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Established 1958

28th October 2020

Dear Inala residential families,

We hope you are well.

It has been good to transition back to more normal day program configuration with each person resuming their chosen activities. This move has been appreciated by everyone. Also it is wonderful to see the continued low levels of community transmission of COVID-19.

Update from NSW Health

We have recently received communication from NSW Health reiterating the guidelines about staff who have visited identified LGAs and are involved in direct client support work wearing masks. The letter also contained specific guidelines for residential care providers.

Guidelines in relation to staff wearing masks

Staff who work in, reside in, or have visited in the last 14 days the LGA areas listed below, an Inala supplied surgical mask continues to be needed to be worn while involved in **direct client support work**. They must also be worn when on break or in non-client support activity if social distancing is not possible. Please note that Randwick and Waverley have been added to the list of LGAs this week, which unfortunately impacts many staff at Miroma.

The full list of identified LGAs is:

- Camden
- Lakemba (suburb)
- Liverpool
- Randwick
- Waverley

Staff who do not reside in or have visited any of the LGAs listed below are at present not required by NSW Health to wear a surgical mask when involved in direct client support work. However, staff are welcome to wear a mask if they feel more comfortable doing so.

Family visits – guidelines for venues and activities

Below is an extract from the letter we received from NSW Health re guidelines for residential care facilities:

“Residents can leave the facility to attend small family gatherings, preferably outside and wearing masks where physical distancing is not assured. Residents can participate in group excursions if they are well planned to minimise contact with other people in the community and held outdoors, e.g., a picnic. Avoid indoor activities or meeting with people from the local government areas listed.”

Each week, as part of our risk management strategy, we review the list of venues and activities in light of the current climate and restrictions. We communicate whether these activities and venues can be accessed by staff or clients with staff each week.

In light of the recent communication from NSW Health (above) we believe it is prudent to share this risk assessment with you and ask that you implement a similar approach when you have your loved one staying at home or receiving support outside of Inala. When you drop your loved one back at Inala at the end of a visit, could you please provide a summary of your activities and venues visited to Accommodation staff who will make a note of this. This is necessary so that we have immediate accurate tracking if any new 'hotspot' locations or areas are identified and we are required by NSW Health guidelines to test or isolate clients quickly.

We appreciate this may be an imposition, however, in order to maintain this transition to normality and make life as easy as possible, it will help if we follow the same recommendations and document these activities to have this information on hand if necessary.

Inala activities and venue restrictions as at 28th October

	Low risk house	Medium risk house	High risk house	Very high risk	Non Inala, Day only
Attend day service					
Groups as per Schedule This includes transport to and from services and community access during the day. (Please clean vehicles between trips and ensure cleaning products available in vehicle for the next person to use)					
In vehicle with house group and rostered staff					
Park for exercise					
Park for picnic					
Doctors (1:1 support for urgent appointments)					N/A
Dentist (1:1 support for urgent appointments)					N/A
Podiatrist					N/A
In-home allied health appointment (only urgent emergency requirements)	As long as Allied Health Provider doesn't live, work and hasn't visited current NSW health identified hotspots				N/A
External allied health appointment					N/A
Massage Therapy (lan)					
Supermarket (see below for identified exceptions for staff)					
Shopping Centre	1:1 support for dental & medical and Haircuts ONLY	1:1 support for dental & medical and Haircuts ONLY	1:1 support for dental & medical and Haircuts ONLY	1:1 support for dental & medical and Haircuts ONLY	
Movies					
Art gallery / museum					
Swimming pool					
Gym					
Beach					

Cafe					
Restaurant					
Pub / club					
OUTSIDE café / restaurant					
OUTSIDE activity venue eg. Putt Putt					
Visit Inala offices					
Woolworths Rose Bay (for staff only)					
Coles Rose Bay (for staff only)					
Coles – Thompsons Corner (for staff only)					
Woolworths Coonara (for staff only)					

Protocols for family visits

The protocols in relation to family visits remain the same. Please don't forget to liaise directly with house staff to arrange visits.

Please remember when families are visiting their loved one in an Inala home, **only two visitors are permitted at the one time** and visits should take place outside where possible.

Families who **do not** live in the LGAs listed are able to visit or pick up their loved one and take them home to visit.

Families **who reside in or have visited the LGAs** listed below **in the last 14 days** can visit their loved one for a maximum of 2 hours in an outdoor setting if they show no symptoms of cough/fever etc. Please consider the following guidelines:

- Wear a surgical mask for the duration of the visit and/or remain socially distanced
- Ensure the visits take place outside of the group home with no entry to the house, therefore mitigating the risk for other residents and staff (ie families to go around the back of the house via side gate)
- This means parents cannot drive their child to a park for example, however Inala Accommodation staff could drop off if this worked within routines
- No more than 2 family members to visit at any one time
- Visits are to be booked in advance with Accommodation staff members

The full list of identified LGAs is:

- Camden
- Lakemba (suburb)
- Liverpool
- Randwick
- Waverley

We realise the addition of Randwick and Waverley to the list will impact a number of Inala families.

Please continue to be diligent in all aspects of your life

As you know the change to more normal programs is part of our carefully considered and measured transition. We continue to maintain a record of interactions based on the program and schedule in each Centre. We are grateful to have everyone back at Day programs and continue to follow a carefully managed approach to ensure all members of the Inala community remain healthy and well.

As noted above, recent NSW Health communications emphasise the need for heightened vigilance and caution as general community restrictions are eased. Please be assured that Inala staff continue to be diligent in maintaining all the protocols currently in place, including social distancing, temperature checks on arrival, enhanced cleaning and good hygiene. We continue to track visitors to Inala via a questionnaire.

We ask that you continue to be vigilant and follow Government guidelines on wearing masks in areas where you cannot socially distance, particularly in indoor areas and on public transport.

We thank you again for your patience and understanding and as always, if you have any questions or concerns please contact us.

Kind regards,



Martin Porteous
Joint Chief Executive Officer



Rebecca van Bilsen
Joint Chief Executive Office