

REFERRING PARTNER GUIDELINES

Matthew House Ottawa: Furniture Bank (Furniture Bank) is a volunteer driven, charitable operation and is not funded by, or affiliated to any institution – government or private.

Furniture Bank's purpose is to help families in great need who do not have furniture, linen or dishes to make their house a home.

For Furniture Bank to continue helping families in Ottawa, it is important to communicate our policies and guidelines.

Furniture Bank collects used furniture donations which is re-distributed based on the principles of need and fairness

REFERRAL PROCESS

For a client to get an appointment to Furniture Bank a referral must be made by a caseworker who has sign in access to our referral portal.

Accessing the referral form:

The Referral portal will remain open - referrals can be made on any day and at any time.

- New caseworkers must email basel@matthewhouseottawa.org from their individual company email address to get a sign-up invite and be able to refer the clients to Furniture Bank services.

Conditions:

- Clients can visit the Furniture Bank by appointment only.
- A client appointment will not be given without an official online referral from a case-worker.
- A referral does not guarantee an immediate appointment date. There may be a waiting period based on the demand for our service.
- Do not refer clients already referred to another Ottawa organization – Helping With Furniture, etc. Each appointment time not used deprives someone in need from an earlier appointment.
- Clients are permitted **a one-time visit** only (A family can be referred for a **second visit** if they have been to Furniture Bank **3 or more years ago**).

Mailing Address: 104-340 Legget Drive, Ottawa, ON, K2K 1Y6

CLIENT APPOINTMENTS and VISIT:

- Furniture Bank requires at least **48 hours' notice**, if a client cannot make it to an appointment, 50\$ as a no-show fees will be applied .
- Clients are allowed one rescheduling of a given appointment. Clients missing a rescheduled appointment will not be allowed another reschedule.
- “Shopping” time is limited to **30 minutes** per family. To facilitate this, **2** of the family members can shop; a referring agent may enter the showroom with the client.
- Clients should select furniture and other household goods based on the number of people residing in the household, only.
- Selected Items cannot be exchanged/ returned at the time of delivery or after leaving our premises.

OUR INVENTORY:

- Inventory availability is based on the furniture donations we receive from Ottawa donors.
- While Furniture Bank attempts to have a wide variety of furniture items available, it cannot be guaranteed clients will find everything they need.
- Furniture Bank takes measures to the best of its capabilities to ensure that items are safe, clean, and free of insects and bed bugs; however, Furniture Bank makes no guarantees of the absence of insects or bed bugs and assumes no liability for illness or injury that may occur from use of the furniture, or the occurrence of insects or bugs.
- Furniture Bank will provide the essential furniture to the clients, and the distribution of non-furniture and kitchen items will be limited.

OPTIONS TO GET SELECTED FURNITURE TO CLIENT HOMES:

Delivery by Furniture Bank - We do not deliver to Quebec - Gatineau/Hull.

- Two delivery options within Ottawa City limits are offered by Furniture Bank at a fee:
 - Curbside 300\$** – off-loaded from the truck by our truck crew but not taken indoors. Clients must arrange their own help to take the delivery indoors.
 - Indoor 400\$** - taken into the main level of a client's home by our truck crew.

Client's Own Transportation – This option is NOT Available due to operational reasons.

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Delivery fee payment

- Payment **must** be made to give the Furniture Bank the ability to give appointments.
- After receiving the case through Salesforce, Furniture Bank will send the payment email to the caseworker who is in-charge to arrange the service payment/contact the client to do the payment
- If payment is being made by a third party such as the city of Ottawa or Ontario works, **case worker and clients are responsible for making arrangements with the city or Ontario works for the payment or requisition**
- Client will stay on waiting list until the payment is made.
- Furniture Bank staff and volunteers **will not** make any payment/requisition requests for, or on behalf of clients.
- Delivery date and approximate time will be given at the time of appointment and cannot be negotiated, in case the client was not home to give access and receive the furniture:

1-The truck crew will bring the furniture back to our warehouse and put them on-hold for 3 days

2-The delivery fees will not be refunded

3-**150\$** as a second delivery attempt fees will be needed to arrange another delivery for the client

4-If the client doesn't contact us and arrange the second delivery fees within 3 days, we will take the furniture to the showroom for another client selection

Our truck crew will not tolerate abuse in any form, and their safety is a priority. Clients paying for curbside delivery must have helpers to move the furniture into the home when the truck arrives.

Referring Partner Agreement

Your submission of a client referral is acknowledgment of the following:

- I understand Furniture Bank is volunteer driven and provides clients with basic household furnishings as a service to the referring partner.
- I agree to refer only those clients who have no furniture and are truly in need.
- Furniture Bank is providing gently used essential furniture to the clients with a limited distribution of non-furniture and kitchen items, and clients who needs non-furniture items only should not be referred to Furniture Bank service.
- I agree that I will not refer any clients for a second visit if they used the program service **in less than 3 years.**
- I have not referred the same client to several organizations at the same time, namely, Helping With Furniture or House to Home and others.
- I acknowledge referring a client is a service to us, the referring partners, for our clients in need

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- I agree to inform my clients of the following:
 - a) Location of Furniture Bank: 340 Legget Drive, door # 53, Kanata, ON K2K 1Y6 and best bus routes, if necessary.
 - b) It is important to arrive 30 minutes prior the scheduled appointment. Missed appointments with- out prior notice will be charged **50\$**.
 - c) Selection time for furniture and household items is limited to **30 minutes** per client.
 - d) The Furniture Bank's inventory fluctuates, so additional appointments will not be given if all needed furniture items are not available on the appointment day.
 - e) All items are used donations. While effort, to the best of our capabilities, is made to ensure cleanliness, safety of use, absence of bugs and other infestations, Furniture bank makes no guarantees and is not liable for any injuries or health effects from use of the donated furniture.
 - f) There is a fee for the furniture delivery.
 - g) The chosen service fees **must be paid** to book the client's appointment.
 - h) 50\$ will be deducted if the client doesn't show up for the appointment without 48 hours notice.
 - i) 50\$ will not be refunded if the client doesn't select furniture as they are looking for new ones.
 - j) If the client was not home to receive the furniture on the assigned delivery timeframe, the delivery fees will not be refunded and second delivery fees – **150\$** need to be paid withing 3 days.
 - k) Furniture Bank will give limited number of non-furniture items, if the client is not looking for essential furniture, they will be considered not eligible for Furniture Bank service.
 - l) The client must be at home to accept delivery as scheduled by Furniture Bank. If client is not home as arranged, a second delivery will require another delivery fee payment- **150\$**.
 - m) For curbside deliveries, the client is responsible for arranging help and taking the furniture into the building.
 - n) Furniture Bank is not responsible for arranging delivery fee payments from other sources, nor is Furniture Bank responsible for arranging delivery by a third party.

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