how much the Library means to them when they couldn't physically be there. Others expressed gratitude for the multitude of on-line services. We have learned the importance of being flexible and in the future, we will be prepared to offer in-person, virtual, and hybrid programs and exhibits. We also learned the importance of outdoor spaces, and the Library expansion will offer new opportunities to gather together safely outdoors, including in the wonderful Children's Garden. The Library endures as an important cultural resource always open and free to all.

THE FRIENDS OF THE CONCORD FREE PUBLIC LIBRARY

The Friends of the Concord Free Public Library is a nonprofit, charitable 501(c)(3) organization that supports the library and promotes its vital role in our community. As a supporter of our library in any way that you partake - be it in checking out books, attending a program, or sitting on our lawn - you are what define the Friends of the Library. You are a Friend and we thank you for your partnership.

We are thrilled with our supportive and collaborative community in coming together over this past year in small gatherings at the tables on the library lawn; supporting our efforts by donating books both in our partner bins and in person at the Main library; offering countless hours of volunteer time for our library sale and many

program offerings; and by supporting our efforts in September with the largest book sale by revenue at over \$30,000 raised, money which in turn will go back to the library for further programming. As we look towards the coming year, collaboration with the Library Corporation and Staff as well as community partners will bring many new opportunities in the expanded Main Library space at 151 Main Street.

Reflecting upon this last year, our highlights include:

- Our Virtual Films at Fowler series has been a resounding success, running year round
- with access to 24x7 streaming movies from Kanopy, free with your library card
- Ongoing Poetry Series, still available via Zoom, featuring a diversity of established and emerging poets for those both near and far
- Ongoing Authors Series, bringing recently published and renowned authors to Concord patrons
- Music, including collaboration with the Concord Chamber Music Society
- A record-breaking and in person Book Sale on the Library lawn in September
- Another successful Concord Festival of Authors, chaired by the Friends and co-hosted with partner organizations in Concord
- As part of our continued commitment to the condemnation of racism in all forms, our partnership with Concord-Carlisle Adult & Community Education continues with the "Can We Talk" Series
- Ongoing programming via the library staff, sponsored by the Friends

Our gifts and programs are funded through the generosity of our members, sales of donated books, and sales of Historic Concord and the Lexington Fight, a book published by the Friends by Allan French that was updated by Leslie Perrin Wilson, former curator in the Special Collections Department.

To learn more, or to join the Friends, please pick up a brochure at the Library or visit us online at <http://www.cfplfriends.org/>
E-mail us at friends@concordlibrary.org

RECREATION COMMISSION

Casey Atkins (chair)
Jennifer Lutz
James Howard
Peter Funkhouser
Paul Boehm

The Recreation Commission is a Town Manager appointed, volunteer Committee of Concord residents that support the Recreation Department by providing advice and guidance on topics relevant to the town's recreational pursuits. This year, the Commission played a critical role in supporting the Department as it navigated a variety of opportunities and challenges.

Recognition of Service

Paul Grasso's term as a Commission member expired at the 2021 Town Meeting. Paul served on the Recreation Commission for an impressive 6 years often while also serving on other Town Committees including the Community Preservation Committee. Paul provided the Commission with invaluable input that propelled and strengthened the Recreation Department's operations. We thank Paul for his service to the Concord community.

New Initiatives

The Recreation Commission, in collaboration with the Recreation Department, has begun the process of developing a new Recreation Facilities Strategic Plan. The Department's last strategic plan was published in 2014, now 7 years old. During the 2021 calendar year, a subcommittee was formed to work with the Recreation Department staff to develop a scope of work. With that outline in place, the Recreation Department applied to the Community Preservation Committee for the hiring of a consultant to oversee and develop a new Recreation Facilities Strategic Plan. That application was submitted to the Community Preservation Committee by the Recreation Department and is under review for the 2022 funding cycle. If approved, a consultant will be hired to support the process and will begin in earnest in the spring of 2022.

New Leadership

Anna McKeown was hired as the new Recreation Director in February of 2021. Originally joining the Concord team in 2016 as the Assistant Director of Recreation, Anna has established herself not only as a competent professional, but as an essential leader within the Recreation team. She cares deeply about inclusive Recreation programs and facilities and works hard to ensure that programs and staffing choices promote a true sense of team and community.

Adam Lapointe was hired in November of 2021 as the Recreation Department's new Assistant Director of Recreation. Adam's work experience varies from public and private recreation ranging from YMCA's in Boston and Hartford, to his recent role as the Recreation Program Coordinator for the Town of Westborough, MA. He has a significant amount of experience in positive youth development programming, management of parks and recreation facilities, physical plant management, and budget oversight.

Awards

Since 1985, the Maureen Taggart Community Service Award has been presented annually to a high school student, public or private, who is a resident of Concord or Carlisle that has demonstrated a loving and giving spirit through voluntary service in the community. Maureen Taggart was a dedicated Concord Recreation Department employee for many years. She was passionate about giving back to the local community and volunteered frequently.

The 2021 Maureen Taggart Community Service Award was presented to Thomas Grehan. Thomas has completed more than 100 hours of service for organizations such as The Council on Aging, Holy Family Parish and Concord Recreation, just to name a few. He is a three-sport athlete that still found time to foster growth in younger athletes. He has shown through his time and effort that his community is an important part of his life and he is willing to give back to it. Thomas attends college now at Johns Hopkins University where he is playing football and studying pre-med.

The main feature of this award is that the recipient has the privilege of designating a deserving

organization to receive a financial grant in Maureen's name. Thomas has chosen Open Table as this year's organization. Open Table's mission is to, "address hunger in our local community by providing healthy food in a welcoming environment that respects the dignity and diversity of those served."

Congratulations, Thomas!

Community Support

A large thank you to our community sponsors and supporters that join in assuring our events, programs and initiatives continued to thrive in 2021. Concord-Carlisle Community Chest and the Alcott School Turkey Trot all provided funding towards scholarship programs. Additionally, the Recreation Commission and Recreation Department would like to thank other Town Departments and Committees (Facilities, Public Works, Fire, Police, Town Manager's Office, Finance, etc.) that have supported our operation this year.

RECREATION DEPARTMENT

The Concord Recreation Department is a leader in providing activities that enhance personal development, promote healthy life styles, and encourage community involvement. The Department stood true to its mission this year, proudly supporting, and promoting community through wellness and play. As a dedicated group of professionals, we strive to promote lasting experiences, while creating fun, unique, inclusive opportunities in excellent facilities. Concord Recreation is a self-supporting operation that strives to keep pace with a growing community to deliver the highest quality customer focused programs, events, and services.

Concord Recreation is proud to offer the community a variety of services ranging from the Carousel Preschool, before/after school elementary school care, summer camp, youth sports, adult sports, special events, and more. Additionally, the Department oversees the management of Town playing field/court permits, White Pond Beach, and the outdoor pool at Emerson Park.



The Recreation Department has successfully transitioned back to normal operations in 2021 after dramatic program interruptions in 2020. With guidance from the MA Department of Public Health and Concord's Board of Health and Town Manager's Office, the Recreation Department worked diligently to bring back a variety of programs including youth basketball, musical theater, road races, cooking classes and more.

Recreation Department Highlights: 2021

- In January, Concord Recreation continued to offer Remote Learning at Ripley, which gave a childcare option for Town of Concord Municipal and Public School Employees. We were able to offer this program for 9 children.
- In February 2021, the Town of Concord promoted Anna McKeown to the title of Recreation Director. Originally joining the Concord team in 2016 as the Assistant Director of Recreation, Anna has established herself not only as a competent professional, but as an essential leader within the Recreation team. She cares deeply about inclusive Recreation programs and facilities and works hard to ensure that programs and staffing choices promote a true sense of team and community. She has decades of experience in the field, both in the public and private sectors, and has received numerous awards from regional and national agencies relative to her skill and work in the field. Anna recognizes that the Recreation field and the professionals within it have the unique ability to offer experiences



that cultivate life changing variables and she is eager to lead the Concord team forward. Anna holds a bachelor's degree in Recreation Management and Policy: Therapeutic Recreation, a minor in Outdoor Education, and a Masters' in Recreation Management and Policy: Therapeutic Recreation Administration all from the University of New Hampshire. Anna is a Certified Therapeutic Recreation Specialist with a specialization in Community Inclusion Services.

- In March, Concord pivoted our very successful Shamrock Ball into a "Shamrock Ball in a Box". We had 60 participants, we hope to bring the event back in person in 2022.
- Concord Recreation successfully hosted another celebration of spring by passing out easter eggs at our annual Egg-Stravaganza. This year's event was a drive-thru format that welcomed over 100 vehicles.
- In May, Concord Recreation offered our first Virtual Fishing Derby, which was a great success. Participants emailed a photo to the recreation department and were given prizes based on the size of the fish.
- The Recreation Department facilitated a very successful summer camp program supporting over 1300 campers.
- The Recreation Department was a proud recipient of a Concord-Carlisle Community Chest grant to provide financial assistance to those in need of support to attend summer camp. The Department continues to be grateful for the financial support offered by the Chest.
- Supported the transition of the Visitor Center and Tourism Manager's transition to the

Planning Department.

- The Concord Recreation Childcare Programs were awarded \$161,000 from the American Rescue Plan Act (ARPA) Child Care Stabilization funds aimed at providing economic relief to childcare programs impacted by the COVID-19 pandemic across the country. The Department of Early Education and Care (EEC) distributes the funds that will be used to support early education and care providers' day-to-day operational and workforce costs.
- The Recreation Department wants to thank the Public Works Department for the beautiful renovation of the Emerson Playground. A new, accessible surface was installed making the space truly inclusive. The Recreation Department uses the playground for camp and afterschool programs, year-round.
- Adam Lapointe was hired in November of 2021 as the Recreation Department's new Assistant Director of Recreation. Adam received a bachelor's degree in Youth Development from Springfield College, and recently earned his Masters' in Public Administration from Framingham State University. Adam's work experience varies from public and private recreation ranging from YMCAs in Boston and Hartford, to his recent role as the Recreation Program Coordinator for the Town of Westborough, MA. He has a significant amount of experience in positive youth development programming, management of parks and recreation facilities, physical plant management, and budget oversight.
- Successfully ran the Town's Holiday Parade and Tree Lighting event after taking a year off due to COVID-19.

Employee Updates

The Recreation Department's dedicated 200+ employees remain responsible for the continued growth and success of the Department. There were a variety of staffing additions in 2021 including the hiring of Anna McKeown as the new Recreation Director in February of 2021.

Ann Boudrot joined the Recreation team in September of 2021 to serve as the new Aquatics Program Manager at the Beede Swim and Fitness Center.

Meggi Johnstone joined the Recreation team in September of 2021 as the Recreation Clerk for the Hunt Recreation Center.

Nathalie McCarthy joined the Recreation Team in September of 2021 as the Recreation Clerk for the Beede Center Swim and Fitness Center.

Adam Lapointe joined the Recreation Department in November of 2021 as the new Assistant Director of Recreation.

BEEDE SWIM & FITNESS CENTER

The Beede Swim & Fitness Center, located on the campus of the Concord-Carlisle Regional High School, hosts an 8-lane lap pool, a therapy pool, a children's pool, a diving well, and pool-side spectator seating. There are two 1,600-square-foot fitness rooms; one for weight training and one for cardiovascular exercise. In addition, the facility includes men's and women's locker/shower rooms, family changing rooms, and staff office space. The facility is open approximately 100 hours each week throughout the year welcoming an average of 250 members per day. The Beede Center strives to balance the recreational needs of the community with its obligation to be financially self-supporting.

The Beede Center has successfully transitioned back to normal operations in 2021 after dramatic program interruptions in 2020. With guidance from the MA Department of Public Health, Concord's Board of Health, and the Town Manager's Office, the Beede Center has worked diligently to bring back a variety of programs including more personal training, Otters Swim team, pool rentals, birthday parties, special events and more.

Membership

The Beede Center's varied membership plans offer unlimited access to state-of-the-art aquatic and fitness facilities. Annual, 3-month and 10-visit options let users create the perfect membership to fit

their individual or family needs. Additionally, members receive up to a 40% discount on aquatics and fitness programs, year-round. As of December 31, 2021, the Beede Center has 738 monthly recurring, along with 717 active short term memberships.

Employees

As noted in the Concord Recreation Annual Report, the Beede Swim and Fitness Center welcomed two new full time employees in 2021, Ann Boudrot and Nathalie McCarthy.

Additionally, the Beede Center has welcomed 2 new personal trainers; Lori Seymour and Steve Maguire.

Lori Seymour is a 6-year veteran of Concord Recreation and works as a group exercise instructor and is a one-on-one instructor for private tutorials. This summer she joined the Beede Center, allowing members to benefit from her one-on-one fitness expertise.

Our other new personal trainer is Steve Hoadley who joins the Beede Center with an extensive history in cycling, running, open-water swimming and triathlons. Steve helps his clients through strength training, flexibility and functional movement.

Beede Swim and Fitness Center Highlights 2021:

- Beede completed a Member Fitness Challenge where 126 members completed the challenge.
- The Beede Center successfully offered some Water Fitness pop up classes held during the February school vacation week.
- The Beede Center entered into a branding partnership with SwimOutlet.com for future uniform purchases which gives them premier pricing.
- In April, the Beede Center celebrated its 15th anniversary with some great giveaways and also offered special events during the celebration.
- In May, the Beede Center hosted a successful Friday Family Fun Night, hosting 25 families.
- The Beede Center restarted outdoor fitness programs under the patio tent. The first class offered was Gentle Flow Yoga.
- The Beede Center facilitated swim lessons at White Pond for over 40 children.



Facility Updates

Annually, the Beede Center undergoes one week of focused facility upgrades and improvements. In 2021, the Center replaced locker room drywall, installed new braille signage at all doors, drained and cleaned the children's and therapy pool, shocked the lap pool and dive well, and installed some PVC walling in both locker rooms. The Beede Center would like to thank the Facilities team for their continued support and expertise in making these renovation needs a reality.

- The Beede Center offered its first Scuba Diving Class for over a dozen participants. This vendor run class was one of a handful of new classes being facilitated by independent contractors, a new programming approach for Beede.
- The Beede Center hosted its first road race, the Sleepy Hollow 5K and fun Run in October. The event attracted nearly 200 runners of varying ages and abilities for a festive run throughout Town.
- The Center also hosted its annual Trunk OR Treat event in October. This free event welcomes participants to decorate their vehicle/tailgate and pass out candy to kids walking with family from car to car.
- The Beede Center offered Veteran's a no joining fee promo for the month of November. Additionally, new personal training clients were offered a 15% discount and current personal training clients were offered a 10% discount. We welcomed 11 new clients in thanks to the new client promo.
- The Aquatics Program Manager facilitated the Beede Center's first vacation week program with 45 kids participating. The program ran December 27-30 and included opportunities for kids to swim, craft and play.

PICNIC-IN-THE-PARK

Doug Ellis – Chair, Fund Raising
Peter Gilman – Booths
Johanna Ellis – Secretary
George Herbolsheimer – Treasurer
Maynard Forbes - Master of Ceremonies
Karen Ahearn – Entertainment
Jennifer Hatfield – Publicity
Anne Edgar – Hot Air Balloon
Michael Rudd – PA System, Posters

Once again, the 2021 July 4th celebration was canceled due to COVID-19.

The Committee is very excited to resume Picnic-in-the-Park in 2022 and look forward to a beautiful day and all the traditional attractions. We have commitments from most of our entertainment so barring more COVID surprises and Mother Nature we'll see you on July 4th!

The Committee encourages Concord citizens to support this annual event with financial contributions and volunteer efforts both behind the scenes or on the event day, on the committee or during the day.

Visit us on Facebook at <https://www.facebook.com/PicnicintheParkConcordMa/> for more information.



CONCORD-NANAE NETWORK JAPANESE SISTER CITY RELATIONSHIP

John Cratsley
Susan Harris Curtin
Holly Cratsley
Nancy McJennett
Jim Terry
Junko Kargula
John Kulman
Lee Flight
Bev Gauthier
Dick Gauthier
Jack Nevison
Court Booth
Heather Bout
Leslie Burnard
Daisuke Matsukura

Due to the continuing spread of covid, our committee was unable to arrange any exchange visits between Concord and Nanae, Japan. Vaccinations were begun in both locations but restrictions due to covid prevented actual visits. Exchanges of videos were made however, and emails kept up the exchange of information between the two towns.

The Concord-Nanae Network (CNN) subcommittee interviewed candidates interested in working in Nanae in 2022 as a CIR who will work in the international section of the Nanae town government. Jack McCarthy, a graduate of CCHS and college was chosen, but he has not been able to get to Japan due to Japan's closure based on COVID-19. We hope Jack will be able to travel to Japan this year.

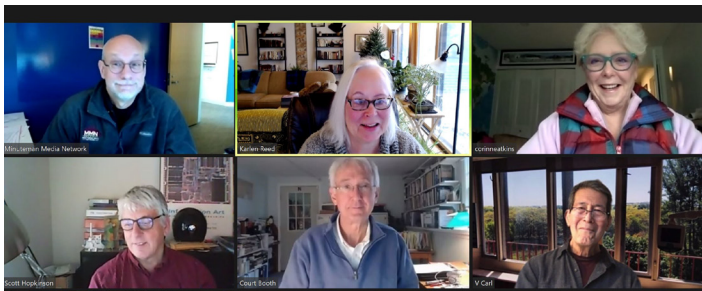
A fundraiser sake tasting evening was organized for 2021 but was postponed due to COVID-19. It is hoped that this evening will occur in 2022 instead. Conversations occurred at CCHS discussing how to strengthen the relationship with Nanae's sister high school. Other conversations have opened an email relationship between the Willard School and Nanae's elementary schools.

Due to COVID-19, the CNN Committee is postponing its 25th Year Anniversary of this important relationship until 2023. Hope springs eternal.

PEG ACCESS ADVISORY COMMITTEE

Karlen Reed, Chair
Vince Carlson, Clerk
Scott Hopkinson
Cory Atkins

Court Booth, School Committee Representative
Henry Dane, Concord Select Board Liaison
Erin Stevens, PAAC/MMN Liaison
Mark Pauley, MMN Interim Station Manager
Tim Goddard, Carlisle Ex-Officio Member
Carole Cushing, Concord Council on Aging Liaison



Left to Right Top: Mark Pauley (MMN), Karlen Reed (chair), Cory Atkins, Scott Hopkinson, Court Booth, Vince Carlson (clerk)

MMN is the Town-run local public access cable TV studio and service which brings public, education, and government (PEG) local programming to Concord and Carlisle. See the related annual town report for Public Information and MMN for more details.

2021 PAAC Updates

2021 and COVID highlighted the value of MMN and PEG to the Concord and Carlisle communities. Town committee members provide valuable volunteer services which augment and enhance Town staff and elected officials' efforts. Town committees relied more heavily than ever on MMN to record and post Zoom-enabled committee meetings for their members' and the public's benefit. Committee clerks discovered their job taking minutes was much easier because they could rely on recorded videos, making note-taking less work and more accurate. Concord citizens found engagement with Town government easier because they could watch and participate in Town and

committee meetings from their living rooms. MMN posted the meeting videos online quickly, making committee research easier than waiting 30+ days for minutes to be approved. MMN created playlists for its YouTube channel organized by committee, making the search for a video relatively simple. Also, MMN's YouTube subscribership base rose above 790 subscribers by the end of 2021.

In 2021, the PAAC welcomed new member Cory Atkins, revised its charge to change its voting membership to five members, and presented the first PEG Access Program Awards. The PAAC also reviewed the MMN 2021 finances, supported the 2021 PEG Budget Warrant Article 25, adopted new 2021-22 goals, and supported the formation of a Fiber Broadband Completion Task Force (Article 41 at the 2021 Town Meeting), which includes a PAAC committee member representative, Scott Hopkinson. The PAAC also analyzed Comcast subscribership and complaint data, celebrated the third anniversary of the founding of MMN, and met with representatives from the Massachusetts Department of Telecommunications and Cable and with the Town's Comcast representative, Greg Franks.

2021 PEG Access Program Awards

At an August Select Board meeting, the PAAC presented its 2021 PEG Access Program Awards to over twenty groups and individuals from Concord and Carlisle for their public, education, and government (PEG) videos and contributions. Community-created public access TV videos are the heart and soul of local TV programming. The citizen-run PEG Access Advisory Committee created this award to recognize our local producers of top-quality videos that were created between March 2020 and April 2021 and aired through our local public access TV station, MMN. COVID-19 restrictions during this time on in-person meetings were pretty tough on all of us. Watching the meetings and programs on MMN's TV channels 8, 9, and 99, and on Concord's YouTube web site kept people entertained and informed on local matters.

The Plaque Honorees are:

- Town of Concord, Town of Carlisle,
- Concord Council on Aging, and Carlisle Council on Aging,
- Concord and the Concord-Carlisle Schools,
- CCHS Chorus – with Joseph Maar and Debbie Smith,
- Minute Man National Historical Park,
- Concord Days – with Tammy Rose and Stephen Smith,
- Concord Players,
- KRPW Local Look – with Peggy Wargelin and Stephan Bader,
- League of Women Voters – Concord-Carlisle, Village Art Room, and Frank Breen.

The honorees' names are inscribed on this recognition plaque that was hung on MMN's Wall of Honor, located inside the Concord-Carlisle High School at 500 Walden Street, Concord. A report of this presentation was included in the November 18, 2021, Concord Journal.

The PAAC also recognized the efforts by the MMN staff who worked hard to make sure the committee meetings, educational, historic, sports, artistic programs, and public events were preserved during the early COVID era. They are Erin Stevens (MMN Division Manager), Mark Pauley (Interim Station Manager), Phil Lupsiewicz, Isabelle Germino, and the Town's Zoom administrators: Chris Carmody and Jeremy Romanul.

MMN celebrated its third year of operations in October as the Town-run local television station. For more information, visit the PAAC web page: <https://concordma.gov/2012/PEG-Access-Advisory-Committee> or the MMN web page: minuteman.media

VETERANS' SERVICES

Dick Krug, Veterans Services Officer

The Veterans' Services program is mandated by Massachusetts General Law, Chapter 115 and is administered under State guidelines to provide information, advice and assistance regarding benefits to veterans and their families. Every city and town in the Commonwealth is required to have a benefits program for its resident veterans and their dependents, as well as a Veterans' Services Officer. The Veterans' Services Officer must be a war-era veteran and be available to provide assistance.

The Town is reimbursed by the State for 75% of benefits paid under this mandated program. With the support of the Commonwealth's House, Senate and Executive Office, Massachusetts is now recognized as having one of the most comprehensive veterans' programs in the nation.

The Office of Veterans' Services, currently located at 37 Knox Trail, advocates for and provides critical services to those who have served and their loved ones. Current benefits extend to "natural disasters" where benefits may apply to a loss resulting from a hurricane, blizzard or tornado. The Veterans' Service Officer will help Veterans complete their application for Chapter 115 benefits which offers a need-based program of financial and medical assistance for Veterans and their dependents. The mission of the Veterans' Services Officer has grown to encompass the full range of VA federal benefits, rehabilitation, employment and educational opportunities, military records, tax exemptions, housing and shelter assistance, annuities, funeral assistance and care and decoration of veterans' graves. Financial assistance to qualified veterans and their dependents is provided, in accordance with State and federal regulations.

Our veteran population in Concord has dropped dramatically from 2000 to 2021 however, Massachusetts has seen tens of thousands of new veterans.

Program Implementation

The Veterans' Services Officer responds to daily calls requesting information, advice and assistance. With so many veterans and their families facing profound challenges related to their service and the current economy due to the COVID-19 Pandemic, the Veterans' Services Officer has become more important than ever.

The Veterans' Services Officer often helps veterans obtain assistance from veterans' organizations as well as other local, State and federal organizations, such as Concord Community Services, Social Security, local food pantries and farmer markets. The Veterans' Services Officer also has been called upon to provide transportation to and from medical appointments for veterans when there is no other transportation available.

Currently there are five individuals receiving financial assistance for qualifying Chapter 115 benefits. This number changes annually as the veteran may have moved, gained employment, change of assets or passed away.

The Veterans' Services Officer has been networking with local civic groups, senior citizen groups and area veterans' organizations as well as families of service members currently deployed. He has assisted at veterans' funerals, worked with students and presenters at Veterans' Day and Memorial Day exercises, served as a guest speaker in some high school and elementary school classes as well as for Rotary Club of Concord, the Lions Club of Concord, Concord Deaconess, and Concord Park Assisted Living. The Office of Veterans' Services opened during the 2021 with the practice of mask wearing and social distancing.

For information or assistance on Veterans' Services please call 978-318-3038 or e-mail dkrug@concordma.gov. For information about services, events, and other veterans' organizations please visit Concord's web page at <https://www.concordma.gov/830/Veterans-Services>

REGISTRAR OF VETERANS GRAVES

Harold Nichols, Registrar

There were 49 interments of United States Veterans in Concord cemeteries in 2021. The names of the Veterans, their respective wars, date of burials, and place of burial are as follows:

<u>VETERAN'S NAME</u>	<u>PERIOD OF DUTY</u>	<u>INTERMENT DATE</u>	<u>CEMETERY</u>
Edgar F. Clark	Peacetime	January 4, 2021	Sleepy Hollow
George B. Johnson	Vietnam	January 7, 2021	Sleepy Hollow
Ralph Flannery	World War II	January 14, 2021	Sleepy Hollow
Thomas J. Farren	Korea	January 26, 2021	St. Bernard's
Michael J. McHugh	Korea	January 27, 2021	St. Bernard's
Edward A. Passus Sr. James	Vietnam	January 29, 2021	St. Bernard's
L. Dwyer	Peacetime	February 6, 2021	Sleepy Hollow
Margaret McNally	World War II	February 20, 2021	St. Bernard's
Jean P. Gosselin	Vietnam	March 5, 2021	Sleepy Hollow
Paul English	Peacetime	March 27, 2021	Sleepy Hollow
Willard G. Sylvester Ralph	World War II	March 29, 2021	St. Bernard's
F. Kilfoyle	Peacetime	April 10, 2021	St. Bernard's
Albert Kennedy	Korea	April 14, 2021	St. Bernard's
Peter F. Mueller Sr	Peacetime	April 15, 2021	St. Bernard's
Paul B. Monaghan	Vietnam	May 1, 2021	Sleepy Hollow
Russell S. Beede	Peacetime	May 23, 2021	Sleepy Hollow
Peter C. Mutty	Peacetime	June 4, 2021	Sleepy Hollow
Stanley J. Orpik	World War II	June 12, 2021	St. Bernard's
Conrad W. Tambor	Peacetime	June 12, 2021	Sleepy Hollow
Kurt G. Lifner	Vietnam	June 22, 2021	Sleepy Hollow
Avak Avakian	World War II	July 1, 2021	Sleepy Hollow
William A. Lawrence II	Peacetime	July 15, 2021	Sleepy Hollow
Robert Jacobs	Vietnam	July 16, 2021	St. Bernard's
Woodley L. Chapman	Peacetime	July 19, 2021	St. Bernard's
Joseph J. Cormier	World War II	July 21, 2021	Sleepy Hollow
Herbert Silver	World War II	July 25, 2021	Sleepy Hollow
Earl F. Bracker	Peacetime	July 31, 2021	Sleepy Hollow
David F. Brownell	Vietnam	August 5, 2021	Sleepy Hollow
Bruce G. Kidder	Peacetime	August 11, 2021	Sleepy Hollow
John R. Caggiano	Peacetime	August 14, 2021	Sleepy Hollow
Sean P. Fedele	Peacetime	August 14, 2021	Sleepy Hollow
Salvatore C. Silvio Jr. John	Korea	August 25, 2021	St. Bernard's
F. Jacobs	Peacetime	August 27, 2021	Sleepy Hollow
Joseph A. Busa	World War II	September 14, 2021	St. Bernard's
Bernard E Kelley	Vietnam	September 25, 2021	St. Bernard's
William E. Colleran Jr	Korea	September 29, 2021	St. Bernard's
Richard M. Mellnick	Peacetime	October 8, 2021	Sleepy Hollow
Richard W. Wheeler	World War II	October 9, 2021	Sleepy Hollow
Francis C. Millspaugh Jr.	World War II	October 10, 2021	Sleepy Hollow
Carl Girardin	Vietnam	October 16, 2021	St. Bernard's
Richard Hartz	Korea	October 17, 2021	Sleepy Hollow
Robert J. Hull	Vietnam	October 19, 2021	St. Bernard's
Ravmond F. Miller	Peacetime	October 20, 2021	St. Bernard's
David Burke	Vietnam	October 27, 2021	St. Bernard's
Stephen F. Honan	Korea	October 22, 2021	Sleepy Hollow
John Tobi	Vietnam	October 30, 2021	Sleepy Hollow
Gordan H. Pettingill	World War II	November 7, 2021	Sleepy Hollow
Donald T. Stevenson	World War II	November 7, 2021	Sleepy Hollow
Wayne K. Clemens	Peacetime	December 29, 2021	Sleepy Hollow

COMPREHENSIVE SUSTAINABILITY & ENERGY COMMITTEE (CSEC)

Jerry Frenkil, Chair
Julie Klein (Clerk, resigned September 2021)
Karen Gibson (Clerk, appointed October 2021)
Brad Hubbard-Nelson
Sharon Jones
Janet Miller
Mike McDonald (appointed October 2021)
Douglas Sharpe
Bob Shatten
Hany Teylouni

The Comprehensive Sustainability Committee (CSEC) consists of up to nine members appointed by the Town Manager with the approval of the Select Board. The Committee assists the Town by identifying, designing, and implementing programs and projects to foster energy conservation, energy efficiency, and renewable energy generation, and to track and report on the financial and environmental impacts of such programs.

CSEC's role is complementary to that of the Climate Action Advisory Board, whose role is to develop new sustainability policies, whereas CSEC engages citizens and helps put these policies into action. CSEC's efforts make residents of Concord more aware of the role that we all must play in reducing greenhouse gas emissions and to act accordingly. The Committee works closely with Concord's Sustainability Director and would like to commend the efforts of Kate Hanley, who resigned from this position in the summer of 2021. The Committee welcomed Amanda Kohn as the new Sustainability Director in October.

As a Committee that is engaged in community outreach, the COVID pandemic has presented a lot of challenges. CSEC has not been able to hold any in person events to engage citizens, encourage their action, and inform them of programs that support sustainability. Nevertheless, CSEC has made progress through online presentations and meetings and have coordinated actions with the CMLP and local volunteer groups.

In September CSEC was presented with a citizen request to support bulk food returnable containers. The motivation for the request was to encourage the use of returnable containers in lieu of single use plastic by altering state code and its local interpretation which currently prohibits reusing containers for bulk grocery items. CSEC responded by authoring a letter of support for returnables which was sent to the Board of Health. After a public hearing on the request, the Board of Health approved the request.

CSEC produced a series of case studies about Concord residents who have transitioned their homes to climate-friendly heat pumps for heating and cooling. The twelve case studies cover a range of home sizes and styles, new construction and retrofits, and everything from partial conversions to whole-home transitions to electric. These case studies are available on the Town's Sustainability page on the town's website.

CSEC also assisted CMLP with the Climate Friendly Homes and Vehicles webinar held over Zoom. This event consisted of separate presentations on Heat Pumps and Electric Vehicles followed by attendee questions posed to panels of Heat Pump and EV owners. CSEC assisted by authoring an article on Beneficial Electrification for the Concord Journal and several CSEC members served on the panels with one member moderating the EV Q&A session. Over 100 residents participated in the event.

The largest source of greenhouse comes from buildings, accounting for about 60% of the total. CSEC recognizes that moving to electric heat pump heating and cooling is essential to reduce that contribution. Ideally, we would like to convert about 250 homes per year from fossil fuels to heat pumps, starting with those that heat with oil or baseboard electric heat, to meet the goal of reducing greenhouse gas emission by 80% by 2050. We are a long way from that target – in 2021, CMLP granted 62 rebates for heat pumps totaling \$86,943. To further encourage heating electrification, CSEC has been working with CMLP, Concord's Sustainability Director Amanda Kohn, and Mothers Out Front to develop a Concord Heats Electric campaign to more strongly encourage heating electrification. This effort will continue in 2022.

The electrification efforts, while primarily focused on residences, also included support for a Net-Zero Ready new Concord Middle School (CMS). CSEC worked closely with members of the CMS building committee, particularly around planning for the Solar Photovoltaic panels (PV) and associated battery storage, to make the building fully Net-Zero when occupied.

CSEC has also worked to inform residents of existing Federal, State, and local resources, which include CMLP rebates, Abode heat-pump coaches, and energy efficiency audits. There is also continuing interest in installing solar panels, which can provide much of the energy for heat pumps, with approximately 43 residential systems installed in 2021, generating an additional 391 kW of capacity. Transportation is the other major source of greenhouse gases and CSEC has worked closely with the CMLP's electric vehicle working group. To promote electric vehicles, CSEC and CMLP have participated in informational webinars and two outdoor in-person events in 2021, first at the library book fair and second on Discover West Concord Day. Interest in electric vehicles is growing. Over 580 electric vehicles are now registered in Concord and in a recent survey, 61% of respondents said that the next time they buy a car, they would be interested in buying an electric vehicle.

To further encourage sustainable practices, CSEC has begun planning a series of sustainability events for spring 2022 entitled the Cooler Concord Sustainability Series. This Series will feature a variety of events including presentations and a workshop with each event targeting a different audience with the goal of engaging more residents to take action to reduce our carbon footprint.