



Referring Agency Agreement

Fees

1. **Application Fee:** A \$175 Application Fee will be invoiced 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. This fee must be paid on the renewal date annually to continue partnership for the following year.
2. **Client Appointment Fee:** A non-refundable appointment fee (\$75 for families of 1-2 and \$100 for families of three or more) will be charged per scheduled appointment. All fees must be paid via invoicing to 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 will be charged the full appointment fee. All agencies will be invoiced monthly with net 30 days via email and can be paid electronically by credit card or ACH from the link in that email.
3. **Missed Appointments:** Any appointment must be cancelled or rescheduled by the case manager in our booking system (not by phone or email) more than 24 hours prior to the appointment. (See Cancellations & Rescheduling policy below for details). Any subsequent appointment made will also incur an appointment fee. Outstanding balances beyond 30 days may result in suspension of referring abilities. (Client appointment fee will 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 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. Appointments are only made online through our booking system. Phone calls and emails are not sufficient to book an appointment.
2. The referring case manager should complete a home assessment and verify client need prior to referral.
3. Client Checklist should be reviewed with clients by their case manager when appointment is made.
4. To use our online booking system the case manager must be authorized by the primary agency contact. Agency Directors should alert Flourish of any changes in personnel so that we can deactivate that case manager's credentials.
5. Case managers **MUST** attend all mental health client appointments along with the client.

6. 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. The agency will be charged and billed the appointment fee if unable to complete appointment due to lack of transportation.
3. Flourish 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. Couples may not shop together.
5. Children are not allowed inside our building. Flourish 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.)

Furniture Loading/Transportation

1. Clients must pick up all items the day/time of the scheduled appointment. Multiple trips to load items are not allowed.
2. Clients are 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.
3. Clients should be prepared to assist with loading and secure furniture into their own vehicle. We suggest that they have helpers (usually 1 or 2 people) to assist. Note that they will not be allowed on the showroom floor.
4. Open trailers and vehicles are strongly discouraged. Flourish staff and volunteers will not secure any items in an open trailer or vehicle, or on top of any vehicle. Agency and client agree not to hold Flourish responsible for any items not secured properly.

Available Furniture

Because we are 100% donation-based, most of the furniture and household goods at Flourish are gently used. We do our very best to inspect our donations for stains, rips, tears, insects, breakage and general wear and tear, but we also encourage clients to inspect items during their shopping experience and at the place of pick-up. There is no guarantee of availability of any

particular item. Agency should provide the “what to expect” document to your client prior to scheduling. All items have limits based on household size and current inventory levels.

1. Please consider measuring doorways before shopping as items are not exchangeable.
2. You must notify Flourish within 24 hours of an appointment about missing or non-functional items. Arrangements for return and reselecting must be completed within 72 hours. Those arrangements are the sole responsibility of the client.

Cancellations & Rescheduling

1. Minimum 24-hour prior notice is required for appointment cancellation or rescheduling.
 2. Appointments must be rescheduled by using the online scheduling system. Phone calls or emails will not suffice as an official cancellation. Please use the “cancel registration” link on your confirmation email, or access the booking in the booking system.
 3. If an appointment is missed (whether in-person, virtual, or ShopForMe) or not rescheduled or cancelled before 24 hours before an appointment, the agency will be responsible for paying the appointment fee, as well as any subsequent appointment fees. Future referrals may be withheld until payment has been made.
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Referring Agency 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 may not be sold, traded or bartered within six months of receiving them, 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 intend to sell, exchange or barter them.
- Furniture and materials obtained from Flourish are for those in need. The recipient agency therefore will not refer any individuals or families without providing some 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 are not to be given to another agency for distribution to their clients.
- Agency will send all referring case managers to attend case manager orientation prior to receiving log-in credentials. Credentials are to be used by the authorized case manager only and should not be shared or used by others in the organization.
- Agency must notify Flourish immediately of any case managers that have terminated and need referring credentials deactivated. Agency will be responsible for any appointments booked and fees incurred by terminated employees who make a referral with an agency credential that was not deactivated timely by the agency.
- Agency will comply with annual reporting requirements as requested.
- Mental health agencies or agencies making a referral for mental illness will have a case manager or other support person accompany clients in need to their appointment.
- 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.