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Established 1958

15<sup>th</sup> July 2020

Dear Inala families and carers,

We hope you are all staying well. As we start term three, it is wonderful to see many participants back this term and we are enjoying catching up with many friends.

As you will no doubt have heard on the news, there are some COVID-19 'hot spots' in Sydney and particularly in Victoria. It is very important that we all monitor available information, stay informed and be aware as we work together to keep these community transmitted Coronavirus cases contained. If you have been in a 'hot spot' area or venue, please follow Government recommended guidelines in relation to testing and isolating.

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.

### **Returning to Day services**

It is wonderful to welcome more participants back to Day programs for the new term and as we have outlined previously, 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 in designated rooms or at designated tables outside when the weather allows to avoid any congestion of popular spaces and lunch room. Monitored social distancing to be continued with use of multiple areas (as previously).
- 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.

**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 update our list of venues we can access.

### 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 feel it is prudent to remain the same as last week as we continue to monitor and review 'hot spot' developments in the wider community.**

Phase 1 From 22 <sup>nd</sup> May	Phase 2 From 12 <sup>th</sup> June	Phase 3 From 3 <sup>rd</sup> July & Day services new term 13 <sup>th</sup> July	Later
<ul style="list-style-type: none"> <li>Day only clients resuming services in phased manner</li> <li>Start of transition for low risk Inala homes to day services</li> <li>Limited home visits for low and medium risk homes</li> <li>Some Medical, dental and allied health appointments</li> </ul>	<ul style="list-style-type: none"> <li>Attendance at Day services increases</li> <li>Transition for higher risk Inala residents to day services and home visits</li> <li>Increase in length of time for home visits for low and medium homes</li> <li>Staged access to low risk community settings</li> <li>Small face to face meetings resume</li> <li>Admin staff in office</li> </ul>	<ul style="list-style-type: none"> <li>Resumption of two-session schedule in Day services</li> <li>Review of Day service attendance and home visits for very high risk homes</li> <li>Further increase in access to community settings</li> </ul>	<ul style="list-style-type: none"> <li>Full community access</li> <li>Non-essential Visitors</li> <li>Inala festivals recommence</li> </ul>
<p><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 3

Below is an outline of actions and activities for the current week – these will remain in place for next week as well.

**Please note this is a change from the information communicated last week.**

We will monitor and review changes in the community and Government restrictions and let you know when the next phase of actions and activities will be implemented.

## Phase 3b – Effective from Friday 10<sup>th</sup> July

**Due to recent developments these will remain in place for the week from Friday 17<sup>th</sup> July**

<b>Accommodation</b>	<p><b>Progression through this plan varies for each home, based on the risk level attributed to each home.</b></p> <ul style="list-style-type: none"><li>✓ House groups can catch up socially for a maximum of 2 hours e.g. one house to visit one other house – total 2 homes together (<b>This includes very high risk homes</b>)</li><li>✓ Individual visits to friends can happen but only outside or in larger warm space such as the Lesley Evans Hall. <b>This includes very high risk homes</b>. Visits are 1:1 with no food and no longer than 2 hours e.g. one person from Coolamon can catch up with one of their friends from Karimi</li><li>✓ In home allied health visits can begin for <b>High and Very risk homes</b></li><li>✓ 1:1 support for haircuts, optometrist appointments etc. for <b>Very High risk homes</b></li><li>✓ Café's / restaurant visits for <b>High risk homes</b> for a max of 2 hours whilst maintaining social distancing guidelines in public venue</li><li>✓ Inala residents return to day services as of Monday 13<sup>th</sup></li><li>✓ <b>Low, Med and High risk homes</b> can access outdoor venues (eg Taronga zoo, Putt Putt golf, Featherdale Wildlife Park, etc) for up to 2 hours whilst maintaining social distancing etc</li><li>✓ Families are to book visits direct with each home and not via Rose, Kerry or Rebecca</li></ul>
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<b>Day Services</b>	<b>Effective from Monday 13<sup>th</sup> July and ongoing for (at least) two weeks</b>
	✓ Day Staff previously working in Karimi to return to Day Services, Karimi now staffed by accommodation
	✓ Continue temp checks to ensure identification of any colds, flu, etc
	✓ Continue staggered arrivals and departures to avoid congregation
	✓ Client groups to transition to stable 2 session structure and usual chosen timetable. This allows day services to map contacts and also look at staffing requirements based on the number of total clients that transition an incremental retur.
	✓ Activity rooms have displayed Social Distancing Capacity (SDC) and amply accommodate social distancing. 2 day-sessions do not exceed 2 hrs for change of activity
	✓ Return to identified non-restricted community activities for groups, taking into account social distancing guidelines and those clients previously identified as High Risk
	✓ Transport runs to be monitored for suitable capacity
	✓ People able to travel in Community access groups, in a single vehicle for a maximum of 30 minutes travel time. 2 <sup>nd</sup> vehicle options to be used wherever possible
	✓ Lunch to maintain small groups and no congregate lunch room. Monitored social distancing to be continued, use of multiple areas (as previous) to continue
✓ Clients when dropped off in the mornings will be encouraged to their activity rooms. Separate community access groups not to congregate in same areas prior to departure and use of designated areas / rooms prior to departing	
✓ Afternoon pickups to be continue on a staggered basis, with clients called directly from the rooms of their last daily activity	

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.

### Updates

We will continue to review and monitor developments in the community and any changes to Government restrictions and communicate their implications for Inala.

We will keep you updated about the progression of Phase 3 of Inala's Roadmap and any changes as we continue to expand our access and engagement with the wider community. As always, we thank you again for your ongoing understanding and support.

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 everyone continues to stay well and enjoys this wintery weather.

Kind regards,



Martin Porteous  
Joint Chief Executive Officer



Rebecca van Bilsen  
Joint Chief Executive Officer