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Dear Inala Resident Families and Carers,

We hope you are all well and healthy, and are having a good week.

What's been happening?

Following a National Cabinet meeting last Friday 8th May, the Federal Government announced a three step framework for a COVIDsafe Australia. Each State Government now has the responsibility to implement changes based on the COVID-19 conditions in their State. In line with this process, the NSW State Government announced some easing of restrictions which come into effect this Friday 15th May.

In essence, the NSW Government have increased the number of people allowed to gather outside and visit one another's home, as well as opening some services including shops and restaurants. School children are moving back to the classroom. For a full list of the changes please follow this [link](#).

In addition, the Federal plan states that vulnerable people should continue to stay at home where possible and restrictions should be balanced with the need for family and social contact. Inala supports a large number of vulnerable people within our community.

In all of their communication, the Government reinforces the need to practice social distancing (maintaining a 1.5m distance from one another) as well as good hygiene – this is particularly important as restrictions are relaxed and people start to increase their interaction with others in the community. The Government has also expressed concern about people becoming complacent as these changes come into effect.

Implications for Inala

We continue to develop Inala's staged approach to the eventual transition to 'normal services'. We will be using the Government recommendations as a guide along with guidelines for Residential Aged Care facilities, as these are most appropriate for Inala.

This first stage of changes, which come into effect on Friday 15th May, do not have a significant impact on the protocols currently in place at Inala. In many cases we have close to and sometimes up to ten people in homes when clients and staff are included and we continue to heed the advice of balancing the need for vulnerable people to stay at home where possible with the need for family and social contact whilst maintaining a safe workplace for Inala staff members who cannot work from home.

The main change for Inala residents and their families is an increase in the number of family members who can visit their loved one at one time. During the past couple of weeks only two family members from the same household could visit for up to two hours. Now, **up to five family members**, who may be from different households, can visit their loved one at the same time. We will maintain the process of pre-arranged visits to avoid overlapping between families.

It is wonderful that families are eager to come and visit and we know this is greatly welcomed and appreciated by your loved ones. It is really important that when you visit that you follow the protocols in place including:

- Limiting the time of visits to two hours
- Spend time with your loved one and avoid spending time interacting at close physical proximity other residents or staff in the home so we can all maintain healthy social distancing
- Where possible, it is preferable that visits take place outdoors, however with the colder weather coming we will find ways for these visits to take place safely indoors, for example by accessing spaces and rooms on the Inala grounds
- Following handwashing and hygiene protocols
- If you bring in food, this is only for your loved one and not to be shared amongst other residents and staff
- Please do not visit if you are sick, feeling unwell or experiencing any flu like symptoms

We know that is hard but it is really important to keep everyone safe and ensure we are doing as much as we can to prevent an infection and the unintended but very significant flow-on effects of all associated clients and staff having to self-isolate .

The 'Inala roadmap'

We are developing an 'Inala roadmap' which will include the stages and progression we see as necessary to get back to 'normal services'. For example, how will the transition back to Day services occur? At what stage will families be able to take their loved one for home visits? When will individuals be able to go back to the hairdresser, doctor and use other services?

We know you have many questions and concerns and we are working our way through these and will communicate the 'roadmap' for Inala's staged approach in the coming weeks.

The roadmap will outline the key stages and activities within them. The timing of when these stages can happen will be determined by the relaxation of Government guidelines combined with careful consideration for the care and wellbeing of all members of the Inala community.

We are very conscious we have a number of especially vulnerable clients (and similarly vulnerable or elderly family members) amongst our community and this needs to be an essential reference for Inala's planning and decision making and overall duty of care for all our clients, staff and entire community. This road map will be under constant review and will be amended at any time if numbers of positive cases within the community begin to rise or if we have positive cases within the Inala community.

As the Government relaxes the guidelines and community interaction increases, the coming weeks will be a critical time for us to observe and understand the pace of transition, particularly if the relaxation of the guidelines leads to a spike in the number of infections. Because of the vulnerability of members of the Inala community, we believe there is a need for heightened vigilance over the next couple of weeks as the guidelines are relaxed to understand the impact and potential knock on impact.

Please remember to be vigilant

We are asking all members of the Inala community – clients, families and staff to please remember the need to be vigilant in your social distancing practice, as this is vital to stop the spread of Coronavirus.

The most significant daily preventative measures remain the same:

- ✓ Regular and frequent washing of hands with **soap and water**
- ✓ Practice social distancing (this means being 1.5m apart from other people)
- ✓ Avoid touching surfaces, especially in public places and then touching any area of the face
- ✓ Stay at home if you are feeling unwell or have flu like symptoms

A reminder when visiting Inala homes

Please remember to make all visiting arrangements directly **directly with Rose, Kerry and Rebecca** (ideally via email) so that we are able to track all visitors in Inala homes. 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.

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

Cleaning outside tables and chairs

We know many of you have been taking advantage of the beautiful weather to sit outside using the tables and chairs in the garden. If you use the tables and chairs, **please wipe them down before and after use**. The cleaning products are in the cupboard outside the hall (with the tricky code '000' to unlock).

Please postpone your visit if you are feeling unwell

As we have mentioned in past communications, we also ask that you do not visit if you have any symptoms of a cough, cold, sneezing etc. For those of you who have asked for a guideline about when to visit after feeling unwell or experiencing any of these symptoms – **we request that you wait at least 48 hours after any symptoms disappear before visiting Inala**. We know this is hard but it is really important to keep everyone safe.

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

COVIDSafe App – reminder

The Australian Government launched the COVIDSafe App – an application you download on your phone. The Government and Health Authorities have asked Australians to download the App to help speed up the process of finding people who have been in close contact with someone with COVID-19, enabling faster contact with people who are at risk.

This is another way we can help everyone in the community, particularly the Inala community, to stay safe and healthy. Please follow this [link](#) to read more about the COVIDSafe App and ensure you are informed about how it works and the privacy of information.

Thank you for your continued trust and support

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 weekly Planning and Response meetings.

We will to continue to do our utmost to ensure that each person connected with Inala continues to be supported as fully and safely as possible and that our positive pro-active planning is in place to ensure the wellbeing and peace of mind for all our Inala community.

Keeping up to date

We will keep you updated as the situation evolves, and especially as Government guidelines continue to relax and the transition to normal activities can commence.

Once again, our sincere thanks for your cooperation, support and patience during this unprecedented time.

We hope you have a good week and stay healthy and well.

Kind regards,



Martin Porteous
Joint Chief Executive Officer



Rebecca van Bilsen
Joint Chief Executive Officer