

**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 received a map and/or directions to Bridging from my caseworker.
- I understand that my shopping appointment is at  9:15 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.
- I will bring a picture ID to my appointment at Bridging.
- 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.
- If I bring an infant or child(ren) to Bridging, I will also bring an adult to care for them during my shopping appointment. Bridging does not have childcare facilities.
- I will be accompanied through the warehouse by a Bridging Shopping Volunteer for my appointment.
- My appointment will last approximately 1 hour.

**Picking Up My Items from Bridging**  
**(If not receiving Bridging Delivery)**

- I am responsible for picking up my furniture within 2 days 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 2 days, I will lose claim to it.

**Over →**

\_\_\_\_\_ **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 (Mon, Tue, Wed, Thur) 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 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.