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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, 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 12th 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 nd May	Phase 2 From 12 th 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">Social distancing, good hygiene, hard surface cleaning, daily health monitoring protocols remain in place as well as staff vigilance during off duty times</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 12th June

Accommodation	<ul style="list-style-type: none"> ✓ Home visits start for high risk Inala homes in line with home visit guidelines up to 24 hours ✓ Increase family visits in low and medium risk homes up to 48 hours ✓ In home urgent allied health services resume ✓ Individual house staff meetings for low and medium risk homes ✓ Individual massage resumes for Inala resident clients who are attending Day services at their respective Day service from 15 June ✓ 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
Day Services	<ul style="list-style-type: none"> ✓ Return to Day services for residents of high risk Inala homes from Monday 15th June <ul style="list-style-type: none"> ○ 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. ○ Return may be staggered throughout the week as return of day only clients increases to ensure a gradual process ✓ Review Inala transport runs for increase in Day clients returning and monitor need for additional transport runs ✓ Enhanced protocols implemented including temperature checks for all participants and staff at Day services, staggered arrival times to avoid congestion ✓ Individual massage resume for clients who have resumed Day services at the respective Day service as of Monday 15th June ✓ 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

Administration	<ul style="list-style-type: none"> ✓ Necessary onsite meetings with third parties recommence ✓ Staff meetings recommence – no more than 20 people and practice social distancing ✓ Executive meetings resume face to face – practice social distancing ✓ Other face to face meetings resume – staff inductions, staff appraisals, external meetings ✓ Administration staff increase attendance in office
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Phase 2b – Effective from Friday 19th June

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

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 it is wonderful to see friends back together again. 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

- 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.

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