# Breakthroughs

## CNIB Annual Report 2021-2022

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[Breakthroughs 1](#_Toc110437259)

[CNIB Annual Report 2021-2022 1](#_Toc110437260)

[Mission 3](#_Toc110437261)

[Values 3](#_Toc110437262)

[Breakthroughs and Bold Ambitions 3](#_Toc110437263)

[CNIB Guide Dogs 6](#_Toc110437264)

[The Life-Changing Impact of Buddy Dogs 7](#_Toc110437265)

[Programming Highlights 10](#_Toc110437266)

[Travelling Impact 14](#_Toc110437267)

[Equity, Diversity, Inclusion, and Belonging 16](#_Toc110437268)

[You Did It! 18](#_Toc110437269)

[Advocacy Highlights 19](#_Toc110437270)

[Moving the Needle 22](#_Toc110437271)

[Planning for Transformation 25](#_Toc110437272)

[Donors Make It Happen 28](#_Toc110437273)

[Unprecedented Generosity 29](#_Toc110437274)

[Dedicated Volunteers 31](#_Toc110437275)

[Louis Levesque 31](#_Toc110437276)

[Betty Nobel 31](#_Toc110437277)

[Joan Kelley Walker 32](#_Toc110437278)

[Leadership Volunteers 34](#_Toc110437279)

[Board of Directors 34](#_Toc110437280)

[Standing Committees 35](#_Toc110437281)

[National Youth Council 37](#_Toc110437282)

[Our Team 39](#_Toc110437283)

[Stepping Out 42](#_Toc110437284)

[Your Dollars at Work 43](#_Toc110437285)

[Donor Honour Roll 44](#_Toc110437286)

## Mission

To change what it is to be blind through innovative programs and powerful advocacy that enable Canadians impacted by blindness to live the lives they choose.

## Values

Empowerment

Inclusiveness

Innovation

Passion

Collaboration

Integrity

## Breakthroughs and Bold Ambitions

### Message from the CEO and Board Chair

We’ve titled this annual report “Breakthroughs” for a few reasons. First, like all Canadians, we at CNIB felt like we finally broke through to the other side of the COVID-19 pandemic in the last year – a long-awaited milestone. Although we may never see the end of this virus, we have turned a collective corner. We can now live and work in a new normal that feels more familiar than anything we’ve experienced over the last two years.

As a hands-on organization whose top priority is helping people, being able to work with our participants in person again is game-changing. Although we were proud to build a wide range of virtual programs so that our participants could continue to receive our support during the pandemic – and those virtual services will continue into the future – we’re thrilled to resume our in-person services, delivered in our participants’ homes, communities, or wherever they need us.

Another reason why we titled this report “Breakthroughs”? Because we felt like it was a year of breakthroughs for our work – and the way we support our participants. They say necessity is the mother of invention. The pandemic pushed us to be more innovative than ever before; to reach farther and do more for the people we serve.

We had to mobilize quickly to tackle issues we could never have foreseen, like the accessibility of vaccine passports and physical distancing guidelines. The employment landscape in Canada pushed us to expand our Come to Work program faster than we thought possible. And the inability to serve our participants in person catalyzed a new way of thinking about our programs and reach – and inspired us to create innovative program delivery models like the CNIB Mobile Hub.

Now we’re working on another breakthrough: our next strategic plan. On the direction and feedback of people with sight loss across Canada, we are thrilled to be working on a bold new plan that we believe will revolutionize the way we serve and support our community from coast to coast to coast. You can read more about it on page 24 of this report.

None of these breakthroughs and successes would’ve been possible if it weren’t for the many people who helped keep CNIB going strong over the last year – from the participants who helped us make the transition from physical to virtual programs and back again… to the volunteers who selflessly dedicated their time and talents to our cause… to our extraordinary employee team who went above and beyond every day… to the many generous donors who funded our work and enabled our programs to thrive.

To everyone who contributed to our mission, thank you for an incredible year. Thank you for caring. And thank you for helping us break through.

John M. Rafferty, President and CEO

Robert Penner, Chair, Board of Directors

### Go online for more

Visit [**cnib.ca/2021**](https://cnib.ca/2021) to hear more from our president and CEO, John M. Rafferty.

## CNIB Guide Dogs

### Freedom, independence, safety

Over the last year, the CNIB Guide Dogs program has expanded in so many ways – from the number of dogs we’re training and graduating to the capacity of our training facility. Every day brings us one step closer to being able to meet the growing demand for guide dogs in Canada.

### CNIB Canine Campus continues to grow

While the number of applications for guide dogs grows, CNIB’s Canine Campus – where our puppies go to learn all the skills they need to become successful guide dogs – is growing, too.

Our Canine Campus is now home to 24 dogs in formal training with the capacity to accommodate up to 40 dogs per year. Expansion is well underway to accommodate even more dogs in the coming year, moving us closer to our ultimate goal of housing and training 150 dogs per year.

### A guide dog breeding program on home soil

In 2021, travel restrictions made it even more difficult for people with sight loss to obtain a guide dog from outside of Canada. In response, we went to work to establish a best-in-class Canadian guide dog breeding program – the first of its kind at home.

Over the past year, the CNIB Guide Dogs team has engaged with several other guide dog breeding programs around the world to find the suitable dogs and matches we need to start our program. And thanks to an unprecedented gift by philanthropist Delores Beck, we have the funds to build one of the two breeding facilities we need to establish to get the program off the ground. (Learn more about Delores’s contribution on page 28.)

### By the Numbers

* The CNIB Guide Dogs graduating class of 2021 included:
	+ **20** guide dog partnerships
	+ **7** buddy dog partnerships
* Our puppy raisers volunteered more than **195,000** hours this year
* We began raising our **100th** puppy!

## The Life-Changing Impact of Buddy Dogs

When we created the CNIB Guide Dogs program in 2017, we never could’ve foreseen how life-changing one aspect of that program would be: buddy dogs.

Unique to CNIB, buddy dogs are partnered with children and youth who are blind or deafblind. Although these dogs weren’t quite successful in becoming guide dogs, their exceptional training and breeding makes them perfect companions for children who are living with sight loss.

Whether it’s feeding, grooming, or walking this well-trained family pet, buddy dogs give children an opportunity to care for a dog, build their sense of responsibility and independence, and, in some cases, help make it easier to transition into a guide dog partnership in the future.

The impact of these dogs has been greater than we ever dreamed possible. Our buddy dogs have been absolute life-changers for not only the children who receive them, but their families too. Many parents of buddy dog recipients have told us their child is not only happier because of their buddy dog, but he or she has become more independent, confident, and connected with others.

### Gabriel and Maggie

At 14 years old, Gabriel Pigeon is like other boys his age. He loves playing video games and skateboarding, and during the pandemic, he struggled with school closures. Thankfully, he had his buddy dog, Maggie, by his side to help him through it all.

Before Maggie, Gabriel – who’s lived with sight loss his entire life – didn’t feel confident navigating the world with his white cane. “Now, I can walk basically anywhere,” he says.

She’s preparing him for the future, too. “A buddy dog is preparation for a guide dog,” Gabriel explains. “It teaches you how to properly train a dog, how to trust a dog, and how to take care of it.”

For Gabriel’s mother, Rhonda, Maggie also gives her peace of mind. “I’ve never seen anything like the relationship between Maggie and Gabriel,” she says. “When he’s out, if he falls, Maggie will bark for help on command. I don’t worry – it gives me comfort.”

## Programming Highlights

### Braille transcription made easy

CNIB Beyond Print has created a game-changing resource called the Braille Portal to help individuals and organizations transcribe documents into braille more easily than ever. If an individual or business needs something in braille, all they have to do is visit cnib-beyondprint.ca and make a request – it’s that simple. For people who are blind, partially sighted, or deafblind, these braille transcriptions will be created without charge. This exciting service is funded with the generous support of the Estate of W.B.G. Humphries through the establishment of the Michelle McQuigge Fund.

### Bringing accessible art to our communities

InFebruary, CNIB was thrilled to team up with celebrated graffiti artist Leyland Adams to create an innovative accessible street mural. Located in downtown Toronto, the mural features the city skyline from the waterfront. It was created in spray paint and features tactile elements throughout so anyone can experience it, regardless of their level of sight. Passersby can also listen to the story behind the mural using QR code technology.

### Summer camps for every stage of youth

In regions across Canada, CNIB is proud to offer summer camps for kids, customized for their interests and goals at each stage of their youth. In Atlantic Canada, our 2021 Life After High School Orientation Week included topics like preparing for university, living on campus, and experiential learning activities including budgeting, yoga, and mindfulness. In 2021, we also held our annual Summer Fun Day Camp in Atlantic Canada, where younger campers enjoyed activities like grooming and riding horses, flying kites, going to the beach, making a meal, and playing theatre games!

### CNIB SmartLife gains ground

Thanks to incredibly generous support from the Nanji Family Foundation, we were able to open five new CNIB SmartLife Centres across Canada last year! These new Centres are located in Montreal, Quebec; New Westminster, B.C.; and Barrie, Brampton, and Ottawa, Ontario. Each has been proudly named “The Nanji Family Foundation CNIB SmartLife Centre” in honour of our generous patrons. (Pictured here are photos from the opening of our Montreal SmartLife location in Octobe­r.)

### Go online for more

Explore the new Nanji Family Foundation CNIB SmartLife Centre in Montreal at [**cnib.ca/smartmontreal**](https://cnib.ca/smartmontreal).

### Unlocking the beauty of Alberta’s parks

Over the course of the pandemic, access to outdoor parks became more important for Canadians than ever before. We believe everyone should be able to enjoy the magic of Canada’s breathtaking provincial parks. That’s why CNIB Frontier Accessibility joined forces this year with Alberta Parks on their Push to Open Nature project, designed to make their parks more inclusive to people living with disabilities. Through this partnership, Alberta Parks visitors can now use the Blindsquare app to receive detailed terrain information on some trails via GPS.

### Accelerating talent into their dream careers

Our Come to Work program has grown considerably and more of our participants are achieving employment because of it. But once someone has a job, what comes next? This year, we launched our first comprehensive program geared at helping working individuals excel in their careers. The Talent Accelerator Program (TAP) is an eight-month program that helps participants develop their career goals, build their leadership skills, and flourish professionally through practical resources, peer support, and guidance from invited guests

### Celebrating 60 years of Lake Joe magic

In 2021, our CNIB Lake Joe camp facility marked six decades of bringing accessible camp experiences and recreation programming to people who are blind, partially sighted, and deafblind of all ages, as well as their families. We celebrated this milestone event with a range of fun activities and programs, including our “60th Anniversary Saturday Series” which brought the magic of Lake Joe into the homes of people with sight loss through weekly virtual events and discussions.

### Technology comes to those who need it

Being able to access and confidently use technology is important for almost everyone we serve, but it may be most important for people in remote regions where technology can be a crucial gateway to programs, services, and other resources not locally available. This year, our B.C. technology team travelled to Whitehorse, Yukon, to deliver our Tech Primer program to residents living with sight loss. This one-on-one, in-person training gives participants a chance to receive step-by-step guidance from our tech experts so they can then access our support virtually whenever they may need it in the future.

“It is a true privilege to work alongside such talented and passionate staff and volunteers. Together with the sight loss community, we’ve pushed the needle towards changing what it means to be blind last year. And I’m thrilled to continue working with everyone to create a more accessible and inclusive British Columbia and Yukon!”

-Shoko Kitano, Provincial Director, B.C./Yukon

## Travelling Impact

### Introducing the CNIB Mobile Hub

No matter where people with sight loss live, we want to reach and support them – whether they’re in a bustling Canadian city, a quiet suburb, or a remote community.

This year, CNIB was proud to introduce a whole new way of reaching all those who need us, right in their own backyards. We call it the **CNIB Mobile Hub**.

The program works like this: Our Mobile Hub team travels to communities large and small, offering a range of programs over the course of the one- to three-day visit – from technology training to employment skills workshops to recreational programs like adaptive yoga.

They can also try out an array of CNIB SmartLife assistive products, from the latest breakthroughs in accessible technologies to tried-and-true favourites. At the end of the visit, our Mobile Hub team packs up and moves on to the next community – ready to serve a new group of participants!

The CNIB Mobile Hub launched in the spring of 2022 with a pilot tour in Ontario thanks to generous support from the Ontario Trillium Foundation. We can’t wait to expand this program across the country so all Canadians with sight loss can take part.

“We never want geography to be a barrier for people to access our programs. The CNIB Mobile Hub is a really exciting new program delivery model that allows us to reach participants right where they are, in their own communities.”

-Bernard Akuoko, CNIB, Program Lead, Advocacy and Accessible Community Engagement

### Go online for more

Check out a video of the CNIB Mobile Hub in action at [**cnib.ca/hubonwheels**](https://cnib.ca/hubonwheels).

## Equity, Diversity, Inclusion, and Belonging

### Celebrating the communities within our community

Every Canadian who’s affected by sight loss has a home at CNIB, no matter their age, race, gender identity, or where they come from. We want everyone we serve to feel that sense of “home” when they come to us for support – and to know their identity is reflected and valued within our programming.

Although most of our programs are open to anyone affected by sight loss who wants to join, we’re also proud to offer programs targeted to people who have intersecting social identities. Here are just a few:

* **Black Voices United:** Led by two CNIB program leads who are also members of the Black community and the sight loss community, this group gives participants a space to share experiences, give each other support, and hear from guest speakers.
* **Pride Connections:** Led by two facilitators who are blind and are also members of the LGBTQ2S+ community, this virtual support group brings together adults who identify as LGBTQ2S+ to share experiences, hear from guest speakers, and discuss topics chosen by the group.
* **Indigenous Peer Support Group:** Run by an Indigenous facilitator who is also a member of the sight loss community, this group offers a safe space for participants to discuss topics related to their shared experience as Indigenous Canadians living with sight loss.

“Black Voices United isn’t just a group, we’re family. It’s been amazing to watch the bond that has developed amongst us over the last two years. Black Voices has really helped me come out of my shell and discover confidence in myself I didn’t know I had.”

-Neisha Mitchell, CNIB Program Lead, Advocacy & Accessible Community Engagement

## You Did It!

In the last year, our supporters made the following possible…

* **10,000+** participants nationwide received support from CNIB.
* **1,000+** people received a new or gently used smartphone through our Phone It Forward program so they can experience the independence accessible technology can bring.
* Our frontline team delivered **1,500** programs to people with sight loss across Canada – ranging from sports and recreation programs to employment support and many others.
* We grew our Come to Work Talent Pool to **1,000+** job seekers and grew our Venture Pool to **90+** budding entrepreneurs.
* We delivered technology programs to **11,800+** people with sight loss nationwide.
* **4,000+ volunteers** contributed **305,000+ hours** of their time to us in the last year.

THANK YOU to the thousands of supporters across Canada who made all this happen, and more.

## Advocacy Highlights

### The push for accessible insulin pumps

In November, we launched an awareness campaign for National Diabetes Awareness Month to put pressure on Health Canada to commit to making accessibility one of the criteria it uses when approving insulin pumps for the Canadian market, and to provide a projected timeline for implementation. We continue the dialogue with the federal government and will be pursuing further avenues being developed through the National Framework for Diabetes Act. We also held two roundtables with insulin pump manufacturers to raise awareness of this issue and collaborate on developing solutions. We’re now pursuing further initiatives with each manufacturer.

### Taking action for students in Alberta

In March, we raised our voices in Alberta with five families who joined us for a Day of Action at the Alberta Legislative Building. There, we talked to ministers and members of the legislative assembly about the need for better outcomes for students with sight loss. Opening dialogues like this with decision-makers is key to getting issues facing our community on provincial and national agendas.

### Empowering advocates in B.C.

The province of B.C. is home to thousands of people affected by sight loss or deafblindness who are passionate about issues that impact their community. This year, we launched a new advocacy and leadership program in B.C. to help these participants turn their passion into action. As part of this program, we ran a series of self-advocacy workshops in both English and Cantonese. We also established an Advocacy Leadership Committee to tackle advocacy issues in their communities. The Committee now has members from across the province – from Prince George to Kelowna to Vancouver to Nanaimo!

### Health card renewal without discrimination

After two years of advocacy from CNIB and people who are blind or deafblind, the Government of Ontario now finally allows residents to renew their health cards online using an Ontario photo ID card. Previously, Ontario residents could only renew their health cards online using a driver’s license, which wasn’t an option for people we serve as well as many others in the disability community and the general population.

### Enabling independent shopping

Being able to buy things on your own is a key part of being an independent adult. Last year, in partnership with Moneris Solutions, we successfully launched the most accessible payment terminal in Canada. Over 22,000 Canadian payment terminals now have software to enable accessibility features for consumers living with sight loss.

### Helping participants know their rights

This year has seen a major national expansion of our “Know Your Rights” initiative across Canada, building on the success of the Ontario Know Your Rights project with the 2021 completion of “Droits Devant!” in Quebec, and the launch of other Know Your Rights projects in Saskatchewan, New Brunswick, Prince Edward Island, and Newfoundland. We are also building on the Ontario project by developing a youth component to Know Your Rights through the Y.E.L.L program (Youth Equality through Legal Learning). The impact of educating our community members on their legal rights will be far reaching, building knowledge and capacity in our communities across Canada.

“Making forever change only happens when we keep pushing and demanding it. At CNIB we are proud to advocate for the changes that our community wants and needs, especially in the last year. We are determined to keep pushing for change to make a fully inclusive and accessible society.”

-Thomas Simpson, Executive Director, Public Affairs

## Moving the Needle

### A decade of change, a permanent impact

Explore the lasting societal changes that CNIB and Canada’s sight loss and deafblind community have created together over the past 10 years…

### 2013

We conducted the largest community consultation in our history, reaching out to thousands of Canadians who are blind or deafblind of all ages to help us create our Path to Change strategic plan.

### 2014

After our highly successful Right to Read campaign, we led the creation of the Centre for Equitable Library Access (CELA), a new government-funded organization offering thousands of accessible materials to Canadians with print disabilities through public libraries.

### 2015

We came together with Canada’s leading eye health associations to create a landmark document, the Canadian Patient Charter for Vision Care, making a shared commitment to providing optimum patient-centred care throughout the vision loss journey.

### 2016

We successfully advocated for Canada to sign and ratify the Marrakesh Treaty, reducing barriers for creating and sharing accessible materials internationally.

### 2017

We successfully integrated CNIB’s rehabilitation services into the continuum of health care and established Vision Loss Rehabilitation Canada soon after. We also launched the CNIB Guide Dogs program to meet the growing need for guide dogs in Canada.

### 2018

We created our Come to Work career programs as well as our Phone It Forward program, which has since given out more than 2,300 smartphones to people with sight loss who need them nationwide.

### 2019

We championed changes to Bill C-81, the Accessible Canada Act, to make Canada’s new accessibility legislation stronger and more accountable.

### 2020

We developed hundreds of new virtual programs so every Canadian with sight loss could continue to have a community of support, and we launched CNIB SmartLife, a social enterprise that brings cutting-edge technologies and products to people with sight loss nationwide.

### 2021

We achieved $500,000 in government funding to join forces with Moneris Solutions and create an accessible in-store payment terminal for use nationwide.

### 2022

With the help of thousands of people with sight loss across Canada, we’re now creating ournew strategic plan! Learn more about it on the next two pages.

### Go online for more

This is just a snapshot of the accomplishments we’ve had over the past 10 years. Read our full “moving the needle” timeline at [**cnib.ca/movingtheneedle**](https://cnib.ca/movingtheneedle).

## Planning for Transformation

### Looking ahead to CNIB’s next strategic plan

CNIB is on the cusp of something big – and we want every person with sight loss in Canada to be a part of it.

Four years ago, we were proud to launch our Bold Dreams, Bright Futures strategic plan. Now, as that plan draws to a close, we’re thrilled to be starting work on our next plan, scheduled for launch in 2023.

Like the Bold Dreams, Bright Futures, our new plan will be written on the feedback of the people we serve.

“Everything we do has to come from our community,” says John M. Rafferty, CNIB President and CEO. “CNIB is an extension of our participants, and our strategies are a direct result of what our participants tell us they want and need.”

That’s why we’ve engaged in the largest consultation process in our history. Over the last year, we’ve reached out to thousands of people with sight loss and their families across Canada – of all ages and from all walks of life.

We’ve travelled across the country and held 35 meetings with our community members, we’ve delivered digital surveys to thousands of people, and we’ve made thousands of phone calls.

It’s been a long, intensive process, but one that’s absolutely necessary to ensuring our plan reflects the needs and goals of the people we serve.

"From a research perspective, this consultation process was enormous. We surveyed thousands of people with sight loss, as well as their friends and family members, to gather as much information as possible on their needs, goals, and the barriers they face in daily life and participating in society."

-Dr. Mahadeo Sukhai, CNIB, Vice President of Research and Public Affairs and Chief Accessibility Officer

### A manifesto for the future

Although we’re still gathering and analyzing feedback from our community, we know this plan will be more ambitious than any other in our history.

“This will be more than a strategic plan; it will really be a manifesto for the future.” says Angela Bonfanti, CNIB’s Chief Operating Officer. “Our participants are telling us what they want CNIB to be and do, and we’re listening. We’re putting it into action.”

From the feedback we’ve received so far, a few key themes have emerged already – themes we’ve heard again and again from our participants. One of those themes is around pushing our advocacy work to the next level.

Working with our community members, we’ve been proud to move the needle on many issues in the past – from accessible library services to workplace inclusion to accessible voting – but there is so much more to be done.

“Our community is telling us that what we’ve accomplished so far is great, but our mission will be limited if we don’t break through some key barriers that continue to exist in our society,” says John. “We have to draw a line in the sand and say ‘We’ve had enough and we’re not asking for change anymore. We’re demanding it.’”

For that reason, our new strategic plan will focus on advocacy and public affairs like never before. It will also contain not only new programs, but measurable goals, actions, and milestones so we can track our impact without question.

“This is the time for serious action,” says Angela. “As the world recovers from the pandemic, everything is changing. This is the time to find our loudest voices and be relentless in smashing through the barriers our community faces. Our participants deserve to have limitless opportunities in life, and we will accept nothing less.”

CNIB’s next strategic plan will launch in 2023. Stay tuned for more updates as it comes to life.

## Donors Make It Happen

### Thank you to our incredible supporters

Our successes in the last year wouldn’t have been possible without the incredible generosity of our donors and supporters. Whether you joined our exclusive club of monthly donors, left a legacy gift in your will, or participated in a virtual fundraising event, you’re creating a brighter future for Canadians with sight loss from coast to coast to coast. Thank you!

### Canadian Tire gives back

Thanks to the generosity of Canadian Tire, people with sight loss of all ages have greater access to the tools, services, and programs they need to live more fulfilling, independent lives.

Canadian Tire’s extraordinary commitment to breaking down barriers for people with sight loss includes supporting CNIB Lake Joe’s virtual and in-person programming, and CNIB Guide Dogs’ urgent expansion campaign. If that weren’t enough, Canadian Tire has also donated smartphones to CNIB Phone It Forward.

“Canadian Tire is proud to be a supporter of CNIB and we are honoured to work with them to strengthen our communities together. Our shared passion and commitment to helping people and communities is a reflection of our brand purpose of being here to make life in Canada better for all,” Kim Saunders, Vice President, ESG Strategy and Community Impact, Canadian Tire Corporation.

## Unprecedented Generosity

### Delores Beck makes record-breaking gift to CNIB Guide Dogs

In CNIB’s more than 100-year history, no one person has ever been as generous to us as Delores Beck. After having given several other significant donations in the past, Delores made an incredible impact on our organization this year by donating a staggering $2 million to support the CNIB Guide Dogs program.

It amounts to the largest gift we’ve ever received from a living individual.

“I don’t think I can put into words how grateful we are for Delores’s generosity through this gift,” said Shane Burt. “She hasn’t just made a gift to CNIB; she’s made a forever impact on our guide dog program, and countless people with sight loss who will benefit from it in the future.”

A lifelong animal lover and dog owner, Delores felt a natural affinity towards our guide dog program when she first heard about it. In fact, she was eager to sponsor two guide dogs, who she named Amy and Chester after the most beautiful and the cleverest dogs she ever owned.

“Animals are the best companions you can have, and they are so loyal to their owners,” says Delores. “The fact that these guide dogs are lifelines to their handlers and that we can open up a world of possibilities through this incredible companionship is inspirational.”

Now, her $2-million gift will make it possible for us to build a state-of-the-art guide dog breeding facility in the Greater Toronto Area, which will help us meet the demand for outstanding guide dogs in Canada by breeding them right here at home, without relying on imported puppies from other countries.

“This is a fixable problem that we can solve now, and I wanted to make sure this happened,” says Delores. “Especially right now when there are so many crazy things going on in the world, it’s nice to be able to help solve some problems by giving back to the causes I care about.”

Although her husband, a highly esteemed attorney named Howard Beck, is no longer with us, Delores made her $2-million gift in his honour. We send our sincerest thanks not only to Delores, but to her beloved Howard, who was also a great philanthropist and animal lover.

From all of us at CNIB, thank you, Delores and Howard, for your exceptional generosity.

## Dedicated Volunteers

### Thank you to our outstanding volunteer team

Active at every level of the organization, our volunteers are key to moving CNIB’s mission forward. Whether it’s delivering employment workshops or supporting advocacy campaigns, our volunteers make an impact every single day.

## Louis Levesque

### Creating safe spaces to talk

After losing his sight suddenly in 2011, Quebec City’s Louis Levesque began to volunteer as a peer support group facilitator within a year. Facilitating phone conversations with a group of 10 people every week, he’s committed to creating safe spaces that welcome the most difficult conversations relating to sight loss.

“We form a big family that help each other from a distance. By exchanging tips and experiences, we provide recipes for a more satisfying life,” he says.

## Betty Nobel

### Passing on technology know-how

As a CNIB Tech Mate, Vancouver’s Betty Nobel volunteers to help put the latest tech knowledge at people’s fingertips. Knowing that technology can level the playing field for people living with sight loss, Betty loves helping people build the skills to capitalize on its potential.

“As a retired teacher, I love it when people start to understand and use their technology. It is great to be able to do one-on-one instruction and see a person progress,” she says.

## Joan Kelley Walker

### Champion fundraising, heartfelt caring

When people ask us how Joan Kelley Walker is involved with CNIB, the answer is simple: any way she can be.

Having a mother with sight loss herself, Joan knows how important our programming is in the lives of the people we serve. The media personality and journalist is a champion CNIB volunteer, ready to move mountains to meet the goals of our mission.

“She’s absolutely selfless,” says Angela Bonfanti, CNIB’s Chief Operating Officer. “Joan works as hard for CNIB as anyone, and she’s as passionate as any member of our team. In fact, at the end of the day, she is a member of our team. She’s so important to our work.”

Over the course of the pandemic, raising funds to support our mission was an ongoing challenge, especially with the loss of in-person fundraising events. Joan was a key part of creating our socially distanced “Dock-to-Dock” event at CNIB Lake Joe, which has been critical in raising the funds and awareness our programs needed to thrive.

At times, because of the impacts of the pandemic, these Dock-to-Dock events felt like they were in jeopardy. Joan was determined to ensure they not only happened, but were as successful as possible. Time and again, she rallied her personal networks to give, to volunteer, to retweet, to make a call – to do anything they could to support us.

But Joan does so much more than talk. She puts in the hard work behind the scenes; the work no one sees, but makes a profound difference in the lives of those we serve.

“I think one of the amazing things about Joan is her humility and her work ethic,” says Angela. “She’s never afraid to get in there, to get her hands dirty, to put in the real work to make things happen.”

Over the course of the pandemic alone, Joan has been directly responsible for raising hundreds of thousands of dollars for CNIB that we greatly needed in order to be there for people with sight loss of all ages, right across Canada.

Thank you, Joan, for all that you do.

### Go online for more

Visit [**cnib.ca/ben2021**](https://cnib.ca/ben2021) to read a Q&A with our Brand Ambassador, Ben Mulroney.

## Leadership Volunteers

### Offering guidance, inspiration, and accountability

Our work wouldn’t be possible without the dedicated service of our leadership volunteer team, made up of passionate board, committee, and National Youth Council members. These individuals generously give their time, talents, and expertise to our organization for one reason: because they care about creating a more inclusive world for people with sight loss.

## Board of Directors

Our board of directors members provide critical guidance and oversight on our strategies and play a key role in ensuring every aspect of our work has a positive impact in the lives of those we serve.

Bob Penner, Chair

Bob Fenton, Chair Elect

Ron Kruzeniski, Immediate Past Chair

Carrie Anton

David Bryane

Kevin Burns

Laura Dunne

Lawrence Euteneier

Neil Graham

Penny Hartin

Daniel Huang

Maggie Lee Grant

Susan Lindley

Brad McPherson

Kelsie Montgomery

Jane Muir-Savidant

Tara Niekamp

James Rumble

Jonathan Spencer

Gary Steeves

## Standing Committees

Our standing committee members, several of whom also serve on our board of directors, provide oversight and additional accountability of key areas of our work, from people & culture to governance to risk management.

### Audit Committee

David Bryane, Chair

Jane Ashford

Gabe Hayos

Murray Johnston

Kelsie Montgomery

Kyle Niekamp

Charlie Thompson

Daniel Zbacnik

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Dan Arts

Murray Johnston

Kelsie Montgomery

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### Strategy Committee

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Lawrence Euteneier

Bob Fenton

Stephanie Fry

Maggie Lee Grant

Susan Lindley

Tara Niekamp

## National Youth Council

Made up of young adults with sight loss, the NYC gives youth leaders the opportunity to influence change and increase awareness of issues facing their generation. They also provide guidance on areas of our work affecting youth with sight loss.

Will Honcharuk, Chair\*

Emilee Schevers, Vice-Chair

Alicia Chenier, Executive Member\*

Eitel Houedakor, Executive Member\*

Oceanne Comtois

Rilind Dragoshi

Danica Frappier

Taylor Gaudon

Caelin Lloyd

Caleb Piche-Larocque\*

Aadim Rajan

Curtis Ruttle

Abby Sienko

Stela Trudeau

\*Also serves on a CNIB standing committee

### THANK YOU to our incredible board of directors, committee, and National Youth Council members!

By generously donating your time, passion, and expertise to us, you’re helping CNIB make the greatest impact possible in the lives of people with sight loss from coast to coast to coast.

## Our Team

### Passion, commitment, dedication

The word “proud” doesn’t do justice to how we feel about our employee team. Over the last two years, our staff have stepped up to the plate in so many ways – large and small – to ensure that our participants continued to receive the support they needed from us. Despite the challenges we’ve all faced over the course of the pandemic, the CNIB team never lost their passion, commitment, and dedication to creating an inclusive, barrier-free world for people who are blind, partially sighted, or deafblind.

“The last two years posed all kinds of new challenges to CNIB, but our staff didn’t let that stop them from delivering on our mission. We are so proud of our incredible team members and how they’ve risen to the occasion for the people we serve.”

-Maria Ash, CNIB, Chief People Officer

### Kudos all around!

In 2021, we introduced a new staff recognition platform called Awardco, which allows our team members to give each other kudos for their hard work and passion, which equate to points that they can spend on thousands of different products online. Here’s a glimpse of how our team members are acknowledging each other’s hard work and dedication through Awardco…

“**Kirt [Milligin]** is so passionate about his job and is always willing to spread awareness and teach others about braille (and he's such an excellent teacher!). Thanks, Kirt, for taking the time to bring a ‘mission moment’ to all of us during our meeting last week!”

“**[Kathleen Delay],** your dedication and passion to everything you do is inspiring and contagious. Your focus and willingness to make sure we get it right and serve our community to the best of our ability is second to none.”

“**[Tanis Boardman]**, you are an absolute ray of sunshine. I admire your passion, your dedication to your participants, and your constant commitment to diversity and inclusion. Thanks for being such a pleasure to work with.”

### Senior leadership team

We’re proud to be led by a dedicated team of senior executives, each of whom is passionate about changing what it means to be blind today.

John M. Rafferty, President and CEO

Angela Bonfanti, Chief Operating Officer

Maria Ash, Chief People Officer

Diane Bergeron, President, CNIB Guide Dogs

Garry Nenson, Chief Development Officer

Kathy Rabideau, Chief Financial Officer

Dr. Mahadeo A. Sukhai, Ph.D., Vice President, Research and International Affairs and Chief Accessibility Officer

In 2021, we were thrilled to welcome Angela Bonfanti into the role of CNIB’s first Chief Operating Officer. Learn more about Angela at [**cnib.ca/coo**](https://cnib.ca/en/angela-bonfanti-chief-operating-officer).

## Stepping Out

### We’re proud to be one of the first charities in Canada to have held a post-pandemic fundraising gala!

Throughout the pandemic, we’ve had to get creative when it comes to raising funds. Losing the ability to host in-person fundraising events pushed us to work harder than ever to meet our philanthropy goals for the people we serve. We expected this year would be more of the same, but our incredible volunteers and supporters were determined to help us return to live fundraising events.

The CNIB Guide Dogs with Purpose Gala, held in Saskatchewan in March, never would’ve happened if it weren’t for the staunch determination of the volunteer committee members who helped bring this event to life.

Because of their support and dedication, CNIB was among the first Canadian charities to hold a gala event since March of 2020 – and it was a huge success. The gala, which was generously presented by Scotiabank, brought in $93,000 to support our guide dog program in Saskatchewan.

“The CNIB Guide Dogs with Purpose Gala presented by Scotiabank was a fantastic fundraising event, and we’re so grateful to everyone who supported it and worked tirelessly to make it happen.”

-Christall Beaudry, Vice President, CNIB Western Canada

## Your Dollars at Work

As a charter member of the Imagine Canada Ethical Fundraising and Financial Accountability Code, CNIB takes pride in upholding the highest standard of ethics in the distribution of donations. Our financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations and were audited by Deloitte LLP.

CNIB is accredited by the Imagine Canada Standards Program and has met 73 standards in board governance, financial accountability and transparency, fundraising, staff management, and volunteer involvement. This accreditation is in effect from 2020 to 2025.

Last year, we invested $34 million directly into programs for Canadians with sight loss. The financial support for these programs comes from public support (54%), government funding (8%), investments (2%), retail lottery and gaming (12%), fees for service (8%), consumer products and assistive technology sales (8%), and other revenue generation initiatives (8%).

### Participation in our innovative programs

Career and Employment 18.2%

Children and Youth 5.4%

Peer Support (including Vision Mates) 18.9%

Sports and Recreation 25.3%

Technology 32.2%

## Donor Honour Roll

### Major gifts

CNIB thanks the following individuals, corporations, foundations, and service clubs who made exceptional gifts of $5,000 or more in the last year.

A & A Hersey Fund

A.W.B. Charitable Foundation

Accessible Media Inc.

Audrey Adams-White

Adler & Lipkus Family Foundation

Alberta New Horizons for Seniors Program

Alberta Retired Teachers Association Charitable Foundation

Allard Foundation

Allstate Insurance Company of Canada

Edward Anderson

Anna & Edward C. Churchill Foundation

Barrie Michalsky Memorial Slo-Pitch Tournament

Bayer Inc.

Jane and Colin Beaumont

Delores Beck

Bell Mobility

The Benjamin Family

Joyce Bergstreiser

B'Nai Brith Lodge 1191 Kingston

Brad J. Hinz, MD FRCSC

Brandt Tractor Ltd.

Britton Smith Foundation

Marcelline Brown

Louise Browne

Brynjolfur Kristin Brynjolfsson Fund

Ann K. Bucke

Evelyn Burbank

Sharon Burnstad

Lloyd and Elaine Burrow

C.M. Odette Philanthropic Foundation

Calgary Flames Foundation

Canada Council for the Arts Vida Peene Award

Canada Post Community Foundation

Canadian Council of the Blind - Limitless Chapter

Canadian Tire Corporation

Canadian Tire Jumpstart Charities

Canadian Wireless Telecommunications Association

Catapult Canada

Central Okanagan Foundation

Clifford Frank Watts and Lenora May Watts Endowment Fund

M. Robert Charbonneau

John Church

CIBC

City of Regina

Clement and Hedwig Gerwing Fund

Cliff & Pat Glen Fund

Carole Collier

Community Foundation for Kingston & Area

Janis E. Crewson

Mary and John Crocker

Crosbie Group Limited

Stuart and Ann Culver

Margaret Dalrymple

Dr. Dolly Dastoor

DATA Communications Management Corp.

Debbie Davidson

Maurice De Gennaro

Deloitte LLP

Delta Gamma Foundation

Michael and Carol Desnoyers

Gordon and Sheryl Dibb

District A2 Lion's Club

Mr. and Mrs. Hugh Dobbie

Dr. Samuel Robinson Charitable Foundation

David and Helen Eastaugh

Easter Seals PEI

Ecclesiastical Insurance

Edmonton Community Foundation

Gary and Judy Edwards and Family

Ellis Family Foundation

Hilarie Embree

Employees of the Hebron Platform

Envision Glasses

Ernest & Anne Steers Fund

Estevan Lions Club

Ewald Family Foundation

FDC Foundation

Ed and Diane Filby

Penny Finneron

Food First NL

Frank & Mary Uniac Charitable Fund

Frederick and Douglas Dickson Memorial Foundation

Fredericton Community Foundation

Douglas Froom

Robert Froom

G. Murray and Edna Forbes Foundation Fund

Galvin Family Foundation

Gaponow Family Foundation

Dr. Raul Garcia

Garden City Groundskeeping Services Ltd

Geoffrey and Edith Wood Charitable Fund

George H. Stedman Estate

Gerald C. Baines Charitable Foundation

Government of Canada

Government of Newfoundland and Labrador

Government of Ontario

Mark and Riana Greve

Halton Region

Hamilton Community Foundation

Dr. Robyne Hanley-Dafoe

Wagdi Henein

Mr. E. (Ben) Hochhausen

Elva Hogan

Tim Hogarth and the Hogarth Family

Honda Canada Foundation

Humanware Technologies Canada Inc.

Husky Energy

Hydro One Employee Donations & Hydro One Corporate Match

Hydro One Employees' And Pensioners' Charity Trust Fund

Jack and Lois Shirley O'Regan Charitable Foundation

Jewish Foundation of Greater Toronto

John M. & Bernice Parrott Foundation Inc.

Johnson & Johnson Inc.

Alan and Tracy Joudrey

Margaret Karmazenuk

Kinsmen Club of Kingston

KLM Ventures Ltd.

Daryl Knudson

Ron and Yvonne Kruzeniski

La Chambre des Notaires du Quebec

Lake Effect Co. Ltd.

Law Foundation of Prince Edward Island

Law Foundation of Saskatchewan

Law Foundation Prince Edward Island

Lifelong Learning Mississauga

Linda Joyce Charitable Fund

Lions Clubs International Foundation

Loyal Protestant Association

Lynda Wheeler Foundation

Norma and John MacDonald

Ian MacGregor

Manitoba Association of Optometrists

Manitoba Law Foundation

Mantella Corporation

Eric S. Margolis

Mary Helen Acheson Fund

May And Stanley Smith Charitable Trust

Heinz Mayershofer

McFarlane-Karp Fund

J.C.D. Milton

Miss Glendene Tutton

David & Enid Mitchell & Family

Moffat Family Fund

Moneris Solutions Corporation

Morningview Foundation

Mavis Munro

Nancy's Very Own Foundation

Nanji Family Foundation

Nellie K. Hicks Fund for the Blind (FOI)

Nellis Roy Moyer & Mary Elizabeth Moyer Memorial Trust

Paul Nightingale

Tara Normand

Northern Ontario Heritage Fund Corporation

Novartis Pharmaceuticals Canada Inc

Dennis O'Byrne

Odlum Brown Limited

Ontario Endowment for Children and Youth

Ontario Trillium Foundation

Opticians Association of Canada (OAC)

Ottawa Community Foundation

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Paterson Family Foundation Inc.

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Mr. and Ms. Robert D. Penner

Nalini Perera

Michael Phuah

Michael Phyllis Evelyn Salter Foundation

Joan Plummer

Power of One Foundation

Private Giving Foundation

Province of BC - Multiculturalism and Anti-Racism Division

Province of Nova Scotia

Purdys Chocolatier

John and Jacquie Rafferty

Justin Mooney and Simone Ratis

Donald and Nita Reed

Bruce Reid

Roderick Rice

Noah Richler

Barbara Ritchie

Robert Kenny Fund

Robert W Allan Enterprises Ltd

Lucille Roch

Rodco Holdings

Mrs. A. Nancy Rogers, in memory of George Alan Rogers

Rotary Club of Calgary Olympic

Rotary Club of Victoria Harbourside

Janice Russell

Vito Russo

Joe and Susan Salek

Sally and Brit Smith Trust Fund

Vida Salna

Saskatchewan Workers' Compensation Board

Saskatoon Community Foundation

Jane Muir Savidant and Stephen Savidant

Scotiabank Group

Kevin De Sousa and Krista Scott

Serbian Canadian Cultural Club

Shedden Investments Inc

Ron and Anne Sidon

Stephen Sienko

Simon Fraser University Co-operative Education Program

Steven and Nancy Simonot and Family

Keith Smith

A. Britton Smith

Sofina Foundation

James K. Hugessen and Louise Stevenson

Susan Creasy Financial Inc. Susan Creasy and Family

Synthetic Turf Council

Takla Foundation

Gloria Taylor

TD Bank Group

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Telus Community Board - Edmonton

Dr. and Ms. Matthew Tennant

The Alvin And Mona Libin Foundation

The Birks Family Foundation

The Calgary Foundation

The Catherine and Maxwell Meighen Foundation

The Charles Johnson Charitable Fund

The Congregation of the Sisters of St. Joseph in Canada

The Co-operators Community Funds

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The New Brunswick Law Foundation

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The Ralph M. Barford Foundation

The Robert J Mclaughlin Foundation

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The Vancouver Foundation

The Victoria Foundation

The Welty Family Foundation

The Wheelbarrow Fund

The Whitearn Foundation

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Carol Williams

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Rita Witrylak

Barbara Wolch

Angela Ming Wong

Workplace NL

### Estate gifts

We wish to honour the caring individuals who have left gifts in their wills to CNIB in the last year, and we send our sincerest condolences to their families and friends.

Dorothy Ryan Estate Fund

Estate of Agnes Mortimer

Estate of Agnes T Baryski

Estate of Aksel Iversen

Estate of Alceo Peter Voulaz

Estate of Alice Ethel MacInnes

Estate of Alice Ruth Stark

Estate of Allen Schairer

Estate of Anastasia (Ann) Olchowecki

Estate of Ande Marie Johnston

Estate of Angela Simkus

Estate of Anita Murray

Estate of Anne Eirwen Croombs

Estate of Anne Isabel Brewster

Estate of Anton Stramitz

Estate of Ardith Madeline Canning Hiltz

Estate of Arthur Lamont Strang

Estate of Arva Ward Griffin

Estate of Bertha Caroline Clark

Estate of Beryl Lapham Anderson

Estate of Betty Helen MacGregor

Estate of Bing-Ching Chan

Estate of Brian Robert Bennett

Estate of Bruce Edmund Walker

Estate of Carolyn Jean House

Estate of Charles Fowler

Estate of Charles Hubert Gould

Estate of Choon Ling Law

Estate of Clifford Wayne Edwards

Estate of Daisy June Spilker

Estate of Deborah Joan Cooper

Estate of Diane Lavery

Estate of Dolores Edmunds

Estate of Donald Robertson

Estate of Donald Walter Lambie

Estate of Donald William Frederick McDonald

Estate of Dorothy Eileen Goudey

Estate of Dorothy Isobel Fox

Estate of Douglas Hall

Estate of Earle John Knight

Estate of Edith Margaret York

Estate of Edward Richard Soltis

Estate of Eileen Hilder

Estate of Eileen Mary Mason

Estate of Elizabeth Joan Williams

Estate of Elizabeth Martha Innes

Estate of Elizabeth Rosina Barron

Estate of Ella Isobel Dawson

Estate of Ellen (Helen) Joan Kates

Estate of Ellen Mary Gertrude Barrett

Estate of Eric MacNeil

Estate of Eva Maria Hennemann

Estate of Evelyn Dorothy Toy

Estate of Farid Edouard Nahal

Estate of Fay Shirley Rawson

Estate of Felix and Lilllian Stradeski

Estate of Florence Alice Smith

Estate of Florence Clara Gould

Estate of Florence Jennette Duncan

Estate of Frances Vallance

Estate of Francis Ouellette (Foundation)

Estate of Fritz Hoerner

Estate of Gabriella Schmidt

Estate of George Alexander Barber

Estate of George Edward Thull

Estate of Germaine Lavigne

Estate of Gordon Butler

Estate of Grace Sorenson

Estate of Harold Benedict Cassidy

Estate of Harry Sigal

Estate of Hazel Woods

Estate of Helen Allen Stacey

Estate of Helen Caroline Benninger

Estate of Helen Fennell

Estate of Helen Gray McLeod

Estate of Helen Maude Campbell

Estate of Hilda Hermine Artaker

Estate of Ida May Keith

Estate of Isabel Margaret Aiken

Estate of Ivan Elkan

Estate of Jack Lucas

Estate of Jack Sydney Wootliff

Estate of James Fraser Morison

Estate of Janice Lynn Perrin

Estate of Jean Boakes

Estate of Jean Robert Bernard

Estate of Jean-Claude Gauthier

Estate of Joan Ethel Alston-Stewart

Estate of John Columbus Chadwick

Estate of John David Isbister

Estate of John Edward Roberts

Estate of John Leask

Estate of John Mandrusiak

Estate of Joseph Paul-Andre Bernard

Estate of Joseph Tinswood Hornsby

Estate of Josephine Sanderson

Estate of Katherine Ruth Mills

Estate of Kathleen Hornby

Estate of Kenneth Arthur Corsaut

Estate of Kenneth Hnidan

Estate of Laura Alice Ann Craig

Estate of Laura Gertrude Dawe

Estate of Leonard William Waldie

Estate of Lillian Cousen

Estate of Lillian Kusczak

Estate of Lothar Otto Pietsch

Estate of Louise Beatrice Tye

Estate of Luella Albertha McCleary

Estate of Luise Esther Koehler

Estate of Mardi Falconer

Estate of Margaret Addie Bennett

Estate of Margaret Caroline Shawyer

Estate of Margaret Elizabeth Robina MacIsaac

Estate of Margaret Vivian Wilby

Estate of Margaretann McMillan

Estate of Marguerite May Minuk

Estate of Marguerite Rushmer Marshall

Estate of Maria Marja-Leena Nurmi

Estate of Marilyn Jean Angus

Estate of Marion Isobel Smith

Estate of Mary Drake

Estate of Mary Isabel Richardson

Estate of Mary Link

Estate of Mary Lucile Derrien Hacault

Estate of Mary Myrtle Franklin

Estate of Mary Raymont

Estate of Mary Thelma Elizabeth Leech

Estate of Max William Chambers

Estate of Michael Andrew Gladish

Estate of Michael Joseph Zartler

Estate of Mildred Shirley Barrie

Estate of Murry Edward McGee

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Estate of Norman Kovachis

Estate of Olive Edna Levy

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Estate of Phyllis Lilian Ballantyne

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Estate of Suzanne Nelidas Seeley

Estate of Teresa Jean Elizabeth Burke

Estate of Thomas Constantine Zoma

Estate of Thomas Francis Easson

Estate of Ursula Loewenstein

Estate of Velma McInnes

Estate of Vera Louisa (Louise) Cousins Jenks

Estate of Violet Schultz

Estate of Virginia Nash Tenny

Estate of Warren James Rhodes

Estate of William Brian Geoffrey Humphries

Estate of Yvonne Elsbeth Schurmann

Gerald Maurice Brawley Estate Foundation

Noreen & Robert Allen Charitable Trust

Succession Frederick Hazelhurst

Succession Rex Malcolm Scott

Sylvia Drop Legacy Foundation

The Donalda McKenna Charitable Trust

The Jack & Marjorie Todd Foundation

The John A. Sanderson and Family Trust

### Friends for Life

CNIB thanks the following individuals for creating legacy gifts in support of our work in the last year. We greatly appreciate our Friend for Life donors whose gifts will touch countless lives for years to come.

Mr. Kirk Anzai

Mrs. Erika Arth

Sylvia Baigrie

Ms. Sylvia Barkley

Mrs. Ann Barlow

Mr. and Mrs. George Bechtel

Ms. Sheila Begg

Ms. Michelle Benitez

M. Gerard Besner

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Mr. Brian Fedak

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Ms. Lynne Murphy

Dr. Anita M. Myers

Ms. Alma Oliarnyk

Ms. Connie Orr

Bonnie A. Parslow, Reg. N.

Mr. John Patterson

Mr. Neil H. Patterson

Mme Jacqueline B. Pelchat

Gilles Perron

M. Michel Perron

Mr. Erhard Pinno

Mme Jocelyne Plante

Mr. Gary D. Prideaux

Mrs. Frances Pringle

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Ms. Angela Rosin

Mr. Raymond Savidge

Ms. Cheryl Schultz and Mr. Gary Schultz

Mr. Paul Sheppard

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Mr. Richard West

Mrs. Marilyn Whittle

Mrs. Shirley Wickstrom

Mr. Tom A. Wilcox

Mme Diane Wjunenko

Ms. Dianne Wolfe

Mrs. Jean Wright

Ms. Audrey L. Young

Founded in 1918, CNIB is a non-profit organization driven to change what it is to be blind today. We deliver innovative programs and powerful advocacy that empower people impacted by blindness to live their dreams and tear down barriers to inclusion. Our work as a blind foundation is powered by a network of volunteers, donors, and partners from coast to coast to coast.

cnib.ca

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