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SPRING | 2013

## Nurses as leaders

HAVING TOP-NOTCH NURSING SKILLS IS A GIVEN FOR A NURSE MANAGER. HAVING TOP-NOTCH LEADERSHIP SKILLS MAY BE EVEN MORE

CRUCIAL — ESPECIALLY IN RECRUITING, MOTIVATING AND RETAINING FRONT-LINE STAFF.



Over the past three years, Widener University (Chester, PA) and Kendal Outreach, LLC (Kennett Square, PA) have partnered to offer leadership training to nurses working in Delaware Valley nursing homes. Former Inglis Board Member and Professor of Health Care Management at Widener University, Caryl Carpenter was Widener's administrative coordinator for the Leading Nurses grant program.

Caryl believes nurses must take a leadership role in motivating staff to deliver quality care for nursing home residents. "In addition to learning the latest protocols in wound care, pain management, depression and activities of daily living, the true focus of the program is building leadership skills. Participants learned about their own leadership styles along with new ways to manage and motivate others. During years two and three they used their new leadership skills to implement innovative care procedures for residents by encouraging certified nursing assistants and helping them

**MARCIA TOLLIFERREO**, Inglis weekend administrator, says, "I can see how much my ability to make decisions, rally my team, handle conflict and initiate change has grown through the Leading Nurses program." She is shown here with resident Emma Branch.

feel professional and empowered in their jobs," she explains.

According to Weekend Administrator Marcia Tolliferreo, RN, BSN, CMSRN, who represented Inglis in the program, "We pilot-tested and then rolled out programs throughout Inglis House. Wound care is especially important here since every resident is at high risk for pressure ulcers because of their disabilities. With constant education, training and communication, we truly raised awareness and built expertise in managing wound care at Inglis. Our task now is to sustain these innovations."

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## president's message

GAVIN S. KERR

The stories in this issue of *Image* highlight how important Inglis' partnerships are to the success of our mission.

Last year the city

of Philadelphia honored Inglis with the 2012 Access Achievement Award from the Mayor's Commission on People with Disabilities. The award recognizes the outstanding efforts of businesses, public agencies, not-for-profits and individuals to improve and increase access for persons with disabilities in the Delaware Valley. We are grateful to Pennsylvania Assistive Technology Foundation for nominating us for this award and for the support provided by the Legal Clinic for the Disabled. As former recipients of the Inglis Award for Continuing Excellence, both organizations have been wonderful partners with Inglis in serving people living with disabilities.

Today we partner with almost 100 organizations whose missions are aligned with the mission of Inglis. At our annual Patrons' Reception last fall we honored the many educational institutions (listed on page 11) with whom we partner. These schools provide academic training for Inglis residents and consumers, and Inglis offers internships for countless therapy, nursing and other health care profession students.

Through these partnerships and many others, Inglis expands its own capabilities to address service gaps and barriers to access for people with disabilities, and uses innovative strategies to meet the needs of people making life transitions (e.g., youth to adult, institutional to independent living, etc.). Bringing together like-minded organizations also provides an opportunity to share best practices in programs for everyone's benefit. The cover story illustrates the sharing of best practices through a special three-way partnership among Inglis, Widener University and Kendal Outreach, LLP, to bring out the best in nursing staff at all levels.

All of these partnerships reflect the work of the talented and committed staff members at Inglis. They are an extraordinary group of people who make it possible for us to enable residents and consumers to achieve their goals and live full lives. However, without *your* backing, our work could not continue. Thank you for helping us improve the lives of nearly 1,000 consumers and their families each day.

[gavin.kerr@inglis.org](mailto:gavin.kerr@inglis.org)



## creating an Inglis wellness and rehabilitation center

FOR MANY, GOLFING REPRESENTS A NEAR-PERFECT WELLNESS ACTIVITY: COMBINING FRESH AIR, EXERCISE AND A COMPETITIVE CHALLENGE.

This year, the Inglis Golf Outing Committee hopes to improve the wellness and good health of Inglis residents and consumers, too. The Committee's fundraising goal for the 2013 outing is to create a state-of-the-art wellness and rehabilitation center at Inglis.

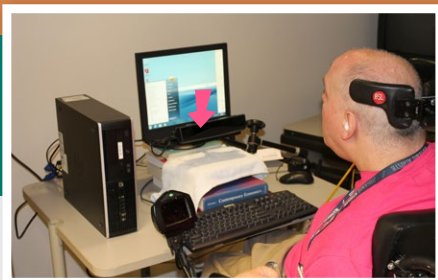
Supplementing existing clinical, physical and occupational therapy programs offered to residents and consumers, the golf outing's funding will provide a drop-in wellness center where residents and consumers can work on their own to build strength and flexibility under the care and guidance of Inglis' rehabilitation and restorative aides. This open-concept space will host group wellness and therapeutic programming, providing a motivational team-approach to lifelong health.

This collaborative space will also involve highly personalized therapy treatments based on an individual's needs in the newly updated rehabilitation center. Featuring updated equipment and a design concept that promotes interdisciplinary collaboration, these important therapies help to minimize discomfort, pain and decreased mobility to maximize an individual's independence and overall well-being.



THE 12<sup>TH</sup> ANNUAL INGLIS GOLF OUTING WILL BE HELD JUNE 10, 2013, AT THE WHITE MANOR COUNTRY CLUB, MALVERN, PA. FOR MORE INFORMATION, CONTACT MEREDITH QUIRIN AT (215) 581-0703 OR [meredith.quirin@inglis.org](mailto:meredith.quirin@inglis.org).

BRIAN WOZNICKI DEMONSTRATES hands-free computer navigation with Tobii Eye Gaze equipment (arrow shows camera equipment that captures eye movements and turns them into commands).



## N new technology helps residents communicate on their terms

CONTROL A COMPUTER WITH THE MOVEMENT OF YOUR EYES? WHILE IT MAY SOUND LIKE SCIENCE FICTION, INGLIS RESIDENTS AND CONSUMERS ARE GETTING A FIRSTHAND OPPORTUNITY TO USE THIS BREAKTHROUGH TECHNOLOGY.

### TOBII EYE GAZE SYSTEM

The new Tobii system offers residents and consumers with severe physical disabilities a way to access the computer by gazing at or dwelling on a function or task on the screen with their eyes. It's very useful for people with spinal cord injury, ALS, autism, cerebral palsy and stroke. For many, the technology can open up a means to communicate with the world around them that may never have been available before.

"With the Tobii system, you use your eye gaze like a computer keyboard and mouse," notes Katie Griffiths, adapted technology therapist at Inglis. "It's really amazing, ground-breaking technology. Clients who can't use a computer with their hands can use a computer independently with this system. We have a client who operated his computer with a mouth stick which was tiring for him. Now he is thrilled with this new eye gaze technology."

### IT'S NEVER 2 LATE™ SYSTEM

Another popular piece of technology — the It's Never 2 Late (iN2L) system — was originally designed for the elderly and people with dementia. People with a

wide range of disabilities are also finding it beneficial. It features a touch-screen computer with a large monitor and a simple, intuitive interface.

"iN2L offers programming to match any client's interests, and it's updated constantly," Griffiths says. "There's software that can be used as a part of physical and occupational therapy programs, plus just about anything else you could think of including old TV shows and movies, holiday programs, educational programs, travel videos, music, spiritual programs, trivia, games and much more. Clients can surf the Web and use Skype to connect with friends and family. Everything clients want to do on a computer is just a touch away and can be customized with adaptive input devices, including a keyboard and mouse."

Another advantage, according to Griffiths, is that each user can create an individual profile so that when they sign in to iN2L, whatever they are most interested in using pops up automatically. "Many Inglis residents are eager to use iN2L," Griffiths says. "It just offers them so much!"

# B

## Brian Woznicki — “My goal is to inspire others.”

A SUPPORTIVE FAMILY CAN INSPIRE A CHILD WITH CEREBRAL PALSY TO ACHIEVE. GROWING UP, BRIAN’S PARENTS WERE WITH HIM, EVERY STEP OF THE WAY. “MY FATHER WAS ALWAYS INVOLVED, ESPECIALLY IN SCOUTING,” BRIAN REMEMBERS. BRIAN BECAME AN EAGLE SCOUT.

He also graduated magna cum laude in business administration from Eastern University in St. Davids, PA. His mom played a big part. “At graduation they gave her Eastern’s first honorary bachelor’s degree,” Brian recalls with a broad smile. After learning computer programming he designed microcomputer databases and programmed for Conrail and Vanguard.

Yet in the middle of this full, busy and complicated life, a herniated disk began to bother him. Finally it affected his work so much he needed to “retire early” — and that’s when he came to Inglis House. Brian appreciates Inglis, and sees it as a place where people come to meet their life’s goals. Brian’s mission — to inspire — fits right in.

Brian knows that his life is different and readily admits he’s no paragon. Along the way, bouts with addiction — and his ongoing recovery — made their mark in his finances and relationships. “I have my demons, for sure,” he confesses. He’s writing his autobiography so that others can gain from his experience. “My goal is to inspire others.”

For his part, Brian draws inspiration from his fiancée and fellow Inglis resident,



Jamie. “I wasn’t looking for a relationship, but there she was. She’s bright and witty — a wonderful person,” Brian glows. “We’re planning a commitment ceremony in the Inglis Courtyard in May 2013.”

At Inglis, Brian keeps up with technology just as he did professionally. “The computer lab is a big part of my day,” he says. Brian also keeps up with social networks, like LinkedIn, Twitter and Facebook. “I keep connected with friends and Inglis staff.”

“I can’t say enough good things about Inglis,” Brian enthuses. “Inglis played a big part in who I am today by giving me a safe environment where I can maintain sobriety and a healthy lifestyle.”

# Inglis bridges the disability divide in employment

EMPLOYING PEOPLE WITH DISABILITIES IS A WIN-WIN-WIN: COMPANIES GAIN DEPENDABLE, HARDWORKING EMPLOYEES WITH A WIDE RANGE OF SKILLS; EMPLOYEES DEVELOP ECONOMIC INDEPENDENCE AS WELL AS PROFESSIONAL AND SOCIAL GROWTH; AND THE COMMUNITY GAINS INDEPENDENT, PRODUCTIVE, TAX-PAYING MEMBERS OF SOCIETY. YET, THE UNEMPLOYMENT RATE OF PEOPLE WITH DISABILITIES IS ALMOST DOUBLE THAT OF THEIR NONDISABLED PEERS.

A new Inglis initiative aims to bridge this disability divide. Inglis Community Employment Services, in collaboration with the JEVS hireAbility program, is launching a Disability Employer Network for the Philadelphia area. The Employer Network's goals include:

- Promoting hiring and employment practices that enable people with disabilities to enter and succeed in the workplace.
- Providing information and resources to assist employers in recruiting and employing qualified people with disabilities.

- Offering a forum for employers to share best practices.
- Linking candidates with disabilities to competitive employment opportunities in the community.

With start-up funding from the Genuardi Family Foundation, Inglis hosted its first networking event in December. The event focused on tapping into the often under-utilized talent pool of people with disabilities. Participants discussed the advantages of employing people, best practices, debunking myths and the services/ supports available to workers and employers through Inglis, JEVS and the community. Another event is planned for April 2013.

"This is part of our ongoing effort to ensure people with disabilities have equal opportunity to participate fully in all aspects of our community," says Vicki



INGLIS COMMUNITY EMPLOYMENT SERVICES COORDINATOR Barbara Duffy (right) helps Michael Engro as he works on building his computer skills for future employment.



VERONICA TORRENCE'S cerebral palsy qualified her for employment assistance through Pennsylvania's Office of Vocational Rehabilitation (OVR). OVR has a contract with Inglis to help clients with disabilities build skills and receive job coaching to land and succeed in a job. Inglis assisted Veronica with skills assessment, goal planning, résumé building, recruitment assistance, job coaching and post-hire support. With Inglis' help and ongoing support, Veronica found a job as an "Experience Host" at Philadelphia's Please Touch Museum.

Cuscino, Director of Inglis Community Support Services. "We want to break down barriers and create a level playing field — accessible workplaces that offer people with disabilities competitive employment in integrated settings with the same wages, benefits and opportunities for career advancement as their nondisabled peers."

More than ever, businesses need competent people who readily adapt to new situations. People with disabilities must be resourceful and creative problem-solvers to accomplish daily tasks, which, in the workplace, translates into innovative thinking and goal orientation.

The Network recognizes that both employers and employees benefit from a work environment that facilitates retention of skilled, qualified, dedicated workers. Jobs that are flexible and open to all qualified candidates create an inclusive culture that can increase morale, productivity and retention throughout an organization.

For more information about how to become part of the Disability Employer Network, please call Vicki Cuscino at **(215) 581-0725** or email [vicki.cuscino@inglis.org](mailto:vicki.cuscino@inglis.org).



THE FOUNTAIN'S BOWL was placed in January 2013. Completion is planned for Spring 2013.

# A

## a dream becomes reality

WHEN INGLIS HOUSE WAS BUILT IN THE LATE 1920s, PLANS WERE IN PLACE FOR A FOUNTAIN AS A FOCAL POINT IN THE MIDDLE OF ITS INTERIOR COURTYARD. NOW, MORE THAN 85 YEARS LATER, CONSTRUCTION IS UNDER WAY!

The Courtyard Revitalization project is much more than building a fountain. The courtyard is already an outdoor "living room" for the Inglis Community, filled with mature trees, paved pathways, raised garden beds of fresh herbs, vegetables and beautiful flowers.

Besides the fountain, plans call for upgrading the popular outdoor barbeque area with more tables and umbrellas for

outdoor seating, adding additional concrete pads by park benches throughout the area so residents and visitors can enjoy each other's company and building more raised gardening boxes so residents can be more involved in planting and cultivating. The Courtyard Revitalization project is made possible by the sponsors of the 2012 Inglis Golf Outing, Robert and David Nonemaker of OuterSpaces, Inc., area garden clubs and many generous donors.





RECREATIONAL THERAPIST JAE LEE (center), encourages residents Julia Simpson (left) and Barbara Hnizdo to enjoy gardening year round.

## therapeutic gardening program thrives

*"GARDENING IS A WAY OF SHOWING THAT YOU BELIEVE IN TOMORROW." (ANONYMOUS)*

THE RESIDENTS AND CONSUMERS AT INGLIS HAVE BELIEVED IN MANY TOMORROWS BECAUSE THEIR GARDENING PROGRAM HAS THRIVED FOR YEARS — ENABLING THEM TO ENJOY THE MANY BENEFITS OF HORTICULTURAL THERAPY.

This spring, resident gardeners will have even more space to tend their vegetables and herbs thanks to the Courtyard Revitalization project.

"Because we are expanding the courtyard, we can add more raised planter boxes in the open space so we can move around all sides," explains Jae Lee, Inglis' recreational therapist in charge of the gardening program. "We currently can only work around one side of the boxes. They will now be more accessible so that one resident can work in front, one in back."

The therapeutic benefits of gardening have been recognized since ancient times, and recent research reveals that working in a garden can help boost memory, cognitive abilities, language skills and socialization, as well as help participants learn to work independently, problem solve and follow directions.\*

### THREE SEASONS OF THERAPY

The gardening program at Inglis extends through three seasons and enables participants to be involved in every aspect of the growing process, from seed

| CONTINUED ON PAGE 15



**INGLIS BOARD MEMBER LAUREN DEBRUICKER**, with Caren and Dan Jones — Regional Directors of the Philadelphia Chapter of the Buoniconti Fund to Cure Paralysis, Lucie and Ingليس Board member Jim Seaman.

## Ingليس' focus on lifelong learning

There are a variety of ways to learn at Ingليس — from Social Enrichment programming with lectures, trips, men's and women's groups, current affairs discussions, as well as adapted technology in the computer lab, to more formal education for students through partnerships with many schools, colleges and universities. The 2012 Patrons' Reception saluted all the ways that Ingليس offers learning — with a special tribute to all Ingليس graduates of Community College of Philadelphia and Neumann University. Ingليس is also a training ground for nursing, occupational therapy and physical therapy students, providing a unique hands-on experience working with people with disabilities (see list of educational partners).



**RECENT NEUMANN UNIVERSITY GRADUATE**, Ingليس resident Chad Lindsey (center), with (left to right) Dr. Samuel Lemon, Program Director, Master of Science in Organizational and Strategic Leadership at Neumann University; Ingليس President and CEO Gavin Kerr; and Thomas Bruder, Neumann University Board of Trustees.

## Inglis receives occupational therapy award

The Inglis Occupational Therapy Department is committed to providing fieldwork education for Occupational Therapy students enrolled in programs at Temple University, Philadelphia University, Thomas Jefferson University, The University of the Sciences in Philadelphia, The Richard Stockton College of New Jersey and Harcum College. Inglis will receive the 2013 Fieldwork Educator of the Year award from the Philadelphia Regional Fieldwork Consortium. In making the award, the Consortium board particularly noted that Inglis provides many more opportunities than most fieldwork placements. At Inglis, students learn all about assistive technology and computer based learning as well as traditional occupational therapy services.

## Inglis educational partners

Inglis is pleased to partner with the following colleges, universities and associations to promote lifelong learning, as well as training for the next generation of health care professionals:



- Bryn Mawr College
- Community College of Philadelphia
- Delaware County Technical School
- Drexel University
- Gratz College
- Harcum College
- Immaculata University
- Ithaca College
- National Multiple Sclerosis Society — Greater Delaware Valley
- Neumann University
- Pennsylvania State University
- Richard Stockton College of New Jersey
- St. Joseph's University
- Temple University
- Thomas Jefferson University
- University of Pennsylvania
- University of the Sciences
- Villanova University
- Widener University
- 1199C Training & Upgrading Fund



**LEADING NURSES PARTICIPANTS JOINED WIDENER AND KENDAL FACULTY** to celebrate the program's completion. Shown here are former Inglis Board member Caryl Carpenter, PhD (second from left); Kendal Principal Investigator Beryl Goldman (third from left); Kendal Nurse Educator Alice Moore (sixth from left); and Inglis weekend administrator Marcia Tolliferreo, RN, BSN, CMSRN (eighth person from left).

## **LEADING NURSES GRANT PROGRAM** | CONTINUED FROM PAGE 1

At the program's conclusion, Inglis received an award from Kendal Outreach recognizing the outstanding work they accomplished. According to Alice Moore, Kendal's Nurse Educator, "Marcia and her team of nursing staff at Inglis went above and beyond our hopes and the program's requirements. The team truly influenced the lives of Inglis staff and residents with the number of programs and initiatives they addressed and changed during the three-year grant period."

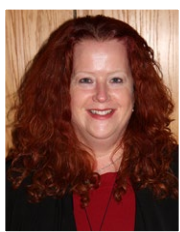
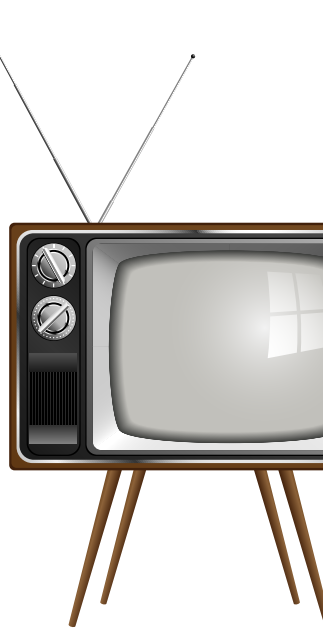
The award will be used for educating future leaders in nursing.



## tuning in a perfect picture

In 2009 Michael Stapler, his wife, Deborah, and friends began a fundraising campaign to purchase wall-mounted flat-screen TVs for every Inglis House resident's room. Their inspiration was Mike's son, Arthur, who was a resident at Inglis House from 2003-2005, during a 25-year fight with multiple sclerosis. During his visits with Art, Mike noticed how much companionship, entertainment and contact with the outside world TV provided for Inglis House residents. He envisioned up-to-date flat-screen TVs in every resident's room, offering computer connections, taking less counter or tabletop space and also enhancing viewing with their bigger, clearer screens.

At that time, they bought 11 televisions, initiating a compelling challenge for others to join. A December 2012 year-end appeal put the fundraising campaign over the top. The mission has been accomplished and the campaign to provide more than 250 televisions for all Inglis residents needing a flat-screen model is complete! Not resting on their success, the Staplers and friends are already planning another project and challenge to improve the quality of life for Inglis House residents. Watch for details!



### NEW INGLIS ADMISSIONS DIRECTOR

As Inglis' Admissions Director, Kathleen Ardekani works with prospective consumers to help them become new residents at Inglis House. She promotes the services of all Inglis' other entities, including independent housing, adult day, care management and community employment to area referral sources, as well. "I hope

to build trusting relationships with our consumers to help ease the transition to Inglis House for them and their loved ones. I also want to ensure that the many services Inglis offers are much more widely known, by building long-lasting connections with health care service organization professionals in this region."

Kathleen has many years of experience in long-term care and social work. Most recently, she was Health Care Counselor at Maris Grove Retirement Community, Glen Mills, PA. A graduate of Neumann University, Aston, PA, she also holds a master's in social work from Widener University, Chester, PA. She can be reached at **(215) 581-0747** or [kathy.ardekani@inglis.org](mailto:kathy.ardekani@inglis.org).



## INGLIS RECEIVES REHAB ASSOCIATION AWARD

Inglis Certified Occupational Therapist Linda Roseman Miron received the 2012 Distinguished Service Award from the Pennsylvania Association of Rehabilitation Facilities (PARF). The award was presented at their annual conference by PARF President and CEO Gene Bianco. Linda was recognized for using her experience, knowledge and ingenuity in working with Inglis residents. "They are my inspiration," says Linda. "I am merely a small part of a wonderful and dedicated Rehab staff who work so hard every day to help residents achieve their goals through creative solutions. Their unique needs inspire us to reach deep for the right solution."

## SALUTE TO CAREGIVERS

Inglis' mission to enable people with disabilities — and those who care for them — to achieve their goals and live life to the fullest, recognizes the important role of caregivers. Everyone at Inglis is a caregiver, whether directly or indirectly.

Inglis celebrated National Caregivers Month by treating Inglis employees to some special pampering — including complimentary chair massages and delicious treats. Shown here, Certified Nursing Assistant Tabitha Talley.





**RESIDENT ALFONZO BATTISE** enjoys the Inglis summer gardening program.

## **THERAPEUTIC GARDENING PROGRAM THRIVES** | CONTINUED FROM PAGE 9

to harvest. The cycle begins each winter when gardeners plant a variety of herb and vegetable seeds, then place them under indoor grow lights to let them germinate.

“In late spring we transplant the seedlings outside,” Lee says. “We grow them during the summer, then we harvest, cook and eat them throughout the summer. Our goal is to have the new planter boxes in the courtyard project ready in time to transplant seeds this spring.”

The program is open to all Inglis residents and consumers. “We often think of gardening as a hands-on activity, and it is. But there are also cognitive, social and physical benefits,” Lee says. “For example, there are cognitive benefits in discussing and noting the differences between seed types. Our program accommodates all abilities, and I help them to participate as much as they can. Even those who physically cannot join in, can be part of our group as we joke, laugh and discuss our plans for the garden. And we eat right outside. That’s the best part — everyone can participate!”

\* Source: American Horticultural Therapy Association



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**UPCOMING EVENTS**

**SPRING 2013**

The launch of a brand new Inglis website  
at [www.inglis.org](http://www.inglis.org) — watch for an announcement!

**JUNE 10, 2013**

12<sup>th</sup> Annual Inglis Golf Outing  
White Manor Country Club  
Malvern, PA