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 Established 1958

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Dear Inala families and carers,

We hope you are all well and enjoying this beautiful Winter weather.

This week it has been wonderful to see more clients returning to Day services, there is a buzz in the air as rooms are occupied and once again filled with chatter and activity. We look forward to seeing you when you are ready to resume services. As we have outlined previously we are providing support with the greatest mindfulness of minimising risks for all clients, staff and members of the Inala community.

If you have any questions at all regarding our COVIDsafe protocols and plans, please do not hesitate to call or speak to your relevant Manager/service coordinator at any time.

Overview of the ‘Inala roadmap’

As you know, we continue to progress cautiously through our phased approach as we transition back to the resumption of normal services.

This week we move into the next stage of **Phase 2 from Friday 19th June** which includes increased attendance at Day services, increase in the length of time for some home visits and some increased access to low risk community activities.

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>			

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.

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 (very high risk) of homes returning✓ Resumption of take away food and coffee, within client budgets and dietary requirements. We continue to ask that families please do not bring shared food into the home. 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">✓ Ongoing review of overall attendances✓ Review of staffing resources and activity sessions and room usage in light of clients returning whilst ensuring we can maintain stable groups and interactions✓ Resumption of take away food and coffee, within client budgets and dietary requirements and only for existing programs in place pre COVID-19. A schedule of newly available and still restricted venues and activities is under continual review and monitoring

Phase 2c – Effective from Friday 26th June

Accommodation	<ul style="list-style-type: none">✓ House groups can catch up socially on a weekend for a maximum of 2 hours e.g. one house to visit one other house – total 2 homes together (This does NOT include high risk homes and very high risk homes)✓ Increase visits to family home to 48 hour period✓ Individual visits to friends can happen but only outside or in larger warm space such as the Lesley Evans Hall. This includes high risk homes, visits are 1:1 with no food and no longer than 2 hours
Day Service	<ul style="list-style-type: none">✓ From Monday the 29th of June, clients from different activities with significant friendships can commence to have lunch together in small groups if they choose to, with appropriate monitored social distancing in place

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 continue to see an increase in the number participants resuming Day services and it is wonderful to welcome them back. As we have outlined we have protocols and processes 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.

COVIDsafe Plan

We have developed Inala's COVIDsafe plan which includes an overview of our approach, activities and risk management strategies to help keep clients, staff and the extended Inala community members safe. It also includes the Inala road map, which we have been outlining through these communications, the protocols in place throughout the organisation as well as contingency plans and process should be have a positive COVID-19 case at Inala.

This is essentially a guide for the processes and protocols we have in place to help ensure clients and staff remain healthy and well.

Updates

We will keep you updated about the next phase of the plan and any changes that occur. 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,

A handwritten signature in black ink, appearing to be 'MP' with a stylized flourish.

Martin Porteous
Joint Chief Executive Officer

A handwritten signature in black ink, appearing to be 'RvB' with a stylized flourish.

Rebecca van Bilsen
Joint Chief Executive Officer