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Established 1958

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Dear Families,

We appreciate how difficult the current situation is, and how important it is to be able to maintain contact with your son, daughter or loved one.

Inala is committed to ensuring that this contact is able to continue, however we need to manage risks, not just for your loved one, but for the other people that reside in the house, as well as our team of staff.

Amended visitor protocols

We are receiving many individual enquiries so thought it best to communicate to everyone (with notice) about our new visitor protocols which will come into effect next week. We believe it is necessary to put in place these measures which are designed to help keep everyone in the Inala community safe and healthy.

As of Monday 30th March, the following measures will be introduced:

- Consistent with all Health and Government guidelines to reduce variables and multiple contacts, residents should not go home to the family home for a visit, **and then come back to their group home**. Families are free to take their loved one home at any time – but unfortunately they will not be able to return to the group home until the current situation changes.
- Family visits will still be able to occur at the group home, noting the following protocols need now to be in place to ensure social distancing guidelines designed to reduce risk :
 - Visitors will be limited to one family group in the home of no more than 3 people at any one time for a maximum of 2 hours.
 - Visitors naturally should follow all protocols currently in place at Inala to maintain minimisation of infection, including handwashing and social distancing.
 - Wherever possible, it is preferable that visits take place outside, for example in the backyard or decks etc
 - Consistent with Health and Government advice, visitors need to minimise their contact with other residents and with the staff at the house i.e, observe the “social distancing” guideline (keeping 1.5 metres to 2 metres distance from other residents or staff during your visit).

- So that we can ensure both social distancing and opportunity for desired visits, we ask that all **visitors make arrangements with the group home staff prior to the visit** (by phone), and to notify Rose or Kerry (ideally via email) so that we are able to track all visitors in our houses.
- Please do not visit if you have any symptoms of cough, cold, sneezing etc . If you are showing any signs of cough, cold, sneezing on arrival or during your visit, the staff members will need to ask you to leave.

Given the rapidly changing circumstances, we trust that you appreciate that we will continue to review all required extra precautions and may need to amend them at short notice.

Concurrently, we are working to ensure access to technology to enable families to maintain connection via electronic / video modes (eg facetime, skype, etc) should a Government mandated 'lockdown' eventuate.

Please be assured we have not made this decision lightly and appreciate this is a difficult measure to introduce and will mean significant change for many families. We believe these measures are needed at this stage of the unfolding situation, and are consistent with the Government and Health advice. We see the need to put them in place to minimise the risk and help ensure we can keep everyone at Inala healthy and safe.

As always , if you have any questions , please contact Rebecca van Bilsen on rvanbilsen@inala.org.au, Kerry Ballard on kballard@inala.org.au or Rosemary Field on rfield@inala.org.au.

Kind regards,



Martin Porteous
Joint Chief Executive Officer



Rebecca van Bilsen
Joint Chief Executive Officer