

Image

The Inglis Newsletter

SUMMER
2020

inglis.org



VOL. VII, NO. 2

Navigating Our
New Normal



Ability &
Independence.
Redefined.

A Community of Champions

In addition to our Nursing Teams and clinical staff, Inglis has a number of people who diligently work behind the scenes to make sure everything runs smoothly. **Administrative, Engineering, Environmental, Transportation, Materials Management**, and more. During this pandemic, these people together have become our front line and our heroes. Some include:

- **Teri Kelley**, Director of Purchasing — she and her **Materials Management Team** make sure essential staff have the Personal Protective Equipment (PPE) they need to remain safe and to protect residents.
- **Wayne Deppen**, who leads the **Respiratory Therapy Team**, works to keep our sickest residents' lungs clear, so they do not have to go to the hospital where they risk greater exposure.
- **Jacklyn Bokunwicz**, leader of the **Therapeutic Recreation/ Education Team**, who together have been keeping residents engaged through individual programming.
- **Danielle Paffett**, Director of Rehabilitation Services, along with the entire **Rehabilitation Team**, maintain residents' abilities and keep them as physically fit as possible.
- **Susan Kapun**, Director of Dietary Experience, along with the **Dietary Team**, wake early every day to prepare and distribute hundreds of meals.



These heroes keep our residents safe and healthy. They hold their hands, listen to their concerns, clear their lungs, feed them, laugh and cry with them. They help facilitate calls with loved ones, keep people connected, and after all that, they watch out for each other — their fellow Inglis staff. In this issue we begin to shine a light on them as they continue to look after the entire Inglis Community.

Table of Contents

Working to Maintain Strength and Ability	4
Promoting Positive Leisure and Engagement	5
Connecting Residents to Family & Friends	6
Keeping Our Residents Healthy	7
In-Room Dining	7
Filling Staff Stomachs Safely	8
Journeys Focuses on Emotional Health	9
Ways to Help the Inglis Community	10
An Artistic Alliance	11

INGLIS

2600 Belmont Avenue
Philadelphia, PA 19131
inglis.org

Main Number: 215-878-5600

TDD/TTY Number: 215-473-3179

Toll-Free Number: 866-2-INGLIS (866-246-4547)

Innovation Center:267-295-5400

info@inglis.org

admissions@inglis.org

careers@inglis.org

community@inglis.org

development@inglis.org

housing@inglis.org

volunteer@inglis.org

On the Cover:

Photos of residents (taken both before and after the pandemic required all residents to wear masks) with messages to friends and family shared out through email and social media.

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.

It is inspiring to see the dedication of the entire Inglis Community as we work together.



You will see photos in this issue that show residents and staff without face masks. These pictures were taken prior our requirement for face masks. Please know we've been complying fully with all local, state, and federal guidelines to keep our residents and our staff safe.

While this is an incredibly difficult and uncertain time for all of us, we have seen remarkable acts of courage, strength, commitment, conviction, caring, and compassion. Our incredible staff exhibit these qualities every day, as do you, the families and members of our extended Inglis Community, who continue to be so supportive. For that, words cannot express our heartfelt appreciation and thanks.

Our staff is finding creative ways to lift people's spirits and help them remain as engaged as possible. At Inglis House that means trying to create a sense of normalcy in these abnormal times by bringing favorite activities to residents, however they can be done. Our **Environmental Services** and **Maintenance Teams** are constantly cleaning, disinfecting, and maintaining Inglis House and our Housing Communities. During the first four months of the pandemic, our **Dietary Team** came in early to provide three meals a day for all our front-line staff in addition to the meals for our residents. And our **Security Team** has never stopped keeping us safe.

Today, Inglis needs your support more than ever. As we continue to combat this health crisis, our financial losses are rising, and your support is urgently needed. During the first four months of the pandemic, Inglis absorbed \$1M in net costs beyond COVID-19 Federal and State grants, and we anticipate the potential net impact for FY21 to be \$3.8M.

I am so grateful to those of you who have stepped up and made masks, provided PPE and donated funds to help us keep residents and staff safe. We have felt the love and support from our volunteers, partners, residents, families, and friends.

It is inspiring to see the dedication of the entire Inglis Community as we work in tandem with safety protocols, to keep those in our community safe, healthy and emotionally supported.

Our next issue of *Image* will continue to celebrate our hero staff at Inglis House, specifically our nursing teams. Since the start of this pandemic, they have been providing care, support, and treatment to our residents and we want to highlight them in a more formal way.

But for now, we can be proud of the great work of our staff, and the indefatigable courage and optimism of our remarkable residents, and we can look forward to time when we can put this pandemic behind us.

Sincerely,



Dyann M. Roth
President & CEO

Rehabilitation Team: Working to Maintain Strength and Ability

Even during a pandemic and tight quarantine protection protocols, state regulations requiring rehabilitative services are still in place and residents continue to need specialized exercise programs and pain management therapies. The **Rehabilitation Team** is critical to keeping residents as strong and healthy as possible.

“We have had to be very careful with how we approach our work and prioritize all of these things with resident and staff safety always in mind,” said **Danielle Paffett**, Director of Rehabilitation Services. “The team has been fluid with trying to support both the goal of minimizing staff and resident potential exposure while also continuing to meet the skilled and restorative needs of the residents.”

Each of the disciplines (Physical, Occupational, and Speech Therapy along with Rehabilitative and Restorative support) continue to focus on individualized interventions to prevent functional decline and help maintain ongoing independence in mobility, self-care, and leisure pursuits.

This became increasingly more challenging as the COVID-19 pandemic required residents to be restricted to their rooms with less opportunity for physical activity and engagement. To accommodate, the team has created individualized exercise programs that can be done in a room either independently or with the help of one of the Rehab/Restorative Team members.

“The goal of our Physical Therapists is to maintain strength and endurance so that residents can continue to transfer in and out of bed, propel their wheelchair, and be in good shape to resume a walking program when this

is over,” said Danielle. “We may use modalities like electrical stimulation for residents with chronic pain or wounds now compounded by the quarantine.”

The team also plays a critical role in helping residents to communicate with loved ones. “We have residents who don’t have a lot of experience with technology and may also have a lot of physical or cognitive limitations but want to be independent as far as being able to communicate with their families,” said Danielle. “An OT and Speech Therapist will assess the person’s ability to use a tablet or switch operated phone and come up with solutions that will enable the individual to operate it and communicate on their own. Being able to reach out to family and friends when you want helps reduce social isolation and keeps residents engaged in meaningful tasks.”

“We look forward to the day we can return to normal and open the Wellness & Rehab Center,” said Danielle. “In the meantime, Rehab/Restorative Aides are each assigned to a neighborhood. They provide their usual sessions with residents but do it at the bedside. We are working as hard as we can to preserve the strength and abilities of residents.”



Gabriel Maioreillo (top) and Michael Panunto (bottom) awaiting therapy in the Wellness and Rehab Center. Please note, these pictures were taken in early March before face masks were required by all residents and staff.

TR/TE Team: Promoting Positive Leisure and Engagement



(Left to right) Recreation Therapy interns & Joan Gallagher celebrate St. Patrick's Day, Jacklyn Bokunwicz, TR/TE lead, and Ramona Hawkins plays cards.

For **Kevin Ryan**, a resident of Inglis House, the COVID-19 quarantine has certainly affected his daily routine — he can't meet up with his friends, leave his room to practice with his band or eat with other residents in his neighborhood's solarium. But the **Therapeutic Recreation and Therapeutic Education (TR/TE) Team** is doing all it can to keep him, and all the residents, stay as engaged and productive as possible.

"The other day I tried out for Acting Without Boundaries, I had a virtual music lesson and I received a package from my adult children," said Kevin. "I'm grateful to those who made all that happen. It was a great day."

Jacklyn Bokunwicz, TR/TE Lead said, "while this isn't anywhere close to normal, we are trying to keep residents as active as possible through therapeutic programming. We have adapted and changed as COVID-19 has peaked in the region and the need to practice social distancing has progressed." This includes facilitating virtual visits such as Kevin's remote audition and music lesson, as well as personalized in-room visits from our Certified Recreation Therapists & Music Therapists.

During the first weeks, when visitors were first restricted from entering Inglis House, the team celebrated Saint Patrick's Day by visiting residents' rooms and doing a host of activities, distributing green beads and painting their hands. Resident workers wheeled our mobile Nook cart from neighborhood to neighborhood with snacks and words of encouragement. Restrictions tightened as the surge hit Philadelphia, but the team continues to provide services to keep spirits up and residents engaged in meaningful leisure.

"We connect people as much as we can virtually and do in-room visits where we provide therapeutic programming," Jacklyn said. "It's important that residents know we are here, and although it may look a little different right now, they can still continue to work on their personal goals related to education and leisure."

The team has had to follow quarantine protection protocols to keep residents and staff as safe as possible during the pandemic. That has meant doing things like altering the daily schedule to include recommendations for TV movies to watch, dropping off daily packets with crossword puzzles, word games and riddles and helping residents to continue their independent leisure pursuits, such as having art supplies moved to a resident artist's room.

Jacklyn said, "we are trying to be a friendly and positive face for all the residents and doing what we can to make this time easier for them."

While this isn't anywhere close to normal, we are trying to keep residents as active as possible through therapeutic programming. We have adapted and changed as COVID-19 has peaked in the region and the need to practice social distancing has progressed.

Jacklyn Bokunwicz

Environmental Services: A Power Team

We've all been told to wash our hands often and to clean surfaces well. For Inglis' **Environmental Services Team (EVS)** that job has become critical to maintaining the health and safety of everyone in the Inglis Community. The team has done a great job disinfecting common surfaces in Inglis House. This is an award-winning team and we are grateful for their dedication and commitment to keeping everyone as safe as possible. Our **Inglis Housing Property Maintenance Team** is doing the same each day throughout our independent living communities in Philadelphia and South Jersey. Also our **Community Employment Services Janitorial Teams** disinfect and clean numerous locations through their many contracts.



A special shout out to all the essential staff that come in each day despite their personal challenges, specifically the support groups: EVS, Dining, and Engineering.

Jonathan Post, General Manager EVS

Some of our incredible Environmental Services Team (above). At right, Michael Tong, Adapted Technology Specialist, helps Francis "Ru" Amagasu, a resident in Inglis House, in the early stages of the quarantine to make a video call to connect with his family.

Adapted Technology: Connecting Residents to Family & Friends

Now, more than ever, the Inglis Community needs adapted technology to stay connected and remain as independent as possible. Our **Adapted Technology Team** has worked to make sure Inglis House residents have the technology and the skills needed to reach out to family and friends during the quarantine. In addition, our **Community Computing Team** checks in weekly with individuals who live independently in the community and provides virtual assistance.

The team continues its in-room tech support and makes sure residents have everything they need to accomplish their goals.

"Staying connected through technology is important, especially during the uncertain times that we are experiencing," said **Michael Strawbridge**, Director of Adapted Technology. "Thank you to everyone who continues to support the residents and their technology."

The team is also continuing to make 3D-printed devices for the **Therapy Team**, including washers to enable hands-free drinking and specialized utensils for residents to independently feed themselves.



Respiratory Therapists: Keeping Our Residents Healthy



Our truly heroic respiratory therapists put themselves in the line of fire every day for our sickest residents who need specialized treatments to keep their lungs clear. Because of them we have been able to keep some of these residents in stable condition and out of hospitals, where they would have increased exposure to the coronavirus. Respiratory Therapy Director **Wayne Deppen** (above) and his team do this daily and are a small but mighty department.

[Inglis has] Fantastic staff! I have many good memories of Inglis House as our son was a resident for many years. He could not have received better care anywhere. Truly remarkable people work here. Thanks for the care you gave our son and may God bless you all.

Carl Kline, family of former Inglis resident

In-Room Dining for Residents

Dining for the residents at Inglis House has changed immensely, but no request is off the table, including replacing hard-cooked egg yolks with peanut butter! Our **Dietary Team** knows that it's not easy for residents to eat in their rooms without friends, so they are preparing meals to order until our Solariums are open again.

In the beginning of the quarantine, resident workers, TR/TE staff, life leaders, dietitians and dietary staff all assisted in getting the residents' marked menus back to the dietary department to put their personal food choices in our dining services computer system.

That process stopped when the Centers for Disease Control, World Health Organization and the state changed the guidelines on how we should interact with each other and the surge hit the Philadelphia region.

"Now, residents notify their solarium homemakers, the dietary office, their dietitian or neighborhood life leaders to let us know what they would like to eat that day," said **Susan Kapun**, Director of Dietary Experience. "For those we don't hear from, we use menus that were marked by the residents in the past to determine their preferences. When we don't have that information I am thankful that our dining staff know our resident likes and dislikes, just like they are their own family members sitting down at the dinner table."

Our **Solarium Homemakers** not only provide the residents with good nourishment but also help us identify their personal food choices. Some examples are adding mayonnaise on French fries, hot sauce on eggs, putting Splenda, cinnamon and raisins on hot cereal, food cut in bite size pieces, hot cereal with banana pieces and yogurt mixed in.

"Our team is looking toward the future on what the new norm will be for the dining services team," said Susan. "For now, we continue to concentrate on providing great nourishing meals with the best customer service we can."

Dietary: Filling Staff Stomachs Safely

At the start of the pandemic we sought ways to keep essential staff safe and show our appreciation for their dedication and hard work. Perhaps our tastiest response was providing free breakfast, lunch and dinner to all staff working on our Inglis House campus. And it is our **Dietary Team** who, for four months, made it all happen. The team arrived early every morning to prepare and serve an average of 246 meals each weekday and 200 on weekends — totaling more than 1,600 additional meals each week.

“The entire dietary team has been great,” said **Susan Kapun**, Director of Dietary Experience. “I haven’t heard one complaint from anyone. This is an excellent example of teamwork — one person can’t do all of this. But together, we were able to make it happen.”

The team provided two choices for each meal and distributed them in boxes to avoid long lines and maintain social distancing. Coffee and other beverages were also offered at each meal.

“We did this to keep our staff safe, so they didn’t have to go outside to eat,” Susan said.

In addition, due to the pandemic, Dietary shifted from serving communal meals to our residents in the solariums to providing individual meals for each resident in their room. It’s a tremendous amount of work but the team is managing it all with smiles.

“The entire Dietary Team has been amazing,” said **Angela Imperiale**, Assistant Nursing Home Administrator at Inglis House. “They’ve been efficient, the food has been great, and they serve it with good humor. It’s a ton of work and we appreciate all they’re doing.”



Some of our Dietary Team members, along with other staff in our cafeteria, in the early stages of the quarantine before masks were needed in all areas of the facility.



Generosity comes in many forms, and it’s often the best way for you to support important causes that matter the most to you in your life. When you give a future gift to Inglis, you help us make a difference.

There are so many different ways to provide planned giving gifts, including Wills and Living Trusts, Beneficiary Designations, Charitable Gift Annuities, Charitable Remainder Trusts and so much more.

Individuals who choose to include Inglis in their estate plans are recognized as members of the Annie Inglis Society, joining a thoughtful group of people whose largesse has a lasting and profound impact on Inglis’ mission.

*Learn more on our website
inglis.org/planmylegacy*

Our Clinical Teams: Courageous, Caring, Kind



Rehabilitation Therapy Team (pictured above), is one of many Clinical Teams at Inglis working tirelessly through the pandemic to continuing providing care to our residents.

Words can't fully express the depth of gratitude we have for all our Clinical Teams at Inglis House. From nursing to therapy to respiratory and more — each clinical team at Inglis has gone above and beyond since the start of the pandemic. They have worked day in and day out protecting and caring for our residents and have done so with grace and calm.

"It has been inspirational to watch how the entire Inglis team has stepped up to meet the demands of keeping our residents safe during the pandemic," said **Dyann Roth**, President & CEO of Inglis. "They have been consistent in their care and dedication and I can't thank them enough for all they are doing during this difficult time."

Tamika Stokes, Director of Nursing, said it has been a challenging time. "We are working in gowns, gloves, face shields and masks," she said. "We have to work with residents who are confined to their rooms and, understandably, not happy about it. We are trying to remain as positive as possible, be as patient as possible and we are really grateful for all the support we have received. It warms my heart to have so much support from everyone. I can call Dyann anytime and she is there to listen to any concerns or issues that come up."

Due to the quarantine protocols and the level of work currently required, we are unable to fully honor the clinical team in this issue of *Image*. We look forward to celebrating their amazing work in future issues.

"The clinical staff has been phenomenal," said Tamika. "Lives have been saved during this pandemic due to the diligence and care of our clinical staff. They have gone above and beyond to care for our residents."

Journeys Focuses on Emotional Health

There's no doubt that these are stressful times for all of us. **Journeys, Inglis' Certified Peer Specialist Program**, continues to work with residents in Inglis House and individuals in the community during this unprecedented time. Journeys pairs Certified Peer Specialists (CPS) with individuals who have physical disabilities and mental health challenges.

Last year, Journeys became the first CPS program in Pennsylvania approved to provide mental health services via telehealth. During this period of social distancing, the CPS team has provided services to all program participants and has collaborated with Inglis' **Adapted Technology Team** to make sure everyone has and is trained to use the HIPPA-compliant telehealth app used to deliver virtual visits.

"Journeys was excited to be approved as the first CPS program in Pennsylvania providing reimbursable virtual visits months before COVID-19" said Program Director **Maria Bell**. "Even though current events make telehealth highly topical, the mobility challenges of the people we serve won't end with this pandemic. Now, more than ever, we believe that using virtual visits as a supplement will increase accessibility to services and give individuals with disabilities the opportunity to engage with supports and work on goals that could otherwise be derailed by barriers outside of one's control."



Help the Inglis Community Stay Safe & Healthy

Inglis is the people we serve. Our mission persists even during the current health crisis, and in many ways, is more essential than ever.

The increased care we are providing to keep the entire Inglis Community healthy and safe comes with a significant and unexpected impact to our budget. As the health crisis persists our financial losses will continue to rise, and your support right now is urgently needed.



Below are some of the ways your gifts to the Ability Fund have already helped the Inglis Community during this unprecedented time. Your ongoing support will be so meaningful as our response to the coronavirus continues to evolve.

\$50

Emergency funding relief for people with disabilities living in the community

\$500

Weekly cost of engagement and wellness check-ins with the 58 participants of Inglis Connections — a day program with enhanced services

\$150

Personal Protective Equipment (PPE) required for two resident interactions

Your gift to the Ability Fund, Inglis' annual fund, helps us continue our promise to provide high-quality, disability-competent care and gives us the flexibility to be proactive and nimble. We are committed to helping those with complex physical disabilities achieve their goals and live life to the fullest today and well into the future.

Thank you for being a part of the Inglis Community, for all you have done and for all you will do for the people we serve.



To learn how the CARES Act may help you to meaningfully support the causes most important to you visit www.inglis.org/caresact

Bringing Joy and Laughter



When Len and Janice Nachbar's daughter **Joanna Manusov** became a resident of Inglis House, they immediately asked if they could volunteer. Six years later, the lively duo are surrogate parents to some residents, plan a few events a year, donate dozens of gifts during the holidays, serve as unofficial photographers at events and are known by almost all the residents.

"We're good at planning parties and that kind of thing," Janice said. "People are well taken care of here and have excellent people caring for them, but if we can bring some fun and some joy, why not do it?"

The Nachbars often bring their two dogs to entertain residents who love to pet and cuddle with them. Once a year they take Joanna, who has Dystonia, her friends and some Inglis staff to the Dystonia Walk at the Philadelphia Zoo.

Len and Janice, who are members of Inglis' Annie Inglis Society, have helped Inglis during this time with generous donations to help keep residents and staff safe during COVID-19. Most recently, they are helping to support the installation of a new sound system in Founders' Hall at Inglis House which, among other benefits, will connect directly with Inglis' closed circuit television channel to allow those on bed rest or under isolation protocols to continue to stay engaged and connected. Long after this global health crisis ends, this increased connectivity will be a lifeline for those whose health conditions may prevent them from attending the religious services, various cultural performances, and regular resident events that happen year-round in Founders' Hall.

An Artistic Alliance



Irma Shapiro and **Shelley VanScoyoc** marvel at the synchronicity of how they met. Both were looking for a place to sit at a Passover Seder at Inglis House and ended up seated next to each other. After a brief conversation, they realized they were both artists, although Irma works with paint and Shelley with words.

It was the beginning of a unique relationship that centers on the sharing of their work sent back and forth through the mail.

"It all happened by accident," said Shelley, who is a resident at

Inglis House. "I feel so lucky that we have this wonderful friendship."

Irma, who volunteers at Inglis, said at their initial meeting, "Shelley made room for me and made me feel good about myself. She told me she calls herself a 'word nerd' because she likes to write poetry, and I said I like to paint. We made a deal that I would send her paintings and she would send me poems. We've been doing it ever since."

Irma said she is happy she can continue to send Shelley postcards through the mail during the quarantine and looks forward to the day she can see her again. In the meantime, Shelley enjoys a painting Irma made with her in mind.

"She made a beautiful picture for me with beautiful flowers. I couldn't believe it," Shelley said. "She even hung it up for me. It's so wonderful, I love looking at it."

Irma said she values the friendship. "I made the picture for Shelley because I wanted her to feel good and to know I appreciate our friendship. I enjoy my time with her and it's fun to receive her poems."

Irma also donated a beautiful painting of colorful flowers that now hangs on the wall of the community lounge in Inglis House.



Ability & Independence. Redefined.

2600 Belmont Avenue
Philadelphia, PA 19131

NON-PROFIT
U.S. POSTAGE
PAID
PERMIT NO. 1102
PHILADELPHIA, PA



Celebrating Our Front Line Teams

Like communities around the country, many Inglis staff who have been working remotely — along with Board members, family, friends, and even a Tyrannosaurus Rex — gathered together outside Inglis House (at a safe distance), wearing our masks and making Joyful Noise to celebrate our front line teams as they entered and exited the facility during shift change. Heroes do truly work here!

See more pics and videos at inglis.org/joyfulnoise