



# NO CONTACT DELIVERY AVAILABLE

There is nothing more important to those of us at Aidacare than the safety and satisfaction of our customers. In these uncertain times, despite social distancing and self-isolation, we know our clients still need to receive their deliveries - and we need to make sure those deliveries abide by the current government restrictions.

For our individual clients, we can discuss with you the best options to suit your requirements. Simply let us know what you need and we will do what we can to accommodate.

For our health care and professional clients, we are happy to arrange customised solutions for you to ensure your organisations' needs and circumstances are properly catered for while ensuring the safety of staff, patients and residents. We can deliver to your loading dock, we can come after hours to minimise contact, or we can deliver at a specific time to accommodate your schedule.

Our products can be delivered and installed without any face-to-face contact, if required. **When we schedule our drop-off times, clients will be given the following options:**

1. **Delivery to the front door or loading dock** with electronic notification (text, email or phone).
2. **Delivery inside with unpacking and installation**, if required. Our Aidacare staff member will come fully equipped with all the required personal protection equipment including mask, gloves, hand sanitiser and antibacterial wipes. Social distancing 1.5m rule will be applied and all equipment and touch points will be wiped clean before departure.
3. **Delivery, unpacking and installation for high-risk clients.** As previous but all work, where possible, to be done outside. Alternatively, client can be in another room. All equipment and touch points to be wiped clean before departure.

## PLEASE CONTACT US TO DISCUSS THE BEST DELIVERY OPTION

If you have any concerns or specific requirements, please give us a call to arrange a solution to meet your needs. We know these are difficult times and we are happy to alter our usual processes where required.

Many of our services will be operating as normal, albeit with some small changes. If you need to contact us, please call our Customer Service Team or email us any time.