

# Image

The Inglis Newsletter

**SUMMER  
2015**

inglis.org



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in Action at Inglis

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Wellness & Rehabilitation Center**



**Ability &  
Independence.  
Redefined.**

## Person-Centered Care

### Inglis' initiative to make our House a Home



Walter Proschinger, a resident of the 3 South neighborhood, poses with his sister, Kristin, and infant niece Aine, in front of the memory box that Kristin helped him design. Walter's memory box showcases his pride in his former home state of Montana and his love of the outdoors. The wood carving of the state was made by friends. Fishing lures he used there add a colorful touch. See page 5 for more about memory boxes.

No two people think of "home" in quite the same way, but long hallways, overhead paging and call bells are not usually a part of that vision. Home is about privacy and relationships. It's about living with individuality, dignity and the opportunity to make one's own decisions.

In 2010, Inglis began transforming Inglis House, constructed in 1927, into Person-Centered Care (PCC) neighborhoods. Our goal is to reshape a traditional, hospital-like culture into one that feels more like home.

This transition is a thoughtful process, and we've made great progress. We've upgraded our residents' bathing experience; improved dining; installed a fountain and therapeutic gardens in our courtyard; expanded the adapted technology program and unveiled a new Wellness & Rehabilitation Center. Two nursing units are now PCC neighborhoods; all will make the change by 2016.

Person-Centered Care isn't just about upgrades to the physical environment, however. Behaviors and attitudes are even more important. So, we are also holding Person-First training programs for all staff, residents and family members to ensure that everyone understands the goals of PCC and has an opportunity to discuss the changes taking place.

There is little doubt that this initiative is having a tremendous impact at Inglis, for today's residents as well as those who will live here in the future.

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#### On the Cover:

Inglis resident Joseph Emery celebrates the grand opening of the Inglis Wellness & Rehabilitation Center with the Phillie Phanatic.



Ability &  
Independence.  
Redefined.

**Ask people living in long term care facilities what they need for a happy life, and their answers are likely to be similar to anyone else's: warm relationships, choices about daily activities and respect.**

**In this issue of *Image*, you will discover how our Person-Centered Care initiative, which endeavors to make the resident experience more like home, is taking shape at Inglis.**



*For more information about how you and your family can create a philanthropic legacy and support a neighborhood renovation, please contact me about this important Person-Centered Care physical transformation.*

The origins of the Person-Centered Care model can be traced to the Nursing Home Reform Act, part of the Omnibus Budget Reconciliation Act (OBRA) of 1987, which identified residents' rights and their quality of life needs. In the '90s, progressive providers took the philosophy detailed in OBRA and developed approaches to change practices in their nursing facilities. Their efforts led to the founding of organizations to move these revolutionary ideas out into mainstream practice.

Inglis' transformation from institution to home has included "made to order" dining, personalized daily routines and home-like renovations to public areas and resident rooms. The newly completed renovations on our pilot neighborhood, 3 South, are spectacular, and we are grateful for donors who helped with this transformation.

In April, we celebrated the grand opening of our new Wellness & Rehabilitation Center, an integral part of Person-Centered Care. This expansive open-concept space houses the latest equipment and allows residents to work on their personal wellness goals with the assistance of a multidisciplinary team of physical, occupational and speech therapists as well as those specializing in recreation, education and adapted technology.

As the two examples above illustrate, Person-Centered Care couldn't become a reality at Inglis without your help. It's happening because our donors share our belief that quality of life is just as important as quality of care. Person-Centered Care improvements as well as our many social, educational and recreational programs are only made possible through your support. I hope you enjoy this issue of *Image* and the stories of how Person-Centered Care is unfolding here.

Sincerely,

A handwritten signature in blue ink that reads 'G. R. Kerr'.

Gavin Kerr  
President & CEO  
gavin.kerr@inglis.org



## 3 South Neighborhood - Person-Centered Care in Action

For most families, the kitchen is the most important room in the house. It is where meals are created to nourish those we love, where guests gather and where many of our meaningful conversations take place.

Soon, kitchens will be installed throughout the living spaces of Inglis House to lend that same feel as part of the Person-Centered Care model. The first of these neighborhood-based kitchens was recently completed on the 3 South neighborhood.

The new kitchen has truly transformed the solarium into a family living space. Breakfast is prepared there with residents' choices "cooked to order." At any given

time, the smell of freshly baked cookies wafts through the halls. Soon, it will include a new, fully stocked pantry enabling residents to have a snack at any hour of the day or night.

If the new kitchen solarium is the heart of neighborhood, then Karen Yeagins, the 3 South homemaker, is its soul. When she's not busy serving residents, she's dreaming up new ways to tempt them with treats like homemade pizza and hot wings. "I told our director of dining services that he's never allowed to reassign Karen to any other neighborhood,"



*Karen Yeagins, 3 South Homemaker, helps resident Janet Liciardello with lunch in the 3 South Solarium (also pictured above).*

laughs resident Jean Daley. "She's just so genuinely kind. And the food she makes is really good!" Karen takes compliments like this in stride. "I just treat everyone like I would my own family," she says.

### Person First...

- *Is a collaborative effort to create a meaningful life*
- *Values the person no matter what their abilities or disabilities may be*
- *Considers the person's habits, routines and practices when providing care*
- *Places a high value on the relationship between the resident and the caregiver*
- *Considers all behavior as an attempt towards communication*
- *Provides for the spirit as well as the body and mind*
- *Puts the person before the task*
- *Begins decision making with the person*
- *Accepts risk as a normal part of life*
- *Believes all people are growing and learning*



## Memory boxes shed light on residents' lives

Every person has a story. On 3 South, our pilot Person-Centered Care neighborhood, memory boxes line the corridors to help tell the stories of those who reside there. These glass-front cases, containing photos and other personal mementos, were installed as part of the neighborhood's recent renovation.

In Jackie Scott's memory box, a photo of two, 20-something girlfriends sit beaming on a sofa. Jackie says that this friendship has spanned 50 years. It began when, as a teenager, Jackie's friend was being bullied by other girls.

"I stepped in and stood up for her," recalls Jackie. "She was very shy and intimidated. But as she got older she gained more confidence and more friends. We still keep in touch." Jackie's first grandchild, 2-year-old Stella Lee, is also featured prominently in her memory box. When Stella's baby brother or sister arrives later this year, there will surely be many more pictures added.

An angel figurine presides over Lori Reinhardt's shadow box. Lori says it's her guardian angel. She hopes her display, which contains several

family photos, helps visitors to see that she's a woman who cherishes her family. There's also a photo of Baby, a long-departed pug with a charming, wrinkled face. Lori recalls that Baby's best friend on the block was Austin, a large golden retriever. "They were so cute together," she recalls. But Lori is a generous person who believes that her memory-box shouldn't be 'all about her.' "If someone wanted me to put something something in my memory box for them, I would," she says.



## Passing the Torch Our Newest Neighborhood- 2 South

Clinical leader Nola Odeyemi, RN and Neighborhood Life Leader Michael Kelly (at left) of 3 South, Inglis' first Person-Centered Care neighborhood "pass the torch" to their counterparts Angela Carillo and Tanya Davis, RN, of 2 South, the second nursing unit to transform into a PCC neighborhood. Several more nursing units will make the official transformation to neighborhoods in the coming months.



## Inglis Honors Volunteers with Reception and Awards

Inglis is fortunate to have so many dedicated individuals and organizations who donate their time and talents every day. This year, Inglis honored seven volunteers at the Volunteer Reception event on April 22, 2015. The winners received awards for carrying out our mission and LIST ONE values. They are:

**Remah Ibrahim** – **Learn**  
**John Hoy** – **Integrity**  
**Maria Spagnuolo** – **Service**  
**Robbie Schell** – **Teamwork**

**Elizabeth Nathans** – **On Time, On Budget**  
**Mary Grace Murray** – **No Excuses, No Blame**  
**Paul Perlstein** – **Excellence**



Recreation tech Lamont Alexander (at left) and Inglis President and CEO Gavin Kerr (at right) congratulate Paul Perlstein, winner of this year's Excellence award. Paul helps Lamont run the men's group.



Volunteer honoree Mary Grace Murray (far right) with Interfaith Center of Philadelphia staff Marjorie Scharf (left) and Marilyn Berberich.



Volunteer Celebration coordinators, (l. to r.) Mike Kelly, Jessica Wible, Patti Veltri and Latoya Shaw



Volunteers from St. Joseph's University helped resident program development coordinator Greg Bones (center) refurbish The Nook, Inglis' in-house store. Left to right: James Eckstein, Emma Faulkner, Greg and Max Klekos.



**In 2014, 471 individuals and volunteers from 27 organizations contributed a total of 17,866 hours to the Inglis Community, equaling more than 2,233 full days of work.**

## Volunteer Profile

# John Murphy: Giving back today and in the future

After retiring from a demanding human resources career, John Murphy felt he had “all the time in the world.” And since his brother lives with an intellectual disability, John began researching volunteer opportunities at organizations serving those with disabilities and identified Inglis.

Now residents on our 2 North neighborhood eagerly anticipate his weekly visits. They’ve discovered they can rely on John’s commitment to make their lives better, whether it’s organizing their belongings, gathering out-of-reach supplies or simply lending an ear.



“Nothing we ask of John is too much trouble,” says resident Helen Staron. “He treats everyone with respect and really ‘gets’ our needs. He’s one of the kindest people I’ve ever known.”

In recognition of his impact on our residents, John was named recipient of the Integrity Award, drawn from our Inglis LIST ONE values, at the 2012 Volunteer Reception. “When I’m here, it’s like seeing friends,” says John.



At left, John Murphy visits with resident Helen Staron. Above, John (at left) and his husband Tom Ayers, are members of the Annie Inglis Society.

“We share in each other’s lives and it’s very fulfilling.”

Recently, John and his husband Tom Ayers took an additional step to demonstrate their commitment to Inglis by joining the Annie Inglis Society—a group of thoughtful people who have included Inglis in their estate plans. “Tom and I feel incredibly fortunate: we have enough resources today to enjoy a rich and fulfilling life together,” said John. “Through my volunteering, I have gained some insight into the lives of residents, leading us to want to leave something behind in addition to my volunteer hours. If our gift one day helps bring a better life to the residents of Inglis House, this will bring us great happiness.”

## PLANNED GIFTS The Annie Inglis Society

A charitable bequest is one of the best ways to continue Inglis’ mission. Individuals who include Inglis in their estate plans are recognized as members of the Annie Inglis Society. This group is named for Annie Inglis who, at age 18, dedicated her legacy to helping people with significant physical disabilities live life to the fullest.

If you have included Inglis in your estate plans, please let us know. We would like to thank you for your generosity and recognize you as a member of the Annie Inglis Society. For information, please contact [Meredith Quirin Waldron](mailto:Meredith.Quirin.Waldron@inglis.org) at (215) 581-0703 or [meredith.waldron@inglis.org](mailto:meredith.waldron@inglis.org).

## Meet Patricia Veltri: Our New Volunteer Coordinator



Patti comes to us from Life Choice Hospice, where she served as Volunteer Coordinator for four and half years. She had been involved with hospice for nearly 9 years. In her role here at Inglis, she will recruit, train and manage Inglis volunteers.

A graduate of the University of the Arts in Philadelphia with a degree in Fine Arts, Patti enjoys spending time crafting. She is also certified in Reiki, an alternative energy practice.

Patti succeeds Michael Kelly in the Volunteer Coordinator role. Michael is now Neighborhood Life Leader on 3 South, our pilot Person-Centered Care neighborhood. For more information about volunteering at Inglis, please contact Patti at [Patricia.Veltri@inglis.org](mailto:Patricia.Veltri@inglis.org) or (215) 581-0718.



This spring, Inglis celebrated the grand opening of a sparkling new, state-of-the-art **Wellness & Rehabilitation Center**. It focuses on the physical aspects of good health as well as the social, emotional, recreational and educational activities that everyone needs for a good quality of life.

Designed with resident input, the Center was made possible by generous grants from **The Pew Charitable Trusts**, the **Inglis Golf Outing**, **Reliant Senior Care** and **Connie and Sankey Williams** through the **Hess Foundation**.

## Inglis Wellness & Rehabilitation Center Opens – Puts a person-centered spin on good health!

### Nutrition & Wellness Programs

*Behavior Modification*  
*Exercise*  
*Journaling*  
*Nutrition and healthy food choices*  
*Strength Training*

### Self Management & Communication Programs

*Assertive Communication Training*  
*Meditation*  
*Relaxation*  
*Smoking Cessation*  
*Stress Management*

### Social Engagement & Leisure Programs

*Arts and crafts*  
*Cooking*  
*Music*  
*Sexuality*  
*Sports participation*







The much-loved **Phillie Phanatic** joined us at the grand opening of the new Wellness & Rehabilitation Center this spring. At the Center, residents work with a multidisciplinary team to set and achieve personal wellness goals. The all-new wheelchair accessible equipment includes an assisted ambulation walking track and various modalities for strength, range of motion, balance and cardiovascular endurance training. A new Vital Stim unit uses non-invasive external electrical stimulation therapy to treat swallowing disorders. It helps to rebuild the throat muscles involved in swallowing. The holistic range of services also includes an array of groups on stress reduction, weight control, nutrition, positive thinking, mindfulness and much more.



## SELECTED EQUIPMENT IN THE NEW CENTER

**Arm and Leg Ergometers**  
*(to build upper and lower body strength)*

**Reclining Stepper**  
*(to promote cardio-vascular fitness)*

**Assisted Ambulation Track**  
*(to allow residents to walk with minimal weight bearing)*

**Vibration Plate**  
*(treats pain, spasticity and lack of muscle control)*

**Swallowing Assessment**  
*(including Vital Stim to strengthen swallowing muscles)*

**iPads**  
*(for use in brain training)*

**3-D Printer**  
*(for printing customized splints, adapted technology devices and more)*

**Bed/Wheelchair Pressure Mapping**  
*(helps therapist prescribe the most appropriate cushions and mattresses)*

**Virtual Reality Therapy System**  
*(assists with strength training, range of motion, balance training, etc.)*

**Wheelchair Lift**  
*(for wheelchair repairs and maintenance)*



# Person-Centered Passions: Our donors help bring aspirations to life

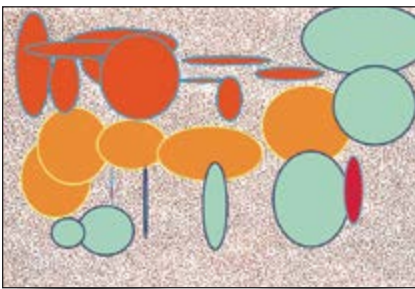
Throughout the Inglis Community, people live life to the fullest by pursuing activities and careers that they love. These activities are as diverse as the people themselves, but each one represents joy and fulfillment. Our generous donors are an integral part of helping residents and consumers breathe life into their passions, by providing the funds that help Inglis go beyond the basics of care.

## Ray Popik: Getting back in the saddle

The walls of Inglis House resident Ray Popik's room are lined with colorful equestrian event award ribbons. Commanding the room is a stately photo of Ray, astride a white horse named Poppy. It is encased with a silver platter emblazoned with "Grand Champion, Handicapped Riding Division."

A love of sports and animals make horseback riding the perfect activity for Ray, who lives with a neurologic disorder. "The first time I got on a horse, it felt incredibly natural and comfortable," he recalls. Ray can talk at length about the importance of getting to know a horse and developing a bond; going to the stable before and after dismount, and feeding and petting the horse to build the communication between horse and rider.

However, when he moved to Inglis from his home in Maryland in 2013, Ray wondered if he'd ever ride again. Fortunately, an Inglis endowed fund, established by a generous donor to support resident educational activities, enables Ray to enjoy weekly sessions at Philadelphia's Pegasus Riding Academy. Ray and his social worker Candice Klein travel to Pegasus every Tuesday evening. It's a long day for Candice but she's committed to supporting Ray in his avocation. "Before I began riding, I thought I'd never be able to do anything athletic again," he says. "It feels fantastic to accomplish something."



## Dana Hirsch: Unleashing Artistic Talent

Dana, a published poet with cerebral palsy, had a strong desire to create art. But using conventional acrylic paints and brushes was too limiting. The Inglis Adapted Technology Program staff introduced Dana to computer-generated art. After equipping her with a Kensington Mouse trackball and instruction in the Paint program, Dana's artistic talents began to flourish. Once she mastered that program, she wanted more: Different mediums, brushes, textures and options to expand her creative expression. Through the generosity of a long-standing donor, the Corel Painter X program fulfilled that need, providing more options than Dana ever imagined. "Technology has freed my creativity from its physical boundaries," says Dana. "I now can share my art." Dana's art was chosen by the 3 South Neighborhood for their lobby mural and her work has been accepted in various art exhibits and silent auctions. She illustrates notecards and her work holds a place of pride in the office of Inglis President and CEO Gavin Kerr.



# Person-Centered Passions -

## Ashley Murphy-Moore: Building a career foundation

Inglis resident Ashley Murphy-Moore is a talented artist who wants to become an art therapist. She came to live at Inglis House one year ago, largely drawn by the opportunity to gain an education and the skills necessary for independent living. Three times a week, Ashley works with Therapeutic Educator Angela Carillo to study for the entrance exam to Community College of Philadelphia. Her plan is to complete the necessary studies at CCP, then transfer to Temple University to begin work on her Art Therapy degree. Ashley's determination, combined with the tuition assistance offered by Inglis' Leslie P. and Shelly Ross Golden Education Fund, are a powerful combination for success.

Because she is so highly motivated, Ashley also continues to work part-time in retail at Macy's. "I feel strongly that I want to

be out in the community, building real skills at a real job," she says. And she must be doing it well, because after moving to Inglis in 2014, Macy's quickly found her a new, more convenient position at a nearby store. Inglis employment services helped Ashley transition to her new workplace by advocating for her to receive CCT Connect Shared Ride Program services, which were initially denied. "We discovered that the sidewalks were inaccessible, making it impossible for her to use SEPTA public transportation," says Barbara Duffy, of Inglis Community Employment Services (ICES). "Also, the only accessible entrance would have forced her to drive her wheelchair through the parking lot, which is not safe. Using CCT, Ashley is able to avoid these issues." ICES also assists Ashley with her scheduling and provides an assistive device to enable her to do her job better.



Therapeutic educator, Angela Carillo (left), with Ashley at the 2014 Harvest Ball. Above left, Ashley with her artwork.

# 2015 Inglis Awards for Continuing Excellence

## Celebrating others serving people with disabilities



ACE Keynote speaker **Rebecca Levenberg** (second from the left) with (left to right) ACE Committee Co-chairs and Inglis Board members **Alysse Einbender** and **Won Shin**, Inglis President and CEO **Gavin Kerr** and Inglis Board Chair **Lauren DeBruicker**.

This spring, Inglis celebrated the winners of the Awards for Continuing Excellence (ACE) Program. Six Greater Delaware Valley not-for-profit organizations were honored for enhancing the quality for life for people with physical disabilities. Since 2006, Inglis has awarded nearly \$600,000 to more than 40 organizations providing innovative approaches to enhance the lives and independence of people with disabilities. Thank you to our ACE Committee Co-Chairs, Board Members **Alysse Einbender** and **Won Shin**, and Committee Members **Albert Freedman, PhD**; Inglis Board Member **Tim Mahoney**; **Jean McCoubrey**; **John Melvin, MD**; **Marie Protesto**; **Janet Ries Stern, Esq.**; and **Mary Worthington**.

### 2015 ACE WINNERS

#### ALS Association Greater Philadelphia Chapter

Providing clinical and social services to people and families affected by ALS in the tri-state region.



#### Pegasus Therapeutic Riding Academy

Providing therapeutic riding for people with physical, intellectual and behavioral disabilities.



#### Global Abilities Foundation

Helping people with disabilities become more physically & socially active through recreational programming, available resources and public advocacy.



#### Pennsylvania Center for Adapted Sports

Improving the health of people with disabilities through sports, recreation and wellness programs.



#### HMS School for Children with Cerebral Palsy

Providing intensive therapies and education for children with cerebral palsy and related disabilities.



#### Villanova University College of Nursing

Training undergraduate and graduate nursing students about caring for people with disabilities.



# ACE Keynote Speaker

## Rebecca Levenberg

### ACE Awards Keynote Speaker Shares Her Thousand-Mile Journey



For 2015 Annual Awards for Continuing Excellence keynote speaker Rebecca Levenberg, the saying, “A journey of 1,000 miles begins with one step,” is much more than a proverb. It’s engraved on a necklace she wears, and it’s an experience she has actually lived.



Four years ago while bicycling to work, the Philadelphia special education teacher was hit by a truck as it unexpectedly made a wide turn into her bike lane. Among her multiple injuries was a crushed left leg. To save her life, trauma surgeons had to amputate the leg above the knee. At first, Rebecca struggled with her new prosthesis, working hard to navigate sidewalks and steps. But her perseverance paid off. On the first anniversary of the accident, she embarked on a journey with the goal of eventually walking 1,000 miles. Today, she’s approaching the 3,000 mile mark and is back to all her former hobbies—including cycling, swimming, inline skating, hiking and even rock climbing.

Rebecca credits her family, friends, physical therapists and her prosthetist with helping her make such incredible progress. “The most important factor in my recovery is that no one ever told me there’s something I can’t do,” she says. “The word *can’t* wasn’t in anyone’s vocabulary.”

Follow Rebecca’s unfolding story on her blog:  
<http://my-1000-miles.blogspot.com/>



Award winners invited staff, constituents, family and friends to the ceremony to join in the celebration.

# Inglis Gardens at Pennypack Crossing

Inglis has recently received housing tax credits paving the way for a new development for qualified senior citizens and persons with disabilities at 2327 Holme Avenue in Philadelphia.

The building, a former convent of the Sisters of the Holy Family of Nazareth on the campus of Nazareth Hospital, will be converted into 44 one-bedroom apartments. Thirty two of the apartments will go to seniors age 55 and older; four will be inhabited by seniors with disabilities and eight will be reserved for persons with disabilities of any age. Inglis is partnering with Conifer, a New Jersey real estate development company, to complete the project.

The new apartment building will maximize convenience and accessibility for tenants. Its Nazareth Hospital campus location makes healthcare services easily accessible to residents. In addition, Inglis will provide support services for residents living with disabilities as part of its LIFE program.



Community amenities will include on-site parking, a community room with kitchenette, fitness room, exam room and laundry facilities. The neighborhood is also served by numerous buses, which connect with local and regional rail systems.

For more information about Inglis Gardens at Pennypack Crossing, contact Chris Lacey at 215.581.0798 or [housing@inglis.org](mailto:housing@inglis.org).

# Inglis Gardens at Belmont

*Inglis Gardens at Belmont, a new 80-unit development for wheelchair users and other qualified tenants, is on track for occupancy by July 2016. The new facility, which is adjacent to Inglis on Belmont Avenue, will also serve as the future home of Inglis Community LIFE (Living Independently for Everyone). LIFE is an integrated social network-of-care model that includes health and wellness, engagement and independence. The program's goal is to assist individuals with significant disabilities to live independently in their own homes in the community.*



# Person-First Training - Driving culture change at Inglis

## “What is one thing we can do to make Inglis House more like home?”

This is a question considered by residents, staff and family members as part of Inglis' Person-First Training. The answers can range from potpourri to soft lighting to showing even more respect and care for each other. Participants also practice sharpening their communication skills to promote understanding, and share Inglis

stories that demonstrate how our values are being lived daily.

The programs are led by a team of specially trained residents and staff drawn from virtually every area of Inglis. Those who have attended have enjoyed the opportunity to express their feelings, share their priorities and better understand the goals of Person-Centered Care.

“I am very impressed that this organization is providing time for each and every staff person to come here ‘on the clock’ to do this work,” says Will Fraser of Engineering. “It really shows that Inglis is committed to Person-Centered Care and is looking for our thoughts about it too.”

### Learning Circles:

#### A communication tool from the workshop

- During sessions, participants sit in a circle and respond to a facilitator's question, such as: “What one thing means home to you?”
- One person volunteers to answer first, then each person answers in turn. No cross talk is allowed, ensuring that each respondent is truly heard.
- Afterward, everyone has an opportunity to respond and comment.

Although they seem simplistic, learning circles are a powerful tool to promote participation, respect and common ground among participants.



Above and below, staff, residents and family members participate in Person-First Training workshops to help facilitate Inglis' transition to a fully person-centered organization.





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## Meet the new Inglis bus!

*Meet the newest addition to the Inglis fleet. Our new bus sports high resolution graphics showing the people and activities of Inglis. The eye-catching bus also features our new logo colors and tagline! Look for it on the road!*



Join us for the Annual Keen Games on Saturday, September 12, 2015! [www.inglis.org/keengames](http://www.inglis.org/keengames)