



There is a continual and increasing need by our shared clients for the basic standard of living to be provided.

In an effort to better serve both our clients and referring agencies, Matthew House Ottawa-Furniture Bank (MHO-FB), Helping with Furniture (HWF) and House to Home (H2H) have been working together to consolidate our processes and referral policies.

It is our hope that this will reduce duplication of appointments, no show appointments and the possibility of excess furniture being given to one client to the detriment of others.

**Please note our policies and procedures as follows:**

- Clients are allowed a once per lifetime opportunity to select items, however, we understand that some clients may need to be furnished more than once. We reserve the right to appraise those referrals with the help of the client's worker and decide based on the circumstances of each case.
- It is important that our clients are fully aware that we provide gently used furniture, not "new" furniture.
- Clients rejecting furniture from one supplier will not be permitted to select from another.
- That the client is in "need" of furniture not in "want" of furniture. This will ensure that only the most in need will be served in a timely fashion.
- Clients should have access/keys to their residence prior to selecting their furniture as we cannot hold furniture for any period.
- The client has not selected furniture from any of the three furniture suppliers named above in the past.
- The client is not referred to the different furniture suppliers at the same time.

- If any Agency is found to be duplicating referrals to more than one supplier on a recurring basis that agency may lose the privilege of referring.
- Clients are not referred for one or two items...ie. A bike or one dresser or a coffee table as these are not deemed essential. Singular items are best sourced via Kijijii, Marketplace etc. Due to the limited time slots to schedule clients, our priority is to serve those in need of many items. We will review the referral to deem if it is necessary and cancel the request if we feel it is not.
- We will make every effort to supply what we can but if one supplier cannot provide every item listed, you cannot be referred to another supplier. Clients will be required to be resourceful and look for items from Kijiji, Marketplace, Value Village, St. Vincent de Paul etc.
- We will place limits on outgoing furniture to ensure we have items for everyone.
- If a mattress is required and the client is receiving Ontario Works or ODSP please contact your worker or 311 directly and request this item from them. All other items can be selected at our facility during the appointment.
- Client names and information will be shared between the 3 Suppliers, MHO-FB, HWF and H2H to help reduce duplication of services.
- A referral may be moved from one supplier to another if we determine it will provide a quicker response for an appointment.
- Only one additional family member is allowed in the facility with the original applicant.
- For safety reasons children are not permitted to roam in the warehouse and must remain in a safe designated area. If this is not possible, children must stay with their parents at all times. We are not responsible for any issues that may arise.
- Allotted timeframes per appointment for selecting furniture must be respected. This allows for a smooth experience for all clients and does not limit one persons' timeframe over another.
- 48hrs notice to cancel an appointment is required. However, we understand that emergencies do happen. If possible, please advise if you cannot attend your appointment. This may allow us to fill your time slot with someone else who is in need.

- For MHO-FB and H2H, if you are paying for delivery or are having your delivery paid for by an agency the fees must be paid prior to your appointment.
  - There is a Zero Tolerance Policy for abuse of any kind. Any kind of abuse will lead to the immediate cancellation of the appointment with no return date from any supplier.
  - We are all committed to continuing to improve the processes and referral policies that best serve the many in need in our community.
  - It is important that you read, understand, agree and comply to the above guidelines so that we can continue to work together in the most effective way possible.
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Matthew House Ottawa-Furniture Bank (MHO-FB)-Address: 53-340 Legget Dr, Kanata K2K 1Y6

Helping with Furniture (HWF)-Address: 3-1455 Michael St, East Ottawa K1B 3R3

House to Home (H2H)-Address: 729 Ridgewood Avenue, South Ottawa, K1V 6M8