

A Wider Circle's Pick-Up Guidelines

With dignity and respect, we help our neighbors in need to get a fresh start. We pick up items seven days a week, 365 days a year because nobody we serve is in poverty Monday – Friday, from 9:00 – 5:00, and our pledge to them is that we will go all-out to help them. Your items are a big part of this effort, and the following guidelines will help you help us help them!

Dignity Condition:

- Please donate items in good or excellent condition; this is **especially true of mattresses (and any upholstered furniture), which we do not redistribute to our clients if there are any rips or stains.** This approach shows our neighbors in need how much respect we have for them.
- We know that the condition of an item can be subjective, so our pick-up team will be happy to talk with you when they arrive about whether or not an item will be of good use to those we serve. We are grateful and appreciative of your support, and we will approach this with the utmost respect for you and your desire to help.

Preparation:

- Please be sure to disassemble any items that are in need of disassembly prior to removal. The team will not be able to disassemble items on site. Similarly, please ensure that all items you wish to donate are ready to go out the door.
- You (or your representative) must be present for the duration of the pick-up, unless items are placed outside, in which case we ask that all items are labeled and protected from the weather.
- If you live in an apartment or condominium building, please reserve the loading dock and/or freight elevator and serve as the contact for both. Please do not set it up so that our guys will be the points of contact with building management.
- Please be sure to place small items (e.g., dishes, linens) in bags or boxes.

Entry & Exit:

- Please ensure available parking for our truck is legal and within 30 yards of the residence.
- Please also ensure easy and safe access to every room from which we are removing furniture.
- We are happy to carry furniture and other items up or down steps. In fact, as long as there is adequate turning radii, we will go up or down as many as three flights of stairs.
- In the event of winter weather, we ask that you please ensure all walkways are cleared and treated in advance of our arrival.

Sizes and Dimensions:

Because of the size of our clients' apartments and the challenges they have in taking the items from their trucks to their apartments, we have the following guidelines:

- Television: measuring diagonally across the screen, we can take TVs between 20" – 36"
- Desks: max of 4' long (side to side)
- Area Rugs: max of 5'x7'
- Bookshelves: max of 6' tall by 3' wide
- Entertainment centers, china cabinets, wall units, and armoires: max of 5' tall by 3' wide
- We have collected more wooden headboards and footboards than you can imagine, so please donate headboards and footboards only if they have the entire bed set to go with them

Thank you *so much* for helping us provide stability and dignity for those in need.