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Dear Inala Families and Carers,

Following on from our letter to you last week, Inala continues to develop and refine a prevention and response plan to the Coronavirus pandemic.

We are actively incorporating information updates and recommendations from relevant State and other Health bodies. The Inala Executive team is focused on daily monitoring and managing all developments, both in the connected community as well as any known or potential concerns.

We have implemented diligent handwashing protocols throughout Inala, including practical client education and daily support for this in all services. We are finalising enhanced cleaning protocols with a special focus on high traffic and daily-use hard surfaces. In addition, we continue to assess the risk in relation to daily activities and services and adjust accordingly as well as an assessment of internal and external events.

We will keep you updated on any significant changes.

We are also mindful of our staff and any commitments they may have to children and older dependent family members during this time and factoring this into our planning. Accordingly we have sent out an all-staff survey relating to staff availability and re-deployment options in potential scenarios of school closures, service closures or quarantining etc. Staff are updated regularly with organisation-wide, consistent communications.

Inala is committed to keeping everyone safe and healthy.

We ask all members of the Inala community to continue to practice good hygiene to protect against infections. The two most significant daily preventative measures required are:

- ✓ Regular and frequent washing of hands with **soap and water**
- ✓ Avoid touching surfaces, especially in public places and then touching any area of the face

Please continue to inform relevant managers if your son, daughter or loved one displays any signs of symptoms including fever, flu like symptoms or shortness of breath. Or if they have come in contact with someone who has returned from or transited through a [high risk country](#).

You can access information about Coronavirus on the [Department of Health Website](#).

We wish to reassure everyone that a positive pro-active plan and daily monitoring is in place to ensure the wellbeing and peace of mind for all our Inala community.

We will keep you updated as the situation evolves through weekly communication and more frequently if required. If you have any questions, please direct them in the first instance to supervisors and coordinators.

Sincere thanks for your cooperation, support and patience during this time.

Kind regards,



Martin Porteous
Joint Chief Executive Officer



Rebecca van Bilsen
Joint Chief Executive Officer

