



Schedule A -- POLICIES

12-18-2009

Client Qualification

1. Client Qualification. The Furniture Bank of Central Ohio (FBCO) 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.

Typical characteristics of clients referred to the Furniture Bank for assistance include:

- Unable to afford to purchase their own furniture (even used)
 - 81% report annual household earnings of less than \$10,000
 - 95% report annual household earnings of less than \$20,000
- Currently or recently unemployed (or under-employed)
- Employment challenges created by one or more of the following:
 - Single parent household with child(ren)
 - Physical disability or disease
 - Mental disability or disease
 - Criminal record or prior incarceration
 - History of substance abuse
 - Minimal job skills or training, or no longer able to work due to age
- Other life challenges with significant financial and emotional impact:
 - Previously homeless
 - Recent relocation or immigration
 - Death or divorce in the family unit
 - Children Services involvement
 - Eviction
 - Fire
 - Robbery
 - Providing financial support for extended family

It is the Agency's responsibility to evaluate its clients' circumstances and to make appointments under this Agreement only for clients who substantially meet these criteria. The case manager or sponsor is required to make a home visit to verify need as part of their evaluation, unless the client is coming out of homelessness. Please note that the "Client Referral Form" (Exhibit F) is to be filled out by the case manager or sponsor, and provided to FBCO at the time of the client's appointment, or in advance.

- 1.1 Client Service Area. FBCO serves clients in Columbus and its contiguous suburbs within and outside the I-270 freeway (this is roughly a 16-mile radius centered at Neil Ave. and W. Fifth Ave.). See attached Service Area Map.
2. One-Time Only Per Client Life Crisis. Each client may use FBCO's Free Furniture Bank service only one time per life crisis, in order that FBCO may help as many people as possible with its resources. If the Agency believes that a client who has previously used FBCO's service has a new life crisis that re-qualifies the client for FBCO's service, FBCO will make every attempt to respect the Agency's evaluation of the client's circumstances and make an appointment for the client.

Client Appointments

3. Appointment Required. An appointment is required for every client. FBCO offers 15-minute appointments to clients from 9:00am through 3:00pm Monday through Friday, except holidays.
- 3.1 Appointment FREE to Client. FBCO requires that the client appointment and furniture be FREE to all clients being served. The "referral fee" is NOT to be paid by or charged back to the client. Violation of this policy is grounds for immediate termination of the Agency's Client Service Agreement, without refund of any prepaid referral fees.
- 3.2 Case Manager / Sponsor Must Accompany Client. The client's case manager or sponsor must accompany the client to FBCO for the appointment, and remain with the client until the appointment is completed. It is the Case Manager's / Sponsor's responsibility to assist the client with filling out their Client Furniture Needs form

and Demographic Survey form, and guide the client with furniture selection within the 15-minute time allotment, as necessary.

3.3 Proof of Identity. FBCO reserves the right to ask the case manager / sponsor and the client to provide proof of ID, in the form of a driver's license or other picture ID.

3.4 Late Arrival. Any client arriving late for their appointment time will be required to wait for the next open appointment time slot that day to be served. All clients arriving on time will be given preference, and every attempt will be made to serve clients as close to their appointed time as feasible. FBCO is not responsible for service delays due to circumstances beyond its control.

If the client is unwilling to wait, the appointment can be re-scheduled, but the abandoned appointment will be charged as a used appointment.

4. Referral Letter Required. The case manager or sponsor must bring a "Referral Letter" from their sponsoring Agency, on Agency letterhead and signed by an authorized Agency representative, stating their furniture and household goods needs. The Referral Letter is to be presented upon check-in at FBCO's facility, or it may be faxed to FBCO in advance of the appointment.

5. No Show or Last Minute Cancel. Any Client appointment cancelled with less than 24 hours notice, for any reason, and any client who does not show up for their appointment, will be counted as a "used appointment". If the sponsoring agency has prepaid their annual referral fees, the appointment will be counted as a used appointment against the number of referral appointments prepaid.

If the case manager or sponsor is paying for the appointment at time of service, the one-time sponsor fee will still be due to FBCO. No further client appointments will be accepted / scheduled with the agency or sponsor until all no-show/cancelled appointments have been paid for.

6. Demographic Questionnaire. Each client will be asked to fill out a Demographic Questionnaire, in order that FBCO may track the characteristics of its clients from all Agencies. The questionnaire is kept anonymous, and demographic statistics are reported by FBCO only in summary form.

7. Suitable Transportation. Clients are required to bring suitable vehicle(s) to transport their needed/selected items from FBCO to their home. It is common for a client to select 10-14 pieces of furniture, which requires a large pickup or box truck. Smaller vehicles (cars, vans, SUVs, station wagons, etc.) are seldom large enough to accommodate the needed items, and/or cannot be safely loaded for highway travel.

8. Furniture Loading. The client or Agency is expected to bring 1-2 capable helpers with them to their appointment to help load their selected furniture items into their vehicle(s) or FBCO's delivery truck. FBCO personnel will guide the client and loaders in safely and efficiently loading the vehicle, and will participate if necessary on challenging items.

9. Limitation on Waiting Room Space. FBCO reserves the right to limit the number of individuals the Agency and client will be allowed to seat/keep in the waiting area to 3, when space is limited. Additional individuals will be asked / expected to wait outside in/with their vehicles. When space allows, FBCO will be happy to accommodate all individuals present.

10. Waiting Room Conduct. FBCO happily welcomes all its visitors, young and old, to its facility and waiting area. If, however, excessive noise or inappropriate behavior is present and is disruptive to FBCO's staff or work environment, FBCO reserves the right to ask Agency and client visitors to wait outside in the parking area.

11. No Public Telephone. There is no public telephone available at FBCO for client use. Within 1 mile of FBCO's facility, there are several public facilities that do offer pay telephones.

12. Public Restroom. There is a handicap-accessible unisex public restroom available at FBCO for client use. Within 1 mile of FBCO's facility, there are also several public facilities that offer public restrooms.

13. First Come, First Served / No Inventory Reservation. FBCO makes donated furniture and household items available to all clients on a "first come, first served" basis. FBCO will use its best efforts to make core furniture items available each day for the Agency's clients. However, FBCO does not guarantee the availability of any specific item on any given day, as availability is a function of incoming donations.

14. Furniture and Household Items "As Is." FBCO will make its best efforts to insure that all items donated to FBCO are in "gently used" condition and/or in working order. However, because FBCO has to rely on the

condition reported by the donor and often has no means to verify the working condition of an item, all items provided by FBCO are provided "As Is," with no guarantee, express or implied.

15. Fair Allocation of Furniture to Clients. FBCO wants every client to have an equal opportunity to select and receive the various furniture and household items that they need. To achieve this goal, FBCO uses a "Point System" to create a limit on the amount of furniture that each client may select and receive. A copy of the "Client Furniture Needs" form used by FBCO is attached as Schedule D. FBCO reserves the right to make exceptions to the total "points" of furniture that any client is permitted to select and take, both upward and downward, based on the client's individual circumstances and family unit size. However, in so doing, FBCO will adhere to its goal of fairness to all clients and Agencies.
16. Reschedule Due to Lack of Furniture – If a client is unable to fill at least 50% of the core items they need due to lack of adequate supply at FBCO's facility at the time of their appointment, FBCO will make every attempt to reschedule a new appointment for the client. If FBCO has adequate supply of the items the client needs, but the client does not select items due to personal preference, no reschedule will be allowed.

Client Referral Fees

17. Annual Prepaid Client Referral Fees. FBCO will bill the Agency at the address above for 12-month calendar-year service periods based on the anticipated number of clients that the Agency will make appointments and receive services for during that period. A 6-month semi-annual billing cycle is available upon request in advance. The Schedule of Agency Fees based on number of anticipated clients to be served is attached as Schedule B.

FBCO reserves the right to change the Schedule of Agency Fees from time to time, and will provide the Agency 30 days notice of its intention to do so. Any Agency Fees paid in advance will be honored for the duration of the 12-month period to which they apply.

18. One-Time Sponsor Fee. FBCO will serve a client not sponsored by an Agency or organization with a prepaid Client Services Agreement with FBCO only if the client is sponsored by a third party, is accepted by FBCO as meeting FBCO's need criteria as defined above, and for a One-Time Sponsor Fee as defined in Schedule B – Agency Referral Fees, payable in advance of service being provided.

When available furniture donations are insufficient to serve clients from both prepaid referring agencies and one-time sponsors, prepaid referring agencies will be given preference. FBCO reserves the right to deny appointments for clients of one-time sponsors during such periods, in order to adequately serve clients of prepaid referring Agencies.

- 18.1 Out-of-Area Referral Fee. FBCO may, on occasion, accept a client appointment for a client living outside the service area, as defined in 1.1 above. The client referral fee for clients outside FBCO's service area will be equivalent to FBCO's average cost per client to provide its free furniture service. Please refer to Schedule B – Agency Referral Fees.
19. Payment Terms – Referral Fees. All fees for services provided by FBCO under this Agreement that are billed to the Agency will be due no later than 30 days after the invoice date. However, the initial pro-rated annual prepaid client referral fee will be due upon the execution of this Agreement.
20. Unused Prepaid Client Appointments. If the Agency has not used all of its anticipated prepaid client appointments during the calendar year, FBCO will carry forward up to 16% of the original number of prepaid appointments into the next calendar year, upon written request from the Agency no later than 15 calendar days after the end of the calendar year.
21. Increasing Prepaid Referrals During the Calendar Year. If the Agency intends to refer more client families during the calendar year than were prepaid at the beginning of the year, FBCO will allow an increase in the number of referrals based on receipt of payment for the additional referrals. Referrals of not more than 116% of the number originally prepaid will be billed on a "balance due" invoice in January of the following year. If referrals will exceed 116% of the already prepaid referrals, an additional prepayment will be required and will be invoiced and payable mid-year.

Delivery Services

22. Basic Delivery Service. FBCO's Basic Delivery Service includes loading assistance for the client's selected furniture and household items, delivery of the items to the curbside at a single delivery address. If the client

is not home to receive the items being delivered, and the delivery crew has attempted to call the client on the phone number(s) given, and has waited 20 minutes from the time of initial arrival at the delivery address, then FBCO will return the items to its facility. Re-delivery will be offered to the client the following business day, provided the client is again willing to pay the Basic Delivery Service Fee in advance of delivery.

23. Inside Delivery Service. FBCO's Inside Delivery Service includes the Basic Delivery Service, plus delivery of each item from the curbside to an inside location. FBCO reserves the right to refuse inside delivery of one or more items if, in the opinion of FBCO's employees and management, such delivery will likely damage the client's house or the item. If inside delivery is refused, the inside delivery fee will be refunded by company check within 7 days of attempted delivery.
24. Inside Delivery – Client's Dwelling Condition. FBCO cannot be responsible for the condition of the client's dwelling at the time of arrival at the dwelling for inside delivery, and FBCO cannot be responsible for damage that may occur to the client's dwelling during inside delivery that is the result of the inadequate condition of the dwelling for accepting heavy or large furniture items.
- 24.1 Inside Delivery – Safety of Client's Home Environment. FBCO reserves the right to refuse inside delivery if, in the opinion of FBCO's employee(s) and/or management, such delivery will be unsafe to the personnel performing the delivery. Such situations would include unrestrained pets, visible firearms, visible drug paraphernalia, occupant intoxication, insect infestation, domestic violence, filthy or overcrowded contents, etc.
25. Inside Delivery – No Furniture Setup / Assembly / Re-positioning. The Inside Delivery Service and fee do NOT include the setup or assembly of any of the items being delivered. Additionally, the Inside Delivery Service does not include re-positioning of furniture items once they are placed, or the moving of client's existing furniture or household items to make room for items being delivered. The initial and only placement of the item will be based on the client's direction at the time of delivery.
26. Delivery Timing. Whenever possible, FBCO will deliver the clients items on the same day as the client's appointment and visit to FBCO, but in no case will it be later than 24 hours after the client's appointment.
27. Fees for Delivery Services. The Schedule of Delivery Service Fees is attached as Schedule C.
28. Payment Terms – Delivery Fees. If the Fee for Delivery Service is being paid by the Client, payment will be required in advance of service being provided, in cash, money order, certified check or credit card only; if payment is in cash, correct change will be required. No personal checks will be accepted.

If the Fee for Delivery Service is being paid by the Agency, the Agency may request in advance that FBCO bill the Agency on a monthly basis and payment will be due no later than 15 days after the invoice date. FBCO reserves the right to discontinue the billing of delivery fees to any Agency that does not honor the payment terms.

Miscellaneous

29. Right to Cancel. FBCO reserves the right to cancel this Client Service Agreement without notice or refund if the Agency has failed to properly qualify clients and failed to correct its practices after written request from FBCO to do so.
- 29.1 Policies Apply To All Client Referrals. The Furniture Bank policies stated here apply to all client referrals and service appointments. This includes both agencies and organizations engaged in prepaid Client Service Agreements and agencies or sponsors paying a referral fee at the time of service.
30. Privacy of Information. FBCO respects the privacy rights of the Agency and its clients, and will provide private client information pertaining to the Agency's clients or the services provided to the clients only to an authorized representative of the Agency upon request.
31. Client Usage Reporting. FBCO keeps detailed records of all client appointments, including each client's responses to our demographic survey and a list of the furniture and household items given to each client. FBCO will provide each Agency with a Client Services Agreement a quarterly recap of all clients referred by the Agency and served by FBCO, as well as any client appointment no-shows or last minute cancellations that were charged to the Agency as used appointments. FBCO will be happy to provide this information to the Agency, at other times, upon request.