



Head Office  
 Cnr Castle Hill & Franklin Rds  
 PO Box 122  
 Cherrybrook NSW 2126  
 T: (02) 9680 1000  
 F: (02) 9899 4058  
 E: reception@inala.org.au

ABN: 22 000 434 364  
 Patron: Blanche d'Alpuget  
 www.inala.org.au  
 Established 1958

10<sup>th</sup> June 2020

Dear Inala residential families and carers,

We hope you are all well and healthy and having a good week. Thank you so much for your continued understanding, patience and vigilance to ensuring all members of the Inala community remain well and healthy.

It is really important that we continue to follow the protocols in place, and avoid becoming complacent, particularly as we welcome more participants back to Day services. We all want to do our part to avoid a spike in COVID-19 cases and a possible tightening of Government restrictions should this occur.

**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 for some homes, 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 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>
-----------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

### 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>✓ 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> </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.

#### Home visit guidelines

As you are aware, 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.

Could you please **book these visits at least 3 days in advance with either Kerry, Rose or Rebecca** to help us with our planning.

These home visit guidelines include:

- To minimise interaction with non-household members, visits to last for 24 hours **(Will increase to 48 hours for low and medium risk homes from Friday 12<sup>th</sup> June)**
- 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.

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 with all the previously outlined protocols in place, of which you are now very familiar!

When visiting we continue to ask that you practice social distancing and follow handwashing and hygiene protocols. Please rearrange your visit if you are feeling unwell or experiencing any flu like symptoms.

### **Returning to Day services**

We continue to see an increase in the number participants resuming Day services which is wonderful. As detailed last week, protocols are in place to ensure the safety and well-being of all clients, staff and their families.

As Inala residents return to Day services we have a number of measures in place to ensure the health and wellbeing those returning. We are keeping house groups and staff together as much as possible to reduce the number of contacts. In some cases where residents of the same home attend different day services, their day activities may be taking place in a space that is not their regular location. The Day services staff are very familiar with each client and their needs and will support with this re-orientation. We will continue to review the situation and communicate as further changes occur.

As a recap from last week, from the **Monday 15<sup>th</sup> June**, residents will return to Day services with the below arrangements in place. If you have any questions please contact Daniel Puttlitz on [dputtlitz@inala.org.au](mailto:dputtlitz@inala.org.au).

<b>Home</b>	<b>Location for Day services</b>
Blue Gum	Woodwork room at Dulkara with current Day service staffing
Kiah	Will continue to be based from Kiah with an increase in Community Access activities with current day service staffing
Lowana	Blue Room at Dulkara with current Day service staffing

Kyra	Wandana rooms with day service staffing
Simon House	Print room at Dulkara with current Day service staffing
Mulla Mulla/Orion	Weaving room at Dulkara and garden area with current Day service staffing

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.

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