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Dear Inala families and carers,

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

What's been happening?

As we mentioned in our last communication, we are developing an 'Inala roadmap' which will include the phases and progression we see as necessary to get back to normal services.

This plan has been developed with the knowledge that the COVID-19 infection curve is continuing to flatten. This is a guide and we may need to revise the plan at short notice, particularly if there is a spike in reported cases in NSW or our local area or if there is a confirmed case within the Inala Community.

Inala supports a significant number of older, vulnerable people and also younger clients with chronic or ongoing health issues. Every step we take as part of a phased transition back to regular services introduces new variables which in turn can increase the risk of infection. We are very mindful of this and as a result will move cautiously with strategies and protocols in place to appropriately manage this risk.

The Inala 'road map' also takes into consideration that this is a workplace for staff who are providing close and sometimes intimate care and who cannot work from home. Our road map is based on assessments and risks of tasks and activities in order to keep the whole Inala community safe and well.

Overview of the 'Inala roadmap'

In preparing this road map, we have assessed the risk for individuals (both clients and staff members) based on their age, health and vulnerability and attributed a risk level for each Inala home, similar to the process applied during the influenza outbreak last year. We also have a risk assessment for various activities, including community based activities, which we will continue to monitor and reintroduce as part of this phased approach. [Risk rating for each Inala home].

Timing of implementation will be guided by the relaxation of Government guidelines combined with ongoing monitoring of Inala-specific settings to ensure careful consideration for the care and wellbeing of all members of the Inala community. We have outlined timing for the next few weeks and will assess and outline further timings in upcoming communications.

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 both the Inala and

the wider community guidelines are relaxed, in order to understand the impact and potential knock on effect of potential infections.

The Inala Roadmap plan has several phases for transition. Below we have outlined the first initial phases. Subsequent phases will be calibrated on both the Inala and general community situations, as well as Government announcements on restrictions. We are assessing and finessing the elements of Phase 2 and 3 and will provide a high level overview of the phases in our next communication.

Phase 1a – Effective from Monday 25th May

- ✓ Currently attending non-Inala resident Day only participants continue to be supported in Day programs, together with phased return of further clients wishing to commence resumption of services ((2-3 days-notice for newly resuming clients)
 - Use separate rooms to ensure social distancing
 - Maintain stable groups and staff where possible – same group, same room
 - Maintain enhanced cleaning practices in all areas
 - Bathroom/personal care allocation and guidelines
 - Exercise outings with no more than 3 people per vehicle
 - Continue to welcome back participants in a phased approach
 - Returning clients who live with another accommodation provider will be asked to provide an outline of protocols and process in place in the home prior to returning to ensure ongoing safe risk minimisation procedures.

- ✓ ‘Low Risk’ Inala homes resume Day support activities (essentially outings based from home)

- ✓ Activities to include centre based as well as bushwalking, parks and outdoor for exercise. No shopping centre visits, pools, indoor venues, cafes or restaurants.

- ✓ Head office staff continue with office roster system (maximum 4 people in the office) and enhanced cleaning and other protocols

Phase 1b – Effective from Monday 1st June

- ✓ Non-Inala resident Day only participants continue to resume services in a phased manner and with adequate notice to allow for staffing and program planning
 - Protocols in place as outlined above
 - Enhanced protocols implemented including temperature checks for all participants and staff throughout Inala

- ✓ Home visits start for ‘Low Risk’ Inala homes. See home visit guidelines below

- ✓ Return to Day services for ‘Medium Risk’ Inala homes from Monday 1st June. In order to minimise risk, we will maintain a similar safe setting with household groups staying together with the same staff supporting in designated rooms.

- ✓ Doctors' visits resume for all residents in consultation with the Health care Team
- ✓ Dental consultations resume for low and medium risk homes (unless urgent for others)
- ✓ External allied health services resume for residents in Low and Medium homes (unless an urgent in home visit is required)
- ✓ Accommodation Management resume client contact and in home visits

Phase 1c – one week's notice will be given when this will be implemented

- ✓ Home visits start for 'Medium Risk' Inala homes

Throughout all of these phases, social distancing, hand hygiene and hard surface cleaning protocols apply.

Important information about changes to home visits

In order to minimise the risk to all members of the Inala community, particularly housemates and staff, we believe it is necessary to put guidelines in place for these visits. We appreciate this may be difficult to follow but we ask that you respect these guidelines in order to help maintain everyone's health and well-being.

These home visit guidelines include:

- To minimise interaction with non-household members, visits to last for 24 hours at this stage and will be reviewed in the coming weeks.
- All visits in homes and planned home visits are to be booked with Rebecca, Kerry or Rose
- Please all visits to take place at home with immediate members of the household and we request no other visitors to the family home during the time of the home visit
- Please refrain from visiting shops, cafes and shopping centres for the time being
- If a member of the family is unwell we ask that the visit does not take place and if your loved one becomes unwell during the visit, unfortunately they will be unable to return until they have had a COVID-19 test with confirmation of results in writing

Visiting protocols remain in place for Inala homes

The current protocols in place for visitors to Inala homes remain in place. It is wonderful that families are visiting and we know that is this welcomed and appreciated by your loved ones.

As a reminder, **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.

In order to help ensure the health and wellbeing of all members of the Inala community, it is really important that when you visit that you follow the protocols in place including:

- Limiting the time of visits to two hours (This 2 hour rule is based on NSW Health guidelines for contact with another person up to 2 hours before being

at an increased risk for spread of infection. Our accommodation services, despite being homes, are regarded as residential facilities by NSW Health and so are required to follow their guidelines in terms of infection control measures and required responses)

- 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 you loved one and not to be shared amongst other residents and staff
- Please not visit if they are sick, feeling unwell or experiencing any flu like symptoms

We know that is hard for families and can be difficult for staff members to ensure these protocols are followed, 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.

Wonderful feedback – thank you

The NDIA have appointed staff to conduct 'welfare checks' in on NDIS participants receiving SIL (Supported Independent Living) and their families and see how they are coping during this time.

We received this feedback from one NDIA staff member who was assigned to speak to 6 Inala homes – *"I firstly wanted to say the families that I have spoken to over the past few weeks have had really fantastic things to say about Inala, they actually couldn't speak highly enough of the staff and organisation, particularly your response to the COVID-19 crisis and keeping their family members safe!"*

Thank you so much for your feedback and your ongoing support and positivity during this challenging time, we are very grateful for your trust and support. We are also very proud of the work and dedication all Inala staff show to ensure everyone we support is well cared for and feels loved.

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

Current and consistent medical advice is that anyone with any cold or flu-like symptoms, no matter how mild, should be tested for COVID-19 and stay isolated until results are received.

A GP respiratory clinic operating out of Castle Hill Medical Centre, located within Castle Mall, is now open. This is a one stop shop for people who are concerned they may have the virus and will help assess people with mild to moderate fever and flu like symptoms away from hospitals and other general practices.

Updates

We will keep you updated about the next phase of the plan and any changes that occur. In the meantime, we thank you again for your ongoing creativity, dedication and understanding.

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

Kind regards,



Martin Porteous
Joint Chief Executive Officer



Rebecca van Bilsen
Joint Chief Executive Officer