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Dear Inala Resident Families and Carers,

We hope you are well and healthy and thank you once again for your messages of support and encouragement during these unusual times.

We had family members visit last weekend and have more visits scheduled over the Easter period. We all know the social distancing guidelines and restrictions around visitors are counter intuitive for many of us and thank you for your support to ensure we continue to respect these very important protocols to help keep all members, clients, staff and families healthy and well.

How are we travelling?

We have nearly completed week two of the 'redesigned' service delivery and changes in home life.

As most of you will be aware, providing supports for Day services clients has needed to be re-designed enormously to align with best and recommended practices and to minimise risk of infection and potential transmission for clients and staff. Day service staff have embraced the challenge and radically different support scenarios with wholehearted support, creativity and dedication.

Accommodation staff have also been magnificent - not only in their collegueship with Day service staff, ensuring cohesion and continuity for clients, but also for significantly changed daily processes such shopping, and other daily routines, as well as the limitations on the range of activities normally part and parcel of life. Accommodation staff members will be providing supports over the 'term break' period.

It has been wonderfully heartwarming to see the way clients and staff have adapted to the changes and are taking advantage of the opportunity to enjoy the enforced slowed-down lifestyles we are all experiencing - to slow down, try new activities and spend quality time.

Staff have been implementing a range of activities, including lots of exercise to keep everyone moving. This will be particularly important over the Easter period as everyone looks forward to eating some Easter eggs!

We were very grateful to West Pennant Hills Sports Club who this week donated several boxes of Easter eggs for delivery to each of the homes. The Easter bunny will be delivering these on Sunday and we are sure will be greatly appreciated.

We are working extremely hard to finalise the set-up of required technology in all the houses to enable facetime / zoom and skype options for clients and their friends and families to maintain connection during this restricted contact period.

We also want to send a 'hello' message to Marcus, Josephine and Elizabeth who are all at home with their families. We hope you are all well and your housemates want you to know they are missing you and look forward to seeing you as soon as possible.

What has changed since we last communicated?

The Government continues to reinforce the message to stay at home unless you have a need to go out for essentials, such as exercise, shopping, medical appointments and necessary work and school. This is particularly important with the Easter holiday period coming up and the NSW Government is reinforcing the need for everyone to stay at home this Easter to help stop the spread of Coronavirus.

What's new?

Safe shopping protocols

We now have safe shopping protocols in place for all Inala services. The main focus being that no clients are to participate in shopping we now have a clear process for cleaning benches, unpacking shopping and cleaning tins, bottles etc before they are put away and washing the shopping bags before they are reused.

Online shopping – priority for people with a disability

To further minimise the risk of infection for staff we plan to move to online shopping. The major supermarkets announced over the weekend they are introducing a system where NDIS participants are given priority for online shopping The NDIS is providing a code to each individual (via their plan nominee / parent).

In order to help us facilitate priority online shopping, when you receive this code (as the plan nominee) can you please **send the details to Angela Lovegrove via email** at reception@inala.org.au.

Family visits to Inala homes

As we communicated last week, family visits are still able to occur at Inala homes, with clear protocols in place.

As you are aware, visitors are now restricted to a maximum of **two people**, who are **both from the same household for a maximum of two hours per visit**. We have asked all families who visit, to please follow the protocols in place in relation to hand washing and social distancing. Where possible we ask that families do not enter the home but enjoy the outdoor spaces while weather permits.

We see these protocols as being compatible with the social distancing requirements and although it is difficult having to restrict the time you spend with your loved ones, it is very important these protocols are followed.

So that we can ensure both social distancing and opportunity for visits, we ask that all **visitors make arrangements directly with Rose, Kerry and Rebecca** (ideally

via email) so that we are able to track all visitors in our houses. We are keeping a central log of planned visits so we can avoid double ups and more than one family visiting at the same time. It would be appreciated if we could have 3-4 days notice of all planned visits.

Email details for Rose, Kerry and Rebecca are:

Rose Field rfield@inala.org.au

Kerry Ballard kballard@inala.org.au

Rebecca van Bilsen rvanbilsen@inala.org.au

We also ask that you 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.

If we all follow these guidelines, we can work together to help ensure you and your loved ones remain well and healthy.

We had several families visit during the past weekend and many visits are planned for the Easter long weekend. It was lovely to see parents and carers spending time at their loved one's home or in the garden. It is important all visitors respect the visiting times as late returns impact on following scheduled visits.

Families using Inala grounds

Some families are using the grounds at Cherrybrook for their visits, which is a great idea and a nice open space. If they are using the tables in the grounds, can you please wipe down the tables and chairs **before and after** use. **Cleaning products for tables and chairs** can be found in the cupboard outside the hall – the code on the lock is the hard to crack '000'. Staff will also remind you of this protocols when you book in your visit.

While usually it is a kind and welcome gesture, we are now asking families to refrain from bringing food into the home to share as this does not adhere to the shopping protocols now in place. However, families are welcome to being a picnic and sit in the garden and share lunch together with their loved one.

As you know, if we all follow these guidelines, we can work together to help ensure everyone remains well and healthy.

Staff identification cards and letters

Staff have all received a letter identifying them as a member of Inala staff, as well as a card and lanyard.

You might have seen on the news, the NSW Police are stopping and talking to people who are out and about and asking for their reasons when it may not be obvious eg exercise, doing the shopping. Staff are required to carry at least one of these pieces of identification with them at all times.

Some staff have already been stopped and questioned as they walked home from work. There was no problem once they showed their ID and explained their role at Inala. We have prepared guidelines for staff to help them if they are stopped for any reason by the police – either when on their own or out exercising with Clients.

We have also asked staff to be very mindful of where limited and structured exercise, walks, etc. are taken. Anxious members of the public could also potentially misinterpret the situation and call police thinking guidelines are being ignored.

Thank you for your support and understanding

We believe these changes are appropriate and necessary measures to continue to minimise the risk for all Inala clients and staff and to help ensure their safety and well-being, as well as continue to provide a high level and quality of support through suitable activities and programs.

As always, if you have any questions, please contact us, in the first instance via your relevant service Manager. All questions are reviewed and discussed by the Executive management team in our daily Planning and Response meetings.

We thank you sincerely for your continued trust and support

Please remember the need to be vigilant in your social distancing practice, as this is vital to stop the spread of coronavirus. We remind all members of the Inala community to continue to practice good hygiene to protect against infections and reduce the spread of Coronavirus.

The most significant daily preventative measures required are:

- ✓ Regular and frequent washing of hands with **soap and water**
- ✓ Stay at home unless absolutely necessary eg exercise, shopping and medical appointments
- ✓ Practice social distancing and do not gather in groups of more than two people (excluding members of the same household)
- ✓ Avoid touching surfaces, especially in public places and then touching any area of the face

We will to continue to do our utmost that each person connected with Inala continues to be supported as fully and safely as possible.

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 frequent communication. If you have any questions, please direct them in the first instance to supervisors and coordinators.

Once again, our sincere thanks for your cooperation, support and patience during this unprecedented time. **And please remember that in these times, keeping your distance is a sign that you care.**

We hope you have a happy 'at home' Easter.

Kind regards,



Martin Porteous
Joint Chief Executive Officer



Rebecca van Bilsen
Joint Chief Executive Officer