



InSight

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Association for Vision Rehabilitation and Employment, Inc.

ANNOUNCING..... OUR 2009 EMPLOYEE OF THE YEAR!

Deborah Holmes is Cool, Calm, and Collected. When a fourth "C-word" – Caring -- is added to that combination, the result is an award-winning and highly valued employee. And that is precisely why Deborah was chosen as A.V.R.E.'s Melvin L. Rosendale Employee of the Year for 2009.

Deb joined the A.V.R.E. work team in 2002, when she was hired as a Call Center switchboard operator with the Veterans Administration's Hudson Valley Health Care System. The Mid-Hudson Medical Center has two campuses, located about 30 miles apart at Castle Point and Montrose, New York. Under a contract through National Industries for the Blind, A.V.R.E. is responsible for the operation of the switchboards of both facilities, creating additional employment opportunities for people who are visually impaired. Deb is a "floater," and although she is primarily assigned to the Castle Point switchboard, she routinely commutes to the Montrose VA campus to fill in as needed.

As a VA Call Center switchboard operator, Deborah works in an environment that is very challenging for anyone and is especially so for a person with a vision disability. She and her co-workers process about 1500 call "actions" per day. Some calls are simple and direct, and all that is involved is making certain the caller is connected with the appropriate person. Other calls can require a good deal of patience and customer service skills to assure that the caller's needs are met.



Deborah Holmes and her guide dog, Isis, prepare to meet the workday challenges at the Mid-Hudson VA Medical Center.

A quote from a VA staff person who works with Deb nicely sums up Deb's commitment to excellence: "...Deborah is a big help with the veterans when they call her up to find out where a certain clinic is. ...She never rushes ...she makes sure the call goes through and always asks before hanging up if she can help with anything else. Deb is a big asset to the Veterans Hospital."

In addition to handling the phone calls, Deb and her colleagues monitor the alarm systems within the hospital. She is required to identify the nature of an alarm, dispatch the appropriate response team, and make certain that all required documents are completed and logged for each incident. This is where Deborah's "four Cs" really come into play. She handles all of these tasks with calm ease and confidence. Multi-tasking is another of Deb's strengths. Her position often requires obtaining information from multiple sources while simultaneously outputting that information in another direction. Deb does it all, and she does it well.

Deb's award was presented to her at A.V.R.E.'s annual Employee Awards and Recognitions Banquet that was held in Binghamton on March 29, 2009. We wish to extend our congratulations to Deborah.

The Melvin L. Rosendale Employee of the Year award was created in 1988 in memory and honor of Mel, who was a long-time supporter and board member. As the winner of the A.V.R.E. award, Deborah was automatically nominated for the Peter J. Salmon National Employee of the Year Award, given by National Industries for the Blind.



***Our Mission:* "To assist people who have a vision disability enhance life quality through attaining or maintaining personal and economic independence, and to help remove obstacles imposed by vision disabilities."**

AND ANOTHER AWARD

Charles (Chuck) Gardner was also honored at the Awards Banquet. Chuck was the surprise recipient of the Amy J. Lateer Citizen of the Year Award for 2009, which is given each year to an employee who goes above and beyond the "call of duty" and who goes beyond a written job description for the benefit of his or her fellow employees and the community.

Chuck is the Facilities and Logistics Manager, and in that capacity, he oversees all of the maintenance and repairs of the buildings and grounds, as well as all of the equipment and machinery within the agency. Some of these duties require that Chuck arrive at work long before everyone else does and stay after everyone leaves. Whether it be for making certain all driveways, parking areas, and sidewalks are cleared of snow and ice, or making certain our landscaping beds are adequately weeded and mulched, or ensuring that all machines are running properly and at the safest levels for all employees... Chuck is there. In addition, he is responsible for making certain our products are routed properly and delivered to our customers in an accurate and timely manner. We also extend our congratulations to Chuck.

This award was named for the late Amy J. Lateer, who was A.V.R.E.'s receptionist and who exemplified so strongly the qualities of "going above and beyond" in the workplace.



IN TIMES OF TRAGEDY...

On Friday, April 3rd, a terrible tragedy occurred at the American Civic Association (ACA) in Binghamton, when a gunman shot and killed 13 people who were taking an English language class. It was an action that shocked our city and left us all wondering at the senselessness of it.

Many days have passed since then, but the grieving and healing processes have only just begun. As always happens in times of tragedy, the communities in the Triple Cities and in the entire Southern Tier of New York have come together with offers of support and assistance of many types.

A.V.R.E.'s board of directors and management team considered what could be done to assist. Fully understanding the importance of the valuable services the ACA provides to immigrants and refugees, it was decided to offer something that was desperately needed to allow the agency to continue its work during this time of transition – space. Because our building has a full second floor of office spaces that is currently not being used, that area was offered to the ACA for their temporary use. As it turned out, they have accepted space in a location closer to their own building, but they were extremely grateful for our offer.

All of us at A.V.R.E. want to extend our deepest sympathy to the families and friends of the

13 immigrants who lost their lives on that terrible day. It is our wish that the amazing outreach they have been experiencing from our community will help to reaffirm and reinforce their desire to continue their quest to achieve the American dream of freedom here in our country.



CONSUMER OUTREACH -- A New Direction

A.V.R.E. has been in the "business" of assisting people who are blind and visually impaired through a variety of programs and services since 1926. During the past 83 years, thousands of people have been reached and helped. However, getting the word out about our agency and about our services and programs has always been a challenge. It seems we have been forced to sort of sit back and wait for people to find out about us. Now, we will be more actively pursuing locating people who need, and will benefit from, our valuable vision rehabilitation services.

We are pleased to announce that Ann (Annie) van der Wal has assumed the position of Community Connections Specialist. Annie has been on our Program Services staff for many years as a Social Caseworker and a Vision Rehabilitation Therapist. Those who know Annie personally, and have benefited from services provided by her, realize what a caring and dedicated person she is.

In her new role, Annie will be conducting active community initiatives and programs designed to help identify potential consumers and generate increased referrals (from eye care specialists) of potential consumers, with a primary focus on the Greater Binghamton area. In addition, Annie will be responsible for the assessment of prospective consumers in the greater Binghamton area, and for the development of the initial plan for services best suited to each individual. Annie will continue to be involved in providing some Social Casework services and rehab therapy along with support in employment services as needed.

We feel that Annie is the appropriate choice for implementing this new outreach program, and we wish her well and congratulations as she begins her new duties.



THE PRESIDENT'S CORNER

By Robert Hanye, President and CEO

Planning For Growth

A key part of A.V.R.E.'s mission is to help people with a vision disability attain or maintain economic independence. Unless we are fortunate enough to come into a large inheritance, this usually means finding and sustaining employment. My old boss and first mentor in this field, Harold Richterman, many years ago preached the phrase "Jobs – Work – Money." Jobs meant staying productively occupied. Work meant feeling good about adding value to a company or society. Money, of course, meant the ability to support oneself or family. Mr. Richterman used this phrase at a time when a person would find a job with a company and generally stay in that job, or at least with that company, for his or her working career.

Here at A.V.R.E., we like to think that we have taken Mr. Richterman's old theme to a new and more modern level. The new economy requires people to have more flexibility and adaptability, broader and more complex skills, and improved ability to make independent decisions. There is a focus on careers and not just jobs. Front line employees now have choices about the way tasks are accomplished and are more empowered to make critical decisions at the work station. We are "seeing things differently" and envision employment as opportunities for professional and personal growth, as well as economic independence.

Now that we have a clearer picture of how economic independence correlates to our mission, it is up to all of us to find a way to make it happen. "Us" includes board members, employees, and consumers of A.V.R.E.

This past October, our board of directors adopted a new Strategic Plan. This plan is intended to give direction to our work over the next few years. It is a work in progress, so we review it regularly to make sure we are on track. It may be modified if there are major changes in A.V.R.E.'s environment. However, there are key parts of the plan that can go forward regardless of what else changes. I would like to highlight some that are directly related to using employment to enhance personal and professional growth, as well as economic independence. The following are applied to all employees, both visually impaired and sighted.

1. We are working hard to "cross train" employees throughout the organization so that each person has the ability, training, and support to do more than one job. This benefits employees as well as A.V.R.E., especially if one production line is booming while another may be slow. Another example is training a number of employees to work with customers and handle sales in our ViewPoint store that sells vision aids and devices and our office products.

2. We have started "department teams" that meet regularly to make and put in place improvements that increase quality, productivity, efficiency, and safety.

3. We look for formal and informal ways to increase employee skills so that each becomes more flexible. One example is our new mini-sessions to introduce blind and visually impaired people to new information technology through ACCESS-Tech.

4. We are committed to promoting internally whenever we can and growing our own future leaders.

A broader initiative is to sell more of our current product line to both new and existing customers. We are committed to increasing our local commercial sales of copy paper and file folders. We appreciate the support of our area business customers who buy our product because of its quality, competitive pricing, and excellent service. Buying local creates local jobs and supports our mission. Doing business with A.V.R.E. is good for Greater Binghamton and the surrounding communities.

We are actively pursuing new product lines and business opportunities to meet the needs of blind and visually impaired people who have a wide range of skills and interests. We are pursuing more assembly and packaging, more information technology opportunities and, of course, more business for our manufacturing operation. At the same time, we are constantly working to improve the quality of our work environment, as well as the environments wherever a blind person may choose to pursue a career.

Each one of us must be on the alert for opportunities for growth in our occupational and personal lives. The same commitment is required of A.V.R.E.



PLOTS STILL AVAILABLE

In our last issue of InSight, we told you about two cemetery plots we have available for purchase. These plots were bequeathed to us many years ago, and are located in the Vestal Hills Memorial Park in Vestal, New York. They are still available for purchase by anyone who is blind or visually impaired.

If you are legally blind and are interested in finding out more about this possibility, or if you know of someone who is qualified and might be interested, please call A.V.R.E. Development Director Jenn Cubic at 607-724-2428.



Remember...

Donations to A.V.R.E. can now be made online at our website.

Go to www.avreus.org and click on: "Donate Here."

IT'S ALL ABOUT OPPORTUNITIES

By Jennifer Cubic, A.V.R.E. Development Director

Growing Opportunities

In this staggering economy, opportunities for growth are pursued with enthusiasm. As many of our colleagues in other non-profits face government budget cuts and diminishing philanthropy, A.V.R.E. is fortunate to maintain a successful business model that enables us to generate income to subsidize programming and create jobs for people who are visually impaired. As our President and CEO, Bob Hanye, mentioned, A.V.R.E. recently implemented a new strategic plan that facilitates growth by first selling more of our current products to new and existing customers and, second, by developing new business opportunities for all potential customers.

After our Invest in the Vision Campaign officially ended in December 2008, we determined it was time to get working on the initiatives outlined in our new strategic plan. We immediately began to identify potential local customers who would be interested in buying our non-recycled copy paper and manila file folders. The response has been phenomenal! We have long established relationships with several area schools, law firms and Broome County. In the last three months, we have grown that list to include several area banks, accounting firms, engineering firms, and even Binghamton University! Our new customers are proud to support our mission and keep business in the Southern Tier, but the bottom line is quality and competitive pricing – we hit the target on both. Not to mention that we have excellent customer service and delivery staff. We have already received great feedback on how accommodating and efficient we are. As we move ahead, we are confident that our good reputation will be an important factor in securing more commercial customers.

We have also expanded our marketing efforts to focus more on the commercial side of the business. In an effort to distinguish the non-recycled, commercial paper from the recycled product, we created unique packaging for local use – one that very clearly identifies A.V.R.E. in Binghamton as the manufacturer. Even the ream wrap showcases A.V.R.E.'s logo! We wanted to highlight factors that appeal to the local customer: buying from A.V.R.E. is good for the local economy, and it creates jobs right here in downtown Binghamton. Our commercial tag line is "Buy smarter, Buy better, Buy Binghamton."

We have invested in more marketing tools to help spread the word and convey how our business supports our mission. Deb Holmes from the VA switchboards and Jim Hitchcock from manufacturing are featured on our new retractable banners. Deb is on the corporate banner which is intended to highlight our agency's overall mission. Jim is on the banner highlighting our manufacture of convenience pack copy paper. The banners can be used for business shows, agency fairs, or any event that A.V.R.E. sponsors or hosts. The banners present a professional image of everything we do.



Our new copy paper box, with our logo prominently displayed on the top.

We attended the Greater Binghamton Chamber of Commerce Business Show in April, focusing primarily on our commercial copy paper. We take every opportunity we can to educate people about our services, but we approached that a bit differently this year. Annie, from our rehab staff, proactively approached other vendors' booths to tell them about our services. We had several staff "working" the show. The visibility benefited the entire agency. Our next move will include joining the Tompkins Chamber of Commerce so that we can work to expand sales and services throughout more of our service territory.

Government sales of convenience pack copy paper and manila file folders are growing, too. We are constantly looking for new opportunities in the federal and state marketplace. Recently, we received a significantly large file folder order from the Census Department -- the largest single order in our history! A.V.R.E.'s President and CEO, Bob Hanye, and Vice President of Operations, Ken Fernald, traveled to Indiana to meet with Census officials about the possibility of doing more business together. We will also be attending an Office of General Services vendor show in Albany in May and a General Services Administration vendor show in San Antonio in June. Whether it is local, regional, or national business, it is all about building relationships. A solid relationship can lead to unlimited opportunities for growth.

What we always remember is why we are working so hard in business development. A.V.R.E. is all about enhancing life quality through personal and economic independence. Growing A.V.R.E.'s business creates jobs and provides for the continuation and growth of quality vision rehabilitation services for people who are visually impaired. Despite the economic downturn, A.V.R.E. is "seeing things differently."

Sustaining Opportunities

With all of the excitement generated by securing new business, it is sometimes hard to focus on the business that sustains us from day to day. A.V.R.E.'s Business Division & Manufacturing is comprised of six individual departments: pressboard, file folders, converting and sheeting, light assembly, switchboards, and shipping and receiving. Each department plays a critical role in ensuring that we are prepared to meet business demands, thereby supporting our mission. It is important for A.V.R.E. staff to understand these roles, but our consumers and supporters should understand them, as well. We want you to know as much as possible about what we do and why.

Shipping and Receiving touches every aspect of the business. This department is solely responsible for shipping every completed order. In fact, they often put the order together! Their numbers tell the larger story for the agency. Based on year-to-date figures, we are on pace to exceed last year's numbers for total weight and product shipped! With just four people in this department, the growth in business has posed some challenges, but nothing that has kept them from meeting their goals. According to A.V.R.E.'s shipping clerk, Jim Keeler, "Our department has a self-imposed, three-day window to get orders shipped. It's been difficult, but we're still able to meet that goal." It is A.V.R.E.'s goal to grow the business even more so that we need to create more jobs. Perhaps after some agency growing pains, A.V.R.E.'s shipping department staff will grow, too!



One of our new retractable banners that will be used for displays at events and shows. Machine Operator Jim Hitchcock stands near large rolls of white paper that will be converted into copy and printer paper.

One of the busiest departments produces manila file folders made from 30% recycled roll stock. The department has been exceptionally busy filling an ever-increasing number of orders for the federal government, including one particularly large order for the Census Department. Despite the immediate increase in orders, the department has done an excellent job keeping up with demand. Nancy McGovern, a file folder team member, says she enjoys being busy, but that working faster has drawbacks: "Going faster can make the machine jam more often. When we work steadier, but as a team, we produce a better product and get the job done." The machine operator, Eric Martin, has helped to make the team famous. Eric's photo and profile made their way into April's issue of Government Executive – the government's business magazine. Popularity aside, the team is glad for the increase in business and looks forward to more growth.

The paper converting department has seen the most growth in commercial sales of non-recycled paper. Additionally, orders from the federal government for recycled paper are on the increase. With the agency's push to grow the commercial market, teamwork is critical to keep up with overall demand of both products. According to machine operator Jim Hitchcock, the team is busier than ever: "We're producing 200 cartons per day and are nearing capacity. We have to work as a team to get the job done." Jim believes that with continued growth in sales, the department might need to run another shift, resulting in potentially more jobs for people who are visually impaired. The team is proud of the product they produce. The current recycled content is 30% post-consumer waste, but there are plans in the future to introduce a 100% recycled product. Like many others in our community, A.V.R.E. is committed to "greening" our business.

From a product perspective, the light assembly department is the most diverse. The department repackages items from suppliers to sell to various government customers. Their projects include newborn baby and travel kits for New York City agencies and JAWS cleaning supplies for New York State. Their biggest customers are U.S. military base commissaries. The team repackages over 60 Goody hair products for re-sale at bases all over Europe! The orders can be large and the schedule demanding. Team leader Bill Decker says their ability to meet tight deadlines is all in the preparation. While they wait for supplies to come in, they get boxes and stations set up so that they are ready to move "when the first carton hits the table." Bill is always looking for ways to improve work flow and teamwork. The team works well together and is cross-trained so that they can cover for one another.

(Continued on next page.)

("Sustaining Opportunities" continued.)

Despite challenges, they meet their deadlines – their motto is "we're on time, every time!"

While most departments are facing challenges resulting from business growth, A.V.R.E.'s pressboard department is adjusting to decreased demand. Traditionally, large orders were filled for the USDA warehouse, but now orders are smaller and less frequent. Fortunately, all of the team members are cross-trained in several areas and are available to help with the overflow of work in other departments. Team leader Dolores Saunders says that people enjoy working in different positions: "I've always done it!" Team members help to cover lunch and breaks in the file folder department, minimizing downtime in an area that is experiencing significant growth. As well, they have taken over filling orders for travel kits for the light assembly department so that they can focus on the commissary orders. Some are concerned about the decline in business for the department, but A.V.R.E. is committed to maintaining and growing positions for people who are visually impaired through growth and diversifying product lines.

Last, but not least, is A.V.R.E.'s switchboard operation at the VA Hudson Valley Healthcare System's Montrose and Castle Point campuses. There are five employees between the two campuses and each of them handles an average of 6,000 calls per month! The calls range from basic informational calls to high priority emergency alarms. In all cases, A.V.R.E. employees are responsible for contacting the right person and conveying accurate and detailed information. Despite the pressure, the team enjoys their work. Switchboard operator Deborah Holmes says, "The vets make me want to come to work every day. It's a great fulfillment for me to be able to help our war fighters in some small way." Switchboard operation is another area in which A.V.R.E. would like to expand. With today's adaptive technology, switchboards and call centers are ideally suited for people with a vision impairment.

With very few exceptions, each person in these departments is legally blind – from machine operators to line staff to switchboard operators. A.V.R.E. is fulfilling its mission each day by empowering individuals with job skills and gainful employment that afford them personal and economic independence. And, not only do staff benefit, but all A.V.R.E. consumers benefit from the revenue generated, because it is reinvested in our programming and growth. It is a tried and true model, but we are testing new and different opportunities in business. We are proactively taking control of our future. We are "seeing things differently."



CALLING ALL ARTISTS!

The Fine Arts Society of the Southern Tier (FASST) is sponsoring a special art show and judged competition called **Touchable Art**. The show will be held on Friday, November 6 and Saturday, November 7, 2009, and we are proud to announce that A.V.R.E. will be the host. It will be open to the public as part of Binghamton's First Friday Art Walk, a walking tour of the downtown Binghamton art galleries that takes place the first Friday of each month. Public hours for the exhibit will be from 6:00 PM until 9:00 PM on Friday, Nov. 6th, and from 10:00 AM until 4:00 PM on Saturday, Nov. 7th.



Touchable Art will be just that – art that can be appreciated through the sense of touch, as well as visually. This is especially exciting for people of all ages (children are most welcome) who have a vision disability, because it offers a rare opportunity for those who have never done so to have a brand new experience in art appreciation.

FASST is inviting and challenging all sighted artists and all visually impaired artists who are 18 years of age and older to create and submit artwork that can be touched. There are many possible media for touchable art, such as textural painting (not under glass), clay sculpture, bas-relief, mosaic, collage, pottery, ceramic, metal-work, woodcarving, origami (paper folding), textile, and fiber art. Just about anything is acceptable, as long as it is touchable and has no sharp edges or points. Art pieces may be either wall-hung or self-standing.

For more information, complete show rules, and an entry form, please contact Jenn Cubic at A.V.R.E., at 607-724-2428.



**"I found I could say things
with color and shapes that I
couldn't say any other way ~
things I had no words for."**

**Georgia O'Keeffe
1887 - 1986**

THE KIDS' KORNER

About Strabismus

Strabismus is a deviation, or misalignment, of the eyes. The condition has a variety of common names, such as: cross-eyed (one or both eyes turn inward), wall-eyed (one or both eyes turn outward), and wandering eye (one eye may move around and turn in different directions while the other stays straight). Essentially, they all describe eyes that are not straight or properly aligned. When the eye turn occurs all of the time, it is called "constant strabismus." When the eye turns only some of the time, it is called "intermittent strabismus."

There are a number of possible causes of strabismus. They include genetics, inappropriate development of the "fusion center" of the brain, problems with the control center of the brain, injuries to muscles or nerves, or other problems involving the muscles or nerves. Interestingly, most cases of strabismus are not a result of a muscle problem but are due to a problem with the brain.

At birth, an infant's eyes can't always focus directly on objects. It is normal for a young baby's eyes to move independently at first. Sometimes, they may cross or wander outward. However, by the age of three to four months, a baby should be able to focus on small objects and the eyes should be straight or parallel to each other. If parents notice any deviation in their child's eye direction after the age of four months, an eye care professional should examine the child immediately.

If a young child's eyes are not aligned, one of three things can happen:

1. the child's brain will see double, because each eye is aimed at a different point;
2. the child's brain will "turn off" the images received from one eye to avoid double vision (called "suppression");
3. the child's brain will actually compensate by developing a new match with each eye so that vision fusion occurs, even though the eyes are not aimed at the same spot.

These possibilities must occur before the age of 6. If strabismus develops after the age of 6, the child's brain will not be able to make the necessary adaptations. However, even if any of these three sensory adaptations do occur, the eyes are not working together properly, and the child cannot have normal binocular vision.

Strabismus cannot be outgrown, so early detection is critical to correction of the condition. Children with strabismus must be identified and treated at a young age to obtain the best chances of restoring normal visual acuity. Children who are left untreated will not only have the turned eye all of their lives, but may go

Continued on back page.

IT'S SO EASY!

Our featured adaptive device is the "Easy Measure" salt and pepper dispensers. This handy set of two dispensers – one is white for salt, the other is black for pepper – can help to make cooking and baking easier.



A twist of the dial on the top of the dispenser accurately measures small amounts, from a "pinch," to 1/8 teaspoon, to 1/4 teaspoon. One press of the button will empty the desired measurement right where you want it. If 1/2 teaspoon is desired, simply set the dial for 1/4 teaspoon and press the top button twice. For 1 teaspoon, press it four times. The twist-off base makes filling the dispensers easy.

The Easy Measure dispensers can be used for measuring and dispensing many other dry spices and herbs, such as nutmeg, cinnamon, seasoned salts, poppy seeds, chili powder, or steak spices. Use one for baking powder, and one for baking soda. Try them for putting sugar and powdered creamer into your coffee or tea. There are so many possibilities!

The Easy Measure dispensers sell for \$12.95 for a set of two and are available in our ViewPoint retail store. Our store hours are Monday through Friday, from 8:00 AM until 5:00 PM. Come on in!



Remember...

ViewPoint is a great place to shop for early Christmas gifts!

We sell our paper products, low vision aids, and JAWS cleaning products.

Strabismus, continued from page 7.

on to develop amblyopia (commonly called "lazy eye" and not to be confused with strabismus). The longer vision suppression has been in effect, the more difficult it will be for the child to establish normal binocular vision. Early detection and treatment is very important in all cases of strabismus.

There are several types of treatments used for strabismus that depend upon the type and its cause. A common treatment is to prescribe eyeglasses to improve focusing and redirect the line of sight, enabling the eyes to straighten. An eye patch may be used to stimulate the eye that was suppressed or "turned off." Medication that is applied directly to the eye, in the form of drops or ointment, may be used. Injected medication may be used to selectively weaken an overactive eye muscle. Surgery may be performed on eye muscles to straighten the eyes, if nonsurgical treatments are unsuccessful. Eye exercises may be recommended either before or after surgery to teach proper eye coordination.

During regular well-baby exams from birth to two years of age, pediatricians should use family history and a vision evaluation to determine if vision problems exist. If there is any concern, the child should be referred to an eye doctor for a comprehensive professional eye examination. By being attentive to a child's eyes and obtaining proper early diagnosis and treatment, strabismus can be treated successfully.



FREE COMPUTERS

The Texas Center for the Physically Impaired (TCPI) has a program that provides individuals who are blind or visually impaired (living in the U.S.) with a computer. The service is free of charge with a \$100 donation to TCPI to cover the costs of replacement parts, packing, and shipping. Qualifying individuals will receive a computer, monitor, keyboard, CD-ROM, modem, sound card, speakers, and software.

The computers are refurbished by volunteers from those donated by businesses and individuals. Each computer is loaded with the following software:

- Windows XP operating system;
- A word processing program for letter writing and record-keeping;
- An email program and internet browsing program;
- A demo version of Window-Eyes, a screen reader with voice output (the actual program would need to be purchased);
- A demo version of ZoomText, a magnification software (if the individual can use ZoomText, a free, licensed copy of the full program is available);
- A six-audiotape tutorial on the use of Windows XP and Window-Eyes is also included.

If you are interested in obtaining a computer for yourself, or for another qualified individual, please contact the Texas Center by calling 214-340-6328, or visit their website at: www.handicapability.org.



FREE MATTER
FOR THE
BLIND

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A.V.R.E. serves visually impaired individuals of all ages who live in the New York counties of Broome, Chemung, Chenango, Cortland, Delaware, Otsego, Tioga, Tompkins and Schuyler, as well as the Pennsylvania counties of Bradford, Susquehanna and Tioga.

A.V.R.E. is an Affirmative Action and Equal Opportunity Employer.

If you would like more information about **A.V.R.E.** or its services, please feel free to contact us.

**Our vision is to be the first in choice
and quality with respect to vision
rehabilitation and employment services
in the Twin Tiers, and to be a model
for the broader community in
understanding vision disability.**

"Seeing Things Differently!"