



# Helping Families In Need Society

Mailing Address: 4095 1st Avenue, Burnaby, BC V5C 3W5

Warehouse: 1679B Gilmore Avenue, Burnaby, BC V5C 3W5

Tel: 604-294-3087 24 hours [www.helpingfamiliesinneed.org](http://www.helpingfamiliesinneed.org)

## NEW 2012 REFERRAL INSTRUCTIONS

Our referral form must be prepared by a church leader, school counselor/teacher, community organization, social worker, health nurse or other professional the need for assistance. When you make a referral please be sure that the person is aware of what is expected of them. So many come without the registration fee of \$10 and without a way to take the furniture with them. **PLEASE MAKE SURE THAT YOUR REFERRAL HAS READ THE FORM, SIGNED AT THE BOTTOM** and that they bring the form and the other paperwork requested with them.

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

If your agency is paying the fees for registration and/or drop off, please call us at 604-294-3087 to confirm the amount of the cheque that your client should bring with them. **WE NO LONGER PROVIDE AN INVOICE SERVICE.**

### **DO NOT FAX OR MAIL THIS FORM.**

You are responsible for the behaviour of the person you are referring. We will contact you if we encounter any problems.

### **COMMON MISCONCEPTIONS:**

Referrals think that our service provides NEW furniture items. Please let them know that we provide used furniture and household goods in good repair.

Referrals think that we a government agency. We are not. We are a 100% volunteer organization.

Referrals think that we should waive our fees. We do not waive fees at any time.

Referrals think that they can come in to the warehouse and look around then decide if they want to pay the fees or not. Fees must be paid before entry is given.

Referrals think that the furniture they select can be left with us for a week or two. No. Furniture must be taken on the night that it is selected unless drop off on the Tuesday or Wednesday is pre-arranged and paid for.

Referrals take more furniture than they can fit in their vehicle and leave it on the sidewalk for us to clean up on Tuesday morning. Please make sure that they know not to take more than they can handle.

**Your clients should not call us. All instructions for them are included on the referral form.**

We are **ONLY** 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. Your referral should not come earlier than 5:00pm. They will be served in the order that we have established, not by how early they came. On their first visit they will be interviewed and we will help them in any way that we can. They should come with a truck or van to take away the free furniture. If they need us to drop off items, make sure that they have the money to pay for this service. We do not have Interact or VISA M/C and we do not take personal cheques.

**Please remind them NO children under the age of 16. (including babies)**

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 the first Monday night visit to our warehouse your referral MUST bring with them:**

- |   |   |
|---|---|
| <input type="checkbox"/> This referral form or other referral letter  | <input type="checkbox"/> Photo Identification   |
| <input type="checkbox"/> Something with your current address on it - a phone bill or a hydro bill or a rent receipt | <input type="checkbox"/> Those who do not speak English <b><u>MUST</u></b> bring an adult to translate for them |

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

**DROP OFF FEE** (unused fee refundable, upon request within 14 days of payment. Receipt must be presented.)

\$80 Burnaby/NewWest, \$100 - \$125 Coquitlam/Pt Coquitlam & parts of Vancouver and the North Shore

\$150 Maple Ridge, Surrey, Delta

***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.**)



# Helping Families In Need Society

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Warehouse: 1679B Gilmore Avenue, Burnaby, BC V5C 3W5

## NEW 2012 REFERRAL

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

**PLEASE NOTE 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 # \_\_\_\_\_

**DO NOT FAX OR MAIL THIS FORM.** Your referral must have this form in hand when they come to the charity.

### **\*\*\*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. \$80- \$150 depending on the amount of furniture and the distance travelled. We do not have Interact or VISA M/C and we do not take personal cheques. **NO CHILDREN under 16 years of age or babies. 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.**

**\* IMPORTANT** On your first Monday night visit to our warehouse without exception 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.)

\$80 Burnaby/NewWest, \$100 - \$125 Coquitlam/Pt Coquitlam & parts of Vancouver and the North Shore

\$150 Maple Ridge, Surrey, Delta **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 01/2012

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.