



## Client Checklist

Please initial each statement. This indicates that you understand each item.

### BEFORE AND DURING MY APPOINTMENT

\_\_\_\_\_ Bridging furniture is donated and gently used.

\_\_\_\_\_ Bridging does not guarantee any specific item will be available when I shop.

\_\_\_\_\_ I have completed and returned the **REQUIRED SHOPPING PREFERENCE FORM** to Medica

NA

If I am paying for my appointment (\$75) or delivery (\$200) fees:

I will mail the money to: 201 W 87<sup>th</sup> Street Bloomington, MN 55420

I will pay with a credit/debit card before the appointment date.

\_\_\_\_\_ I have received a map and/or directions to Bridging from my caseworker.

\_\_\_\_\_ I understand that my shopping appointment is on \_\_\_\_/\_\_\_\_/\_\_\_\_:

at \_\_\_\_9:00 a.m.

at the \_\_\_\_Bloomington location.

at \_\_\_\_10:30 a.m.

at the \_\_\_\_Roseville location.

\_\_\_\_\_ If I cannot make it to the appointment at the scheduled time, I must notify my caseworker at least 24 hours prior to reschedule.

\_\_\_\_\_ The shopping appointment is for me alone. My caseworker will indicate on the referral form if an interpreter is required or if I need assistance for mental health or physical health support.

\_\_\_\_\_ My caseworker or I will provide an assistant or interpreter if one is required.

\_\_\_\_\_ I understand that Bridging does not have childcare facilities and children are NOT allowed in the warehouses. *If I bring an infant or child(ren) to Bridging, I will also bring an adult to care for them during my shopping appointment.*

\_\_\_\_\_ I understand a Bridging Volunteer will accompany me during my shopping appointment.

\_\_\_\_\_ My appointment will last approximately 1 hour. I have a(n):

\_\_\_\_\_ Google Duo – virtual walkthrough

\_\_\_\_\_ FaceTime – virtual walkthrough

\_\_\_\_\_ Staff shops for me based on the preference form returned.

\_\_\_\_\_ In-person



## Client Checklist

### PICKING UP MY ITEMS FROM BRIDGING: *If not receiving Bridging Delivery.*

- \_\_\_\_\_ I am responsible for picking up my furniture within 48 hours after my appointment. I can make multiple trips to the warehouse to pick up my furniture during the days allowed.
- \_\_\_\_\_ If I do not pick up my furniture within 48 hours, I will lose claim to it.
- \_\_\_\_\_ **Bridging representatives will not load my vehicle.** I need to bring others to help if I need it.
- \_\_\_\_\_ If a moving company/relative/friend is coming to pick up my items, I do not need to be present at Bridging for them to pick up my items. They should bring a copy of my shopping sheet with them.

### BRIDGING DELIVERY SERVICE:

- \_\_\_\_\_ Bridging delivery will be scheduled on the delivery day following the appointment. An adult will be at my home that day when the truck arrives.
- \_\_\_\_\_ My delivery will be sometime between 8:00 a.m. - 6:00 p.m. Bridging will provide a 4-hour delivery window the afternoon before the delivery.
- \_\_\_\_\_ The truck arriving at my home will be a Bridging truck with Bridging staff wearing Bridging clothing.
- \_\_\_\_\_ If I am not home at the time of the delivery, I will be responsible for an additional delivery fee (\$100) or I will pick up my items at the Bridging warehouse within 48 hours.
- \_\_\_\_\_ I need to make sure the path to my door is clear and obstacle free. This includes shoveling sidewalks and steps during winter months. *Bridging will not deliver if there are safety concerns.*
- \_\_\_\_\_ The items will be delivered into the room closest to the entry door. It will then be my responsibility to put the items where I want them to go in my home.
- \_\_\_\_\_ For safety reasons, if I have children and/or pets I will make sure they are not in the way of the delivery staff. *Bridging will not deliver if there are safety concerns.*
- \_\_\_\_\_ The delivery staff will not be able to take off/remove doors or windows to bring in furniture.
- \_\_\_\_\_ If furniture will not fit into my home, I can request a different piece of furniture.
- \_\_\_\_\_ Bridging will not deliver *more than two floors above ground level* without an elevator.
- \_\_\_\_\_ **If for any reason listed above the Bridging delivery team cannot complete my delivery,** the full delivery fee will be charged, my items will be brought back to Bridging, and I will be responsible for making arrangements to get my items home within 48 hours.