
Fees

1. Application Fee

\$150 Application Fee will be assessed when application is submitted. If we are unable to accommodate the addition of the agency as a partner, the fee will be refunded within 30 days of application.

2. Client Appointment Fee

A non-refundable \$45 appointment fee will be charged per scheduled appointment. Any appointments not cancelled or rescheduled per the Cancellations & Rescheduling Policy may be subject to additional fees as outlined below. This includes virtual shopping appointments. All agencies will be invoiced monthly with net 30 days and emailed to the director/supervisor.

3. No-Show Fee

\$25 will be assessed if the appointment was not cancelled or rescheduled by the case worker 24 hours prior to appointment, if the client is unable to keep the appointment, or if the client is unable to complete the appointment because of childcare or transportation issues. This includes missed pick-ups following virtual shopping appointment. (See Cancellations & Rescheduling policy below for details). Invoices will be sent immediately to the case manager due upon receipt. Any outstanding balances at the end of the month will be sent along with invoice for client appointment fee to the director/supervisor. (Client appointment fee may still be charged if cancellation wasn't completed per the cancellation policy)

4. Past Due Accounts

All fees must be paid within 30 days of invoicing. Past due payments will result in your agency staff being temporarily unable to make or manage referrals and may result in our cancelling existing appointments.

Scheduling Appointments

1. The referring case worker must complete a home assessment and/or verify client need and complete the Client Checklist with the client when setting up the appointment. Please do not complete referral without client present for scheduling purposes.
2. All appointments are scheduled securely online. Link & process will be sent to verified case worker after completion of case worker orientation.
3. To utilize the online system the case worker must be authorized by the primary agency contact. Case managers cannot directly contact Flourish requesting login access. Director must submit the case worker name and email to rita@flourishfurnishings.org for a login to be set up for that caseworker. Directors should also alert Flourish of any changes in personnel so that we can deactivate that case managers login.
4. Case managers MUST attend all mental health client appointments along with the client.

5. Appointments are available Tuesday, Thursday and Saturday mornings (as available on the registration calendar for either mental health or general appointments)

Client Appointments

1. The client must bring a form of **Picture ID** and client checklist to their appointment.
2. Clients will not be allowed to begin their shopping appointment without appropriate transportation. The agency will be charged a **no-show fee if unable to complete appointment due to lack of transportation.**[LS1]
3. Furnishings ministry does **NOT** provide translators. If your client requires translation services, they will have to bring a translator with them.
4. Access to the showroom is limited to the client whose name appears on the referral form. **This is one person only.** A limited amount of space is available for individuals waiting.
5. Children are **NOT** allowed in the showroom. Flourish Furnishings ministry does NOT provide childcare for children while their parent or guardian is shopping in the showroom. If there is not a responsible adult with the client to watch the children, the client will have to forfeit/cancel their appointment. (See Cancellation and Rescheduling guidelines below, no show fee would apply.)

Furniture Loading/Transportation

1. Client must pick up of all items the day/time of the scheduled appointment.
2. The client is responsible for obtaining a vehicle large enough to transport whole house furnishings selected. Most often this should be a U-Haul sized vehicle. (to avoid issues with multiple trips) They must arrive at the scheduled appointment time with such vehicle or they may forfeit the appointment and a **no-show fee may be incurred.** (Multiple trips are acceptable for those with smaller trucks with all items loaded before noon the day of the appointment. Notice should be given to the floor captain when client is checking in.) ***Please note appointments that will need multiple trips should be scheduled no later than 9:30 to allow adequate time to shop, load and make additional trips. If items are NOT loaded and picked up by NOON the day of the appointment those items will be put back on the floor for future client selection. The client will lose claim to those items and be unable to return for shopping.***
3. Clients should be prepared to assist with loading and secure furniture into their own vehicle. We urge you to have helpers, (no more than 2 people) along to assist (they will not be allowed on the showroom floor see Client Appointments above). There is twine available at the warehouse for client use.

Available Furniture

Because we are 100% donation based most of the furniture and household goods at furnishings ministry are gently-used. We do our very best to inspect our donations for stains, rips, tears, breakage and general wear and tear, but we also encourage clients to inspect items during their shopping experience and at the time of pick-up. There is also no guarantee of availability of any particular item. Provide "what to expect" to your client prior to scheduling.

1. Clients who select items that will not fit through a doorway of their home have the option of selecting a comparable item. This must be reported within 24 hours of receiving the items and arrangements for return/reselecting must be completed within **72 hours**. Those arrangements are the sole responsibility of the client.
2. In the rare event that your client discovers an item selected is broken, has excessive pet hair, odors or major stains, rips or tears, your client will have the opportunity to select replacement items. You must notify us within 24 hours of receiving those items and arrangements for return/reselecting must be completed within **72 hours**. Those arrangements are the sole responsibility of the client.

Cancellations & Rescheduling

1. **24-hour prior notice** is required for appointment cancellation or rescheduling. **(24 hours is no later than 10:00am the day before the appointment.)**
2. Appointments **must** be rescheduled by using the online referral and scheduling system. (phone calls or emails will not suffice as an official cancellation. Please use the "cancel registration" link on your confirmation email)
3. **Without 24 hour notice** the agency will be responsible for paying the \$25 no-show fee for the missed appointment, and the \$45 appointment fee will still be assessed. (Fee statements for the no show will be sent directly to the case worker who made the referral for payment via the online referral & scheduling system. The appointment fee will be assessed as a part of the full monthly invoicing.) Future referrals will be withheld until payment has been made. (see Fees section above)
4. If a client **cannot complete** or **does not show up** for a scheduled appointment the **agency** is responsible for paying the no-show fee. This includes a missed pick up from virtual appointment. (Fee statements will be sent directly to the case worker who made the referral for payment via the online referral & scheduling system.) *The appointment fee will still be assessed per Fees section above.*
5. An appointment may be rescheduled prior to the 24-hour cancellation deadline by utilizing the "change appointment" link on the original email confirmation of the appointment with no additional fees.

Referring Agency Eligibility Agreement/Conditions

- **Must not discriminate** based on race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, marital or family status.
- Furniture and/or materials obtained from *Flourish Furnishings* **may not be sold, traded or bartered, nor may those items be used for fund raising, auctions or raffles.** Items may only be used to provide services to the clients of the recipient agency and may not be used as gifts to staff or volunteers.
- The recipient agency agrees to make every effort to **avoid duplication of services** with other agencies and to avoid acquiring furniture and other materials for clients who there is any reason to believe may sell, exchange or barter them.
- Furniture and materials obtained from furnishings ministry assist those in need. The recipient agency therefore will not refer any individuals or families without providing some level of ongoing **case management** to the individual or family, so they may have the opportunity to work towards self-sufficiency.
- Furniture and/or supplies obtained from furnishings ministry are not to be given to another agency for distribution to their clients.
- To **send representative(s) from your organization** to attend case manager orientation prior to receiving log in credentials.
- To comply with annual reporting requirements as requested.
- Have a representative of your organization accompany clients in need (if mental health agency) to their appointment. Agree to not send client(s) to visit or instruct them to call Flourish Furnishings or send them directly to the warehouse for supplies. *Flourish Furnishings is not a direct social service agency but a support agency.* It is the responsibility of the recipient agency to ensure its staff is aware of this provision. All communication with Flourish, with the exception of our confirmation calls, should be done through the case manager.
- Partner agencies hereby indemnify, defend and hold harmless Flourish Furnishings from any and all liabilities for the quality and/or safety of the furnishings and materials received as donations or purchased by *Flourish Furnishings* and then donated by *Flourish Furnishings* to clients of partner agencies, and the partner agencies hereby forever release and discharge *Flourish Furnishings*, its employees and volunteers from any and all claims for any known, unknown or future damages, because of the quality and/or safety of products obtained through *Flourish Furnishings*.

Director Name: (printed) _____

Director Signature: _____

Agency: _____

Date: _____