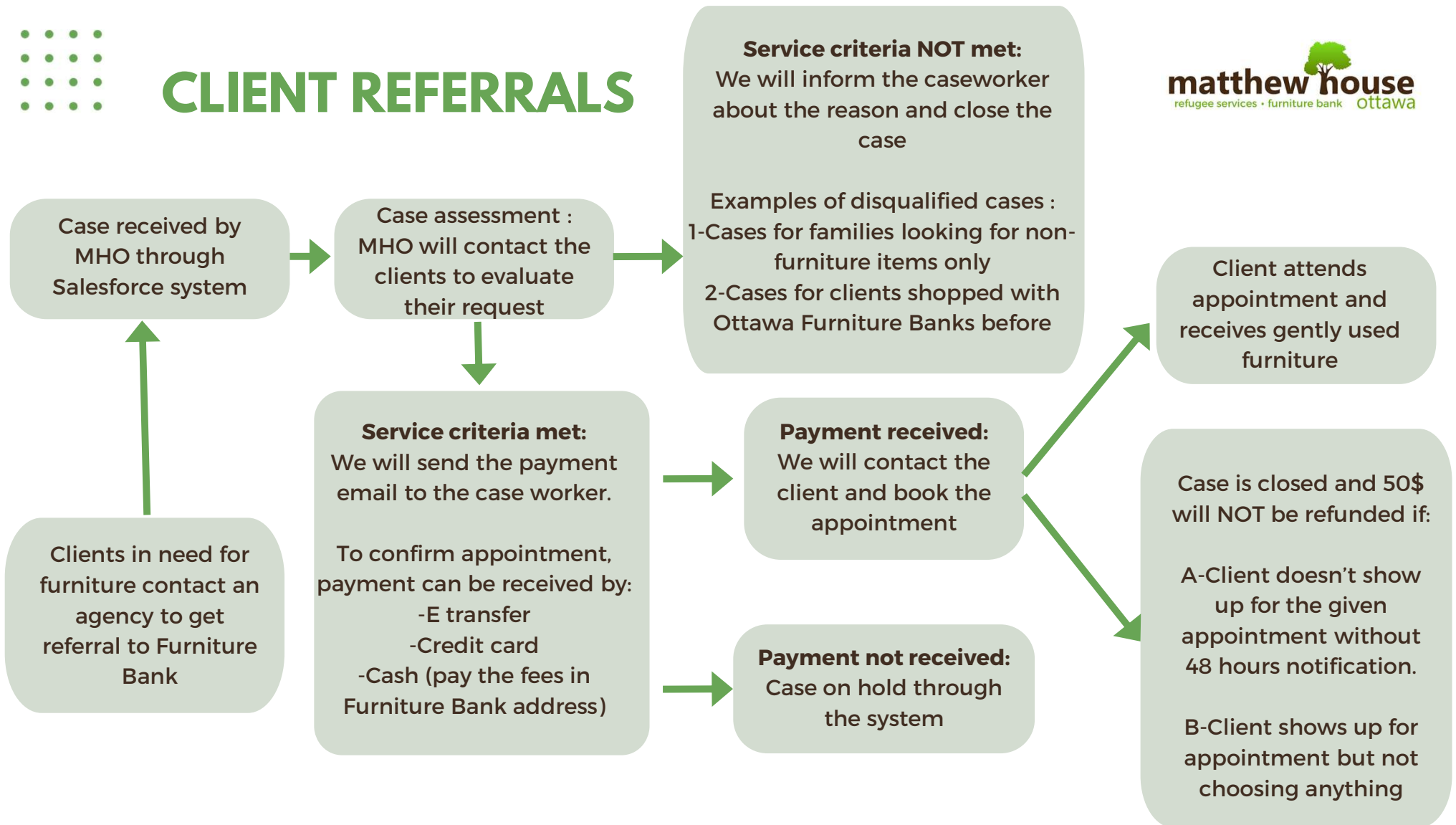




CLIENT REFERRALS



Clients in need for furniture contact an agency to get referral to Furniture Bank

Case received by MHO through Salesforce system

Case assessment : MHO will contact the clients to evaluate their request

Service criteria met: We will send the payment email to the case worker.
To confirm appointment, payment can be received by:
-E transfer
-Credit card
-Cash (pay the fees in Furniture Bank address)

Service criteria NOT met: We will inform the caseworker about the reason and close the case
Examples of disqualified cases :
1-Cases for families looking for non-furniture items only
2-Cases for clients shopped with Ottawa Furniture Banks before

Payment received: We will contact the client and book the appointment

Payment not received: Case on hold through the system

Client attends appointment and receives gently used furniture

Case is closed and 50\$ will NOT be refunded if:
A-Client doesn't show up for the given appointment without 48 hours notification.
B-Client shows up for appointment but not choosing anything