November 1, 2019

To all our valued clients,

Thank you for choosing to come to ISTAR for your speech, language, and communication needs. Since 1986, the Institute for Stuttering Treatment and Research (ISTAR) has been changing the lives of those who stutter or have other communication challenges. Our priority has been to provide our clients with excellent care and to help each one of them achieve their goals.

ISTAR is an institute within the Faculty of Rehabilitation Medicine at the University of Alberta but it does not receive funding from the University or government. In order to serve our clients, ISTAR operates as a not-for-profit organization which receives donations and fees for services. We are aware how costly private therapy can be and so we work with individual donors, community foundations, and service clubs who donate funds to help us offset the cost of delivering therapy.

Unfortunately, despite our best efforts to keep our costs low and continue to offer quality care, it has become inevitable for us to increase our rates for the first time since 2017. Effective January 1, 2020, our hourly consulting rate will increase from $132/hour to $140/hour. The fee structure for other services across the board will also increase accordingly (please see the attached Appendix). This increase is in line with current ACSLPA private practice recommendations.

We understand that some clients may need financial support to access ISTAR services. There are various funding sources available depending on age, type of therapy, and family situation/income. We have also asked the ISTAR Client Assistance Program (ICAP) approval team to increase the parameters of eligibility for funding based on current mean incomes (as reported by Statistics Canada) so that more clients may access this fund as needed.

It is our privilege to work with people who have communication needs. Our skilled clinicians and staff will continue to provide evidence based treatment and contribute to research to better serve our clients today and in the future.

Thank you very much for continuing your relationship with ISTAR. To us, “Every voice, and every client, truly matters.”

Sincerely,

Holly Lomheim
Clinic Director, ISTAR
APPENDIX:

Pricing changes start January 1, 2020

- Speech therapy $140 per hour
- Group speech therapy $110 per hour per client
- ISTAR (stuttering) Assessment $315
- CIP (non-stuttering) Assessment $200
- CIP (non-stuttering) Assessment $345 for complex cases
- Intensives and refreshers will remain at current prices until January 1, 2020.

<table>
<thead>
<tr>
<th>Service</th>
<th>2019 price</th>
<th>2020 price</th>
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<tbody>
<tr>
<td>2 day refresher</td>
<td>$500</td>
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<tr>
<td>3 day refresher</td>
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<tr>
<td>5 day refresher</td>
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<tr>
<td>3 week intensive</td>
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<td>Children's 4 day Camp</td>
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<tr>
<td>Child intensive (18-20 hours)</td>
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<td>$3,635</td>
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