



## Member Agency Guidelines

Pavilion of Hope collects gently-used furniture from the public in our warehouse located at 6515 Marbut Road, Lithonia, GA 30038 and provides it to needy clients.

### **MEMBER AGENCY QUALIFICATIONS:**

We welcome agencies and organizations that serve clients who are in crisis situations and need but cannot afford basic home furnishings. Pavilion of Hope serves clients in the following counties: DeKalb, Fulton, Clayton, Rockdale, parts of Gwinnett, parts of Cobb. Member Agencies should be based in these counties.

### **BEFORE REFERRING CLIENTS TO PAVILION OF HOPE, PLEASE NOTE:**

1. We only take referrals from Member Agencies. Go to [www.pavilionofhope.org](http://www.pavilionofhope.org) to see if your agency is already a member or to learn how it can become one.
2. Obtaining furniture from Pavilion of Hope is a **ONCE IN A LIFETIME OPPORTUNITY**. We want to help as many people as we can and can only serve a client once. Ask your client if s/he has visited Pavilion of Hope in the past – we check against our database.
3. **PLEASE NOTE THAT BEDS ARE ALWAYS IN VERY SHORT SUPPLY AND WE MAY NOT HAVE ANY SO PLEASE BE SURE THAT YOUR CLIENT KNOWS THIS AHEAD OF TIME.**
4. Please make sure your client understands that all **OUR FURNITURE IS USED** and distributed by us “as is”; however, we make every effort to make sure the furniture is gently used.
5. Clients must already be occupying the residence that the furniture is to be delivered to at the time of his/her appointment.

### **CLIENT QUALIFICATIONS**

1. Pavilion of Hope serves clients that are struggling to find the means to provide furniture and household items for themselves. They are typically struggling with one or more major life crises. Below is the criteria used to determine client assistance opportunities.

#### **Priority Clients:**

Fits HUD description of homelessness

Refugee / Immigrant

Family with children below poverty facing life challenge

#### **Other Criteria:**

Death or Divorce

Eviction

Fire Victim

Loss of job/unemployment

Robbery victim

Veteran

Drug or alcohol rehabilitation

Family below poverty level

Formerly incarcerated

Mental / physical disease or disability

Victim of domestic violence

Bed bugs

### **MAKING AN APPOINTMENT FOR YOUR CLIENT:**

1. Every Member Agency should have a designated contact. Your agency's designated contact must "certify" to Pavilion of Hope that you have been authorized to make client referrals in order to request an appointment.
2. You or someone in your agency must conduct a home visit to verify the client's specific needs and be familiar with any space and delivery restrictions.
3. Once you have verified your client's specific furniture needs, complete the **Client Referral Form** with your client. Collect the administrative fee in advance from the client and forward the payment and Client Referral Form to Pavilion of Hope.
4. Once the application is received, your client will be scheduled for the next Day of Hope.
5. **Pavilion of Hope does a Day of Hope once a month on the 4<sup>th</sup> Saturday.**
6. Pavilion of Hope reserves the right to ask the caseworker and client to provide proof of identity in the form of a picture ID.

### **CANCELLATIONS/NO-SHOWS:**

1. Clients are not allowed to cancel their appointments. A client who is unable to keep his/her appointment can send a liaison in their place. The name of the person coming in the client's place must be given to Pavilion of Hope in advance of the appointment date. Appointments will not be rescheduled for clients who do not show up. **No fees will be refunded.**

### **COMING IN FOR AN APPOINTMENT:**

1. On the Day of Hope, the client should arrive 15 minutes early.
2. Client should bring the Appointment Information Form with them.
3. Only the client is allowed in the warehouse area to select furniture items. A POH staff person or volunteer will be available to assist the client.
4. Children are not allowed at the warehouse for comfort and safety reasons.
5. We do not provide translators. If your client has a language barrier, the caseworker can come to the appointment and remain in the waiting area to answer questions the client may have.

### **FURNITURE DISTRIBUTION GUIDELINES:**

1. We are not able to check our inventory in advance to determine whether we have a particular item (especially beds); we cannot put a "hold" on requested items for clients prior to their appointment.
2. Pavilion of Hope makes donated furniture available to all clients on a "first come, first serve" basis. We will try our best to make core furniture items available for the clients but cannot guarantee it.
3. Our furniture is **USED FURNITURE** . Please make sure your clients understand this before they come. Our furniture is given to your clients "as is", and there are no warranties or

guarantees as to their condition

4. Pavilion of Hope wants every client to have an equal opportunity to select and receive the various furniture items that they need. To achieve this goal, POH uses a "Point System" to create a limit on the amount of furniture that each client may select and receive. Each client receives 40 points with a maximum of eight large furniture items. Pavilion of Hope does not guarantee the availability of any specific item on any given day as availability is a function of incoming donations.
5. If the client makes the decision not to select any furniture at the time of their appointment, s/he will not be allowed to reschedule for another day. **Client will not be given a refund.**

#### **TAKING THE FURNITURE HOME:**

1. **Clients can bring a truck on the Day of Hope. If they need delivery, an additional fee will be charged based on distance.**
2. Delivery is only available within the following counties: Dekalb, Fulton, Clayton, Rockdale, parts of Cobb and parts of Gwinnett.
3. POH delivers to the client's residence within 3 business days after the Day of Hope. POH will deliver the items into the front room of the client's residence. We will not set up any of the furniture or carry it into other rooms. Clients should not offer drivers money to do extra services.
4. Client must already be occupying the residence where the furniture is to be delivered and **MUST BE ABLE TO ACCEPT** delivery within 3 business days after appointment.

#### **ADDITIONAL IMPORTANT INFORMATION:**

1. Pavilion of Hope reserves the right to cancel the Member Agency Agreement without notice if the Agency fails to properly qualify clients and fails to correct its practices after written request from POH to do so.
2. **OUR WAREHOUSE IS NOT HEATED OR COOLED. DURING COLD WEATHER, ALL VISITORS SHOULD DRESS WARMLY – HATS, SCARVES, GLOVES, WARM COATS!**
3. **Children are not allowed at the warehouse** due to safety and comfort considerations.