



The Society of St. Vincent de Paul

of Contra Costa County

## VOUCHER POLICY

### GENERAL: "If in doubt, err on the side to benefit the client"

1. Vouchers must be filled out completely! Conference members must sign (or initial) the voucher at the bottom of the document in the "necessity items only" section beneath the list of authorized items for the voucher. Conference members must also date the voucher.
2. Client must show a valid ID.
3. Stores will not accept altered vouchers.
4. Vouchers are valid for two weeks and can be redeemed daily until one hour prior to store closing. Note: the Pittsburg store is closed on Sundays.
5. Clients may receive vouchers for free clothing only once every three months. Any exception would be at the discretion of the referring Conference.
6. If the staff suspects that a client is abusing a voucher they may hold that voucher until they can verify the information with the conference.
7. Separate vouchers must be written for clothing and household/furniture goods.

The following are policies per category:

### A. CLOTHING VOUCHERS

1. Clothing is free for Conferences but members should use this benefit prudently.
2. Clients have access to ALL clothing regardless of name brand or type.
3. "One or two changes of clothing" include pants and shirt or dress. If needed, jackets or shoes should be listed separately. Number of adults and/or children should be specified on the voucher.
4. Vouchers for clothing should not show a dollar amount. (enter N/A in \$ amount).

### B. HOUSEHOLD/FURNITURE VOUCHERS:

1. Vouchers will be honored for only the items listed. List all items and a maximum dollar value. For example, a complete bed would be a mattress, box spring and frame. The client should first present the voucher to the store staff so that staff can work with the client.
2. The Conference receives a 50% discount on items that are considered necessary with the exception of mattresses, box springs and frames. This includes most furniture, houseware items and bedding. Items not considered necessary (i.e. TVs, radios, musical instruments or newly purchased items) will be charged to the Conference at the store price.
3. Conferences may take advantage of sale items. Cost to the Conference will be at sale or discount price whichever savings is greater.
4. Voucher amount listed should be what the client will be rung up for at the point of sale. Note that the conference will be invoiced for 50% of that charge noting the exceptions in item 2 above.