



Referring Agency Policy

Who may be a Referring Agency?

Approved Referring Agencies are those able to accurately and independently verify the information requested on Neighbor to Neighbor's Referral Form, including client address, income, and members of the family. They include government agencies, social service agencies, public schools, and houses of worship.

Any person meeting the residency requirements who is willing to sign a self-declaratory form issued by the U.S. Department of Housing and Urban Development and available from Neighbor to Neighbor or the CT Food Bank is not required to show proof of income and will be provided food by Neighbor to Neighbor.

What are the responsibilities of a Referring Agency?

In order to refer a client, the Referring Agency must:

1. Know the client being referred.
*In the case of a religious organization, the client/family should be a member of the parish/congregation.
2. Verify the information requested on the Referral Form, including residency, income*, and members of the family.
* Any person meeting the residency requirements who is willing to sign a self-declaratory form provided by Neighbor to Neighbor is not required to show proof of income and will be provided food by Neighbor to Neighbor.
3. Not refer a client if the client may be of danger to Neighbor to Neighbor, its staff, volunteers, other clients, or guests.
4. Update referrals at least annually.
5. Fax the Referral Form to Neighbor to Neighbor.
*For clothing clients, please call to schedule the first appointment.

Who may be a client?

Each client must be qualified by a Referring Agency as defined above.

- A client may be an individual, or a family. An individual is a referred client living alone. A family includes spouses, minor children (under age 18), adult children (between 18 – 60), and seniors (over the age of 60) that are living with the referred client in the same household.
- Supplemental Food Program (weekly) clients must currently live in Greenwich.
- Clothing Program clients must currently live in Greenwich, Stamford, or Port Chester.
- Emergency Food Program is available on a one-time, emergency basis to residents of Stamford and Port Chester.
- Clients must understand and abide by Neighbor to Neighbor's policies. Neighbor to Neighbor reserves the right to terminate a client for failure to adhere to its policies.

Shopping Guidelines

Clothing Room Policies:

- First come, first serve. No merchandise will be held for any clients.
- All items are donated through the generosity of members of the community; not all items may be available on the day a client shops.
- Clothing items are only for family members listed on the Referral Form.
- Clothing clients must have an appointment and should arrive on time for scheduled appointments. Appointments, which are available every other month, must be made with the Client Coordinator. Clients may reschedule appointments as necessary.
- Due to space constraints, only clients approved to shop may enter the clothing area and only one family member at a time is allowed to shop. Children under the age of 18 may enter with an adult client.
- Each client has 30 minutes to shop.

Food Pantry Policies:

- Clients may shop weekly from a selection of healthy food with quantities determined by family size and indicated on a standard menu.
- Substitutes are available for vegetarians. Please contact Neighbor to Neighbor to inquire about special dietary requirements.
- If possible, clients should bring their own shopping bags.

Referring Agency Agreement

While Neighbor to Neighbor's mission is to serve others, we reserve the right in our sole discretion to deny service to a client, to call appropriate authorities and/or escort a client off the premises, and/or terminate a client's eligibility for services if a client:

- damages or disturbs, or is threatening to damage or disturb, Neighbor to Neighbor's premises or their contents or Neighbor to Neighbor's operations;
- jeopardizes, or is threatening to jeopardize, the safety of Neighbor to Neighbor, its staff, volunteers, clients or guests;
- is or appears to be under the influence of alcohol or drugs;
- is rude, difficult, abusive, displaying or verbalizing obscenity; or
- is not able to follow Neighbor to Neighbor's guidelines and policies.

Efforts will be made to contact the Referring Agency in such an event. However, inability to contact the Referring Agency shall not diminish Neighbor to Neighbor's rights. While Neighbor to Neighbor values our referring partners, we do reserve the right to terminate an agency as a Referring Agency should such agency be found to have not followed our guidelines, policies, and forms or should such agency be found to have provided misleading or false information to Neighbor to Neighbor.

By signing below, the Referring Agency confirms that it has read, understands, and agrees to the terms of this policy and its attachments both taken separately and as a whole.

Referring Agency _____

Contact for Referring Agency _____

Contact Title _____

Signature _____ Date _____