

Annual Review 2006-2007



Deliver.



A message to CNIB donors

Thank you for making my life so much better after I lost my vision. Providing me with my white cane, my DAISY talking book player, access to the CNIB Digital Library, my braille instructional books and all CNIB's teaching and support has allowed me to live as normal a life as possible – a much better life than I ever thought possible when I first lost my vision.

I now use my computer to communicate with others, to learn and to order talking books. I listen to favourite books and magazines on the DAISY player. I have the freedom to head off on walks on my own and move around my house confidently. Why, I even go running with my husband, something that I thought was lost to me forever! I am still learning braille and look forward to learning and doing more as time passes.

I could have done none of the above without CNIB's help and its patrons' kind contributions that paid for items I never could have afforded. I can't thank you enough for all the difference you have made in my life.

Yours sincerely,

Karen Moerman
Weymouth, NS

How Do You Spot Clarity of Vision?

Message from the President and Board Chair



Jim Sanders



Dick Hale-Sanders

In 2006, CNIB entered a new era. With a new way of thinking about what we do and a refreshed look, we invited all of Canada to take advantage of what CNIB has to offer. Whether you enjoy good vision and you're looking for strategies to protect it, or whether you have experienced vision loss, CNIB is here for you.

Nowhere was this more apparent than in our national series of television public service announcements, which were astoundingly popular and prompted many Canadians to contact CNIB for the first time.

Since then we have not rested on our laurels. Fired up by our new focus and look, we have been working to further enhance our ability to deliver vision health and vision hope for all Canadians. Our research program, for example, has come into its own: last year we spent \$1.25 million funding and conducting leading edge studies using our unique expertise, and helping drive the vision research agenda in Canada.

We've been innovating in other ways as well. CNIB has provided accessible design assistance for the village of Whistler, B.C., in preparation for the 2010 Olympics. We've introduced new peer support models – in person, by phone and even in accessible chat rooms. Partnerships with the public, private and non-profit sectors have become not only desirable but essential. Our partners are making our goal to provide vital, sustainable support for people with vision loss increasingly possible.

CNIB is the only nationwide vision support organization in Canada. Our employees and volunteers provide the most comprehensive services available and we have the largest number of direct service providers of any non-profit vision support agency in the world. We are experts at what we do.

And we're here for you.



Jim Sanders, C.M.
President & CEO



Dick Hale-Sanders
Chair, National Board of Directors

CNIB on the International Stage

Many people know CNIB as a vision health leader in Canada, in fields such as life-skills training, library services, advocacy, public education and accessible design consulting. And CNIB's expertise frequently benefits all Canadians: for example, our applied research work has informed Canadian public policy and rehabilitation practice for decades.

But CNIB is also a distinguished member of a large international community serving the needs of people with vision loss. CNIB often supports or works with other organizations, shares expertise, funds projects or provides leadership to improve the lives of people living with vision loss worldwide. CNIB is particularly well known internationally for its rehabilitation, braille and early childhood development expertise.

Working with international partners such as UNESCO, the Canadian International Development Agency (CIDA), the World Blind Union (WBU), and many others, these are just a few achievements CNIB has helped to realize:

- An ongoing global effort to tackle AMD (age-related macular degeneration), the leading cause of severe vision loss in people over 50 in the developed world.
- The development of DAISY (Digital Accessible Information SYstem), a global standard for digital talking books that is revolutionizing the reading experience for people with print disabilities worldwide.
- The creation of international standards for products, services and public spaces that are accessible to everyone.

- Donations of assistive technology and alternative format books to numerous developing countries, such as Haiti and Bangladesh.

- The establishment of an education project for people with vision loss in Africa and a digital library for people with print disabilities in the Caribbean.



These efforts are ongoing. One of the largest issues right now is a worldwide effort to eliminate international copyright barriers that deny millions of people with vision loss fair and necessary access to information. As members of the International Federation of Library Associations, the WBU and the DAISY Consortium, we are working with bodies such as the World Intellectual Property Organization to break down these barriers. The dream is to create a global library for people with vision loss, providing the same access to books that sighted citizens of the world enjoy.

Research

Highlights

■ CNIB supports the training of scientists through fellowships, so Canada can continue to do world-class vision health research at the nation's foremost universities and health-care centres.

■ Among the many projects CNIB funds are a study of a dietary supplement that may become the first treatment for dry AMD and an examination of contrast sensitivity and its effect on quality of life in seniors.

■ Based on a previous report, **An Unequal Playing Field**, CNIB is selected by the federal government to analyze Statistics Canada data and describe levels of unmet needs among Canadians with vision loss; outcomes will be used to shape government policy.

■ CNIB completes a pioneering project to identify employment success factors for people with vision loss and create a tool to help job seekers, teachers and career counsellors assess employment readiness and areas of focus to maximize success. The findings stress the importance of education, technology skills and access, and high parental expectations. They also inform CNIB's service delivery and advocacy programs, as well as broader efforts to achieve employment fairness for people with vision loss and other disabilities.



“CNIB is going to be a coordinator and catalyst for vision research networks and collaborations across Canada. There is no other organization that does what we do.”

Dr. Keith Gordon
Head of Research,
CNIB



Dr. Keith Gordon had worked with CNIB before. As an industry representative on a CNIB-led coalition, he was impressed with CNIB's leadership in initiating a national strategy for vision health in Canada. "It looked like an organization I would love to be more involved with," says Dr. Gordon. "So when an opportunity came up, I jumped at it."

Hired as CNIB's Head of Research in March 2007, Dr. Gordon brought 30 years' experience in scientific and clinical vision research to the job. "I think CNIB can play a unique role in Canadian research because we're a national body with no particular affiliation," he says. "As our research program continues to grow, we're going to be a coordinator and catalyst for vision research networks and collaborations across Canada. There is no other organization that does what we do."

“I feel safer with a dog – and I find it helps with my self confidence.”

Joyce Boyce
Collingwood, ON

Joyce Boyce has had three previous guide dogs (Rocksy, whom she had for ten years, was her favourite). But when it came time to look for her fourth, Barb Ennis, a CNIB mobility specialist, told her about a new affiliate program between CNIB and Guide Dogs for the Blind in San Rafael, CA. Through the program, CNIB staff facilitate the application process for Canadians who wish to receive a dog from the internationally renowned school and help the applicant develop the necessary skills to succeed as a guide dog handler.

Boyce will be traveling to California in the spring of 2008 to get her new companion, and she can't wait. “I like to walk, and there are lots of places I want to go,” she says. “I also feel safer with a dog – and I find it helps with my self confidence.”

Programs and Services

Highlights

- This year, CNIB frontline employees spend 485,282 hours providing vital programs and services for Canadians with vision loss.
- CNIB peer group participants spend 42,423 hours supporting and learning from each other and reclaiming their independence. Two conferences are held in Manitoba and Saskatchewan to offer peer leaders an opportunity to network and develop their skills.
- The CNIB Library completes its transition to DAISY digital talking books, which provide a superior reading experience for people with vision loss. A new registration process brings a 43 per cent increase in new CNIB clients using library services. About 70,000 inquiries are handled by the Library this year, and 1.8 million items are circulated.



- CNIB introduces a new centralized order and delivery model providing better access to 1,100 innovative consumer products, from screen readers and voice-activated software to talking watches and braille displays. Purchases are delivered right to the customer's doorstep, usually within 72 hours.
- A new, bilingual toll-free phone number (1-800-563-2642) provides one-stop shopping for vision health information and for people looking to connect with CNIB services.

Public Education

Highlights

■ In 2006, CNIB unveils its new brand, involving a refreshed look and a mission “to be the leader in promoting vision health and enhancing independence for people with vision loss.” The brand is created with pro bono assistance from Cossette Communications.

■ With the help of Cossette, CNIB launches a series of popular public service announcements. The ads are chosen for no-cost broadcast by almost every major television station in Canada, with a donated value of \$1.36 million. Many Canadians come to CNIB for the first time as a result of this outreach.



CNIB TV public service announcement, “Nice View”

■ CNIB introduces Clear Print, an accessible design standard for printed items ranging from magazines to packaging, along with a revitalized www.cnib.ca, a bilingual, accessible resource providing Canadians with comprehensive and reliable vision health information online.

■ CNIB provides accessible design expertise in Canada’s most important public spaces, including the renovated Royal Ontario Museum, the new headquarters of the Toronto International Film Festival and Whistler Village (preparing for the 2010 Olympics).

“The ad said ‘Not everyone who comes to CNIB is totally blind. Nine out of ten people we assist have some vision.’ And I thought, ‘That’s me!’”

Kim Stafford
Saint John, NB

At 18, Kim Stafford was diagnosed with a devastating and rare skin disease. A decade later, she began experiencing numerous problems with her eyes, a side effect of the condition. “For about six months I couldn’t even make a cup of tea,” she says. “My son and daughter would do it for me.”

Then one day she heard a CNIB public service announcement on TV. Stafford had always assumed she wasn’t eligible for CNIB services since she had some degree of vision, so the ad hit her like lightning. She made one phone call, “and soon I had people from CNIB calling to see if I needed help with multiple things.” She learned how to manage everyday household tasks and use a white cane. “It’s too bad,” Stafford laughs mischievously, “because now nobody waits on me anymore!”

“We want to do our own advocating, but with the backing of CNIB.”

Boyd Hipfner

Toronto, ON

For 45 years, Boyd Hipfner worked at CNIB, the majority of his tenure as a career counsellor for young people. After he retired in 1995, he joined the newly-created Toronto Advocacy Committee, a group supported by CNIB and run by consumer advocates. The committee has fought for many important causes over the years, including provincial ID cards for adults with vision loss (who don't qualify for a driver's license), accessible bank machines and inclusive design in city spaces.

Of all of the issues he has worked on, Hipfner is most proud of the tactile markings that were installed on Toronto's subway platforms in the 1990s. "Nothing we have done has provided greater safety for people with vision loss, and therefore access to the system," he says. "I know people are using it more because of that."

Advocacy

Highlights

■ In 2006, the Canadian Human Rights Commission releases **No Alternative**, a report on federal government compliance with its own policy to provide forms or documents available in print to citizens in another format upon request. The report finds that only half of fifty tested departments were able to fulfill requests for alternative format material in a timely fashion. As a result CNIB begins an advocacy campaign to encourage consumers to ask for materials in their format of choice.

■ With the help of CNIB and other groups, Elections Canada produces a plastic template that will allow people with vision loss to vote in private. The tool includes raised numbers and braille, and a large-print list of candidates' names. It will be available in all polling stations for the next federal election. Elections Canada also upgrades its website with accessibility assistance provided by CNIB.

■ Provincially, CNIB lobbies governments to increase funding for rehabilitation services in PEI, and deafblind services in Ontario.

■ CNIB is involved with numerous local advocacy initiatives across the country. For example, through a consumer group working jointly with CNIB mobility specialists in Truro, NS, accessible pedestrian signals are installed at four intersections.



CNIB in Your Community

Measured Improvements

In Nova Scotia and Prince Edward Island, CNIB introduces a client satisfaction survey and finds that 93 per cent of people who use programs and services are “satisfied” or “very satisfied” with the help they receive.

As a result of implementing a transformed service model in 2005, the amount of time CNIB service professionals spend with Ontario clients increases by nine per cent in 2006-2007, surpassing the project goal.

Transformed by Technology

The power of technology is put to work in the Atlantic Connections Project, which provides online employment courses and learning opportunities for people with vision loss. In particular, the project test-drives a new chat room using VoIP (Voice over Internet Protocol) that aims to create a nationwide mentoring and peer support program.

Meanwhile, in cities all across Canada (such as Montreal, at the popular Technovision conference), CNIB-organized forums introduce thousands of visitors with vision loss to the latest adaptive technology products.

Lake Joseph Renewed

In 2006, six new barrier-free guest cabins are constructed at the CNIB Lake Joseph Centre in Ontario. To date, the Restoring the Spirit capital campaign has raised nearly \$8 million to rebuild the Centre. In August, Lake Jo hosts the Spirit of Muskoka Dinner, Dance and Auction, raising significant funds for the Centre.

All About Kids

This year, a music therapy program is introduced in Calgary, and in Edmonton, young participants sing, dance and use instruments at a monthly Music in the City series. Also in Edmonton, a Sensational Senses camp involves preschool kids and their parents in activities such as swimming, gardening and go-karting.



In January 2007, the Ontario government announces \$1.8 million toward a support program for preschool children with vision loss and their families. CNIB is working with government and community partners to provide enhanced children’s services.

CNIB and Ronald McDonald House Charities, with support from Walter Gretzky, launch a family resource centre and provincial toy lending library at CNIB’s St. John’s, NL office. The centre provides families with educational materials and developmental toys specific to their needs in a welcoming environment.

Financial Statements

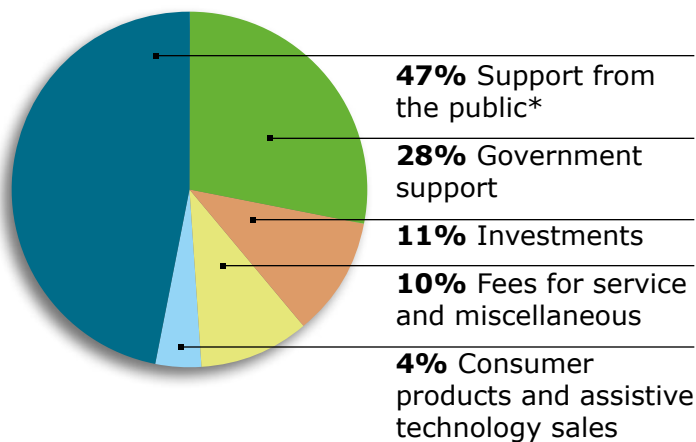
Summarized Statement of Financial Position

(in thousands of dollars)

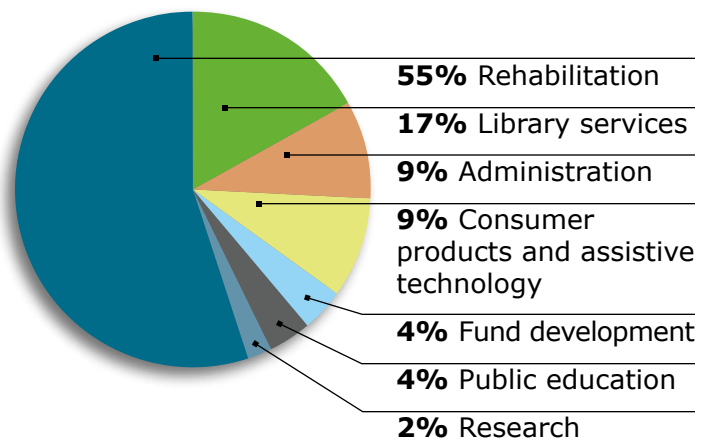
March 31, 2007, with comparative figures for 2006

	2007	2006
Assets		
Current assets	\$ 14,821	\$ 12,694
Investments	47,825	52,565
Capital assets	57,966	57,003
Total assets	\$ 120,612	\$ 122,262
Liabilities, Deferred Contributions and Net Assets		
Current liabilities	\$ 14,566	\$ 15,338
Mortgage	8,666	9,333
Accrued pension liability	5,134	5,282
Deferred contributions	23,137	23,545
	51,503	53,498
Net assets	69,109	68,764
Total liabilities and net assets	\$ 120,612	\$ 122,262

How \$64 million in operating funds was raised in FY2006-07



How we used your contributions* in FY2006-07



* Net of direct fundraising costs

The financial information in this summary is drawn from CNIB's audited financial statements. For a copy, visit www.cnib.ca or call 1-800-563-2642.

Summarized Statement of Operations

(in thousands of dollars)

March 31, 2007, with comparative figures for 2006

	2007	2006
Revenue		
Support from the public, net	\$ 30,068	\$ 29,281
Government support	18,019	22,415
Investments	7,081	8,987
Fees for service and miscellaneous	6,482	5,144
Consumer products and assistive technology sales	2,660	2,733
Total revenue	64,310	68,560
Expenditures		
Client services:		
Rehabilitation	35,392	35,588
Consumer products and assistive technology	5,536	6,145
Library services	10,570	9,843
Public education	2,695	2,152
Research	1,224	1,250
	55,417	54,978
Other services:		
Administration	5,640	5,589
Fund development	2,230	2,281
	7,870	7,870
Other items	704	306
Total expenditures and other items	63,991	63,154
Excess of revenue over expenditures	\$ 319	\$ 5,406

Major Donors

CNIB thanks the following generous individual donors who made a gift of \$10,000 or more between April 1, 2006, and March 31, 2007.

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Colin and Jane Beaumont
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Restoring the Spirit Campaign (Lake Joseph)

CNIB thanks the following volunteers and donors who have supported CNIB's Restoring the Spirit Campaign to rebuild the CNIB Lake Joseph Centre with a gift of \$10,000 or more between April 1, 2006, and March 31, 2007.

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CNIB thanks the following generous corporate, foundation and service club donors who made a contribution of cash or in kind of \$10,000 or more between April 1, 2006, and March 31, 2007.

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WestJet
Wine Diamonds & Stars
Winnipeg Foundation

While we have made every effort to ensure accuracy, please accept our apologies for any errors or omissions. Please contact Ann Rosenfield at ann.rosenfield@cnib.ca or (416) 486-2500, ext. 7594 if you believe we have made an error on this list.

CNIB sincerely thanks all of its supporters. Please visit www.cnib.ca to see the complete list of our major donors.

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