Life’s a Conversation
Celebrating Our Volunteers
**Aphasia**

Language involves the ability to speak and understand, as well as the ability to read and write. Aphasia is a language challenge related to an injury to the brain, most commonly stroke. This language difficulty masks the fact that people with aphasia are inherently competent and leads to an inability to participate in life’s conversations and experiences. Aphasia puts every human relationship, every life role, and most daily activities at huge risk.

**The Aphasia Institute**

Founded in 1979 by Pat Arato, the Aphasia Institute is a Canadian community-based centre of excellence, pioneering programs and practices that help people with aphasia learn how to communicate in new ways and begin to navigate their own lives again. Through direct service, research, education and training, the Aphasia Institute has built an international reputation as a world leader and educator in aphasia.

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**Our promise to people with aphasia and their families:**

We help you navigate your life one conversation at a time.

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**ON THE COVER:** Our Community Volunteer Program opens up opportunities for our own clients to give back in their communities, proving the value of volunteerism and that life is indeed larger than aphasia. From left: Tita (client); Shannon (Coordinator, Volunteer Services); Kumar (client); Camilla (client); Dawn (PACE support worker); Mary Lou (client).
Celebrating our Volunteers

Life’s a Conversation – our volunteers start these conversations every day.

Without the ability to communicate, we know every single life relationship and role, and almost all life activities, are at enormous risk. This is where the Aphasia Institute steps in. Our volunteers work in partnership with our staff and clients to lower this risk. It is their skill and commitment that make the phrase Life’s a Conversation a reality for people with aphasia.

With 48 new recruits at the Institute this year, our volunteers engaged in new programs that we piloted in direct response to clients’ needs. For some programs, conversation is the activity; in others, specialised conversation support gives access to activities that would otherwise impose barriers to participation. All of this reduces social isolation – one of the key determinants of health.

Our volunteers play a key role in helping us to deliver on our mission and vision. Although their main contribution lies in the area of direct service to our local clients, their shared insights into the daily lived experience of aphasia provides us with research and development ideas. We could not deliver our unique synergy of service without these amazing people. In this report, we pay special tribute to our many energetic and innovative volunteers.

This year, the Aphasia Institute reached a number of milestones as we continued to deliver on our strategic plan. As part of our social enterprise objectives, we completed our large, three-year Trillium Grant, ParticiPics, a digital resource that gives access to individual pictures and thematic booklets to aid communication, now available online. New resource products were developed and are ready for release, including the Talking to Your Doctor Therapy Kit. We continued our popular webinar series, drawing more participants from across Ontario, Canada, and internationally. We also continued to expand our engagement with the broader stroke community, including the acute care stroke units of our hospitals.

We want to thank our volunteers, community partners, staff, donors, and most of all our clients, all of whom have been involved in helping us to deliver our evidence-based, leading-edge service. We are grateful to the Central LHIN and Ontario Ministry of Health and Long-Term Care for funding our direct service, and are committed to generating additional revenue to fund our mission to share our work with others.

Another exciting year lies ahead. We look forward to your continued engagement.

Jane Brenneman Gibson, Board Chair

Aura Kagan, Ph.D., Executive Director

2015/16 Aphasia Institute Board of Directors

Jane Brenneman Gibson
Board Chair,
Chair of Governance and Nominations

Camilla Todesco
Member Representative to the Board

Valerie Chavossy
Volunteer Representative to the Board

Tamara Jones
Treasurer
PricewaterhouseCoopers LLP

Silvia Gomes
Board Director Quadravest

Patricia DiNicolantonio
Secretary and Vice Chair
DiNi Associates

Henry Hsu
Board Director
PricewaterhouseCoopers LLP

Ky Pruesse
Chair of Fund Development Committee
Pearson Education Canada

John Gayle
Board Director
Office of the Information and Privacy Commissioner of Ontario

Executive Leadership

Aura Kagan, Ph.D.
Executive Director
Director, Education and Applied Research

Rochelle Cohen-Schneider,
M.Ed. Reg. CASLPO
Director, Clinical and Educational Services (S-LP)

Carrie Harrison
Director, Finance and Operations

Catherine Brookman,
Ed.D.
Consultant, Executive Leadership, Social Enterprise and Program Innovation
Our Unique Synergy

Direct Service

Research

Education and Training

Enabling Goals

- Develop our Quality Staff and Volunteers in a Team Learning Environment
- Strategically Communicate and Market the Institute
- Increase and Diversify Revenue
- Develop Efficient and Effective Information Management and Technology

Values

- Respect
- Compassion
- Collaboration
- Creativity
- Excellence

Strategic Goals 2014-17

Stroke and Aphasia Knowledge Exchange

Social Enterprise

There are no barriers to living successfully with aphasia

Engage with the Stroke Community to Improve Stroke and Aphasia Services

Expand Knowledge Exchange to Promote Quality and Accelerate Learning, Reach, and Impact

Develop a Mission-Related Social Enterprise Program to Contribute to Sustainability and Growth
Our Volunteers
What they give, what they get

I give: My 30 years of volunteer experience to our brand-new clients.
I get: To see fear turn to hope & belief for our Intro clients.

I give: My time & experience to the research team.
I get: To see that research become part of our client services, training, and new resources.

I give: My time every Friday as the lead volunteer for Toastmasters.
I get: Incredible satisfaction seeing people with a communication disorder giving speeches in front of others!
Direct Service 2015/16
Conversations in action!

Research shows overwhelmingly that exercise and creative expression are powerful therapies for the body and mind. These programs, exclusively led by volunteers, give our clients the opportunity to express themselves artistically in song and movement, on video, and in public performance.

CREATIVE EXPRESSIONS & HEAR MY VOICE

“I love encouraging our clients to re-discover words, confidence, and humour through engagement in creative music and drama.”

Gayle, Volunteer, Creative Expressions

“The past year has seen our clients come out of their shells through the power of singing and music. It’s such a pleasure to see people do things they never thought they could.”

Serena, Volunteer, Hear My Voice
PPA GROUP Primary Progressive Aphasia is a distinct medical diagnosis with distinctive needs. It differs from other types of aphasia because it is not caused by stroke or trauma to the brain. As a result of growing evidence, we developed a new program to meet the needs of people with PPA.

SKILLS GROUP Beginning as a response to a growing trend of younger people with aphasia, the Skills Group evolved into a program designed for clients of all ages whose personal goals included increased effectiveness in everyday situations requiring specific communication needs. This group bridges formal speech therapy and our conversation group model.

Client Sheila, with Catherine Low, Speech-Language Pathologist

This group was a gift. I’m so glad I came. When I walk out, I’m smiling. It feels good!
The relationship between our clients, our volunteers, and our research is uniquely reciprocal. Our research informs us how to best respond to our clients’ changing needs while our clients’ and volunteers’ input into our research informs the development of our products & services. In turn, our clients as well as people with aphasia and their families around the world, benefit from these products & services. We could not conduct this research without the commitment of our research volunteers.

CAMS (Communicative Access Measures for Stroke)
This quality improvement tool evaluates the degree to which a healthcare facility or unit is communicatively accessible for people with stroke and aphasia. One of the few tools to capture the “patient voice,” CAMS has almost completed beta testing and the online measurement tool will be piloted with a group of health care professionals in the fall of 2016.

BOMPA (Basic Outcome Measurement Protocol for Aphasia)
A quick 7-minute assessment, BOMPA may be used to track the progress of people living with aphasia. Now ready for beta testing, the next step for BOMPA involves a reliability study by speech-language pathologists in community settings.

SCA™ ACUTE This self-funded project, approved by our Quality, Research & Ethics Committee, aims to improve awareness and care for aphasia from the very beginning of the stroke journey. We are working with hospital partners from within our funding jurisdiction as well as a national group of experts in stroke and aphasia to lay the groundwork for this project.
Education and Training  
Impact on a global scale

TRAINING The Aphasia Institute hosts health care professionals from all over the world, teaching them our Supported Conversation (SCA™) techniques and how to apply them to clinical situations (assessment, counselling, group work, communication partner training). This year, we added a third core training week to our calendar, as well as sessions at the following institutions and organizations:
- McGill University (3 days, Speech-Language Pathologists)
- West GTA Stroke Region (2 days, non-S-LPs)
- Transcare Community Support Services (1 day, Personal Support Workers)

An amazing experience! My communication with clients used to be awkward and so basic. I’m now confident that I’ll be able to more clearly communicate with my clients. You’ve provided several methods that ensure comprehension between communication partners.

KNOWLEDGE EXCHANGE SPEAKER SERIES Now in its second year, our ongoing educational webinars continue to be popular with speech-language pathologists and other clinicians. This year, 8 more leading aphasia experts shared their internationally renowned expertise.

PARTICIPICS Launched last year, ParticiPics continued to satisfy the needs of clinicians and aphasia caregivers around the world. With its online searchable, digitized library of individual pictographic images, clinicians are now able to create their own thematically organized pictographic booklets and a dynamic range of clinical assessment tools and templates.
Grassroots Fundraising
Making a difference in our own community... together

What if the doctor hadn’t walked in at that very moment? Would be still think my husband’s life was over? And would I have lost all hope?

Annual Appeal
Our 2015 Annual Appeal found its focus with a couple whose story highlights the importance of better aphasia education for the acute stroke wards at our hospitals as well as in the home and both of rehabilitation facilities. Our generous donors contributed close to $38,000 this year, supporting research projects like SCA™ Acute Care, the aim of which is to improve aphasia awareness and care from the very beginning of the stroke journey.

I Care
A grassroots campaign led by our clients, volunteers, staff, and board of directors, I Care raised $9,194 through dinner parties, pizza parties, bake and craft sales, and a giant coin jar (pictured). This year’s I Care revenue will exclusively support the SCA™ Acute Care research project.

1,081 people donated.

187 individuals from our community participated.

In 2015, our signature annual fundraising event, Walk, Talk ‘n Roll, generated over $70,000. This funding goes directly to programs and services for our clients, including subsidizing those who otherwise would not be able to attend to participate.

We are proud to announce that for the third year in a row, we won the Toronto Challenge Supporting Seniors Award for the most registered participants. This proved yet again that in addition to raising much-needed funds, the Walk, Talk ‘n Roll helps us build our community. We are indebted to everyone who supported this great event!

Volunteer Years of Service as of April 1, 2016

1 – 4 Years
Abiola Afuwape
George Aldworth
Aindrea Baird
Hannah Brunet
Susan Cantlie
Briana Cheetham
Tamara Chemel
Shingruf Chughtai
Serena Curtis
Dana Davidson
Oksana Deacon
Emily Ding
Claire Everett
Tannis Fast-Vetter
Nicole Flood
Stephanie Flores
Sneha George
Alina Gouliaeva
Francesca Granata
Feona Grant
Joseph Kim
Brenda Lau
Vina Law
Joyce Li
Diane Litchen
Tammy Tian Yi Lou
Jessa Luna
Therese Mothers
Don McKellar
Denise Medina
Adina Mincer
Moiria Minoughan
Donna Mozaffarian
Marina O’Brien
Deena Ondhia
June Parker
Raymond Pau
Shanie Ram persaud
Jennifer Rasor
Antonio Rodriguez
Melanie Santhikumaran
Nancy Sidle
Adrienne Smith
Audrina Sottile
Gaile Wilmot
Erv Wittrock
Kashini Yoganathan
Tess Yudin

5 – 9 Years
Marilyn Berger
Cynthia Blackman
Valerie Chavossy
Lynne Czutrin
Rose Kamnitzer
George Kopulos
Susan Kopulos
Sybilla Mannsfeldt
Cheryl Morris
Anne Neidhardt
Dean Parker
Gabriella Pataki
Carol Pratap
Marilyn Sham a
John Tonus
Margaret Van Dijk
Catherine Vaughan

10 – 14 Years
Ruth Grant
Sophia Hibbeln
Norma McVicar
Joyce Ostler
Michael Wright

15 – 19 Years
Mary Botterell
Jean Cameron
Steve Gahbauer
Judy Moore
Myriam Shechter
Urvashi Tanna

20 – 25 Years
Anna Taylor

25+ Years
Jane Thorson

In memory of
Murray Higgins
Nancy Sidle

124 dedicated volunteers helped by doing hundreds of hours of front line work to programs to members and their families.

1 – 4 Years
Ali Aba figura
Michael Adams
Tyrone Bailey
Michael Barnes
Todd Barlow
Rome Charette
Terry Cheung
Jennifer Chiappe
Stephanie Davis
Susan Edgar
Mary Eaves
Sarah Fifer
Mrs. Foote
Stephanie Forbes
Alice Funk
Romina Giubaidullina
Ramin Ghezzi
Erica Gigante
Stephanie Girdler
Michele Girondini
Tina Green
Shirley Hackett
Jean Hanes
Alice Hedges
Katherine Hetherington
Terry Hill
Harry Hotte
Zoya Hovsepian
Kelly Hughes
Ashley Hume
Karen Hunter
Candace Hyman
Nancy Jewkes
Erin Jackson
Linda Johnson
Sandy Johnson
Pamela Jones
Linda Klapper
Valerie Knill
James Knott
Sharon Koziak
Dr. Kozy
Sue Kruszewski
Karen Kuchinsky
Sharon Kuchinsky
Christine Kuchinsky
Margaret Lam
Michelle Lam
Theresa Lam
Lydia Lam
Denise Lam
Melissa Lam
Julie Lambert
Gayle Land
Derek Land
Cathlyn Land
Sharon Land
Sarah Land
Charlotte Land

105 years

I Care A grassroots campaign led by our clients, volunteers, staff, and board of directors, I Care raised $9,194 through dinner parties, pizza parties, bake and craft sales, and a giant coin jar (pictured). This year’s I Care revenue will exclusively support the SCA™ Acute Care research project.
We rely on our dedicated volunteers to help us help others!

In 2015, our signature annual fundraising event, Walk, Talk ‘n Roll, generated over $70,000. This funding goes directly to programs and services for our clients, including subsidizing those who otherwise would not be able to afford to participate. We are proud to announce that for the third year in a row, we won the Toronto Challenge Supporting Seniors Award for the most registered participants. This proved yet again that in addition to raising much-needed funds, the Walk, Talk ‘n Roll helps us build our community. We are indebted to everyone who supported this great event!

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1 – 4 Years
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Susan Cantlie
Briana Cheetham
Tamar Chemel
Shingruf Chughtai
Serena Curtis
Dana Davidson
Oksana Deacon
Emily Ding
Clare Everett
Tannis Fast-Vetter
Nicole Flood
Stephanie Flores
Sneha George
Alina Gouliava
Francesca Granata
Fiona Grant
Joseph Kim
Brenda Lau
Vina Law
Joyce Li
Diane Litzen
Tammy Tian Yi Lou
Jessa Luna
Therese Mathers
Don McKellar
Denise Medina
Adina Mincer
Moira Minoughan
Donna Mozzafarian
Marna O’Brien
Deena Ondha
June Parker
Raymond Pau
Shanie Rampersaud
Jennifer Rasor
Antonio Rodriguez
Melanie Santhikumar
Nancy Side
Adrienne Smith
Audrina Sottile
Gayle Wilmot
Erv Wittrock
Kashimi Yoganathan
Tessa Yudin

5 – 9 Years
Marilyn Berger
Cynthia Blackman
Valerie Chavossy
Lynne Czutrin
Rose Kaminitzer
George Kopulos
Susan Kopulos
Sybilla Mannsfeldt
Cheryl Morris
Anne Neidhardt

10 – 14 Years
Ruth Grant
Sophia Hibbeln
Norma McVicar
Joyce Ostler
Michael Wright

15 – 19 Years
Mary Botterell
Jean Cameron
Steve Galbauer
Judy Moore
Myriam Shechter
Urvashi Tanna

20 – 25 Years
Anna Taylor

25+ Years
Jane Thorson

In memory of
Murray Higgins
Nancy Side

We were recognized with Ontario Volunteer Service Awards for their continuous years of outstanding commitment to our organization.

124 committed volunteers worked tirelessly to help deliver our programs to members and their families.

1,081 people donated.

187 individuals from our community participated.
Gerry Cormier
Communicative Access Award

Launched in 2010 and renamed in 2014 to celebrate the indelible contribution of the late Gerry Cormier, this award recognizes outstanding contributions to reducing barriers to full life participation for people living with aphasia. This year’s recipient is:

Alexandra Carling

Alex receives this award for her work in creating a communicatively accessible process for people with aphasia to understand and participate in the grievance process for services provided by audiologists and speech-language pathologists in the province of Ontario. Alex’s work in this area, via the Aphasia Institute and the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO), has also been translated into French, Italian, Spanish, Chinese, Arabic, and Punjabi.

Ambassador Award

The Ambassador Award was launched in 2005 to recognize outstanding contributions to the Aphasia Institute community. This year we award six recipients.

For nourishing and maintaining our beautiful front garden for so many years, bringing much pleasure and enjoyment to our community, our first recipient is:

Barbara Brockington

For their tireless and creative fundraising efforts in many of our I Care endeavours, we award the spouses of five of our clients. Congratulations to the following recipients (alphabetically):

Rheba Adolph (inset), Peggy Hobbs, Kay Kaçala, Mary Kosziwka and Denise Vida
Community Partner Award

This year, we introduce the Community Partner Award, recognizing our community partners and their leaders whose funding, subsidy, and expert advice show a deep belief in the work we do on behalf of people living with aphasia and their families. This year’s recipients are:

**Public Inc.**
For the past two years, Public Inc., under the leadership of Phil Haid, has helped the Aphasia Institute define to the world the value of the work we do, with the not-so-simple task of creating a simple promise and tagline. The promise may be found on the inside cover of this annual report, and the tagline is, in fact, its title: *Life’s a Conversation.*

[Logo of Public Inc.]
www.publicinc.com

**Central LHIN**
Under the leadership of CEO Kim Baker, the Central LHIN provides generous financial assistance in support of our direct service to people with aphasia and their families. We could not continue to offer our programs without this vital funding.

[Logo of Central LHIN]
www.centrallhin.on.ca

**PACE Independent Living**
Under the leadership of Tracy Howell, PACE provides pro-bono, onsite personal support worker (PSW) services for our clients with aphasia. We currently benefit from the services of two committed PSWs, one of whom has now been with the Aphasia Institute for 12 years. (See Dawn on the cover of this report.)

[Logo of PACE Independent Living]
www.pace-il.ca
A N N U A L R E P O R T 2015/16 Donor Recognition

DONOR RECOGNITION

PARTNER $501 - $1,000

FRIEND $100 - $250
Financial Statements

A word from our auditor

To the Directors of the Aphasia Institute:

The condensed statements of financial position, revenues, expenditures, and net assets may now be found on the Annual Reports page of the Aphasia Institute’s website. These statements are derived from the complete financial statements of the Aphasia Institute as at March 31, 2016, and for the year then ended on which I expressed a qualified audit opinion, which is a common practice with respect to charitable organizations, in my Independent Auditor’s Report, dated June 20, 2016.

The fair summarization of the complete financial statements is the responsibility of the Institute. My responsibility, in accordance with the applicable Assurance Guideline of CPA Canada, is to report on the condensed financial statements.

In my opinion, the accompanying condensed financial statements fairly summarize, in all material respects, the related complete financial statements in accordance with the criteria described in the Guideline referred to above.

Since these are condensed financial statements, readers are cautioned that these statements may not be appropriate for their purposes. For more information on the Institute’s financial position, results of operations and cash flow, reference should be made to the related complete financial statements.

Peter Tsui, CPA, CA, LPA

Copies of the complete audited financial statements are available upon request.

Financial Key Highlights

For the year ended March 31, 2016, the Aphasia Institute had a net gain of revenue over expense of $7,970.

From Our Treasurer...

In 2015/16, the Aphasia Institute had $7,970 of revenue in excess of expenditures.

Although funding from grants and investment income decreased, this was offset by an increase in donations, fundraising, resource sales, and training income. The total expenses of the Institute remained relatively consistent with the prior year.
**Mission**

Give hope to people with aphasia and their families by developing and sharing innovative solutions that reduce language barriers to full life participation.

**Vision**

There are no barriers to living successfully with aphasia.

For more information on our initiatives, how you can participate, volunteer, sponsor, or to make a donation to support the work of the Aphasia Institute, visit www.aphasia.ca.