



Head Office
Cnr Castle Hill & Franklin Rds
PO Box 122
Cherrybrook NSW 2126
T: (02) 9680 1000
F: (02) 9899 4058
E: reception@inala.org.au

ABN: 22 000 434 364
Patron: Blanche d'Alpuget
www.inala.org.au
Established 1958

23rd July 2020

Dear Inala families and carers,

We hope you are all staying well. We are all settling into the rhythm of the new term and it has been wonderful to welcome many participants back to Day programs and for friends to be reunited.

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.

Returning to Day services

We continue to think of you and look forward to welcoming you back to Day programs when you are ready to return. As we have previously 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 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 3 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. **We will request that they provide this information prior to resuming attendance.** Thank you in advance for your co-operation and understanding for the need to provide this information.

Communication from NSW Chief Medical Officer – new protocols

On Friday 17th 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 coming inside. If anyone answers yes to any of these questions, they will be asked to kindly defer their visit.

Details of Phase 3b (v2) – Effective from Friday 24th 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.**

| | |
|--|--|
| Accommodation | Progression through this plan varies for each home, based on the risk level attributed to each home. |
| | ✓ 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 (This includes very high risk homes) |
| | ✓ Individual visits to friends can happen but only outside or in larger warm space such as the Lesley Evans Hall. This includes very high risk homes. 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 |
| | ✓ Community activities limited to park visits and take away coffee |
| | ✓ No visits to Café's / restaurants / pubs, clubs, etc – a packed picnic lunch and exercise in a park is a community option. |
| | ✓ No access to outdoor venues (eg Taronga Zoo, Putt Putt golf, Featherdale Wildlife Park etc) or any other indoor venue such as bowling and movies |
| | ✓ Temperature checks for accommodation staff on arrival for each shift |
| | ✓ Staff who live in South Western Sydney LGA are required to wear a mask to work |
| ✓ 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 | |
| ✓ Families are to continue to book visits direct with each home and not via Rose, Kerry or Rebecca | |

| | |
|--|--|
| Day Services | Effective from Monday 27th July and ongoing until further notice |
| | ✓ 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 |
| | ✓ Community activities limited to park visits and take away coffee |
| | ✓ No visits to Café's / restaurants / pubs, clubs, etc – a packed picnic lunch and exercise in a park is a community option. |
| | ✓ 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 nd 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.

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