



AGENCY FAQ'S

What are the terms and conditions for accepting coats? We're a pretty simple organization with one rule -- coats must be given FREE to recipients. How does our Agency get listed on the web site? Completing the Share Your Need form allows us to list your Agency on our website. When we receive the form, we will review it for accuracy (spelling and typos are our major concern) and to verify that you agree to our terms. Once approved, an e-mail will be sent notifying you that your Agency is now listed.

Is there a cost or fee to be listed on your web site? No - in keeping with our spirit and mission, there is no cost to any Agency (or Organizer or Recipient).

How do you keep track of our Agency? We assign an Agency ID number to each agency. If you have multiple locations, we suggest that you complete the Share Your Need form for each location.

We need to change/edit/correct information. You can Edit Your Agency Info by clicking on the link on the Agencies page. You will need to enter the Contact E-Mail Address to get into the edit mode. If you have multiple locations, each location will be listed - select the Agency ID that needs to be edited.

Do we have a password? In order to edit your agency information, you must use the Contact Email Address as listed on the Share Your Need form.

What do we do if we receive too many coats? If at some point during the Fall & Winter collection months your Agency can no longer receive coats, you should send us an e-mail at Agencies@onewarmcoat.org. We will "hide" your agency so that it not longer appears on the Agency Locator. We will NOT delete you from our database. Your information will be retained and we will display your agency again next year.

What if the coats are not usable? Organizers are to collect clean, gently used coats. We have found that over 95% of the coats met this standard. If you receive coats that are unusable, we ask that you dispose of them. If more than 25% of the coats are unacceptable, please contact us at Agencies@onewarmcoat.org and we will be in touch with the Organizer to determine WHY this has happened.

Will you use our information in any way? We will send you email messages and newsletters from time to time. We will NOT forward your information to any third party or sponsor.

How do we get out of the database? If you no longer wish to receive coats through our project, send an e-mail to Agencies@onewarmcoat.org and we will remove you from the database.

Can we ask for additional donations or contributions? We ask that you NOT make solicitations for cash contributions. Organizers may volunteer time and additional items to assist you in your mission - and they may indeed make a financial contribution, but we ask that you NOT confuse One Warm Coat's mission of providing FREE coats with a fin¹⁰

Who are you guys? One Warm Coat is a San Francisco based organization that is headed up by an all-volunteer management team. We are not affiliated with any agency or religious organization and we are non-discriminatory and accepting in all of our practices.

Can we use the One Warm Coat logo? Our logo is available on the web site for your use in publicizing or promoting the coat collection or distribution process. We always enjoy receiving copies of articles, press releases or photographs.