



Referring Agency Agreement

Fees

1. Application Fee

\$175 Application Fee will be billed when application is submitted. If we are unable to accommodate the addition of your agency as a partner, the fee will be refunded within 30 days of application.

2. Client Appointment Fee

A non-refundable \$50 appointment fee will be charged per scheduled appointment. All fees must be paid via invoicing your agency. Flourish will not accept cash or check payments from the client the day of the appointment. Our relationship is with your agency, not the client. Any appointments not cancelled or rescheduled per the Cancellations & Rescheduling Policy may be subject to additional fees as outlined below. All agencies will be invoiced monthly with net 30 days via email and should be paid electronically by credit card or ACH from the link in that email. A check will be accepted if ACH or credit card payment is not possible.

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 for any reason. This includes missed pick-ups following virtual shopping appointment. (See Cancellations & Rescheduling policy below for details). This fee is in addition to the \$50 referral fee. So, a missed appointment that is not cancelled in time will incur both the \$50 appointment fee and the \$25 no-show fee. An additional appointment will also incur another \$50 appointment fee.

4. Past Due Accounts

All fees must be paid within 30 days of invoicing. Past due payments may 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 should complete a home assessment and/or verify client need and complete the Client Checklist with the client when setting up the appointment.
2. All appointments are scheduled securely online.
3. To use our online booking system the case worker must be authorized by your primary agency leader. Directors should alert Flourish of any changes in personnel so that we can deactivate that case manager's login.
4. Case managers MUST attend all mental health client appointments along with the client.
5. Preference Sheet must be completed and returned no later than 48 hours prior to scheduled appointment.

Client Appointments

1. The client should 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. Your agency will be charged a **no-show fee if unable to complete appointment due to lack of transportation.**
3. Flourish Furnishings does **NOT** provide translators. If your client requires translation services, they should 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 case manager (or approved support person) may accompany a client while shopping.
5. Children are **NOT** allowed in the showroom. Flourish Furnishings 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 may 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 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. 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 for pickup are discouraged, but may be 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 may be forfeited and returned to stock. 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, (usually 1 or 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 Flourish Furnishings 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 the “what to expect” document to your client prior to scheduling.

1. Please consider measuring doorways before shopping as items are not exchangeable.
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.
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** your agency will be responsible for paying the \$25 no-show fee for the missed appointment, and the \$50 appointment fee will still be assessed. Future referrals will be withheld until payment has been made.
4. If a client **cannot complete** or **does not show up** for a scheduled appointment your **agency** is responsible for paying the no-show fee. This includes a missed pick up from virtual appointment. *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 your agency and may not be used as gifts to staff or volunteers.
- Your 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 Flourish Furnishings are meant to assist those in need. Your 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 Flourish Furnishings are not to be given to another agency for distribution to their clients.
- Your agency agrees to **have representative(s) from your organization** attend our 90 minute case manager orientation prior to receiving log in credentials.
- Your agency will comply with annual reporting requirements as requested.

- Have a representative of your organization accompany clients in need (if mental health agency) to their appointment. Flourish Furnishings *is not a direct social service agency but a support agency*
- 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/CEO Name: (printed) _____

Director/CEO Signature: _____

Your Agency: _____

Date: _____