

## **Laundry Service & Delivery**

\* = required field

### **I. Service Capacity**

A. What is the "turn-around time" between pick-up and delivery? \*

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B. Describe where and how laundry is weighed.\*

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C. Describe your policy with respect to any restrictions on service.\*

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D. If no restrictions, describe any precautions or methods used by employees with Consumer's laundry.\*

☐ N/A

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E. What is your policy for notifying the ASAP about problems that affect completion of authorized services? \*

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F. Describe your policy to notify the ASAP if a consumer is over the authorized amount of service?\*

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G. Describe the policy in place for delays due to weather emergencies and holidays. Include how Consumers and ASAP are notified.\*

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H. What is your policy for consumers with allergies to products used in the washing and drying process?\*

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I. What is your capacity to launder clothes that might be affected by scabies, bedbugs, severe incontinence, etc.?\*

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J. Do you provide laundry bags for Consumers?\*

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K. Are the bags laundered before they are returned?\*

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L. Describe how clothes are packaged for pick-up and delivery\*.

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M. What is your proposed rate for 10 pounds of laundry?

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Describe any additional charges\*.

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N. Describe your system to ensure each Consumer's laundry is not confused with another Consumer's items.\*

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O. What is your company's reimbursement policy regarding lost and damaged laundry?\*

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## II. Staff Qualifications

A. Describe the experience and qualifications of the person responsible for service provision (the manager of the program), if different from the information provided in the Administrative Overview.\*

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B. Describe the experience and qualifications you require for persons providing services, including drivers.\*

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## III. Supervision

A. Describe the procedure and frequency for supervision of Drivers, Workers, and Coordinator.\*

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Provider employee who completed this form\*

Name: \_\_\_\_\_

Date: \_\_\_\_\_