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Dear Families,

As you no doubt are aware, concern and precautionary measures for the Coronavirus and its unknown trajectory are being considered and implemented at all levels of government, organisations, schools and services such as Inala.

Inala is developing and refining a progressive prevention and response plan proportionate to each possible level of a potential pandemic.

We would like to communicate some key signposts of Inala's prevention and response strategies for you so we are all aware and can enable adequate and appropriate support for everyone involved with Inala, and most especially for our clients, some of whom may have increased susceptibility to serious complications should an outbreak eventuate.

Keeping safe

Coronavirus is a respiratory illness, with symptoms ranging from a mild cough to pneumonia. Some people recover quickly and easily, and other may get very sick, very quickly.

Good hygiene can prevent infection for most people. The [Department of Health website](#) has key resources to help you understand if:

- [you are at risk](#)
- [need to isolate yourself](#) and
- [how to prevent contracting the virus](#) .

Current situation in connection with Inala

1. Inala is maintaining active direct liaison, information updates and recommendations in connection with relevant State and other Health bodies
2. Inala has a specific Executive group focussed on daily monitoring and managing all developments, both in Inala, and the connected community, as well as any known or potential concerns.
3. It is VERY IMPORTANT TO NOTE that the 2 most significant daily preventative measures required are:
 - Regular and frequent THOROUGH WASHING OF HANDS WITH SOAP AND WATER. Sanitisers are recommended in cases where soap is unavailable.
 - To avoid touching surfaces which may have potential virus, especially in public places, and then touching any area of the face, nose, eyes, mouth, which would allow the virus to enter and grow.

This information is being communicated to all staff and clients, and the information will be prominently displayed in all areas of Inala.

4. Staff have been communicated with today in regards to what they should do if they have signs or symptoms, if they have been in contact with someone diagnosed with coronavirus, or if they are planning travel.

Please refer to official information sources to keep informed of full recommendations (see links above).

Possible Future Scenarios

As you would appreciate, neither Inala nor any Health bodies at present can foretell if the virus will become significantly widespread or the potential scale or timing of a potential pandemic.

Given this uncertainty we are planning for a range of scenarios and will scale our responses accordingly.

Clients and Services

1. We would appreciate that families inform relevant managers as soon as possible if your son / daughter / loved one displays any signs or symptoms.
2. In the unfortunate scenario of significant impacts, services may require re-structuring, normal activities re-designed and/or restricted.
3. At present the Government and Health authority recommendations are in principle preventative. Should the situation worsen, it is a possibility that the Health or other authorities may direct certain measures such as isolation or enforced temporary closures of services. Some residents may need to be cared for in the family home. Inala would then follow these directives and all concerned would be given as much notice as possible.

We wish to reassure everyone that a positive pro-active plan and daily monitoring is in place to ensure the wellbeing and peace of mind of all our Inala community.

If you have any questions please direct these in the first instance to supervisors / coordinators. All your questions and suggestions will be reviewed by the delegated Executive committee as part of our daily monitoring process.

As you would appreciate, Executive Managers will have limited capacity to promptly respond to all enquiries that are not urgent.

Sincere thanks for your cooperation and support and patience during this time.

Kind regards,



Martin Porteous
Joint Chief Executive Officer



Rebecca van Bilsen
Joint Chief Executive Officer