

*The Montreal Fluency Centre*

# 2007 Annual Report



**CENTRE DE LA FLUIDITÉ VERBALE DE MONTRÉAL**  
**THE MONTREAL FLUENCY CENTRE**

---

**The Montreal Fluency Centre** is a private, non-profit clinic providing bilingual speech, language and psychological services to children with communication and language-based learning challenges. It also offers support for parents and training for professionals in related fields.

The Centre is committed to providing comprehensive, high-quality and affordable services to the community at large. It is open to all families without discrimination, and offers a bursary program to those requiring assistance.

Individual and small-group treatment is offered to children from birth through secondary school, in the following specialized areas: stuttering, childhood apraxia of speech, articulation/phonology, pragmatic and social language, and reading difficulties. A variety of small-group programs are offered throughout the year, with more intensive summer programs such as the Summer Language Camp, the Reading Camp and intensive stuttering treatment for school-aged children.

The Montreal Fluency Centre focuses on prevention through early intervention and evaluation of treatment outcomes. All treatment includes consultation with psychologists, physical and occupational therapists, audiologists, physicians and educators where indicated.

Bilingual parent education programs are available, as are school consultations and contractual services to school boards and other community agencies.

The Centre's activities include clinical research, the development of innovative treatments and workshops for professionals. It is the North American Clinical Training Site for the Lidcombe Program for Early Intervention in Stuttering.



The Montreal Fluency Centre, which grew out of a private practice in Speech-Language Pathology, was established as a charitable organization in 1998, and moved to its present location in Westmount in 2006.

#### **2007 Board of Directors**

##### Chairman

Andrew T. Molson

##### Members

Elaine Beaudoin

Sophie Desmarais

Manon Desrosiers

Peter Guidote

Mary L. Hebert

Marie-Françoise Jothy

Louise Marzinotto

Andrea McConnell

Robert P. Metcalfe

Sara J. Provencher

##### Executive Director

Dr. Rosalee C. Shenker, PhD

---

### **The Montreal Fluency Centre**

4626 Ste. Catherine Street West, Westmount, Quebec H3Z 1S3

Telephone: (514) 489-4320 Fax: (514) 489-9249

[www.montrealfluency.com](http://www.montrealfluency.com) E-mail: [rosalee.shenker@montrealfluency.com](mailto:rosalee.shenker@montrealfluency.com)

Charitable Registration Number: 88448 9766 RR0001

---

---

## MESSAGE FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS

It is with great pleasure that I introduce the first published annual report of the Montreal Fluency Centre.

Since joining the Board in 1998, I have watched the Centre grow from a small clinic to an internationally renowned facility that serves hundreds of families and trains countless professionals each year. It is a unique, bilingual non-profit centre that specializes in the assessment and treatment of learning and communication disorders. Its Founder and Executive Director, **Dr. Rosalee C. Shenker**, a visionary leader in her field, has built a remarkable team of professionals and spearheaded a wide variety of programs and projects that meet the needs of children, their families and professionals alike.

2007 was a successful year for the Montreal Fluency Centre on many fronts. More families were served than ever before. New programs were initiated, including an Emerging Language Screening Program for three-year-olds, a parent group for early language development, and a program for treatment of stuttering in adolescents. Other programs – such as the Summer Language Camp, the after-school tutoring program and Preschool Social Language groups – were expanded. The Centre's staff was involved in a variety of professional presentations and workshops, and a number of new research articles were published. New partnerships were formed with a variety of community organizations.

This was also the fifth year of the Centre's first five-year strategic plan, and I am pleased to report that most of the initiatives in this plan have been implemented. For details, please see the Report of the Executive Director. The Montreal Fluency Centre will now embark on a new five-year



**Andrew T. Molson**

strategic plan. With an exceptional Board, including strong representation from varied sectors of the community, and with outstanding leadership and staff, I am confident that the Centre will continue to move forward and expand its reach and services.

In 2007, I had the pleasure to work with some remarkable board members, whose support and guidance are gratefully acknowledged: **Elaine Beaudoin, Sophie Desmarais, Manon Desrosiers, Peter Guidote, Mary L. Hebert, Marie-Françoise Jothy, Louise Marzinotto, Andrea McConnell, Robert P. Metcalfe and Sara J. Provencher**. I would also like to recognize **Marlene Whittome**, the Centre's Business Manager, for her excellent work on the clinic's financial and administrative infrastructure.

In fact, I would like to thank everyone who has contributed to making this year such a productive and successful one for the Centre: the professional and administrative staff, whose dedication and professionalism have a direct impact on the lives of the clients; the volunteers, who give of their time and expertise because they believe strongly in the Centre's mission; the donors and other community partners, without whom this non-profit facility could not exist; and, of course, the children and their families, who work so hard at meeting challenges and who are, with the Centre's help, able to celebrate many successes.

**Andrew T. Molson**  
Chairman, Board of Directors

---

# REPORT FROM THE EXECUTIVE DIRECTOR

## Planning for the Future



Rosalee C. Shenker

In 2002, the Montreal Fluency Centre (MFC) received a leadership gift from the J.W. McConnell Family Foundation that provided the Centre with a unique opportunity for strategic planning. The goals of this initiative were to: **1) provide improved accessibility to services; 2) expand current services and develop new ones to meet community needs; and 3) develop a cost-effective infrastructure that adequately meets the financial and clinical needs of the Centre.**

Five years later, I have been asked how the Centre has met this challenge. I am proud to say that we have done extremely well.

**In improving accessibility to services**, a major step was taken with our physical move in 2006 from 1,750 to 4,000 square feet. The new space provides more than a home for the Centre, with space for creative group formats, closed-circuit television monitoring of clinical activities, a 60% increase in treatment rooms, computers, telephones and work space for all clinicians, and much-needed room for parent and professional education.

The larger space has provided the initiative for updated specialized programs and the development of new ones. Administrative staff has increased from 1.5 to 2.7 full-time employees. **Lorraine Balfour**, clinical intake coordinator, also organizes a wonderful group of volunteers. Our office staff, consisting of **Jennifer Audet**, **Kristy Findlay** and **Darren Russo** provide invaluable assistance in reducing each clinician's administrative load. While the number of clinicians has increased by less than 20%, the

improved clinic structure has seen an average 25% increase in the number of children treated yearly.

Expansion of services in the community accounts for an additional 80 children seen weekly, bringing the total number of families served each week to 180. The addition of 1.4 clinical psychologists has allowed for new professional collaborations. The after-school tutoring program, coordinated by **Dr. Marlene Desjardins** and Educational Therapist **Orla Wallace**, provides services to assist children through difficult educational transitions. The MFC has introduced a unique bilingual assessment package, and it is now possible to assess the psycho-educational potential of francophone children with the addition of School Psychologist **Lisa-Marie Sauvé** in September 2007.

Partnerships in the community have increased. The Centre has joined forces with **the Montreal Oral School for the Deaf** to include children with cochlear implants in our successful summer language camp. Summer intensive programs for reading and stuttering have been initiated to meet the demand from families who live outside of Montreal. During the summer, families have come from as far away as Egypt and Lebanon for intensive treatment.

The Centre has continued its relationship with **Mohawk Educational Services**, adding services to the preschool for earlier intervention. In 2006, the MFC initiated services to the **Cree School Board** and **Cree Health**, consulting to the nine communities in the James Bay area. In 2007, the MFC initiated a pilot project with **La Maison Bleue** that provides emerging literacy programs for children who are at high risk for school failure. This is the first attempt of the MFC to meet the new mandate of the *Centre de santé et de services sociaux* (CSSS) to provide first-line services at the community (CLSC) level.

---

Research and development have always been an important focus for the Centre. For the past 10 years, the Montreal Fluency Centre has provided increasing continuing education in the form of professional workshops. The Centre is the North American Training Site for the **Lidcombe Program for Early Intervention in Stuttering**, training more than 3,000 Speech-Language Pathologists throughout North America. The Centre sponsored a second highly successful international seminar in stuttering in 2007, attracting specialists from around the world.

Clinical research affiliations include the Universities of Sydney and Newcastle (Australia), the Montreal Children's Hospital, the University of Illinois and McGill University. Montreal Fluency Centre clinicians have presented at numerous international conferences, contributed chapters to five textbooks, published six articles in peer-reviewed journals and provided 30 invited presentations in the past five years. The Centre has earned its well-deserved reputation as a leading example of evidence-based clinical practice.

A major challenge for a non-profit organization is to maintain a viable infrastructure. I am proud of the progress in this area, much to the credit of **Marlene Whittome**, who joined the Montreal Fluency Centre in 2006 as financial and office manager. Special thanks are also extended to Development Consultant **Linda Lemoyne** for her guidance and friendship over many years, and to **Valerie Welburn** for her invaluable contributions to the Centre's funding initiatives.

Under the leadership of the founding Chairman, Andrew T. Molson, board membership over five years has increased from five to 10 members. The board provides support for the MFC with a finance committee, expertise in issues related to health and education, and much-needed help with French translation.

If the Montreal Fluency Centre is a success story, it is in large part due to the exhaustive efforts of the Clinical Staff. I am indebted to the long-time support of senior Speech-Language Pathologists and Master Clinicians **Karen Evans** and **Andrea Gingras**. They are joined by an extraordinary group of most talented and dedicated clinicians, which in 2007 included **Patricia Arana, Alina Boghen, Geneviève Cloutier, Marie Bourgault-Coté, Debbie Finkelberg, Danra Kazenski, Sarita Koushik, Ruth Mailhot, Kim Murphy, Tammy Nemes Saskin, Keren Ritter, and Doug Shiller**. We have recently welcomed back **Catherine Rebellati** and **Yael Shaffir** and in early 2008 **Elissa Benjamin** joined us.

So, where are we going from here? With the need for service steadily increasing and the wait for services in the public sector increasing to one year or more for assessment and treatment, the need for effective service delivery is greater than ever. **Early intervention** is critical, since 2% of all children born yearly will potentially need speech and language intervention. Eight to 12% of preschool children have some form of communication impairment and 10% of school-age children continue to have speech problems. Without adequate resources, this gap continues to widen in adolescence. The demand for services at the MFC has increased by 40% from 1999 to the present.

The strategic plan for the next five years will focus on the unique qualities of the Montreal Fluency Centre in meeting these challenges, while becoming financially sustainable. We must concentrate on increased early identification and treatment of both English and French children through continued development of efficacious, cost-effective programs that serve the needs of the community.

**Rosalee C. Shenker, PhD**  
Founder and Executive Director

---

*"The Montreal Fluency Centre has worked 'miracles' for William and my family; I cannot even imagine where we would be without them. . . . Everyone at the Montreal Fluency Centre has become our family and support line. They have inspired us, and given us strength to see this through. . . . We all have our angels and I think we have found ours." - Caporuscio Family*

---

## 2007 HIGHLIGHTS



Speech-Language Pathologist Karen Evans works with a young client.

### In-Clinic Activities

In addition to ongoing individual assessment and treatment, the following services were provided:

- Expanded after-school tutoring in English and French
- Novel Emerging Language Screening for 3-year-olds
- Parent group for early language development as a “first response”
- Integration of eight children with cochlear implants into the Summer Language Camp
- Summer Reading Camp
- Intensive summer program for stuttering in older children and teens
- Ongoing Preschool Social Language Groups
- Reading programs for children up to grade 6 in English, grade 3 in French



The first workshops to train Cree teachers as community aides were held in 2007. MFC clinicians Alina Boghen (left) and Patricia Arana (right) pose with Cree teachers representing the nine James Bay communities.

### Statistics

- 543 families received a total of 6,516 assessment and treatment sessions.
- Nearly 30% of families received bursaries, covering 977 treatment sessions, for a total value of \$55,436.



The MFC hosts many professional development seminars. From left: Antonietta Conte (MFC), Karen Evans (MFC) Professor Rebecca McCauley (University of Vermont), Professor Edythe Strand (Mayo Clinic), Andrea Gingras (MFC) and Sarita Koushik (MFC)

### Out-of-Clinic Programs

- Cree School Board: MFC provided consultation to nine northern communities. This included: development of culturally/linguistically relevant assessment materials; distance-managed follow-up consultation; and a unique communication aide workshop for Cree teachers.
- Kahnawake Mohawk Community: Services to the preschool and elementary school, based on the successful Oral Language Development model, continued for the tenth year.
- Emerging Literacy Project: This project was begun at La Maison Bleue for preschool children at high risk for school failure.
- New Frontiers School Board: A 5-week project in May 2007 involved speech screening and parent training.
- 10 Lidcombe workshops in the U.S.A. and Canada including the first provided in French.

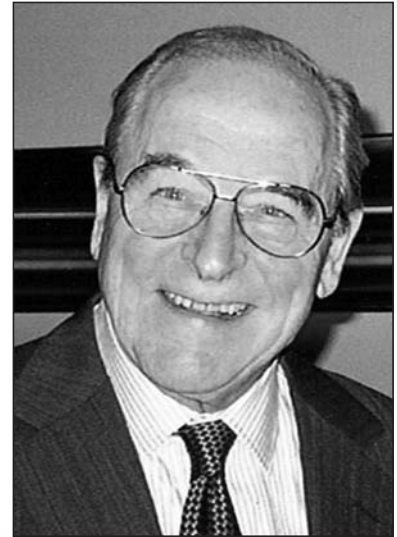
---

# ALAN EDWARDS

(1927 - 2007)

## Giving the Gift of Speech

*When a mother in the waiting room told her child that the opportunity to come to the Montreal Fluency Centre was a gift, he asked, "Who gave me this gift?" His mother replied, "A kind gentleman, who wanted to give you the gift of speech." The boy replied, "I would like to give him a gift back." That kind gentleman was Alan Edwards.*



Alan Edwards

Alan Edwards first gave the Montreal Fluency Centre the gift of speech in 2004, in response to our request for funding. With a very generous donation from the Louise Edwards Foundation, we were able to establish a bursary program at the Centre. This extraordinary generosity allowed the Centre to provide subsidized treatment for 30% of the families who receive weekly therapy. In 2007, the Louise Edwards Foundation provided funding for 921 speech and language treatments. These children would not have had access to treatment for communication disorders, and might not be speaking the way they are today, had it not been for the treatment they received. Clearly, these countless children, through their success, have "given the gift back."

Alan Edwards was an entrepreneur and a true gentleman. His enthusiasm for life was unshakable and his optimism and intellectual curiosity so vibrant and warm that it was difficult not be immediately captivated by his charming manner. From our first meeting, I felt that I had been given more than a charitable gift; I had been given the opportunity to be mentored by an exceptional human being.

Although Alan Edwards was well known in the community for his devotion to the development

and support of the Montreal General Hospital Pain Centre and subsequently the McGill Centre for Research on Pain, he also spearheaded the formation of the McGill-Montreal Children's Hospital Learning Centre in the late 1970s. I would like to think that the Montreal Fluency Centre has been built with a vision similar to that which made the Learning Centre so successful, and I like to think that Mr. Edwards recognized that potential in the Montreal Fluency Centre.

With the support of the Louise Edwards Foundation, now named the Louise & Alan Edwards Foundation by his family, the Montreal Fluency Centre has been able to continue to grow its bursary program, which provides support for families in need. This would not have been possible without Alan's vision and his desire to do more for those who can benefit most. We at the Montreal Fluency Centre are appreciative and will continue to honour him by providing the gift of speech.

**Rosalee C. Shenker, PhD**

Founder and Executive Director

---

# LETTER FROM A PARENT

To whom it may concern,

The Montreal Fluency Centre has played an important role in the early years of my daughter's educational journey. When I first brought Carmelina to the Centre, I was discouraged, and extremely worried as to whether she would experience any form of success in school. Every evening, we worked for hours on her alphabet and for some reason she could not recognize the letters. Reading was an even worse task to undertake and spelling, well, that was much more difficult for her.

I will never forget her first session when she recognized the letter B, the sound it made, and how it formed the word ball, which she read. I nearly fell off my chair with excitement. It was at that moment that I felt there was hope for Carmelina. The Fluency Centre not only helped my daughter, they also taught me how to implement their techniques to her school work.

Carmelina attended weekly sessions at the Fluency Centre from grade one to grade three, after which she continued her support with the Lansdowne Tutoring Centre.

My daughter is presently in her final year at High School. She has been accepted at CECEP, and would like to study in the field of social work. I attribute her success to the support she received in her early years.

The public school system is unable to provide support to children with reading or writing difficulties. Institutions like the Montreal Fluency Centre can. Their therapists are extremely qualified and, as in my case, were able to empathize with my family. My daughter's self esteem has never suffered and I would say she is a happy, self-confident person. I am sure her outcome would have been very different if it were not for the Fluency Centre.

I will always be grateful for the support our family received from the Centre.

Sincerely yours,

**Diane Larose**



Speech-Language Pathologist Andrea Gingras worked closely with Carmelina.



---

# FINANCE AND BUSINESS ADMINISTRATION

The Montreal Fluency Centre continues to make progress in increasing both revenues and administrative efficiencies. See below for the 2007 financial statements, as per the auditor's statements prepared by Deloitte & Touche LLP. Please note the following:

- Donations include a \$200,000 pledge payment from the McConnell Family Foundation.
- The demand in the U.S.A. and Canada for training of Speech-Language Pathologists in the Lidcombe method for treatment of stuttering continues to increase, thereby increasing revenues from MFC workshops. This trend is expected to continue in 2008.
- The bursary program, which helps subsidize treatment for up to 30% of the families who attend the Centre, has been the recipient of more than \$250,000 since 2003. This has been possible mainly through the generosity of the Louise & Alan Edwards Foundation, supplemented by donations from others in the community who understand the need to support families who would otherwise be unable to avail themselves of the services we offer.
- The MFC was also the recipient of three summer student grants from the government, as opposed to one grant in 2006.

**Marlene Whittome**  
Business Manager

## Statement of Operations

Year ended December 31, 2007	2007	2006
<b>REVENUE</b>	\$	\$
Consulting, off-site contracts and summer camps	614,539	497,301
Donations	278,432	317,999
Lidcombe Program workshops	121,856	58,037
Capital grant for bursaries	55,436	31,186
Government grants	10,587	2,768
Interest revenue	3,974	1,609
<b>Total Revenues</b>	<b>1,084,824</b>	<b>908,900</b>
<b>EXPENSES</b>		
Salaries and benefits	806,762	677,120
Administrative costs*	173,478	138,020
Lidcombe Program workshops	51,344	14,274
Fundraising	20,192	16,149
Professional fees	15,618	10,348
<b>Total Expenses</b>	<b>1,067,394</b>	<b>855,911</b>
<b>Excess of revenue over expenses</b>	<b>17,430</b>	<b>52,989</b>

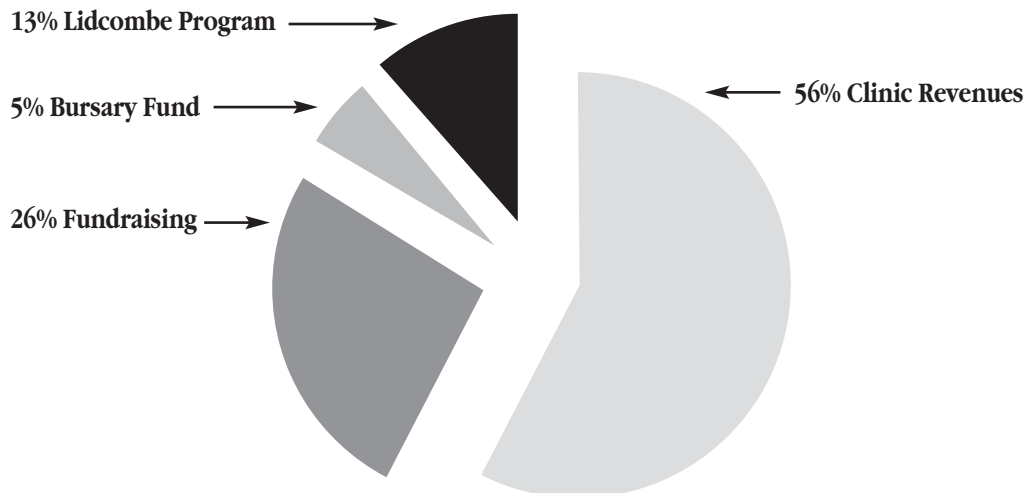
\*Include building costs and amortization of capital assets

## Balance sheet

As at December 31, 2007

	2007	2006
<b>Assets</b>	\$	\$
Current assets		
Cash	209,374	133,912
Short-term investment	75,732	71,758
Accounts receivable	12,742	13,076
Commodity taxes receivable	109,245	71,633
Property taxes recoverable	1,605	10,051
Prepaid expense and deposits	2,047	3,679
	410,745	304,109
Capital assets	965,478	984,848
	1,376,223	1,288,957
<b>Liabilities</b>		
Current liabilities		
Accounts payable and accrued liabilities	177,867	222,475
Current portion of long-term debt	31,333	31,333
	209,200	253,808
Deferred contributions	548,493	402,716
Long-term debt (mortgage)	396,890	428,223
	1,154,583	1,084,747
<b>Net assets</b>		
Invested in capital assets	162,611	209,271
Restricted for endowment purposes	109,000	109,000
Unrestricted	(49,971)	(114,061)
	221,640	204,210
	1,376,223	1,288,957

### Sources of Revenue



---

# DONORS 2007

Whether it's supporting the *Gift of Speech* Bursary Program - established to provide assistance for those families who cannot financially cover the entire cost of timely treatment for their children - or donating to a specific program initiated by the Centre, or designating funds to an area in immediate need - our donors are making a difference in the lives of children who need our valuable resources.

The following donors are recognized for their support of the Montreal Fluency Centre in 2007. Gifts to the Centre help provide the best services possible for children with speech, language and communication disorders.

## Circle of Friends

### \$20,000 +

Louise & Alan Edwards Foundation

### \$5,000 - \$19,999

Sophie Desmarais  
Alvin Segal Family Foundation

### Up to \$249

Anonymous (2)  
Thomas R. Burpee  
Elizabeth Casanova  
Simonne Clarke  
Corrado De Stefano  
Robert Doyle  
Susan Fitzpatrick  
Maxime-Jean Gerin and Sada Reddy  
Mary Gordon  
Joan F Ivory  
Doris Juergens  
*(In Honour of Andrew Molson)*

### \$1,000 - \$4,999

The Hay Foundation  
Hodgins & Associés  
Stephen T. and Nancy Molson  
Dr. Robert and Deidre Stevenson  
McCarthy Tétrault

Liza and James Kaufman  
Patrick Kelley and  
Sylviane Hinnekens-Kelley  
Constantine Kyres and  
Eliana Kanavaros  
Elizabeth H. Kennell  
Harriet Lazare  
Kevin Leonard  
Linda Leus  
Lorne and Chaya Lieberman  
Michael and Peggy McMaster  
Doug Mitchell

### \$250 - \$999

John and Diana Bennett  
Groupe MontrealSoft Inc.  
Hugh G. Hallward  
Lina Savage

Anna Montemurro  
Louis Regimbal and  
Christine Lennon-Regimbal  
Dr. Rosalee C. Shenker  
Jon Silver  
William E. Stavert  
J. Robert Swidler  
Dr. Ronit Mooallem Teitelbaum  
Anne Marie Warner  
Philip and Judith Webster  
Valerie Welburn  
*(In Honour of Audrey Gillies)*  
Christopher Wiegand

---

## Capital Expansion Campaign: *Taking off with Words*

We wish to recognize the following, who have committed their support to our capital expansion campaign.

### Leadership (\$400,000+)

The J.W. McConnell Family Foundation

### Builders (\$200,000 - \$399,999)

Power Corporation of Canada  
The Molson Foundation

### Ambassadors (\$75,000 - \$199,999)

Jake and Fiona Eberts

### Supporters (\$25,000 - \$74,999)

Stephen R. Bronfman Foundation  
Di Lillo Construction  
The Lincolnshire Foundation  
Seamont Foundation

### Sponsors (\$2,500 - \$24,999)

CGI  
Sophie Desmarais  
Group CANAM  
The Hylcan Foundation  
The Henry and Berenice Kaufmann  
Zeller Family Foundation

### Friends (up to \$2,499)

Tim Anderson and Karen Lee  
Élaine Beaudoin  
John and Diana Bennett  
Samuel and Anne Marie Blatchford  
Elizabeth Casanova  
Peter Guidote  
Marie-Françoise Jothy  
Dr. Denis G. Leduc  
Linda W. LeMoyné  
John and Joanne Leopold  
Pierre and Melanie McGuire  
Robert P. Metcalfe  
Andrew T. Molson  
Jane Molson  
Sara J. Provencher  
Dr. Rosalee C. Shenker  
The Study  
Tiziana Verrillo  
Valerie Welburn  
Marlene Whittome



Every effort has been made to ensure the accuracy of these donor lists. If any errors or omissions have occurred, please accept our apologies and notify the Montreal Fluency Centre so that a correction may be made.

---

**The Montreal Fluency Centre**

4626 Ste. Catherine Street West, Westmount, Quebec H3Z 1S3

Telephone: (514) 489-4320 Fax: (514) 489-9249

[www.montrealfluency.com](http://www.montrealfluency.com) E-mail: [rosalee.shenker@montrealfluency.com](mailto:rosalee.shenker@montrealfluency.com)

Charitable Registration Number: 88448 9766 RR0001