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Dear Inala residential families and carers,

We hope you are all staying well.

As you are aware, there is an increasing number of COVID-19 hotspots in Sydney and the situation is constantly changing. We will continue to communicate to families and staff as we receive updates from NSW Health and the situation changes. Can you please ensure you read these updates and are aware of implications for you and your family.

The increase in communication is necessary at this time and thank you for your ongoing understanding and co-operation as we work together to help ensure all members of the Inala community remain healthy and well.

To clarify, we have implemented the following restrictions based on the latest NSW Health guidelines and directives.

Restrictions for families visiting Inala residents

- If you **live** in the South Western Sydney or Parramatta local government areas you are **unable to visit Inala** until further notice
- If you have **visited** the South Western Sydney or Parramatta local government areas in the past two weeks you are **unable to visit Inala** until further notice
- If you **live** in the South Western Sydney or Parramatta local government areas you will be **unable to take your son/daughter/loved one home**
- Inala residents who live in hotspot LGAs are unable to visit their family at home (This currently applies to residents of Blue Gum which is located in the Parramatta LGA)

Visitors to Inala, across all services, will be asked a series of questions on arrival. Depending on your responses, you may be asked to defer your visit or wear a mask during your visit.

In response to communication from NSW Health, Inala has implemented new protocols and will continue to review these as further information is available. This includes:

- Distribution of surgical masks to staff that reside in the Parramatta and South Western Sydney LGAs
- Distribution of surgical masks to staff that have visited the Parramatta and South Western Sydney LGAs in the past two weeks
- An updated document for tracking which clients staff have directly supported and mask usage / frequency of changes

- Communication with all staff and direct communication with staff members who reside in the Parramatta and South Western Sydney LGAs

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.

Day services and Community activities

As indicated last week, we are monitoring outbreaks daily and made some changes to tighten our guidelines, particularly in relation to interaction with the wider community.

Given the increase in community spread of COVID-19 we will maintain our guidelines as outlined last week. In addition, any visits to parks will not be within the South Western Sydney or Parramatta LGAs.

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 a home visit, unfortunately they will be unable to return to Inala until they have had a COVID-19 test with confirmation of negative results in writing
- ✓ Guidelines as outlined above

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 are anticipating further updates from NSW Health this Friday 31st July and will communicate any changes to guidelines.

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