



Dear Agency Partner,

Welcome to Bridging! We provide the following guidelines to assist our agency partners and clients with their visit to Bridging. We sincerely appreciate your partnership and look forward to the opportunity to serve your clients. Please review these guidelines carefully and let us know if you have further questions at any time.

Sincerely,

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Fees and Billing

2023 Fees:

- Appointment: \$70
- Standard Delivery: \$200
- New Beds (Only) Delivery \$60

Billing – Agency Paid Fees

- Referring agencies are invoiced for all outstanding appointment, delivery, and new bed fees on a monthly basis.
- Missed appointments will be billed \$70 if the appointment was not cancelled by the agency or client **24 hours prior** to the appointment (See Cancellations & Rescheduling policy below).
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Billing – Client or Third Party Paid Fees

- Bridging accepts client and third party (e.g. payee, other supporting agency, etc.) payments. We are unable to invoice clients or third party agencies. We highly encourage referring agency partners to ensure that the client or third party payment will be paid when scheduling a client appointment.
- Unpaid fees will be invoiced to the referring agency.
- Bridging accepts cash, credit cards, company checks, and money orders as forms of payment. Personal checks and cash apps are not accepted.
- Agencies need to have a ST3 form on file for Tax Exempt pricing on bed purchases.

Past Due Accounts

- All invoices are issued with 30 day terms. Past due invoices may result in your agency staff being temporarily unable to make or manage referrals.

Cancellations & Rescheduling

(Contact client.services@bridging.org)

- **24 hour notice** is required for appointment cancellation or rescheduling.
 - *24 hours is no later than 10:00am the day before the appointment*
- Appointments may be rescheduled using Bridging's online referral and scheduling system.
- Without 24 hour notice, the agency will be responsible for paying the \$60 appointment fee for the missed appointment.
- A missed appointment may be rescheduled. It will be scheduled as a new appointment and will be billed the standard fee.
- If a client misses their scheduled delivery they may either pick their belongings up from the warehouse or schedule a new delivery time. You will be invoiced for the missed delivery fee. A new delivery time would result in an additional \$100 delivery fee.

Scheduling Appointments

- The referring caseworker should complete a home visit to ensure that Bridging furniture and housewares won't jeopardize the health, safety, or lease compliance (where applicable) of the client and assess for client need.
- All appointments are scheduled securely online at:
<https://bridgingscheduler.azurewebsites.net/>
- To utilize the online system, staff must be authorized by the primary agency contact.
- Appointments are scheduled Monday- Friday at 9:00am and 10:30am.
- We ask all referring caseworkers to review the client checklist with their client. This helps prepare the client for their shopping experience and ensures that everyone is aware of our guidelines.
- A Preference form is required for all appointments made (in-person, virtual and staff shop) <https://bridging.org/shopping-preference-form/>

Client Appointments

Appointments are In-Person, virtual walkthroughs using Google Duo/Meet or FaceTime or Staff shops for client

- One representative from each household will shop for the entire household – this person's name should be listed on the referral form. Additional friends, family, and support persons are welcome to wait in the Bridging lobby during the shopping trip.
- If a client is unable to shop for themselves they may assign a proxy to shop for them. *Please note this on the referral form, as Bridging does not allow someone to shop for a client without prior notice. A preference form only appointment can be scheduled where staff shops for the client based on the form submitted*
- If a client has a need for support during their shopping visit, please note this on the referral form. An additional support person may attend the appointment. A support person can be a family, friend, or professional. Common reasons for support are:
 - Interpretation
 - Mental Health and Emotional Support
 - Physical Health (e.g. assistance with a wheelchair)*If multiple support persons are necessary for a successful shopping visit, please let us know in advance.*
- Bridging is unable to provide interpreters – please assist your client in finding an individual (friend, family member, or professional) who can assist with interpretation if needed. **This includes virtual appointments**

- Unfortunately, infants and children are not permitted in our warehouse and Bridging is unable to provide childcare. If they are accompanied/supervised by an adult, they are welcome in our lobby areas.

Bridging Delivery

- If a client would like Bridging to deliver furniture to their home, please request delivery when you are scheduling the shopping appointment. We are unable to add delivery to a shopping appointment on the day of the appointment.
- Deliveries will be completed by Bridging staff wearing Bridging attire. Someone over the age of 18 needs to be present to receive the items. We will call the client when we are on our way – approximately 15-20 minutes prior to arrival.
- Our delivery teams are able to deliver up 2 flights of stairs (both interior and exterior stairs). For the safety of our employees, we are unable to deliver beyond 2 flights of stairs without an elevator – our delivery team may refuse delivery if the client's home is beyond this limit. Bridging is unable to issue a refund in these circumstances.
- Each warehouse delivers to specific counties within the 7-county Twin Cities metro – please schedule your client at the correct location for their delivery address.
- Delivery will be completed on the next delivery day after the appointment:
 - Monday – Thursday appointments are delivered the next day
 - Friday appointments are delivered the following Monday
 - *Please note: there are some exceptions to this schedule due to holidays*
- New Bed deliveries are also delivered the next business day, according to the schedule above.
- Bridging staff will place the client's items in the first room of their home; clients will then be able to arrange and decorate their home as they wish. Please assist your clients with a need for additional assistance in locating a friend, family member, or professional support person who can help them set-up their furnishings.
- If a client misses their delivery appointment, a re-delivery may be scheduled; there is a \$100 re-delivery fee assessed in this circumstance.

Picking Up Furniture

- For clients arranging to bring their own furniture home, all furniture must be picked up within **48 hours** after the appointment; it can be brought home the same day as the appointment, if desired.
- During the 48 hour time period, multiple trips can be made to the warehouse to pick up furniture.
- A client may lose claim to their furniture if it is not picked up 48 hours after the appointment.
- Clients need to be prepared to load and secure furniture into their own vehicle. Bridging staff do not load vehicles or tie down furniture. There is twine available at the Bridging warehouse for client use.
- Clients do not have to be present at Bridging, if a moving company, friend, or family member is picking up their furniture. If the client is not present, a copy of the shopping sheet showing the items chosen should be presented. This is given to the client at the end of their shopping appointment. **(The copy of the shopping sheet will be given to the client upon pick up of their items for all virtual appointments)**

Furniture Issues

Furniture and housewares at Bridging are donated, and most are gently used. We do our very best to inspect our donations for stains, rips, odors, breakage, and general wear and tear. We also encourage clients to inspect items during their shopping experience and at the time of pick-up or delivery.

- Clients who select items that will not fit through a doorway of their home have the option of declining the item and selecting a new item.
 - Please report this concern to Bridging within 24 hours of receiving the item(s) and arrange for return and reselection of furniture, which is to be completed within 2 business days. **Roseville 651-403-6871 or Bloomington 952-460-1016**
- In the rare event that your client discovers an item is broken, has pet hair, has strong odors, or has major rips, stains, or tears, your client will have the opportunity to select replacement items.
 - Please report this concern to Bridging within 24 hours of receiving the item(s) and arrange for return and reselection of furniture, which is to be completed within 2 business days. **Roseville 651-403-6871 or Bloomington 952-460-1016**
 - If the item was delivered by Bridging, delivery of the replacement item will be arranged by Bridging.
 - If the item was picked up by the client at one of our warehouses, the client will be asked to return the defective item, select a replacement item, and bring the new item home.