



The **Speech
& Stuttering**
Institute

ANNUAL REPORT

2020/
2021

Transforming Lives for Lasting Change

www.speechandstuttering.com

Message from Interim Executive & Clinical Director

This Annual Report reflects the past fiscal year from April 1, 2020 – March 31, 2021 at SSI.

For SSI, like the world around us, 2020-21 was a year like no other. The global COVID-19 pandemic challenged our staff and clients in ways that we never could have predicted. At the same time, the past year demonstrated just how **adaptable** and **resilient** our organization is. Thanks to the tireless efforts of our clinicians, SSI quickly developed the capacity to deliver our high quality clinical services virtually, allowing us to provide consistent access to critical speech and stuttering treatment against a background of ever-changing external circumstances.

Our heartfelt thoughts are with all those who suffered difficulties or losses due to the pandemic; having mourned the passing of Dr. Robert (Bob) Kroll in early 2021, SSI too experienced the grief of loss in the last year. Bob, whose name was synonymous with SSI, was a beloved SLP to many of SSI's clients, as well as a pioneer in fluency treatment and research, our Executive Director for many years, later the Chair of our Board of Directors, and most recently a valued Executive Advisor. Please read our tribute to Bob on page 4. We thank everyone who reached out to share their memories of Bob; his legacy lives on at SSI in the work and values that we carry on in his memory, and the Bob Kroll Subsidy Fund will continue to provide for clients in need in his name.

As the Interim Clinical and Executive Director since July 2020, I must express my gratitude to the **SSI Board Members** who went above and beyond to share their time, advice, and expertise in support of SSI over the last year (see page 3). Special thanks to John Fisher and Peter Aziz, Board Co-Chairs, for providing stalwart leadership in unprecedented times. I am also delighted to share that our past Executive Director, Frank Ientile, who continued to act as a volunteer consultant to SSI after his departure in June 2020, has now officially returned to SSI as Chair. Frank's vision will keep SSI strong in the years to come!



Elissa Flagg

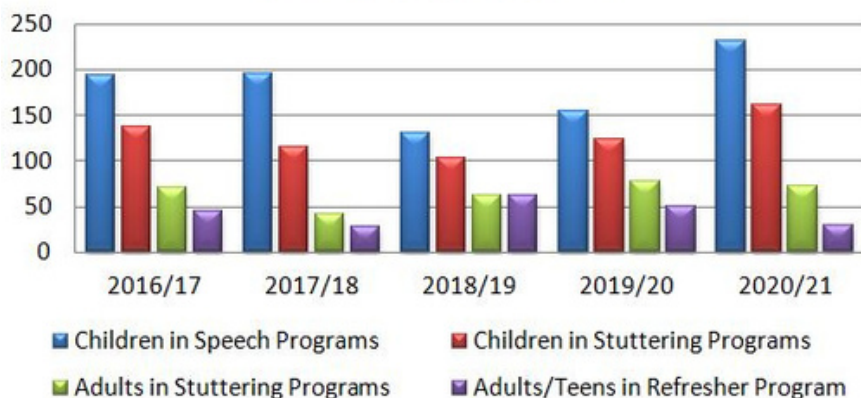
SSI was fortunate to have benefited from the various government supports available to businesses to see us through the challenges of a year that was particularly hard on charitable organizations. As a result, **our staff and clinicians** were able to help **over 450 clients** with their speech and stuttering challenges. Through it all **our community of donors, volunteers, clients and parents** have continued to support and inspire us!

We are very grateful. Thank you.

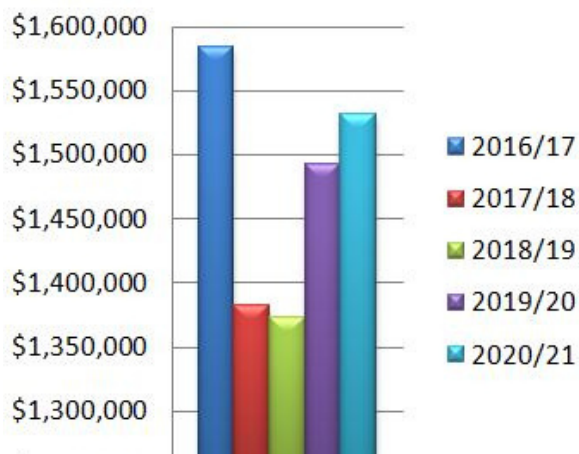
Elissa Flagg, MHSc, PhD, SLP(C), Reg. CASLPO
Interim Clinical & Executive Director

The Financials

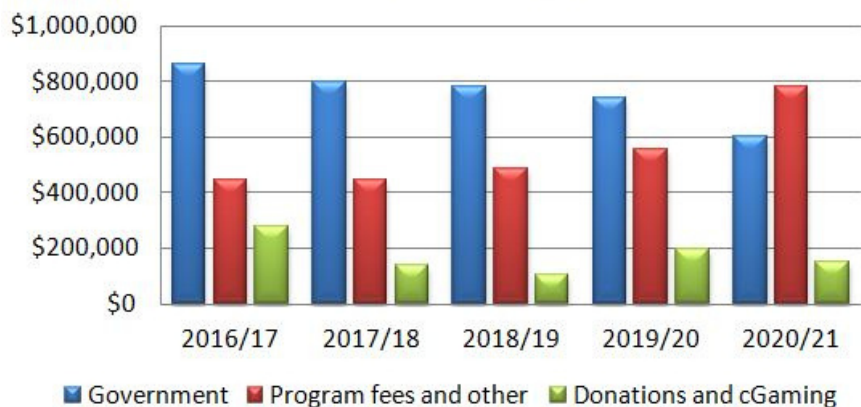
Clients by Program



Revenue by Year



Revenue by Type



Balance Sheet Summary

(in thousands)	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Assets	721	737	770	649	603	587	749
Liabilities	29	25	71	24	45	29	111
Total Net Assets	692	712	699	625	558	558	638

SSI Board of Directors 2020/21

- Peter Aziz, Co-Chair
- John Fisher, Co-Chair
- George Shields, Vice-Chair
- Corey Anquetil, Director
- Rose Baker, Director
- Luc De Nil, Director
- Dana Hall, Director
- John Mahood, Director

Remembering Dr. Kroll



SSI was deeply saddened to share the news that Dr. Robert (Bob) Kroll passed away on March 17th, 2021, following a brief illness. His beloved wife Fiona was by his side. Our most sincere condolences are with his entire family and all those who knew him and will miss his presence in their lives. Bob's passing was devastating news, and his loss continues to be felt deeply by everyone at SSI and our wider community.

Bob's leadership at SSI and warmth as a person touched everyone who knew him. It's an understatement to say that he will be missed terribly by his family, friends, colleagues, students, and clients alike.

Bob had a distinguished career as both a clinician and an academic. He treated countless clients of all ages with fluency disorders, starting at the Clarke Institute and ultimately assuming the leadership of The Speech & Stuttering Institute as Executive Director, where he combined clinical work, professional education, and research activities. He authored or co-authored dozens of peer reviewed publications on stuttering and motor speech disorders, and served as an instructor in U of T's Master's program in Speech-Language Pathology. He was a mentor to many Speech-Language Pathologists; the knowledge and wisdom he shared about stuttering treatment helped to transform the lives of countless individuals - not only the clients with whom he worked directly, but the clients of all the SLPs whom he trained.

Earlier this year, Bob was honoured with an Outstanding Contribution Award by the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO) for his 9 years of service as a professional member (SLP) of the College Council, culminating in 2 years as President.

There is a theme of gratitude in the messages honouring Bob that SSI has received: those who feel that their lives were made better by knowing Bob, that their training was improved by learning from Bob, that their careers were touched by his support and influence, that our professional and scientific communities benefited so much from his contributions. All of us at SSI will also be forever grateful for Bob's role in our lives.

Bob is survived by his wife Fiona, son and daughter-in-law Aaron & Aditi, son and daughter-in-law Noam & Jen, step-daughter Michelle, grandsons Ari, Mickey, Cameron and Devin, brother and sister-in-law Allan & Dorothy, and niece and nephew Mia and Jonathan. We thank all those who have donated to SSI's Bob Kroll Subsidy Fund in Bob's memory. These donations will help to extend Bob's legacy at SSI, where he served as Executive Director, Board Chair, Executive Advisor, clinician, and teacher over the years.

Telepractice at SSI

SSI began providing telepractice-based services several years ago in order to help clients who lived too far away to attend appointments in person. In March 2020, all of our services went virtual due the COVID-19 pandemic.

Our team of SLPs now provides an average of 350 assessment and therapy sessions each month by telepractice. We have developed extensive experience with speech and stuttering therapy services through video conferencing (or, where appropriate, through telephone consultations and/or email communication).

We now know how beneficial telepractice is for clients of all ages with speech and stuttering needs and we consider virtual therapy to be an excellent option for treatment. Telepractice-based services have proven to be a viable way to provide speech and stuttering therapy for nearly all clients who have tried it.

Even after SSI brings back on-site services, we will continue to offer virtual therapy alongside traditional in-person sessions. Many clients now prefer remote therapy, and recognize its many benefits, including:

- **Convenience** - access to services from anywhere in Ontario, with no travel required
- **Consistency** - no rescheduling due to bad weather or screening positive for signs of illness
- **Clarity** - no masks, shields, or barriers needed, unlike in the office
- **Closeness** - face-to-face on screen vs. physical distancing
- **Capacity** - more scheduling options virtually vs. limits to the number of clients on-site



Thank you to The Rotary Club of Toronto for the grant to support SSI's move to our new clinic



OUR COMMUNITY OF DONORS

We would like to express our sincere appreciation to all those who made donations. We are extremely grateful for their commitment and ongoing support of SSI.*

GIVING CONFIDENCE (\$25,000-\$49,999)

The Catherine and Maxwell Meighen Foundation
Menkes Charity Golf Classic

GIVING SPIRIT (\$5,000-\$9,999)

Alice and Murray Maitland Foundation

GIVING VOICE (\$10,000-\$24,999)

CIBC Children's Foundation
Harmonize for Speech Fund
F. K. Morrow Foundation
Rama Toronto East
The Rotary Club Of Toronto

GIVING STRENGTH (\$1,000-\$4,999)

Lawrence Bloomberg
Robert Cancelli
Michael Clabby
Grant-Baynes Family
The Hennessey Foundation
Jackman Foundation

George Lunan Foundation
David Mahood
Alper Ozdemir
The Rose Family
Barry Smith
Sylvia Yim

GIVING ENCOURAGEMENT (\$100-\$499)

Lea Ayuyao
Peter Aziz
Rose Baker Reilly
Pierre Bertsoulakis
Dilip Bhattacharyya
Borgia Family
Rocco Casullo
Jan Mee & Hao Hsing Chen
College of Audiologists and Speech-Language
Pathologists of Ontario (CASLPO)
Contractor Family
Carlo Cudini
Luc De Nil
Myron Dylinsky
Mike Elkin
George Evangelo
Bernard Fishbein
John Fisher
Flagg Family
Mitchell Flagg
In honour of Jack Giamou
Deb Goshulak
Dana Hall
Bernice Henderson
Ross Hillis
Stacey Hoffer
The lentiles
Mark & Loriellen Karam

Jason Kowalski
Allan Kroll
Bob Kroll
Lee Pushalik Family
Ben Levitan
Oliver Long
Olga Luftig
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John Mahood
MaintainJ Inc
Pria Manoharan
Terry Mersereau
Gary Morningstar
Ng Family
BN
Margit Pukonen
John Rattray
Sheila & James Reesor
Cary Selby
Albert Shapira
Leanne & Hilton Shapiro
Charles Somodi
Bruce Kotowich & Jennifer Swanson
Todd Tran
The Tsotos Family
Jean Fraser Walker
Dana Wolle
Anonymous (7)

SSI is a registered charity. Donations support our programs and allow us to provide subsidies so that clients in financial need can access treatment.

GIVING FRIENDSHIP (UP TO \$99)

Fred & Judy Ball
 Andrew Blake
 The Bloom Family
 Harold Bottomley
 Max Brem
 Fredrick Chiu
 Andrew Csillag
 Sandra Cunningham
 Terek Adnan Deeb
 Emilia DiCillo
 Neil Driscoll
 Michelle Duclos
 Cristina Fornasier
 Brenda Fox Edelstein
 Jack Giamou
 In honour of Jack Giamou
 Ravi Inder Gill
 Sharon Graham
 David Grotell
 Deborah Junta
 Kathy
 Marni Kinder
 Ellen Joy & Bernard Lazarus
 Albert Levy
 Anna M

Michele Meloche Kelly
 Mike
 Barbara Jane Moore
 Don Morrier
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 Esther Ndu
 Debbie Panagakos
 R. Pasternak
 Cheryl Pollard
 Melissa Potashner
 Patricia Quinton
 Mindy Ravinsky
 Alan Reisler
 Doris Rosenstock
 Lori Scott Sulsky
 Cora Shacter
 Gurnita Singh Chandhoke
 Cheryl Stulberg
 Jeffery Tsau
 Ramsay Twal
 Jessica Wainberg
 Shari Wilson
 Lanni Zinberg-Swartz
 Anonymous (8)

We make every effort to ensure that our donor listings are accurate and complete. If an error or omission has occurred, please contact Loriellen Karam, Director of Development, 416-491-7771 x 243 or loriellenk@speechandstuttering.com

* Donations are listed in the fiscal year in which the gift is received. Gifts received after March 31, 2021 will be recognized in next year's report.

Charitable Gaming

Charitable Gaming was developed in collaboration with the Ontario Charitable Gaming Association (representing charities and non-profits), Commercial Gaming Association Ontario (representing commercial operators) and the government (Ontario Lottery and Gaming) to deliver a new gaming entertainment experience to preserve and enhance funding for local charitable organizations. Working together, they have been able to sustain and grow the charitable industry while ensuring a portion of the funds go back to local communities.

SSI has partnered with Rama Gaming House - Toronto East and is extremely grateful to be one of the charities that receive funding from this initiative.

Charitable Gaming.



Community Good.





The **Speech
& Stuttering**
Institute



The Speech & Stuttering Institute (SSI) is a non-profit organization in Toronto, offering speech therapy to children and adults with speech and stuttering challenges throughout Ontario. The mandate of SSI is three-fold: to **provide excellent clinical service**, to **educate and train professionals**, and to **engage in research** to unearth the root causes of speech related challenges in order to find the most effective, evidence based treatment methods.

Many of us take our ability to communicate for granted, but the ability to speak, hear and be understood is much more vital to our everyday lives than most people realize.

Thank you for helping transform lives for lasting change!

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Excellence in **clinical service**
Educating and training professionals
Engaged in **breakthrough research**