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Dear Inala families and carers,

Update from NSW Health issued 29th July and 30th July 2020

We hope this finds you well.

Last night and this evening, Inala and all residential and home care service providers received an update from Dr Kerry Chant, Chief Medical Officer NSW Health with advice and guidance for people who reside in **Bankstown, Waverley, Woollahra, Randwick, eastern part of City of Sydney, Parramatta, Fairfield, Liverpool, Campbelltown, Camden, Wingecarribee and Wollondilly Local Government Areas.**

In response to this communication, Inala has implemented further protocols to ensure adherence with recommendations and guidelines from NSW Health:

These include:

New Protocols in place for staff

- Staff who live or have visited the South Western Sydney, Parramatta, Bankstown, Waverley, Woollahra, Randwick or eastern part of City of Sydney local government areas are provided with and will **wear a surgical mask at work**
- When providing care to clients who live in or who have visited the above local government areas staff are provided with and will **wear a surgical mask at work**
- Staff who have visited any of the locations on the same date as a COVID-19 case will be excluded from work for 14 days since their visit to the listed location (We are sending this list to staff each day when there are updates)

Day services and Community activities

As indicated in our communications, we are monitoring outbreaks daily and made some changes to strengthen our guidelines, particularly in relation to interaction with and accesses to with wider community, venues and activities.

Ongoing protocols

- As also previously communicated we maintain concerted vigilance with all aspects of enhanced cleaning, hygiene, social distancing, temperature checks and daily symptom monitoring. As outlined above, all staff who reside in or have visited identified LGAs are wearing masks as risk minimisation procedure

- All staff and clients with a temperature greater than 37.5 degrees Celsius or respiratory systems (including fever, cough, sore/scratchy throat, shortness of breath, loss of taste or smell) will be excluded from work or day programs. They will be advised to isolate at home and seek COVID-19 testing
- Visitors to Inala, across all services, will be asked a series of questions on arrival. Depending on individual responses, you may be asked to defer your visit or wear a mask during your visit. This is especially relevant for visitors who reside in the areas identified above.

Attendance at Day services

We have consulted with NSW Health who have confirmed that our own ongoing protocols meet all recommended COVID-19 risk management guidelines and advice. For clients who live in the identified Local Government Areas advice is summarized below.

Wherever appropriate and/or assessed as needed, Individual risk assessments will be conducted and appropriate measures put in place to continue to provide or re-design supports as much as practicable.

NSW Health guidelines for residential care facilities

As your son / daughter / loved one or client, as an Inala Day client, may live in a residential facility within one of the hotspot LGAs, we want to ensure you are aware of the measures required by NSW Health for Accommodation Providers and that they are complied with.

These include:

- Anyone with fever $\geq 37.5^{\circ}\text{C}$ or respiratory symptoms¹, even mild, should be excluded from the facility. They should be advised to isolate at home and seek COVID-19 testing
- Any visitors who have been in Victoria in the previous 14 days should be excluded from the facility
- Any visitors who have been in the following local government areas in the previous 14 days should be excluded from the facility: **Bankstown, Waverley, Woollahra, Randwick, eastern part of City of Sydney, Parramatta, Fairfield, Liverpool, Campbelltown, Camden, Wingecarribee and Wollondilly.**
- All residential disability care staff who reside in the above local government areas or a NSW/VIC border community should wear a surgical mask while in the facility
- Staff and visitors who have visited any of the locations on the same date as a COVID-19 case should be excluded for a period of 14 days since their visit to the listed location
- All residential disability care staff who work in residential disability care facilities located within the above local government areas and in communities along the NSW/VIC border should wear a surgical mask while in the facility
- Residential disability care facilities in the above local government areas should limit visitors (visitors performing essential caring functions may be allowed but should wear a mask). Facilities should communicate clearly with residents and potential visitors to request that visits be postponed.

Please continue to be vigilant

We encourage you to be vigilant, continue to practice social distancing and good hygiene limit your interactions in these hot spot areas as much as is possible.

If you, the house accommodation staff, the client or known others have been in a 'hotspot' location or venue, please follow Government recommended guidelines in relation to testing and isolating. We are ensuring this also occurs for all our staff.

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.

If you have any questions, please do not hesitate to contact us. We will keep you updated of any further changes or information from NSW Health.

Thank you in advance for your understanding and please be assured that our diligence regarding any new or emerging risks is maintained.

Kind regards,



Martin Porteous
Joint Chief Executive Officer



Rebecca van Bilsen
Joint Chief Executive Officer