

Care and Support during COVID-19

Aveo's highest priority continues to be the health and wellbeing of our residents and staff.

Aveo's response to COVID-19 commenced in January 2020, and continues to be ongoing with a single focus, ensuring the safety of those who call Aveo home, and those who come to work within our communities. Below are just some of the actions we have taken across more than 90 retirement living, freedom care and residential aged care communities across Australia.

RESIDENT SAFETY

- ✓ Restricted access to Freedom Care Communities & Aged Care facilities
- ✓ Mobilised Community Attendants for visitor entry registration and temperature testing
- ✓ Daily temperature checks for all Aged Care staff
- ✓ Closed all community centres, restaurants & dining rooms
- ✓ Suspended all community social events
- ✓ Increased cleaning frequency and scope of common areas

**24/7
COVID-19
HOTLINE**
staffed with
registered
nurses



\$2,500,000

Committed to PPE

**950,000
GLOVES**



**17,000
LITRES HAND
SANITISER**



**1,000,000
FACE MASKS**



**700
THERMOMETERS**



CONTINUITY OF SERVICES

- ✓ Supported delivery of groceries to residents through arrangements with local suppliers
- ✓ In-home dining and take-away service for residents
- ✓ Delivery service of Nutrition Select frozen meals



**LAUNCHED
IN-HOME
DINING
AND
TAKEAWAY
SERVICE**

RESIDENT WELLBEING

Helped keep residents connected with family & friends through:

- ✓ The provision of iPads in Aged Care & Freedom Care Communities
- ✓ Education on how to use various technology platforms

Helped keep residents informed on community news & socially engaged through:

- ✓ Facebook community groups
- ✓ Weekly newsletter communications

Helped maintain mental and physical wellbeing through:

- ✓ Dedicated resident wellbeing team
- ✓ Tips and tricks to help maintain health and wellbeing
- ✓ Coordinated a range of events and activities including Anzac Day and Mother's Day celebrations

**\$90,000
in iPads**
keeping our
residents
connected

EMPLOYING MORE STAFF

- ✓ Employed over 530 additional staff across our Care, Select Dining, Community and Corporate teams to ensure the safety and wellbeing of our residents.
- ✓ Registered nurses on our 24/7 COVID-19 Hotline.

**533
EXTRA
STAFF**