# NCBI: Our Services

About 95 per cent of people using NCBI’s services have some remaining vision, while only 5 per cent are completely blind.

**Who we are**

NCBI is the national sight loss organisation, working for people with sight loss.

We provide practical and emotional support, rehabilitation services and other training designed to help people with sight loss to live independently.

**Some Facts (these will be used throughout the doc)**

• We provide a service to over 7,000 people every year.

• There are currently 224,000 people with impaired vision in Ireland and this will rise to 276,000 by 2020.

• NCBI is a not-for-profit organisation and raises funds to ensure that we can continue to offer essential services to people who are blind or vision impaired.

**Our services at a glance**

* Advice and information
* Emotional support and counselling
* Low vision solutions
* Assistive technology advice and training
* Rehabilitation training
* Library – large print, audio and Braille books
* Employment advice
* Practical solutions in our shop

**Our services in detail**

**Advice and Information**

We provide advice and information on how your vision has been affected, how to maximise the use of your vision and what supports are available from NCBI and other agencies to help you at home, in work or in education.

**Emotional Support and Counselling Services**

Research shows that loss of sight can have a significant psychological impact on those experiencing it and on those around them.

Issues addressed through this service include dealing with the diagnosis of an eye condition, dealing with the fears associated with a deteriorating condition and the impact of these on the future, on relationships and on employment.

**Low Vision Solutions**

If you are having difficulties reading, writing or carrying out everyday tasks, NCBI can help. Solutions include hand held or electronic magnification, improved lighting or filters to reduce glare.

**Assistive Technology Service**

Some people may benefit from a phone with large buttons, a talking clock or watch, while others want to use the latest mobile and online technology. NCBI can provide advice and training on a range of large print or audio (speech) options.

**Rehabilitation Training**

NCBI offers individualised solutions to help you overcome some of the challenges of sight loss through:

1. Independent Living Skills

These are the skills we all require in our daily lives, such as looking after yourself and your home, communication with others and general everyday activities like shopping.

1. Orientation and Mobility Skills

Getting out and about safely can be a daunting task as you adjust to sight loss. NCBI can offer advice and training on how to move around safely and independently.

NCBI’s Rehabilitation Training Centre in Dublin aims to equip people with the skills to increase independence and to explore further education or employment options before going on to further and higher education, voluntary work and employment.

**Work with Children**

NCBI provides information, advice, support and training to children with vision impairments and their families in both individual and group settings. We offer a range of assessments including functional vision, mobility and assistive technology and tailored intervention plans.

NCBI provides a unique service for children in our Early Learning Centre. The centre, which is based in Dublin, works with children from birth to six years of age, many of whom have additional disabilities.

**Getting back to reading**

NCBI’s library holds a large collection of audio, large print and Braille books, which are available to members nationwide.

**Who can use NCBI’s services?**

If you are experiencing significant sight loss, even after you’ve had your eyes tested and are wearing the right glasses or contact lenses, NCBI can help.

**How to avail of our services?**

You can avail of our services by filling out our online self-referral form at www.ncbi.ie or call us Monday to Friday, from 9am to 5pm on Tel: 01 830 7033.

**What happens next?**

* A telephone conversation will help us gain a better understanding of your needs.
* This is usually followed by a face-to-face appointment with your local NCBI support worker.
* During your first appointment we will talk to you further about any concerns or difficulties you are having and find solutions together.

**Governance at NCBI**

NCBI conducts its business in accordance with the rules, regulations and accountabilities which govern companies and charities in Ireland. We have adopted The Governance Code – A Code of Practice for Good Governance of Community, Voluntary and Charitable Organisations in Ireland. We also adopted the Statement of Guiding Principles for Fundraising.

**Contact Us**

NCBI Head Office

Whitworth Road,

Drumcondra, Dublin 9.

**Call us:** 01 8307033

**Email us:** info@ncbi.ie

**Look us up:** [www.ncbi.ie](http://www.ncbi.ie)

**We value your feedback**

Please send us feedback on this leaflet.

This leaflet is also available in audio and Braille.

**Profiles**

**Barry O’Donnell, NCBI Service User**

I lost my sight in 2007 as a result of a head injury. Mobility was my biggest challenge. Dealing with vision impairment is about reclaiming your independence and it’s achievable; you just have to do things in a different way. Working with NCBI has given me hope, independence and the confidence to get back to what I enjoyed doing.

**Elizabeth Miller, Service User**

I found reading very difficult so I use magnifiers to help with that and I use a symbol cane, which lets other people know that I have a vision impairment. I live on my own and I use a magnifier to see buttons on the washing machine and the cooker. I take one day at a time and I stay positive.

**Bridie Kennedy, Volunteer**

I see what reaching out can do – both for the individual and the volunteer. I want to be of help and it’s great to be able to do it without a time limit and without putting a price on it. There is always so much you can learn from people and it gives you a lot to think about.