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Established 1958

30th July 2020

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 to 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**
- **This means all Miroma staff will wear a mask when at work as everyone is working in one of the identified LGAs due to the location of Miroma services**
- 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 daily developments and have 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. All staff and clients attending Day services are temperature checked and monitored for any symptoms on arrival and daily.
- 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 ongoing protocols meet all recommended COVID-19 risk management guidelines and advice. We will communicate with all non-resident families and/or carers for clients who live in the identified Local Government Areas to confirm their own conformity to NSW Health advice.

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.

We will confirm as and when required the precautions applying to any client attending Day services who resides in an identified area.

For clients residing with their family in one of the identified areas we would request that especial vigilance is taken that:

- Clients are not in locations and venues which increase their risk of infection
- Non-Inala related persons who may support the client at other times are monitored for safe and compliant precautions and for support staff if possible to wear masks
- Clients are monitored daily for any respiratory or related symptoms and absent themselves from Day service attendance and be tested and confirmed negative before returning.

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 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,

A handwritten signature in black ink, appearing to be 'MP' with a stylized flourish.

Martin Porteous
Joint Chief Executive Officer

A handwritten signature in black ink, appearing to be 'RvB' with a stylized flourish.

Rebecca van Bilsen
Joint Chief Executive Officer