



Letter

from the **PREZ**

Compliance: What does a corporate compliance program mean to you our referrals, but even more importantly, to our patients that we serve? I believe Wright & Filippis always attempts to provide the highest level of products and services to our patients, who are the cornerstone of our business. What a compliance program does is provide a vehicle for documentation to assure our patients and referrals that patient rights are the first things on our mind. Our relationships must be built on honesty, credibility and mutual respect.

It is true that Medicare is requiring compliance programs be instituted throughout our medical community. Wright & Filippis has been focusing on compliance for almost two years now. We continue to be proactive, striving to provide the highest level of service we can possibly provide. It is the responsibility of each and every employee at Wright & Filippis to observe all cor-

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TONY FILIPPIS, Sr.

Inducted into Michigan Sports Hall of Fame

Tony Filippis, Sr., founder of Wright & Filippis, will receive the honor of joining such legends of the sports world as J.P. McCarthy, Roger Penske, Mike and Marian Ilitch, Peter Karmanos, Jr. and Hank Aguirre, when he is awarded the 2000 Gerald R. Ford Sports Person of the Year Award. Filippis will be honored at the 46th Annual Michigan Sports Hall of Fame Induction Dinner on May 18.

The Michigan Sports Hall of Fame is honoring Filippis for his contributions to the sports world. The award is given to "a man or woman, who in their lifetime, made significant contributions in sports or sports activities. They shall have enhanced the image of sports and sportsmen and sportswomen. Their business or professional activities shall have improved the quality of life for the people of Michigan." Filippis has certainly earned that award through his work in establishing the Athletes with Disabilities Hall of Fame, as well as through his lifetime of dedication to helping the disabled.

Filippis has been instrumental in organizing sports for the disabled. In 1946, he formed the first bowling league for the disabled and a swimming program for the disabled at Detroit's Patton Pool. He has developed sports programs for both the able-bodied and disabled athletes, including basketball, baseball, softball, golf, tennis, boxing and track and field. Filippis, a bi-lateral below-knee amputee himself, has participated in every one of these sports.

Other inductees this year include Detroit Tigers Lou Whittaker and Alan Trammell; gold medal winning sprinter on the 1964 U.S. Olympics Team, Henry Carr; three-time All-American receiver at the University of Michigan, Anthony Carter; Detroit News sports columnist, Joe Falls; Michigan State University basketball coach, Jud Heathcote; and Detroit Tigers' 1968 World Championship Team member, Jim Northrup.

For tickets, sponsorship and program ad information please call Hall of Fame President Bill McLaughlin at (248) 848-0252.



Wright & Filippis founder Tony Filippis, Sr. will be honored with the Gerald R. Ford Award at the Michigan Sports Hall of Fame Induction Dinner on May 18.

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NEAL SHINE

A STRANGER HELD OUT HIS HAND AND OPENED UP A BOY'S WORLD



PERSPECTIVE

The following is a 1987 Detroit Free Press story written about Wright & Filippis founder Tony Filippis Sr. The story offers a fascinating glimpse at the origins of the company, and a valuable insight as to why the "customer first" philosophy has been an enduring tradition at Wright & Filippis.

If there was danger involved, it was the kind of danger 12-year-olds didn't spend much time worrying about. Growing up in the city presents its own risks, none of them terribly intimidating to a child.

Hopping the slow-moving freight trains as they crept noisily along the edges of the city's neighborhoods was something kids did.

Tony Filippis was 12, nearly 13, when he did it for the last time one bright April day in 1929.

He and his friends jumped the train as it moved north along the Grand Trunk tracks on Detroit's northeast side.

"It was an open car full of sand," Filippis remembers, "and I was up on top of it."

He lost his balance and fell between the cars. He grabbed the coupling, which probably saved his life, but his legs were caught by the train's wheels. Both his feet were crushed.

"It really didn't hurt," Filippis said, "and I climbed back up on top of the sand car and the kid who was up there started crying. He said, 'Tony, your feet are gone.' I thought he was crazy, but I looked and saw he was right."

Filippis and his friends jumped off the moving train as it passed Nine Mile in Ferndale. Two of them carried him to a nearby house. The police took him to Highland Park General Hospital, where doctors amputated his feet.

Six weeks later he was home, spending his days sitting on the swing, crying quietly, hiding his legs beneath a blanket. He was ashamed of being a cripple and was convinced that even before it had begun, his life had ended.

That was before the man with the new car and the nice suit came into his life.

"My parents had eight children," Filippis said. "My father had no work. On the welfare. Goodfellows was our Santa Claus. And now I added

stopped being ashamed.

"It was the best thing that could have happened to me," Filippis said. "They treated me beautifully, and from that time on, (being around) people didn't bother me. People there treated me like a whole person."

In September of that year, Filippis was fitted with artificial feet, making it possible for him to walk again. Five years later, in 1934, with the help of Carl Wright, the man who fitted him for his new feet, Filippis became an apprentice with the company that made them.

In 1944 he and Wright, who has since died, started Wright & Filippis Inc. The firm has 22 outlets and 300 employees. At 71, Filippis is still active as its chairman.

In addition to its work manufacturing artificial limbs, the company develops barrier-free access plans, custom-builds lifts and elevators for the handicapped and operates a rehabilitation research center at its headquarters in Rochester Hills.

Each fall, Wright & Filippis sponsors the wheelchair division of the Detroit Free Press International Marathon. A chance, Filippis said, to thank the paper that did so much for him.

Over the years, Tony Filippis has never forgotten the man with the nice suit who walked up on his front porch one day and changed the life of a little boy who had no feet.

If he ever knew the man's name, he no longer remembers it after 58 years. He assumes he is probably dead.

"But," Filippis said, "maybe I can use the Free Press to say this to him:

"I love you, wherever you may be." ■



Easter 1931: Tony Filippis, center, with brothers Eugene, left, and Domic. Tony lost his feet after an accident two years earlier; now he is chairman of Wright & Filippis Inc., which makes artificial limbs and provides other services for the handicapped.

to their sorrow by losing my legs.

"With no feet, how was I ever going to walk? There was no money for artificial limbs. In fact, I didn't even know there were such things as artificial legs."

Filippis was sitting on the porch the day the man with the new car showed up.

"He said he was from the Free Press," Filippis recalls, "and that someone had told them about me. He asked me if I wanted to go to camp for two weeks, at no cost to my dad. I told him I couldn't go because of my legs."

The man explained that a special attendant would be provided and that Filippis' younger brother, Domic, could go with him.

So Filippis and his brother went to the Free Press Fresh Air Camp at Sylvan Lake in Oakland County. For the first time since the accident, he

"Keep away from people who try to belittle your ambitions. Small people do that, but the really great make you feel that you, too, can somehow become great."

Mark Twain

"Remember that happiness is a way of travel, not a destination."

Roy Goodman

"Success is a state of mind. If you want success, start thinking of yourself as a success."

Dr. Joyce Brothers

Wright & Filippis Indianapolis

March 1, 2000 marked the opening of Wright & Filippis Indianapolis, a Partnership with the local Indianapolis Option Care facility. This venture marks the second Wright & Filippis opening outside the state of Michigan. Our Toledo, Ohio, branch was the first, which opened in June of 1999. Wright & Filippis Indianapolis will serve the community by providing Prosthetics, Orthotics and Home Medical Equipment. We are very excited about our reception in the Indianapolis area. It brings us great pride to realize our reputation for quality extends well beyond Michigan, as key referrals have already extended a warm welcome to us.

We welcome the following new Indianapolis, Indiana, staff members to the Wright & Filippis family: Saul Helman, Branch Manager; Mike Morris, Respiratory Therapist; and Deborah Mumford, Office Supervisor. We would also like to welcome Jeff Eschenburg, Certified Prosthetist, to Indianapolis. Jeff has been with Wright & Filippis for about five years, and is excited about building prosthetic relationships in Indianapolis. These staff members represent the beginning of a great team.



Gene Filippis Memorial (Play "Fore" Ability) Golf Benefit

The 16th Annual Gene Filippis Memorial (Play "Fore" Ability) Golf Benefit will be held at Great Oaks Country Club in Rochester, on June 5, 2000. The proceeds from this year's event will benefit the Rehabilitation Research Center and the American Diabetes Association. The ADA is a volunteer-based organization that supports research for the treatment and a cure for diabetes. The cost for the event is \$250 for all-day golf. If you would like more information about tickets or sponsorships, contact Ninette Graziano at (248) 829-8318.



20th Annual

Wheelchair Daze Picnic

This **FREE** event is for people of all ages with disabilities. Puppet shows, carnival games, clowns, barrier-free boat rides and a barbecue lunch are only some of the fun activities. This event is

Saturday, August 5th, 2000

10:00 - 4:00 p.m.

Independence Oaks Park

Twin Chimneys Picnic Area

R.S.V.P. by July 30, 2000 to guarantee

park admittance by calling 248 829 8227

Presented by



Annual Wheelchair Daze Picnic Scheduled for August 5

On August 5, Independence Oaks County Park will host the 20th Annual Wheelchair Daze Picnic. This is a free event that promises plenty of fun with boat rides, games, a barbecue lunch and many more barrier-free activities for the disabled and physically challenged. For more information, contact the Wright & Filippis Advertising Department at (248) 829-8318.

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porate compliance policies and procedures. When we roll compliance into our already existing Improving Organizational Performance monitoring, our staff members realize not only the significance of Corporate Compliance, but also the opportunities. It allows all of us to grow and develop; reaping the benefits of the high performance culture. Wright & Filippis has achieved. Further examples of things that make us strong as a company and have enabled all of us to make a difference in the community.

Upon implementing our Corporate Compliance Plan, we realized that Wright & Filippis has always followed a path of compliance. Documentation is the key. We hope that through our Corporate Compliance program, a better understanding of how we all have to interrelate today will be realized. We have to work through the complexity together. The focus must be on accountability, collaboration and communication. We all have the same goal, and we appreciate your patience and understanding as our staff members fulfill your needs in serving "our" patients. I would appreciate any feedback you may have on Corporate Compliance. Thank you.

Sincerely,
A.J. Filippis

Athletes with Disabilities Hall of Fame

The Athletes with Disabilities Hall of Fame celebrates its second year with a ceremony to honor a new group of athletes, on September 28, 2000 at Penna's of Sterling Heights. The Hall of Fame honors Michigan's disabled athletes who have demonstrated achievement in sports and are positive role models in their communities. The event also serves to educate the public about sports for the disabled, and aspires to provide support for sports and recreation programs for disabled individuals and their families.

This year, The Hall of Fame will introduce two new awards – Male and Female Athlete of the Year. These awards will be given each year to honor a man and woman for their outstanding athletic achievement. Also new this year, is the Hall of Fame website (www.adhof.org), launched to help educate the public about the Hall and its mission.

If you would like information about tickets or sponsorships, please contact the Hall of Fame at (248) 829-8277 or send an email to info@adhof.org.



Who is WRIGHT & FILIPPIS, Inc?

Wright & Filippis, Inc. is an industry leader in prosthetics, orthotics, healthcare equipment, and barrier-free design, including elevators, lifts and ramps. Anthony Filippis, Sr., a bilateral, below-knee amputee founded Wright & Filippis, Inc. in 1944 and is still an inspiration to his patients. The certified professionals at Wright & Filippis Inc. are highly trained to respond quickly to patient's questions and needs. For more than 50 years, a foundation of expert personal service and customer satisfaction have enabled Wright & Filippis, Inc. to build Michigan's largest full-service company specializing in home medical equipment.



"Make the most of yourself for that is all there is for you"

Ralph Waldo Emerson

"If you want to be successful, know what you are doing, love what you are doing, believe in what you are doing."

Will Rogers

"The future belongs to those who see possibilities before they become obvious."

Author Unknown

"At any moment of decision, the best thing you can do is the right thing, the next best thing is the wrong thing, and the worst thing you can do is nothing."

Theodore Roosevelt