



Referring Agency Policy & Agreement

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 Client Referral Form, including client address, annual household income, and members of the household. They include government agencies, human service agencies, public schools, and houses of worship.

Any Greenwich resident meeting the qualification guidelines may be referred to Neighbor to Neighbor's Supplemental Food Program and Clothing & Essentials Room.

What are the responsibilities of a Referring Agency?

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

1. Know the individual/family being referred.
*In the case of a religious organization, the individual/family should be a member of the parish/congregation.
2. Verify the information requested on the Client Referral Form, including residency, annual household income, and members of the household.
3. Not refer to an individual/family if they may be of danger to Neighbor to Neighbor, its staff, volunteers, other clients, or guests.
4. Update referrals at least annually.
5. Email or fax the Client Referral Form to Neighbor to Neighbor.

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, dependent children (under age 18), qualified adult children (age 18 – 59), and seniors (age 60 and up) that are living with the referred client in the same household.
- The Supplemental Food Program (weekly) and Clothing & Essentials Room (monthly) clients must currently live in Greenwich.
- The Emergency Food Program is available on a one-time, emergency basis to anyone in need.
- 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 & Essentials

Room Policies:

- First come, first serve. Items will not be held for any clients.
- Not all items may be available on the day a client shops.
- Clothing items are only for family members listed on the Client Referral Form.
- Clients must have an appointment and should arrive on time for scheduled appointments. Appointments, which are available every 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 & Essentials Room and only one family member at a time is allowed to shop. Children under the age of 18 may enter with an adult client.

Food Pantry Policies:

- Clients may shop weekly from a selection of healthy food with quantities determined by household size and indicated on a standard menu.
- Substitutes are available for dietary preferences or restrictions. 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 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 _____

Updated 6/25/2018