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26<sup>th</sup> June 2020

Dear Inala residential families and carers,

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

Once again it has been fabulous to see the return of more of our friends to Day programs and we look forward to welcoming more participants back following the upcoming term break.

As we have seen across the country, we need to maintain vigilance to ensure we continue to remain healthy and prevent a spike in COVID-19 cases. Please be conscious of social distancing requirements as well as maintaining good hygiene at all times, whether at work or in your personal life. This will help ensure we can continue to keep all members of the Inala community healthy and well.

**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 final stage of **Phase 2 from Friday 26<sup>th</sup> June** which features increased interaction between individuals and homes.

Phase 1 From 22 <sup>nd</sup> May	Phase 2 From 12 <sup>th</sup> June	Phase 3 From 3 <sup>rd</sup> July and new Day services term	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>			

## Details of Phase 2 and 3

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. Progression through this plan varies for each home, based on the risk level attributed to each home.

### Phase 2c – Effective from Friday 26<sup>th</sup> June

<b>Accommodation</b>	<ul style="list-style-type: none"> <li>✓ 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 <b>not</b> include high risk homes and very high risk homes)</li> <li>✓ Increase visits to family home to 48 hour period for <b>high</b> risk homes</li> <li>✓ 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 e.g. one person from Banksia can catch up with one of their friends from Pohl Cottage.</li> <li>✓ <b>Our 2 hour rule is based on NSW Health guidelines for contact with another person up to 2 hours before being at an increased risk for spread of infection</b></li> </ul>
<b>Day Services</b>	<ul style="list-style-type: none"> <li>✓ From Monday the 29<sup>th</sup> of June, clients from Low and Medium risk homes can have lunch together if they choose to with appropriate social distancing in place. This may also include those clients with significant friendships with non-Inala residents with appropriate monitored social distancing in place</li> <li>✓ Ongoing review of overall attendances as clients continue to resume services</li> <li>✓ Ongoing precautionary temperature checks and staggered arrival and departure times</li> <li>✓ Ongoing enhanced cleaning and hygiene practices.</li> <li>✓ Review of staffing resources and activity sessions and room usage in light of clients returning to ensure stable groups and interactions and appropriate social distancing</li> <li>✓ 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.</li> <li>✓ Review and finalisation of resumption of normal 2 session Activity schedule at Day services for Term 3</li> <li>✓ Review of needs and supports for Very High Risk clients</li> </ul>

## Phase 3a – Effective from Friday 3<sup>rd</sup> July

<b>Accommodation</b>	<ul style="list-style-type: none"> <li>✓ High risk houses can catch up socially with low, medium and high risk homes on a weekend. There can only be 2 houses together at one time, and the visit is for a maximum of 2 hours. (This does <b>not</b> include very high risk homes)</li> <li><b>Our 2 hour rule is based on NSW Health guidelines for contact with another person up to 2 hours before being at an increased risk for spread of infection.</b></li> <li>✓ No limit on visit time/duration to family homes for Low, Medium, High risk homes</li> <li>✓ <b>Very high risk</b> homes can have family visits up to 48 hours – home visit guidelines remain (see below)</li> <li>✓ In home allied health visits begin for Low and Medium risk homes</li> <li>✓ 1:1 support for haircuts and optometrist appointments etc. for high risk homes</li> <li>✓ Café's/restaurant visits for Low and Medium homes for a max of 2 hours whilst maintaining social distancing guidelines in public venues</li> <li>✓ People able to travel in house groups, in a single vehicle (all clients and staff on shift) for a maximum of 30 minutes travel time</li> </ul>
<b>Day Service</b>	<ul style="list-style-type: none"> <li>✓ Term Break – updates on changes to be effective on resumption of new term commencing Monday 13<sup>th</sup> July will be communicated next week</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

To help ensure the health and wellbeing of all members of the Inala community, we still ask that all families follow the guidelines below:

- All visits in homes and planned home visits are to be booked with Rebecca, Kerry or Rose at least 3 days in advance. We will look at phasing this out in the next few weeks
- 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 negative results in writing

We also ask that you be mindful this is a school holiday period and more people will be out and about in the community. If you do not have the COVIDsafe App, we ask that you keep your own record of where you have been and who with.

### Family 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**

It is wonderful to see an increase in the number participants resuming Day services and the ability to mingle and lunch together while social distancing will be an option from next week. As restrictions ease, we continue to review and assess a range of community based activities and update our list of venues we can access.

### **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.

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