Forward Thinking
Shaping the future for people with disabilities
Carol Orzel’s Gift

Inglis works to promote hope and to help individuals with disabilities to live the life they desire. Sometimes that includes fulfilling a promise after one of our residents passes away.

Long-time Inglis House resident Carol Orzel had Fibrodysplasia Ossificans Progressiva (FOP), a rare disease that caused her body’s tissues to harden and turn into bone. During her life, she worked to educate others about FOP, and spoke about donating her skeleton to science upon her death so that the medical community could expand its understanding of the disease.

Carol Orzel had Fibrodysplasia Ossificans Progressiva (FOP), a rare disease that caused her body’s tissues to harden and turn into bone. During her life, she worked to educate others about FOP, and spoke about donating her skeleton to science upon her death so that the medical community could expand its understanding of the disease.

Recently, her final wish was granted. Carol’s skeleton rests in the Mütter Museum of the College of Physicians of Philadelphia, allowing medical professionals and others to view it in perpetuity. It hangs, as she wished, next to Harry Eastlack, the only other completely preserved skeletal example of FOP in North America.

Carol moved into Inglis House when she was 23 and lived a vibrant, joyful life. She loved shopping, fashion and costume jewelry and was well known for her kindness. We are honored to have been a part of her life and happy to have helped make her final wish come true.

During her lifetime, Carol worked with medical students and physicians to help them better understand FOP and treating individuals with disabilities. The opportunity to shape how disabilities are perceived is an important part of what Inglis does. Each year a myriad of students come to Inglis to obtain first-hand knowledge about how to care for individuals with complex physical disabilities.

We are grateful that individuals we serve, like Carol, are committed to helping future health care professionals learn and grow. The opportunity to reach so many future clinicians enables us to expand our reach and we are thankful that our residents are helping to shape the future. Read more about it on page 8.

You can learn more about Carol and her gift on our website.

Table of Contents

- New Faces of Inglis: 4
- Inglis’ New Innovation Center: 5
- Royalty at Inglis House: 6
- Resident Workers Keep Inglis Moving: 7
- Shaping the Future: 8-9
- Virtual Visits: 10
- Acting Class: 11
- Award-Winning Dining Experience: 11
- Art Show: 12-13
- Computing in the Community: 14
- Compassionate Caring: 15

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On the Cover: Linda Litton travels to Harrisburg at least once a month to chair a state subcommittee on health care.

Inglis enables people with disabilities — and those who care for them — to achieve their goals and live life to the fullest. As such, Inglis welcomes great people in all our programs and employment opportunities, without regard to disability, race, religion, age, gender, sexual orientation, national origin, military service, marital status, or any other characteristics, as protected by law. We encourage all people with disabilities, who may benefit from our programs and services, to apply for participation, and equally hope those who meet job criteria, including veterans and the long-term unemployed, apply for our employment opportunities.

Carol traveled to FOP conferences around the country, including one in Hawaii.
Forward thinking. It’s how we have stayed ahead of the needs of individuals with disabilities for more than 140 years and how we will continue into the next 140.

This issue of Image highlights some of the forward thinking at Inglis. We explore how Inglis House residents are shaping the future of medicine. We spend time with residents who are thrilled to be able to visit the majestic cliffs of Europe through virtual reality. And we introduce you to some of the ways we are creating strategic partnerships that will allow us to push boundaries even further.

We are in the process of finalizing a five-year strategic plan that will help us continue in a way that is mission-focused, innovative and sustainable. You’ll hear more about that later this year. We are also preparing for our annual BASH in September, where our focus will be on innovation, adapted technology and new partnerships advancing our ability to help individuals with disabilities.

Even more exciting, we have just broken ground on what will become the Inglis Innovation Center. The Center will be Inglis’ second campus, located next door, at Inglis Gardens at Belmont, our 80-unit independent living community, which opened in 2016.

The Innovation Center will house all of our community support services, including a second Adapted Technology Lab and a Life Lab where individuals who want to live independently can learn the skills they’ll need to do so. The space will allow us to provide a community gathering place where individuals with disabilities can meet for a coffee in the café, participate in a peer support program, and be introduced to technology that can help them to accomplish their goals. The additional space also enables us to expand our popular Day Program to be an Enhanced Day Program that will accommodate more people and offer additional services, like bathing, more nursing care and extended hours.

It promises to be a year of innovation and progress — and we look forward to sharing with you along the way.

Sincerely,

Dyann M. Roth
President & CEO
Charles W. Horton, Jr. has joined Inglis as Senior Director, Advocacy & Inclusion. In this new position, Charles is playing an integral role in developing and implementing advocacy strategies at the local, state and national levels, and in building partnerships with other organizations to advance Inglis’ mission of enabling people with disabilities to achieve their goals and live full lives.

“With more than 25 years of experience working within the disability community, Charles has an extensive track record connecting people with disabilities to organizations, governmental services and other opportunities,” said Dyann Roth, President & CEO of Inglis. “As Inglis expands existing programs and establishes new ones supporting people with disabilities living in the community, Charles is an excellent addition to our team.”

Charles served the City of Philadelphia as the Executive Director of the Mayor's Commission on People with Disabilities for more than 10 years. He advised three Mayors and their administrations about projects and services relating to the needs of people with disabilities; promoted self-advocacy and independence for people with disabilities; supported the City’s efforts to meet the needs of the Americans with Disabilities Act; and developed workshops, community outreach, and public awareness programs.

“I have a long history with Inglis,” said Charles. “Because I grew up nearby, in the West Philadelphia area, I’ve seen individuals who have been supported by Inglis for pretty much my whole life. I have seen the progression that has gone on and how people now have more ability to be part of their community and have access to different opportunities because of Inglis.”

Charles has been a member of the Inglis Consumer Advisory Committee since 2007.

New Director of Nursing

Tamika Stokes joins Inglis as the new Director of Nursing for Inglis House, bringing with her 18 years of nursing experience in long-term care. Her previous positions include: Director of Nursing, Clinical Reimbursement/Regional Registered Nurse Assessment Coordinator (RNAC) and Unit Manager.

Tamika is a very hands-on manager with an open-door policy that enables residents and staff to discuss ideas that will improve processes and build relationships.

“Tamika brings a wealth of leadership and management experience that will help build a strong and effective nursing team that fosters person-centered care,” said Dyann Roth, President & CEO of Inglis. “Tamika also has a proven track record of mentoring and coaching staff into leadership roles.”

Tamika was key in helping Inglis transition to PointClickCare, an electronic medical record system that will allow for enhanced resident care across shifts.

“I’m really impressed by the amount of access residents have to technology and programs that enable them to be as independent as possible,” she said. “It really separates Inglis from other facilities. I’m looking forward to helping to create even stronger bonds between residents and the nursing staff.”
Currently, Inglis reaches more than 1,000 people living independently in the community through a suite of programs. Inglis will take the next step in providing comprehensive community-based services to people with disabilities living independently with the opening of the new Inglis Innovation Center later this year.

“The Center will bring together people with complex disabilities, their families, caregivers and health care professionals, and support them as they pursue active, healthy and engaged lives,” said Dyann Roth, President & CEO of Inglis. “This new space will showcase adapted technologies, disability-competent care, and our ‘ADA-Plus’ accessible design.”

The Innovation Center will support those in the community to pursue wellness, community integration and social engagement through a variety of services and programs.

It will house an Adapted Technology Lab, with a state-of-the-art research and development lab, an Enhanced Day Program, Care Management Services, Resident Services Coordination, a Life Lab, Community Employment Services, and Journeys, our physical disability-focused certified peer specialist program. Stay tuned for more details.

**Coming Soon: The Inglis Innovation Center**

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When Inglis House resident Mark Ramsey started looking into his heritage, he never anticipated he would discover he has British royal blood. And while he was distant enough to miss an invitation to Harry and Meghan’s wedding, he is Prince Harry’s twelfth cousin.

Mark was so intrigued by his findings that he started a class to teach fellow residents how to research their heritage. So far, a resident found his long-lost sister, and another discovered she’s related to Marilyn Monroe and President Theodore Roosevelt.

“I wanted to find something to do to keep my mind sharp,” Mark said. “I toyed with the idea of looking up my ancestry but nothing too serious. When I started digging into it I got further and further, and I wanted to share the experience with my fellow residents.”

Mark created a class about how to use MyHeritage.com. For Craig Stephens, the class led him to his sister with whom he had lost touch 30 years ago.

“I did a DNA test and when the results came back, my sister popped up. Her husband had been looking into his ancestry and it brought us back together,” said Craig. “I was astonished. They came out to visit and now we talk almost every day.”

Craig said he has traced his ancestry back to the year 1015 and that there is a history of service in his family — he found that family members were Minutemen. “I love it, I get to learn more about my family and it’s fun seeing how far back you can go.”

His wife, Mindy Orth, learned she has some famous relatives.

“I was amazed,” she said, about finding out she was related to the Roosevelts and icon Marilyn Monroe. “I had no idea. I’m learning how to use MyHeritage and how to add people to it.”

The club meets on Friday afternoons and has about a dozen members who are looking into their heritage.

Yvette Green, who recently started her own research, said she wants to ensure her family history isn’t lost.

“I had 22 aunts and uncles and scores of cousins and I am very lucky that I got to meet all of them,” she said. “I want to get them all lined up on a family tree and I want to trace my ancestry back to Africa.”

The Heritage Club is one of many programs made available through The Leslie P. and Shelly Ross Golden Fund, which provides educational opportunities to residents at Inglis House.
Resident Life Services: A Lifeline to Employment at Inglis House

For John Mazari, having a job to go to every day provides him with a sense of purpose and the freedom to pay for things that make his life better. An Inglis House resident, he is employed through the Resident Life Services Program and can be found at the front desk of Inglis House two days a week. Five days a week he also delivers daily activities schedules to residents on the first floor. “It gives me something to do just about every day and it’s not just busy work — it’s real work. I get paid to do it,” he said. “I love working here. I don’t know what I would do if I didn’t have these jobs.”

The program provides meaningful work for Inglis House residents who are unable to find employment elsewhere. Some help support the Adapted Technology staff with data entry. Others help in the laundry room, and in the Nook, Inglis’ in-house shop. Inglis House has 20 residents who work through the program now, with five more expected to be hired next fiscal year.

Helen Staron sees her job delivering mail as essential to her well-being. Helen has been delivering mail at Inglis House for about eight years. She has poor vision but said, “you find a way to make it work and get things done, just like you find a way to work around your disability.” While her vision is failing, she has an excellent memory and says that helps her deliver the mail.

She delivers the mail Monday through Friday and every other Saturday. “If you want spending money, you have to work,” she said. “I use what I earn for a cable bump, for my landline and cell phone. I’m very frugal, but once in a while I’ll order in a sandwich or a pizza.”

She says that her job “is vital” to maintaining the quality of life she wants.

Philanthropy plays a critical role in Inglis’ mission and creating a life well-lived. The Resident Life Services Program receives support from The Ability Fund, the general fund that allows Inglis to provide the extras that enhance the life of individuals in the Inglis Community.

Larry Jackowski, Mail Room Clerk

Anyone who has visited the mail room at Inglis House knows Larry. A resident since 1993, he’s been working in the mail room for more than 20 years. He is responsible for making sure every letter and package delivered to Inglis House is sorted and delivered to residents and staff. It’s a job he says can be challenging but gives him something to do every day.

How many pieces of mail do you sort on a daily basis?

“It depends; it used to be more before people started using the Internet. I’d say, depending on the time of the year, we separate between 200 and 500 pieces every day. We try to get it all delivered by 5:00 pm.

What’s the hardest part of the job?

There’s a lot of detective work involved because people will just send something to Inglis House and I have to figure out who should receive it. I look at where it came from and what department it should go to. If I can’t figure it out, I’ll send it to Human Resources, the Executive Offices, or the Business Department.

What is your favorite part of the job?

It’s something that keeps your mind busy; you’re thinking all the time.
Once a month, Inglis resident Linda Litton (pictured on cover) heads to Harrisburg to co-chair the statewide Managed Long-Term Services and Supports Subcommittee. As health care changes and Community HealthChoices (CHC) moves across Pennsylvania, Linda and members of the subcommittee help ensure a smooth transition as it becomes the new norm. CHC is Pennsylvania’s mandatory managed care program for individuals who are dually eligible for both Medicare and Medicaid, which includes the majority of people Inglis serves.

“I help them understand that people have different needs and different lifestyles,” said Linda, who noted that while there is a push for people to live independently, some, like herself, choose to live at places like Inglis House. “This position provides me with the opportunity to help make sure the health care system works for people with disabilities, and I appreciate that.”

Inglis and its residents are changing the dialogue about living with physical disabilities in a variety of ways — through adapted technology, community-based service programs, residents who serve on state and local committees, and by educating students and future clinicians to become more aware and disability competent.

Inglis House residents say they appreciate the opportunity to work with young students because it enables them to influence how people like themselves are treated.

“I am a speechless quadriplegic and being like this I have encountered many people,” said Melanie Wilkins, an Inglis House resident, who uses eye-tracking software she learned at Inglis to control the computer and communicate. Melanie works with medical, occupational and physical therapy students.

“The majority of people think I am stupid. Stupid I am not. I had a massive brain stem stroke at the age of 46 and my life changed completely. It could happen to anyone,” she said. “The main attribute I want the students to carry with them is PATIENCE, PATIENCE! Students don’t understand me at first but afterwards it is much easier. I laugh a lot and later so do the students. We become good friends — but it takes time and patience.”

Aymon Eid said his goal is to help medical and occupational therapy students to see the person first and the disability second. He also urges them to use him as a sounding board so they feel more comfortable asking personal questions and interacting with people with disabilities.

“Often it’s the first time they’ve worked with a person who has a disability and they are afraid to say something that will offend me,” he said. “I tell them I am not easily offended and to be inquisitive. I get a lot of questions and I hope that they take my answers and apply them when they are doctors.”

Aymon has also spent time with medical engineering students. “The goal is to produce things that are more useful and help people who have disabilities. I try to impart what wisdom I have and hope they make impactful decisions when they are health care professionals.”

Aymon Eid works with first-year medical students from Drexel.
Students Leave Inglis Wanting to Change the World

As people with disabilities work to shape how they are perceived by sharing their experiences, Inglis is partnering with them to provide a place where students can get hands-on experience and learn to think outside the box.

Temple University student Maggie Strode came to Inglis as part of her occupational therapy training and now uses Inglis as a learning tool. She volunteers whenever she can and says she recently returned to Inglis’ Adapted Tech Lab to learn how to help individuals in her home rotation training.

“I am particularly interested in the technology they have here that people in the community would not know existed because they don’t ever come into contact with it,” she said. “What I learned at Inglis is that with creativity you can knock down barriers for people with disabilities.”

But it’s not just future health care professionals who come to Inglis; it’s students studying marketing and communications, engineering, food service and social work. And through them, Inglis’ innovation is spreading. Students who spend time at Inglis are changing the way people talk about individuals with disabilities, how menus are prepared and buildings designed.

“Students say they are inspired by the stories they hear from residents,” said Beth Ford McNamee, from Saint Joseph’s University (SJU). “Their time at Inglis has a lasting influence; they see the inherent dignity of every person.”

Paige Kutzera, a food marketing communications student at SJU, spent four years volunteering at Inglis. She says she now considers accessibility in all of her projects. “I learned how to see the whole person, not the disability,” she said. “I am already using what I’ve learned. I make sure everything I do is accessible.” She also does a podcast on access and universal design at SJU.

Inglis Intern Katy Stauffer begins Carle Illinois College of Medicine, a medical school based on an engineering curriculum, in July. “I definitely don’t think I’d be where I am today without Inglis,” she said. “Working at Inglis confirmed for me that not only is there space within health care for innovation, but it’s very much needed. There are still very significant barriers to access for people with disabilities, and I’ve been so fortunate during my time at Inglis to work with awesome people who are pushing those boundaries to find solutions that will help a lot of people.”

As we move forward, Inglis is planning a future that is full of innovation, creativity and excitement. This spring, we broke ground on the Inglis Innovation Center, a place where all of our community-based programs will be easily accessible to those who need them. We are excited to be able to bring these existing and expanded services into a new community-based home.
The adapted technology (AT) team at Inglis has created a pilot program to test how virtual reality can safely be used to transport people who have complex physical disabilities to faraway places that they could not otherwise visit.

Test groups at Inglis House have virtually visited cliffs, castles and churches in Ireland, watched a group of puppies play at their feet and gone on a safari. Virtual reality can help provide experiences to people in wheelchairs that were impossible a few years ago.

“It was fun, it really felt like you were there,” said Carla Laws, an Inglis House resident. “On the cliff in Ireland, you could look down and it felt like you were really there. I saw castles and you could see people walking around, you could see birds in the sky, it was really fun. It would be nice to go to Israel and to China to see the wall.”

To bring the program to Inglis, the AT team worked with Rendever, a virtual reality scenario provider. The content, specifically designed for seniors, was sorted into categories ranging from mild experience to high intensity. Inglis House residents interested in participating are assessed by their physicians to ensure the experience will be safe for them. Once approved by the doctor, training is done in small groups and participants are carefully monitored for any signs of dizziness or fatigue.

The AT team can alter the program based on the interests of participants to provide a one-of-a-kind experience. It’s an opportunity to bring a technology with extraordinary benefits to a population that has had limited access to it. The program is possible because of funding received from the Box It Foundation and Marilyn Caras Newman and Pat Newman.

“The possibilities are endless. It offers an opportunity to expand the walls of Inglis House for people who can’t travel easily.”

“We can have anything from high-level entertainment, like being on a roller coaster, to something calmer, like watching a box of kittens,” said Michael Strawbridge, Director of Adapted Technology. “The possibilities are endless. We can even explore using Google Maps to take someone on a virtual visit to their childhood home, or a favorite beach. It offers an opportunity to expand the walls of Inglis House for people who can’t travel easily.”

The experience has already been given big thumbs up by residents who were amazed by how realistic the images were as they were transported to another place.

“It was like I was on a trip,” said Elias Gerena. “It was really fun. I looked all around and went in circles looking at everything around me. I felt like I was there.”
Acting Class At Inglis

Inglis residents and community members enjoyed acting classes taught by Acting Without Boundaries. The organization aims to transform lives and build self-esteem in an empowered community of people with physical disabilities through theater that celebrates ability. The program was made possible thanks to donations to the Ability Fund.

Award-Winning Dining

Susan Kapun, the Director of Dining Experience at Inglis House, has been named one of the Top 10 Food Service Directors in the country by Premier Corp. She was honored with the Illuminating Excellence Award at Premier’s Annual Breakthroughs Conference and Exhibition.

Each year Premier solicits nominations of great foodservice directors from across the nation.

Susan’s award letter said: “A panel judged the submissions and judged yours to be in the top 10 in the country. You and Inglis House should be proud! They are lucky to have an employee that has such drive for results along with creativity in developing solutions to complex problems. Your devotion to your profession along with commitment to the community helped you win the award.”

Susan has won an all-expense paid trip to the conference in Nashville, TN. Premier Inc. is a company that works to provide health care organizations with tools to improve services.

Congratulations to Susan and the entire dietary team.
The Inglis Art Show was a great success with 150 people attending the event. More than $7,000 was generated from the sale of 73 paintings donated by 20 Inglis House artists. All proceeds went to the Artist-in-Residence Program, led by Rhoda Kahler (pictured right with resident artist Ty Klug and President & CEO Dyann Roth).
Inglis Announces Joint Accessible Housing Project

Inglis and Methodist Services announced plans for a first-of-its-kind community in Philadelphia that will bring together affordable housing providers, health care organizations and social service agencies to form the Philadelphia Housing as Health Collaborative. The community, to be called Inglis Methodist Gardens, will serve homeless families and individuals with disabilities in 47 accessible, affordable and technologically enhanced apartments.

It will be located on Methodist Services property, across from the new Inglis Innovation Center for community-based services, set to open later this year.

“Our goal is not simply to build housing, but to create a true intergenerational community in which people support each other to live healthy, active and engaged lives,” said Dyann Roth, President & CEO, Inglis. “We are committed to bringing effective, integrated services to the individuals and families who will live in Inglis Methodist Gardens, and to sharing our learnings with others — in Pennsylvania and across the nation — who are similarly focused on how safe, affordable and accessible housing can be used to improve the health of people with complex needs while reducing overall health care costs.”

Inglis Methodist Gardens will provide supportive housing to people living with physical disabilities and families and individuals seeking to avoid homelessness. The project has a $4 million commitment from Aetna Better Health of Pennsylvania.

“If you don’t have a roof over your head or a safe place to live, it’s pretty hard for you to worry about what your blood pressure is or maintaining your diabetes,” said Jason Rottman, chief executive of Aetna Better Health of Pennsylvania. “This is an important project and we are excited to be a part of it.”

Bringing Technology to Those Living Independently

Many people have heard about our adapted technology and computer lab, but did you know Inglis has a team that goes into the community to provide technical assistance? In the past few years the Community Computing Program, funded through the generosity of The Pew Charitable Trusts, has assisted nearly 700 people with a variety of disabilities in the Greater Philadelphia Area.

“We do everything from helping with adapted technology and Smart Home technology, to providing assessments of needs with suggested technology solutions, to classes that teach how to use adapted technology,” said Jeremy Boothe, Community Computing Educator. “It’s really rewarding to be able to help someone who wants to use technology to help find jobs or connect with family. We help them to learn skills that promote independence, such as online banking, typing courses, and how to research human services or support organizations.”

The Community Computing Program currently offers classes in the community and to individuals who come to Inglis. Twice a week, Jeremy also holds a well-attended class at Jefferson Health’s Magee Rehabilitation Center. In addition, they team with the ALS Association’s Greater Philadelphia Chapter to help those with ALS to continue to live their best lives as the disease progresses.

“It isn’t always easy, I’ve made friends who are no longer with us,” said Michael Strawbridge, Director of Adapted Technology. “But if we can help them to be as comfortable as possible and to be able to communicate in those last few months, I think that it is priceless.”
Sometimes We All Need Someone to Lean On

It takes a community of people who foster compassion and empathy to make Inglis House work. This is especially true for those individuals who first arrive and feel conflicted about the move. It isn’t always an easy adjustment for some; Lisa Evans was one of those people.

She was, in her words, “miserable” and “struggling to overcome negativity” and depression. One evening, as she sat in the lobby, she started talking to security staff Orland ‘Eric’ Milburn and Jamal Griffin about her situation. Eric wrote down six reasons to stay at Inglis House, including 24-hour care, activities like movie nights and trips to museums, and restaurants and sporting events. Lisa thought about it and brought the list with her to physical therapy the next day, where Delaina Torres, occupational therapist, looked it over and added to it. Delaina pointed out the wheelchair shop, the open gym, the courtyard and the additional time Lisa gained by all the accommodations at Inglis House.

Lisa took the list, which now had 10 positive ideas on it, and meditated about it. She wondered if she would ever fit in or feel happy and silently sought some answers. “Suddenly, I felt unburdened,” she said. “I felt like this was the right place for me and I was going to be happy here.” Since then, she’s been spreading her optimism and trying to find ways to make a difference in the lives of her fellow residents.

To Eric, Jamal, Delaina and the Inglis Community, we sincerely thank you for making our residents feel special and at home.
SAVE THE DATE

INGLIS BASH

Join us for a night of innovation and exploration as we celebrate adapted technology’s powerful impact on Inglis and the disability community.

FRIDAY, SEPTEMBER 27, 2019

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For more information visit: www.inglis.org/theBASH