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 Established 1958

10<sup>th</sup> June 2020

Dear Inala families and carers,

We hope you are all well and healthy and having a good week. Thank you so much for your continued understanding and patience as we navigate our way back to normal services.

We continue to welcome back clients resuming services and we look forward to seeing you soon when you feel comfortable to resume services. Please be assured we continue to maintain supports and services with the greatest mindfulness of minimising risks for clients, staff and families through daily protocols, designated staffing, programs, activities and rooms as well as enhanced cleaning several times per day. If you have any questions at all regarding these or any other matter, please do not hesitate to call and speak to your relevant Manager/service coordinator at any time.

**Overview of the ‘Inala roadmap’**

We continue to progress cautiously through our phased approach as we transition back to the resumption of normal services.

This week we move into **Phase 2 from Friday 12<sup>th</sup> June** which includes increased attendance at Day services, increase in the length of time for some home visits, some increased access to low risk community activities and administration staff return to the office.

Phase 1 From 22 <sup>nd</sup> May	Phase 2 From 12 <sup>th</sup> June	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  Staged access to low risk community settings  Small face to face meetings resume  Admin staff in office	Resumption of two-session schedule in Day services  Review of Day service attendance and home visits for very high risk homes  Further increase in access to community settings	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>			

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 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.

### 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 up to 24 hours</li> <li>✓ Increase family visits in low and medium risk homes up 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>✓ Individual massage resumes for Inala resident clients who are attending Day services at their respective Day service from 15 June</li> <li>✓ Picnics in parks in house groups while maintaining social distancing from members of the public. All amenities need to 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 in activity groups while maintaining social distancing from members of the public. All amenities need to 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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### Phase 2b – Effective from Friday 19<sup>th</sup> June

<b>Accommodation</b>	<ul style="list-style-type: none"> <li>✓ Monday 22<sup>nd</sup> of June, review of situation regarding the return of high risk homes the week prior</li> <li>✓ Identify changes or learnings to be put in place ahead of the next group of homes returning</li> <li>✓ Resumption of take away food and coffee, within client budgets and dietary requirements. A schedule of newly available and still restricted venues and activities is under continual review and monitoring</li> <li>✓ Shopping centre for essential visits only, one to one support (eg haircut, medical, optometrist)</li> </ul>
<b>Day Services</b>	<ul style="list-style-type: none"> <li>✓ Review attendance for medium risk homes</li> <li>✓ Review of staffing resources and activity sessions and room usage in light of clients returning whilst ensuring we can maintain stable groups and interactions</li> <li>✓ A schedule of newly available and still restricted venues and activities is under continual review and monitoring</li> </ul>

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 pleased to see an increase in the number participants resuming Day services and as we have outlined we have protocols in place to ensure the safety and well-being of all clients and staff.

These protocols 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
- 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.

**If you do decide you would like to return to your regular Day services could you please provide at least 2 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 get in touch, via your service Manager in the first instance.**

In order to help us ensure the health and wellbeing of all members of the Inala Community, we will ask non-Inala Accommodation providers to provide an overview of the COVID-19 protocols and procedures in place at their home prior to the resumption of service for these participants. This is to ensure appropriate protocols are in place that are consistent with good practice and the protocols in place at Inala.

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