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Dear Inala residential families and carers,

We hope you are all well and healthy and staying dry and warm in this weather.

**Overview of the ‘Inala roadmap’**

We continue to develop and refine the ‘Inala Roadmap’ to ensure a phased and carefully managed transition back to normal services. Every step we take 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.

Below is a high level overview of the phases – we will provide details of the steps and actions in each phase in our weekly communications.

| Phase 1  | Phase 2   | Phase 3  | Later  |
|--|---|--|--|
| <p>Day only clients resuming services in phased manner</p> <p>Start of transition for low risk Inala homes to day services. Limited home visits for low and medium risk homes</p> <p>Some Medical, dental and allied health appointments</p> | <p>Attendance at Day services increases</p> <p>Transition for higher risk Inala residents to day services and home visits</p> <p>Increase in length of time for home visits for low and medium homes to be reviewed</p> <p>Staged access to low risk community settings</p> <p>Small face to face meetings resume</p> | <p>Resumption of two-session schedule in Day services</p> <p>Review of Day service attendance and home visits for very high risk homes</p> <p>Further increase in access to community settings</p> <p>All staff back in administration</p> | <p>Full community access</p> <p>Non-essential Visitors</p> <p>Inala festivals recommence</p> |
| <p><b>Social distancing, good hygiene, hard surface cleaning, daily health monitoring protocols remain in place as well as staff vigilance during off duty times</b></p>   |   |  |  |

The 'Inala Roadmap' is a guide and the plan will be revised and amended in response to any Inala or wider community developments, 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.

### Details of Phase 1

Below is an outline of the timing of actions and activities for the next couple of weeks. We will continue to assess and providing further timings in upcoming communications.

In preparing this plan, 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 centre and community based activities, we will continue to monitor and reintroduce as part of this phased approach.

### Phase 1a – Effective from Friday 22<sup>nd</sup> May (Summary recap)

- ✓ Non-Inala resident, Day only participants resuming services in phased manner with appropriate notice
- ✓ Protocols and practices in place including:
  - 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
  - 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
- ✓ Head office staff continue with office roster system (maximum 4 people in the office) and enhanced cleaning and other protocols

### Phase 1b – Effective from Friday 29<sup>th</sup> May

|                      |  |
|----------------------|--|
| <b>Accommodation</b> | <ul style="list-style-type: none"> <li>✓ Home visits start for low risk Inala homes in line with home visit guidelines. See home visit guidelines below</li> <li>✓ Doctors' visits resume for all residents in consultation with the Health Care Team and families</li> <li>✓ Dental consultations resume for low and medium risk homes (unless urgent for others)</li> <li>✓ External allied health services resume for residents in low and medium risk homes (unless an urgent in home visit is required)</li> <li>✓ Accommodation Management resume client contact and in home visits</li> </ul> |
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|---------------------|---|
| <b>Day Services</b> | <ul style="list-style-type: none"> <li>✓ Return to Day services for medium risk Inala homes from <b>Monday 1<sup>st</sup> June</b>. 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.</li> <li>✓ 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 <ul style="list-style-type: none"> <li>○ Client interactions/contact limited to no more than 10 people – fixed groups and rooms where possible</li> <li>○ Protocols in place as previously outlined</li> <li>○ Confirmation of covid-safe practices in non-Inala resident settings for returning Day only clients</li> </ul> </li> <li>✓ Enhanced protocols implemented including temperature checks for all participants and staff at Day services, staggered arrival times to avoid congestion</li> </ul> |
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### Phase 1c – Effective from Friday 5<sup>th</sup> June

|                      |   |
|----------------------|---|
| <b>Accommodation</b> | <ul style="list-style-type: none"> <li>✓ Home visits start for medium risk Inala homes in line with home visit guidelines. See home visit guidelines below</li> </ul>   |
| <b>Day Services</b>  | <ul style="list-style-type: none"> <li>✓ Review Day service numbers and operation – review of current situation prior to additional Inala residents and Day clients returning</li> <li>✓ Enhanced protocols implemented including temperature checks for all participants and staff at Day services, staggered arrival times to avoid congestion</li> </ul> |

### Phase 2a

|                      |   |
|----------------------|---|
| <b>Accommodation</b> | <ul style="list-style-type: none"> <li>✓ Home visits start for high risk Inala homes in line with home visit guidelines. See home visit guidelines below</li> <li>✓ Increase family visits in low and medium risk homes to 48 hours</li> <li>✓ In home urgent allied health services resume</li> <li>✓ Increase in community access – details will be communicated</li> </ul> |
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|                       |   |
|-----------------------|---|
| <b>Day Services</b>   | <ul style="list-style-type: none"> <li>✓ Return to Day services for high risk Inala homes from Monday 15<sup>th</sup> June. <ul style="list-style-type: none"> <li>○ 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.</li> <li>○ Return may be staggered throughout the week as return of day only clients increases to ensure a gradual process</li> </ul> </li> <li>✓ Review Inala transport runs for increase in Day clients returning and monitor need for additional transport runs</li> <li>✓ Enhanced protocols implemented including temperature checks for all participants and staff at Day services, staggered arrival times to avoid congestion</li> </ul> |
| <b>Administration</b> | <ul style="list-style-type: none"> <li>✓ Necessary onsite meetings with third parties recommence</li> <li>✓ Staff meetings recommence – no more than 20 people and practice social distancing</li> <li>✓ Executive meetings resume face to face – practice social distancing</li> <li>✓ Other face to face meetings resume – staff inductions, staff appraisals, external meetings</li> </ul>   |

Throughout all of these phases, social distancing, hand hygiene and hard surface cleaning and daily health check protocols apply. We are also asking staff and families to be vigilant during their off duty activities.

### **Home visit guidelines**

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.

### **Returning to Day services**

We are seeing a gradual increase in the number participants resuming Day services. Some of our friends are starting back with a day or two with the intention of building up attendance over the coming weeks.

As you can appreciate we have strict protocols in place to ensure the safety and wellbeing of all members of the Inala community. In these initial phases, we are maintaining stable groups of clients and staff in consistent separate designated rooms to minimise too many variables of contacts, as well as implementing staggered arrival times for Inala residents to avoid congestion. Lunch will be eaten in the designated rooms or at designated tables outside when the weather allows.

Good hygiene, enhanced hard surface cleaning, daily health monitoring and social distancing protocols are all in place. In addition, we will be taking the temperature of Day service participants and staff at the beginning of each day. If someone is unwell with an elevated temperature we will request they do not attend programs that day and instead return home.

In order to help us ensure the health and wellbeing of all members of the Inala Community, we are asking all participants who are returning to Day programs who live in accommodation supported by another provider to provide an overview of the COVID-19 protocols and procedures in place at their home. This is to ensure appropriate protocols are in place that are consistent with good practice and the protocols in place at Inala.

### **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. Vigilance from all of us will help prevent a “second spike” in community infections which could result in resumption of Government mandated restrictions.

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. We will give one week’s notice of the date for implementation for each phase in our planning. In the meantime, we thank you again for your ongoing support and understanding.

We hope you enjoy the rest of the week and stay healthy and well.

Kind regards,



Martin Porteous  
Joint Chief Executive Officer



Rebecca van Bilsen  
Joint Chief Executive Officer