



# Helping Families In Need Society

Mailing Address: 4095 1st Avenue, Burnaby, BC V5C 3W5  
Warehouse: 1679B Gilmore Avenue, Burnaby, BC V5C 3W5

## NEW 2011 REFERRAL

Date Issued \_\_\_\_\_

This referral form must be prepared by a church leader, school counselor/teacher, community organization, social worker, health nurse or other professional confirming your need for assistance. **PLEASE MAKE SURE THAT YOUR REFERRAL HAS READ THIS FORM, SIGNED AT THE BOTTOM** and that they bring this form and the other paperwork requested, with them.

**NOTE NEW THIS YEAR: ALL New immigrants and refugees must be accompanied by a settlement worker. NO EXCEPTIONS!**

Who are you referring: Name \_\_\_\_\_ Tel \_\_\_\_\_

Address they are living at: \_\_\_\_\_

What agency is referring them: (a business card **MUST** be attached) \_\_\_\_\_

Your Name \_\_\_\_\_ Contact Tel # \_\_\_\_\_

If your agency is paying the fees for registration and/or drop off, and you have made prior arrangements with us, please attach a separate note on your letterhead, giving us the authorization to invoice you. **DO NOT FAX OR MAIL THIS FORM.** Please make sure that your referral has read this form, signed at the bottom and that they bring this form and the necessary paperwork with them. You are responsible for the behaviour of the person you are referring to us. We will contact you if we encounter any problems. Please make sure that they speak English and understand English. We do not have translators available and will turn them away.

**\*\*\*TO THOSE IN NEED: PLEASE READ CAREFULLY\*\*\***

We provide **BASIC** furniture and household goods. We are open on Monday nights at **5:15pm sharp**. **We do not take referrals after 5:15pm and are limited to how many people we can help each night.** We are closed on Holiday Mondays and all Mondays in August and December. Please do not come earlier than 5:00pm. You will be served in the order that we have established, not by how early you came. On your first visit you will be interviewed and we will help you in any way that we can. Bring a truck or van to take away the free furniture. If you need us to drop off items, make sure that you have the money to pay for this service. We do not have Interact or VISA M/C and we do not take personal cheques. **NO CHILDREN** under 16 years of age. **No parking on our lot please.** **Maximum 2 people per referral form permitted in the warehouse.** Anyone causing a disturbance or not following our instructions will be asked to leave. We reserve the right to refuse service. **WE ARE UNABLE TO PROVIDE TRANSLATION SERVICES.**

On your first Monday night visit to our warehouse you **MUST** bring with you:

- This referral form or other referral letter
- Photo Identification
- Something with your current address on it - a phone bill or a hydro bill or a rent receipt
- Those who do not speak English **MUST** bring an adult to translate for them

There is a **NON-REFUNDABLE \$10 per person Registration Fee.**

**DROP OFF FEE PER LOAD** (unused fee refundable, upon request within 14 days of payment. Receipt must be presented.)  
\$75 Burnaby/NewWest, \$100 Coquitlam/parts of Vancouver and the North Shore \$150 Maple Ridge, Surrey, Delta  
\$125 Port Coquitlam/parts of Vancouver and the North Shore *All Drop Off Fees subject to change without notice.*  
(Our fee is also dependent on distance traveled and amount of furniture selected. **Fee must be paid before furniture is selected.**)



Revised 01/2011

I have read and understand what is required of me. For everyone's safety I will follow the instructions given to me and know that my failure to follow these instructions will result in my being asked to leave.