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 Established 1958

3<sup>rd</sup> June 2020

Dear Inala families and carers,

We hope you are all well and healthy and enjoying a good week, particularly as restrictions start to ease and we can slowly start to get back to some resemblance of normal life.

As we have mentioned, we continue to think about those of you who have chosen to remain at home and look forward to seeing you soon when you feel comfortable to resume services. We continue to maintain supports and services with the greatest mindfulness of minimising all risks.

**Overview of the ‘Inala roadmap’**

As we outlined last week, 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.

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. **We are currently in the final stage of Phase 1, with Phase 2 measures coming into effect from Friday 12<sup>th</sup> June.**

Phase 1	Phase 2 –	Phase 3	Later
Day only clients resuming services in phased manner  Start of transition for low risk Inala homes to day services. Limited home visits for low and medium risk homes  Some Medical, dental and allied health appointments	Attendance at Day services increases  Transition for higher risk Inala residents to day services and home visits  Increase in length of time for home visits for low and medium homes to be reviewed  Staged access to low risk community settings  Small face to face meetings resume	Resumption of two-session schedule in Day services  Review of Day service attendance and home visits for very high risk homes  Further increase in community settings  All staff back in administration	Full community access  Non-essential Visitors  Inala festivals recommence
<p align="center"><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>			

## Details of Phase 1 and Phase 2

Below is an outline of the timing of actions and activities for the next couple of weeks. We will continue to assess and provide 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. We also have a risk assessment for various centre and community based activities, which we will continue to monitor and reintroduce as part of this phased approach.

Although not all the information in this road map may be applicable to you, we felt it was better to give all Inala families a complete picture across the organisation.

### Phase 1b – Effective from Friday 29<sup>th</sup> May (Summary recap)

<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>
<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 ensure social distancing</li></ul>

### 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 of 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 ensure social distancing</li> </ul>

### Phase 2a – Effective from Friday 12<sup>th</sup> June

<b>Accommodation</b>	<ul style="list-style-type: none"> <li>✓ Home visits start for <b>high risk Inala homes</b> 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>✓ Individual house staff meetings for low and medium risk homes</li> <li>✓ Increase in community access – details will be communicated</li> <li>✓ Individual massage resumes for Inala resident clients who are attending Day services at their respective Day service from Monday 15<sup>th</sup> June</li> <li>✓ Picnics in parks house groups while maintaining social distancing from members of the public. All amenities will be hard surface cleaned by staff prior to use</li> </ul>
<b>Day Services</b>	<ul style="list-style-type: none"> <li>✓ Return to Day services for residents of high risk Inala homes from <b>Monday 15<sup>th</sup> June</b> <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> <li>✓ Individual massage resume for clients who have resumed Day services at the respective Day service as of Monday 15<sup>th</sup> June</li> <li>✓ Picnics in parks activity groups while maintaining social distancing from members of the public. All amenities will be hard surface cleaned by staff prior to use</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> <li>✓ Administration staff increase attendance in office</li> </ul>
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Throughout all of these phases, social distancing, hand hygiene and hard surface cleaning and daily health check protocols apply. We also ask staff and families to be vigilant during their off duty activities.

### **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.

**If you do decide you would like to return to your regular Day services could you please provide at least 3 days-notice** so we can ensure we have available staff. We are committed to maintain support for everyone connected with the wider Inala community to the best of our ability, considering available resources and social distancing guidelines. **If you have any questions please do not hesitate to contact us, via your service Manager in the first instance.**

As we have outlined, we have strict protocols in place to ensure the safety and wellbeing of all members of the Inala community, these include:

- Stable groups of clients and staff in consistent separate designated rooms to minimise too many variables of contacts
- Staggered arrival times for Inala residents to avoid congestion
- Lunch 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
- 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 will ask your non-Inala Accommodation providers 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. **We will request that they provide this information prior to resuming attendance.** Thank you in advance for your co-operation and understanding for the need to provide this information.

As restrictions ease, we continue to review and assess a range of community based activities and will include these on our 'approved' list of activities as appropriate.

## **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.

If you have any questions or concerns, particularly in relation to resumption of attendance, please don't hesitate to contact your service Manager in the first instance.

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