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Established 1958

19th March 2020

Dear Inala Families and Carers,

We are committed to keeping you updated as Inala continues to develop and refine its prevention and response plan to the Coronavirus pandemic as the situation evolves on a daily basis. We also want to let you know we are thinking of you, your family and friends and all members of the Inala community during this time.

Update on health status

There are no cases of COVID-19 infection amongst any of the individuals we support or Inala staff. We have had a couple of staff recently return from overseas trips and they are currently in the standard precautionary self-isolation.

Adjustments to programs

Our daily monitoring of the situation and contingency planning continues. In light of the newly imposed government ban of non-essential indoor gatherings of more than 100 persons, the Inala Executive has reviewed all venues and activities currently undertaken, in light of current health recommendations from a risk perspective. Unfortunately, at this time we see the need to prohibit a number of venues and activities which are high risk for our vulnerable clients. The reason for this is to ensure the safety and wellbeing of our entire community of both clients and staff. Examples include, shopping centres, cinemas, bowling alleys and any areas with crowds. We are encouraging outdoor activities that involve fresh air, sunshine and exercise – all known to stimulate the immune system.

Maintaining Wellbeing

We continue to reinforce good hygiene practices and training for clients in strict handwashing protocols and as well as modelling good 'social distancing'. The mood is positive and the regular singing of happy birthday as we wash our hands is certainly creating some excitement!

We have introduced enhanced cleaning protocols with a special focus on high traffic and daily-use hard surface throughout our operations.

What are the next steps?

We, the Inala Executive team are meeting on a daily basis to discuss the current health advice and the impact on our service.

- As always, you should feel free to call your key contact person if you have any concerns about your family member or the service.
- We will be continuing to monitor the information provided by the government to ensure the best response in keeping everyone safe and infection free.

- Our intention is to continue to provide full services and supports. However we need to acknowledge that at some point, our services may be impacted by Government direction to limit or even suspend services. We are working on contingency planning to reduce any impact on our clients and staff.
- We will keep you informed and provide as much lead-time possible if this is looking likely.
- We believe it would be prudent for families to start to think about possible contingency plans for their son or daughter, if services are forced into lockdown or suspended.
- Further communication on this will be forthcoming in the next days.

We are very proud of the dedication and care our staff are demonstrating during this challenging period. It is certainly all hands on deck with regular shopping runs in the eternal search for pasta and toilet paper.

We will keep you updated on any significant changes. As you know, Inala is committed to keeping everyone safe and healthy.

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

We wish to reassure everyone that our positive pro-active planning 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.

Please inform Inala at the earliest opportunity if your contact details (mobile, email) change. This is important should the need arise for timely or immediate communication.

Again, our 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