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Established 1958

23<sup>rd</sup> July 2020

Dear Inala residential families and carers,

We hope you are all staying well and continue to be vigilant with social distancing and practice good hygiene.

As you are no doubt aware, there is an increasing number of COVID-19 'hotspots' in Sydney, regional NSW and particularly in Victoria. If you have been in a 'hotspot' area or venue, please follow Government recommended guidelines in relation to testing and isolating. A list of venues and areas can be found [here](#), this list is being updated regularly as new cases are confirmed.

**We are monitoring these outbreaks daily and after careful consideration have made some changes to tighten our guidelines regarding access to a range of community based activities and protocols for visitors and staff who reside in identified hot spots.** These are outlined further in this letter.

### **Communication from NSW Chief Medical Officer – new protocols**

On Friday 17<sup>th</sup> July all disability support organisations received communication from the Chief Medical Officer of NSW Health with advice and guidance in light of the recent South West Sydney LGA outbreak of COVID-19.

In response to the communication, Inala has reissued existing protocols and implemented new protocols to adhere with the recommendations from NSW Health.

This includes:

- Re-issuing of hand washing and hard surface protocols
- Re-issuing of a guide on how to don (putting on) and doff (taking off) surgical masks
- Distribution of a video with instructions and demonstration of donning and doffing surgical masks
- Distribution of surgical masks to staff who reside in South Western Sydney (they are required to wear masks until at least the end of July)
- Tracking staff interaction with clients and mask usage and frequency of changes
- Communication with all staff, and particular communication with staff that reside in the South Western Sydney region

In line with the guidance from NSW Health, **family and friends** who have been in the following NSW local government areas, or in Victoria in the past two weeks will be **unable to visit Inala until further notice**. These areas include Fairfield, Liverpool, Campbelltown, Camden, Wingecarribee and Wollondilly.

In addition, Accommodation Services staff will be asking all family and visitors a series of questions on arrival to each home before you come inside. If you or your

family answer yes to any of these questions, you will be asked to kindly defer your visit.

We appreciate your understanding and co-operation as we all work together to ensure the health and wellbeing of all members of the Inala community.

### Details of Phase 3b (v2) – Effective from Friday 24<sup>th</sup> July

As mentioned, we are monitoring the outbreaks daily and think it is prudent to make some changes to tighten our guidelines, particularly in relation to interaction with the wider community.

Below is an outline of actions and activities, with **changes from last week highlighted in red.**

<b>Accommodation</b>	<b>Progression through this plan varies for each home, based on the risk level attributed to each home.</b>
	✓ 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>
	✓ 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
	✓ In home allied health visits continue for all residents
	✓ 1:1 support for haircuts, optometrist appointments etc. can continue
	✓ <b>Community activities limited to park visits and take away coffee</b>
	✓ <b>No visits to Café's / restaurants / pubs, clubs, etc – a packed picnic lunch and exercise in a park is a community option.</b>
	✓ <b>No access to outdoor venues</b> (eg Taronga Zoo, Putt Putt golf, Featherdale Wildlife Park etc) or any other indoor venue such as bowling and movies
	✓ <b>Temperature checks for accommodation staff on arrival for each shift</b>
	✓ <b>Staff who live in South Western Sydney LGA are required to wear a mask to work</b>
✓ <b>Staff who live in South Western Sydney will stay with their house group and not interact with other house groups. Contact with clients will be documented</b>	
✓ Families are to continue to book visits direct with each home and not via Rose, Kerry or Rebecca	

<b>Day Services</b>	<b>Effective from Monday 27<sup>th</sup> July and ongoing until further notice</b>
	✓ Temperature checks for clients and staff 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 return
	✓ 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
	✓ <b>Community activities limited to park visits and take away coffee</b>
	✓ <b>No visits to Café's / restaurants / pubs, clubs, etc – a packed picnic lunch and exercise in a park is a community option.</b>
	✓ 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 not to 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 when in the wider community in line with NSW recommendations.

### 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 each home directly. Staff will continue to log all visits.
- ✓ 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

As outlined above, in line with the guidance from NSW Health, family and friends who have been in the following NSW local government areas, or in Victoria in the past two weeks will be **unable to visit Inala until further notice**. These areas include Fairfield, Liverpool, Campbelltown, Camden, Wingecarribee and Wollondilly.

In addition, Accommodation Services staff will be asking all family and visitors a series of questions on arrival to each home. If you or your family answer yes to any of these questions, you will be asked to kindly defer your visit.

**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.

**Updates**

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

As always, we thank you again for your ongoing understanding and support.

Kind regards,



Martin Porteous  
Joint Chief Executive Officer



Rebecca van Bilsen  
Joint Chief Executive Officer