



# Helping Families in Need Society

Warehouse: 1679 Gilmore Avenue, Burnaby, BC

Office: 4095 1st Avenue, Burnaby, BC V5C 3W5

Tel: 604-294-3087 24 hrs www.helpingfamiliesinneed.org

## NEW 2020 REFERRAL FORM

Form valid only in 2020. See our website for a current form.

DATE ISSUED \_\_\_\_\_

(valid for 30 days only)

### **NOW BY APPOINTMENT ONLY**

#### **PLEASE READ WITH YOUR CLIENT BEFORE YOU COMPLETE THIS REFERRAL FORM**

You must arrange to have a support worker or society volunteer available for ALL new immigrants and refugees with an interpreter if required. One family (maximum 2 people) per agency per night. NO EXCEPTIONS. NO CHILDREN UNDER 16 All other Non-English speaking referrals must be accompanied by a translator over 18 years.

We help your client only ONCE in their lifetime. On their visit we will help in any way we can. They should have a way to take the used furniture and household items with them or have the CASH to pay for drop off. We drop off the furniture only. Small kitchen items and bedding must be taken by your client the night they are selected. We do not drop these off.

***We reserve the right to refuse service to referrals who do not follow our policies and procedures.***

**YOUR BUSINESS CARD MUST BE ATTACHED. MINISTRY STAMP IS ACCEPTABLE.**

EMAIL THIS FORM TO hfins@telus.net to get an appointment day & time and give your client a copy to bring with them.

Referring Agency \_\_\_\_\_ Your Name \_\_\_\_\_

Your Client's Name \_\_\_\_\_

Address (living at) \_\_\_\_\_

Phone # \_\_\_\_\_ How many living in the household? Adults \_\_\_\_\_ Children \_\_\_\_\_

### **INFORMATION FOR YOUR CLIENT**

**WHERE TO COME** 1679 Gilmore Ave at 1st Ave, Burnaby 4 blocks north of the Gilmore skytrain station.

**WHEN** Open Monday nights 4pm (Tuesday if Monday is a holiday) See calendar for open dates.

Your appointment \_\_\_\_\_ Time \_\_\_\_\_ Please come 10 minutes before your appointment time.

**FURNITURE DROP OFF REQUIRED** YES  NO

**STREET PARKING ONLY** Maximum 2 people per referral. **NO WASHROOMS**

**NO CHILDREN/BABIES UNDER 16 YEARS PERMITTED ON OUR PROPERTY**

#### **WHAT TO BRING**

This **Completed** Referral Form

PHOTO ID

Something other than this referral form with your current address on it. This address **MUST** match the address on this referral form. ie: hydro or phone bill, rent receipt (information can also be in your phone)

Non-refundable **\$20** (per family) registration fee. **CASH ONLY**

**TAKE AWAY OR DROP OFF** All furniture must be removed from our warehouse the night it is selected. Exception: drop offs which will be done the next day.

**All furniture and household items are second hand and are free.** Bring a truck to take away the chosen items OR bring the **CASH** to pay for our drop off service. The items selected will be dropped off near the door the following day. We do not take the furniture in elevators or up or down any stairs. Email to hfins@telus.net to confirm the cost of the drop off at their home.