



**VISION LOSS
REHABILITATION™**
CANADA

A Year of Transformation

Annual Report 2019/20



Leading the Way to Connected Care

Letter from the Board Chair and President & CEO

This year, we've experienced an inspiring transformation as an organization. While we continue to focus on supporting all Canadians with vision loss, we have also been working to develop innovative service delivery models that will expand access to care and improve the overall health outcomes of our clients.

We have worked hard to improve our integration within the health care continuum by strengthening our partnerships with hospitals and community health partners across the country, reinforcing our position within the health care industry. We dedicated significant time to developing our first multi-year strategic plan, ensuring our goals over the next four years better align with provincial health priorities.

Despite the movement towards increasing coordinated health services, vision loss rehabilitation often remains separate from the rest of a patient's health care experience. We must continue to advocate for stronger partnerships within our communities and strive towards ensuring that all Canadians with vision loss can benefit from the best possible care.

We have taken significant steps as an organization in the past year, transforming and growing our brand's identity to where we are today.

Next year, we will continue to transform ourselves and the care that our clients receive - together.



Eric Hanna
Board Chair



John Rafferty
President & CEO

A handwritten signature in black ink, appearing to read 'Eric Hanna'.

A handwritten signature in black ink, appearing to read 'John Rafferty'.

Highlights

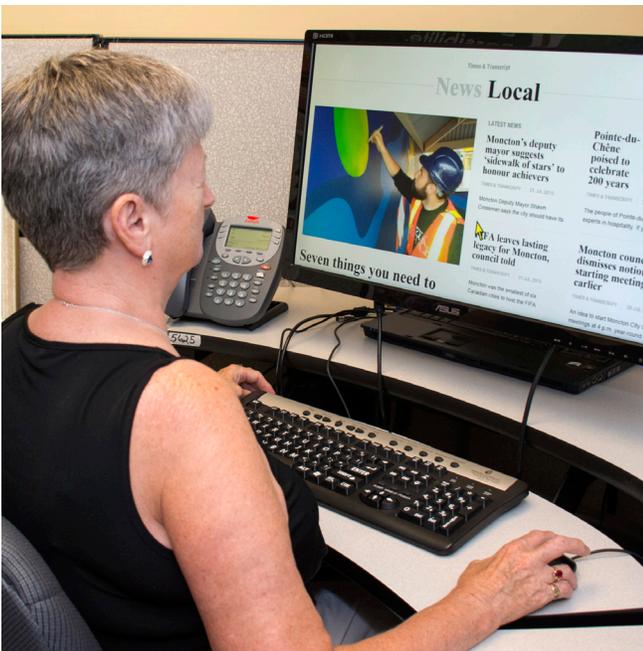


Looking back on a year of momentum



Being there for kids and parents

Studies show that the first five years of life are crucial to a child's future development. In the last year, we were proud to provide support to more than a thousand Canadian families, helping them achieve developmental milestones, including building critical preschool compensatory skills. This support is vital to helping children with vision loss smoothly transition to school and build skills for future independence.



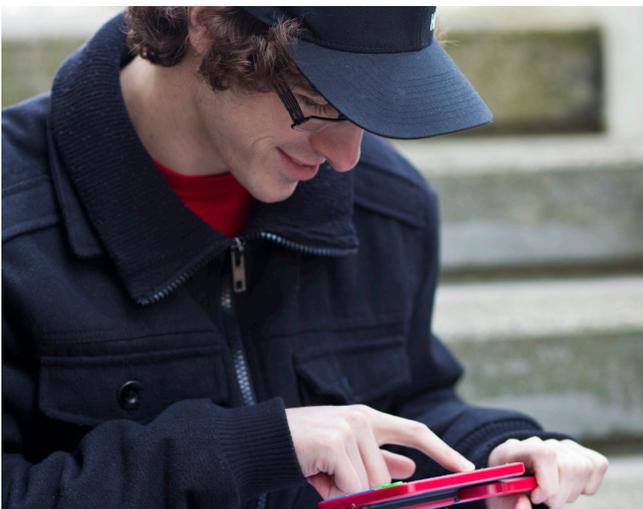
Providing skills for the workplace

Whether clients are looking to re-enter the workforce or explore new career opportunities, we're focused on ensuring that everyone is supported in their vocational rehabilitation journey. Last year we helped thousands of working-age adults with vision loss use assistive technology within their everyday routine, while increasing their readiness for participating in the workforce. These skills are vital tools in enabling individuals to meet their employment goals and maximize their independence at home and in the workforce.



Enabling safety and independence

Vision loss has a significant impact on the overall health status and quality of life of seniors. Hundreds of thousands of Canadian seniors are currently living with vision loss, and the risks to their personal wellbeing and quality of life are immense. Last year, we provided mobility instruction and self-management skills to thousands of seniors - preventative skills that help clients increase independence and safety within the home - reducing future risk of injury or hospitalization from falls and accidents.



Transforming the way we teach

As we continue to expand our technology training across the country, we've been concentrated on exploring new ways to increase the impact and reach of our services. In the past year, our Quebec team worked diligently to launch French online training sessions to support the growing demand for technology training for Francophone clients across the country - allowing more clients to benefit from high-quality technology training.



Expanding our reach

Virtual services allow clients living in rural and remote areas to take advantage of services that would normally be challenging to access. While we begin to integrate more virtual services, we've been focused on providing the technology and software training required to access them.

Support through Crisis

Continuing to serve our clients during COVID-19

At the end of March 2020, the whole world faced the ramifications of the COVID-19 virus. During what will be forever remembered as an unprecedented time, we moved quickly to respond and adapt our services to ensure the health and safety of our staff and clients.

Connecting clients with virtual training and support

Last year, we increased virtual training opportunities for clients by more than 40 per cent. In March, we worked quickly to ensure clients were able to easily access our care using virtual platforms, and providing technology training so clients could connect with our certified specialists from the safety of home. Whether it was through new virtual group sessions or one-on-one virtual support, we worked harder than ever to ensure clients had access to everything they needed.

Delivering support - every step of the way

For many of our clients, isolation is something they deal with every day. The COVID-19 pandemic required millions of people across the world to shut their doors and maintain physical distance from others. These measures had a tangible and severe impact on the mental health and wellbeing of everyone, but especially for those in our communities. In response, we increased support for our wellness check-ins to better serve our clients, as we continue to navigate through these times.

Ensuring access during emergencies

While many clients were able to access our support virtually, there are often cases where remote support is just not enough. We worked quickly to establish our “emergency essential services” to provide urgent response to people with vision loss who need it most - those who are isolated or unsupported at home, have experienced sudden and significant vision loss, are currently being discharged from the hospital or are considered high risk of hospital admission or re-admission.

Supporting a safe return to offices and in-person care

In order to maximize our impact, while ensuring the health and safety of both staff and clients, we had to work quickly to develop policies and procedures to best support our transition back to in-person care. Working under the guidance of Canadian public health authorities, we executed a phased, regional approach to support our staff in their return to offices and in-person service delivery.

By the Numbers

**Vision Loss Rehabilitation
Canada proudly serves
people with vision loss
from coast to coast.**



Here's a snapshot of our impact last year:

Reach and impact	Clients by age
Total clients served 34,000+	Children & youth 3,000+
New clients referred 8,000+	Working age 11,000+
Total service hours delivered 240,000+	Seniors 20,000+



Low vision
and assistive
technology services
27%



Essential
skills for
daily living
19%



Orientation,
mobility and
travel services
17%



Client
navigation and
other services
15%

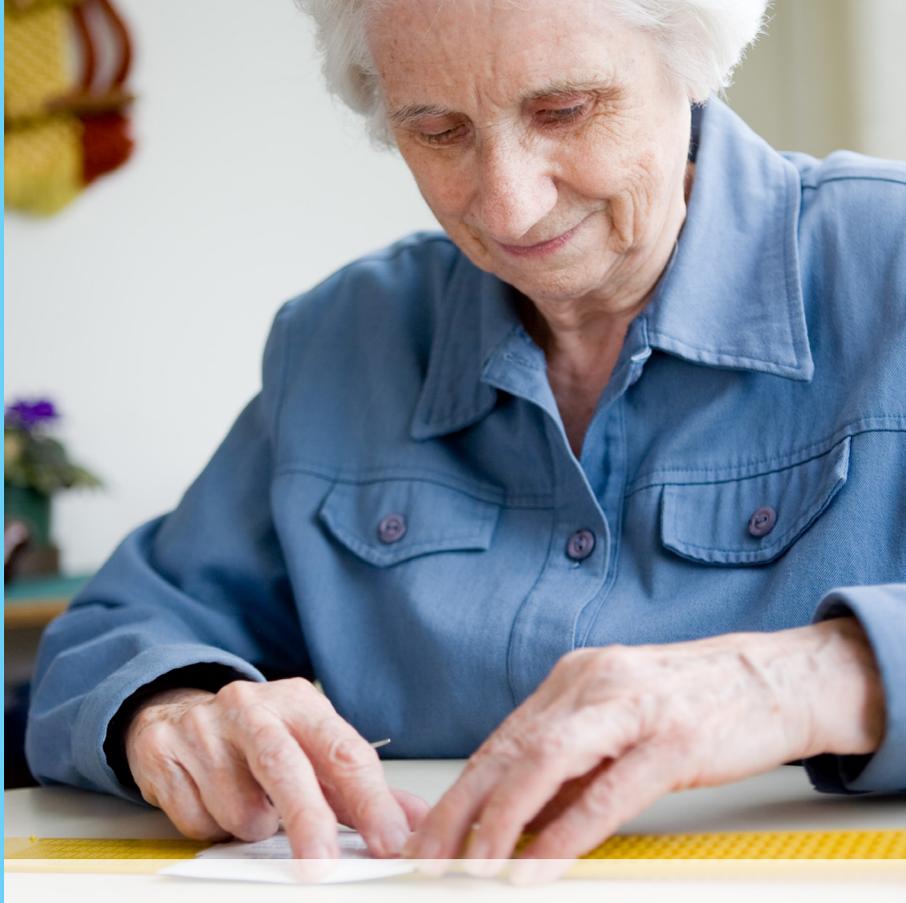


Children
and family
services
13%



Intake and assessment
9%

Our Impact



Lillian's story A step towards lifelong independence

This September, Lillian will be starting full-day kindergarten. It's an exciting time for any five-year-old, but this developmental milestone is especially exciting for Lillian, who has come a long way with support from Vision Loss Rehabilitation Manitoba.

Using the multi-sensory approach to learning, Lillian, who was diagnosed as legally blind in 2014, has been working hard to develop pre-academic readiness as well as self-care, social and play skills.

"She's made leaps and bounds," says Darraugh, Lillian's mother. "She's walking, running, feeding herself and even beginning to write her name."

The team at Vision Loss Rehabilitation Manitoba has been particularly helpful in preparing Lillian for her next steps in life, Darraugh explained. With our support, her social skills have improved drastically, meaning Lillian is finally ready and eager to start kindergarten - an important first step towards lifelong independence.

Colleen's story

Small victories with big impact

Colleen never thought she would get the chance to crochet again. But when she turned to Vision Loss Rehabilitation Ontario for help, she was blown away by all of the support she received.

While it may seem like a small accomplishment, learning how to adapt her crochet method by feeling her stitches meant that Colleen was able to get back to what she loves.

“[It’s] made me realize I still can do anything I want to do,” Colleen explains.

“I will forever be grateful for their support.”

Along with getting back into her hobbies, Colleen has also received training to help her maximize her independence at home and in her community. From being able to cook in her own kitchen to exploring new places on her own, it’s these small victories that have helped her live with confidence, dignity and independence.

Jenna's story

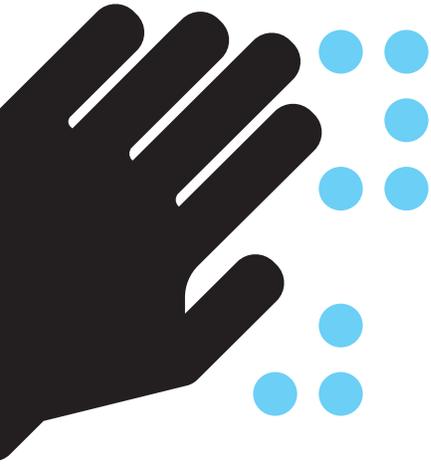
A journey to new opportunities

It was only a few years ago that Jenna suddenly lost her vision due to a genetic eye condition. At the time, Jenna was often having to travel with her young children between New Brunswick and Ontario, where her husband was working.

When she approached Vision Loss Rehabilitation New Brunswick for support adjusting to vision loss, Jenna received an abundance of help - low vision aids, help with daily living activities, and orientation and mobility training.

“VLR helped me accept my sight loss. Their support gave me the independence and confidence to do what I wanted to do with my life,” says Jenna. “With their constant encouragement, and connection to others who understand, I was able to travel independently with my kids and open my own business, which is expanding later this year. I wouldn’t be where I am today without vision loss rehabilitation.”

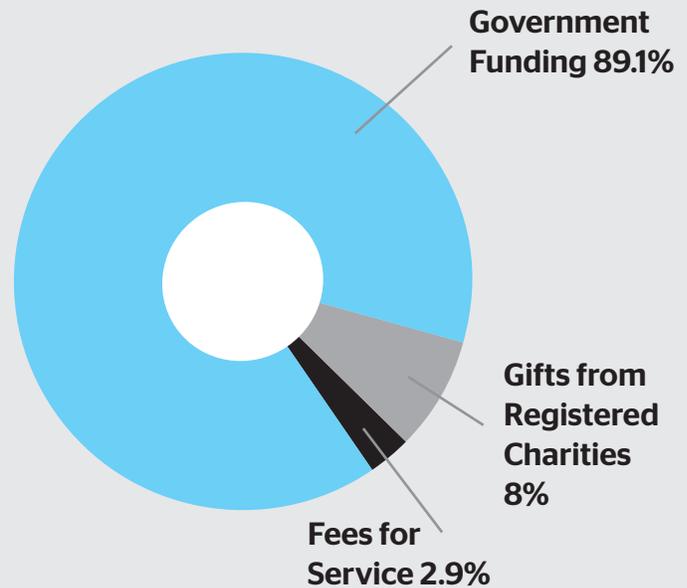
Financials



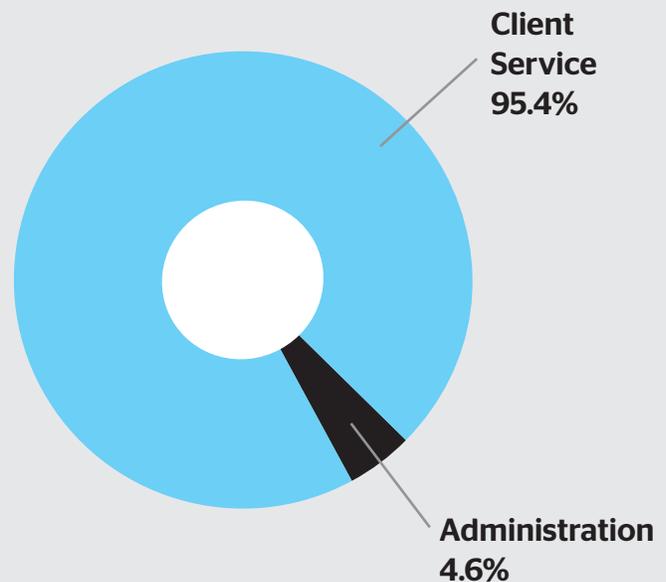
**Vision Loss
Rehabilitation
Canada takes pride in
upholding the highest
standard of ethics
and accountability
in stewarding the
funding we receive
from our provincial
government partners.**

Our financial statements for the fiscal year ending March 31, 2020 were prepared in accordance with Canadian accounting standards for not-for-profit organizations and were audited by Deloitte LLP.

Operating Revenue



Operating Expenses



Board of Directors

Our Board of Directors is comprised of industry leaders in a variety of fields across Canada, all of whom are dedicated to supporting our vital mission.

Board Chair

Eric Hanna

Resource Committee Chair

John Magill

Service Quality Committee Chair

Sam Fulton

Governance Committee Chair

Glenn Hildebrand

Board Members 2019/20

Dr. Mark Bona

Shanti Gidwani

Dr. Alina Gupta

Brian Hook

Shelagh Maloney

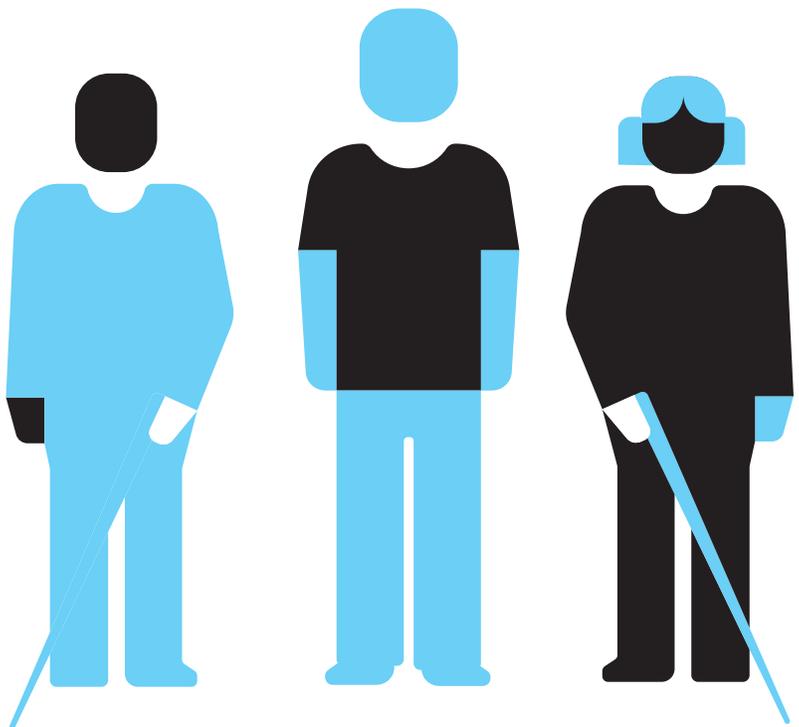
Betty Nobel

Ron Noble

Dr. Tanya Packer

Lucille Roch

Daniel Zbacnik





**VISION LOSS
REHABILITATION™**
CANADA

Vision Loss Rehabilitation Canada is a provincially funded, accredited health care organization staffed by a passionate team of certified professionals. The organization provides professional, high-quality and sustainable rehabilitation to Canadians with vision loss now and into the future.

Visit visionlossrehab.ca • Email info@vlrehab.ca • Call 1-844-887-8572

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