

Helpful Information

❖ Shopping days and times:

- In general, Tuesday through Friday at either 11:00 or 1:30
- Case managers are required to attend the shopping appointments
- We will work with you to schedule your clients for a time that works best for all
- We will try to accommodate your schedule
- Physically able help and transportation are necessary and non-negotiable

❖ Communication

- Email is the preferred method of communication
- Please communicate with greeNest any pertinent changes
 - Need to reschedule
 - Need to cancel
 - Running Late
 - We know that sometimes this is out of your control
 - If you or your client are more than 30 minutes late and there is someone scheduled after you and they are on time, you will have reschedule

❖ Transportation and physically able help

- Transportation needs to be arranged by case manager or client prior to shopping day
- We do have volunteers, but they are limited in what they can do. So, physically able help is required to load the furnishings
- Communicating the importance of this to your clients is vital

❖ Furnishing Fee

- Due at time of appointment
- Payment may be paid by cash, cashier's check, or debit/credit card, or agency check. **No personal checks or Money Orders will be accepted.**
- If you have a "special situation", please work this out with Program Manager prior to the appointment (ie: 3rd party paying the fee)

❖ **Limits on some items** and why we have items that are “Not for Sale”

- We have to limit high demand and low inventory items, it’s the only fair way for us to provide the basics for each client
 - Dressers - 3 drawers per person is our general rule
 - 1 sofa or loveseat per referral
 - 1 upholstered chair per referral
- Items marked “Not for Sale”
 - They may look great, but are not functional or are too fragile
 - We keep a few key pieces of furnishings for continuity and to keep us looking like an “inviting showroom” instead of a “warehouse”