

Client Checklist

Please check that you understand each item

Before & 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 filled out and returned the preference form to Medica.
- If I am paying for my appointment (\$60) or delivery (\$200) fees, I will send the money in to 201 W 87th Street Bloomington, MN 55420 or called 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 at ___ 9:00 a.m. ___ 10:30 a.m. (check one) at the ___ Bloomington ___ Roseville (check one) 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.
- Bridging does not have childcare facilities and children are NOT allowed in our 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 will be accompanied through the warehouse by a Bridging Shopping Volunteer for my 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

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.

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_____ 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 Furniture Delivery Service

(If not bringing my items home myself)

_____ 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 day 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 (\$200) 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 furniture 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 when they bring items into my home. 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 2 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.

Bloomington: 201 W 87th Street Bloomington 55420

Roseville: 1730 Terrace Drive Roseville 55113