



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,

Amy Miller
Client Services Coordinator
Amy.miller@bridging.org
(952) 888-1750

Kelly Harding
Client Services Manager
Kelly.harding@bridging.org
(952) 460-1026

Fees and Billing

2019 Fees:

- Appointment: \$60
- Standard Delivery: \$180
- 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 \$60 if the appointment was not cancelled by the agency or client **24 hours prior** to the appointment (See Cancellations & Rescheduling policy below).

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 and money orders as forms of payment. Personal checks are not accepted.

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.

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.
- The referring caseworker must review the client checklist with the client. This helps prepare the client for their shopping experience and ensures that everyone is aware of our guidelines.
- All appointments are scheduled securely online at AppointmentQuest:
<http://www.appointmentquest.com/provider/2120069436>
- To utilize the online system, caseworkers must be authorized by the primary agency contact.
- Appointments are scheduled Monday, Tuesday, Wednesday and Thursday at 9:15 and 10:30am.

Client Appointments

- The client must bring a form of picture ID to their appointment.
- 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.
- 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.
- If a client has a need for support during their shopping visit, please note this on the referral form. 1 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)
- Children are welcome in our lobby areas. Please be sure to bring along an adult caregiver to be with children while the client is shopping. Unfortunately, children are not permitted in our warehouse and Bridging is unable to provide childcare due to liability concerns.

Bridging Delivery

- 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.
- 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 – 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 – please schedule your client at the correct location for their delivery address:
 - **Bloomington Warehouse** – Delivers to Hennepin, Dakota, Scott, and Carver counties
 - **Roseville Warehouse** – Delivers to Ramsey, Anoka, and Washington counties
- Delivery will be completed on the next delivery day after the appointment.
 - Monday – Wednesday appointments are delivered the next day
 - Thursday appointments are delivered the following Monday

- *Please note: there are some exceptions to this schedule due to holidays*
- New Bed deliveries will be completed on the delivery day after the appointment is scheduled, 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.

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.
- 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 mover, 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 (given to the client at the end of their appointment) should be presented.

Cancellations & Rescheduling

(Contact client.services@bridging.org or call 952-888-1750)

- **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.
- If a client cannot complete or does not show up for a scheduled appointment the agency is responsible for paying the appointment fee.

- A missed appointment may be rescheduled. It will be scheduled as a new appointment and will be billed the standard fee.

Furniture Issues

The majority of the furniture and household goods at Bridging are gently-used. We do our very best to inspect our donations for stains, rips, tears, breakage and general wear and tear, but 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. This must be reported to Bridging within 24 hours of receiving the items and arrangements for return and reselecting furniture must be completed within 2 business days.
- 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. Bridging will need notification within 24 hours of receiving the items. Selection of replacement items must take place within 2 business days after notification. 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 need to return the defective item, select a replacement and remove it from our warehouse at the same time.

Bridging Staff Contacts

Agency and Scheduling Inquiries:

Amy Miller, Client Services Coordinator, Amy.Miller@bridging.org or 952.888.1750

Billing and Financial Inquiries:

Myra Van Delist, Business Services Manager, Myra.Vandelist@bridging.org or 952.460.1015

New Agency Partner Inquiries:

Kelly Harding, Client Services Manager, Kelly.harding@bridging.org or 952.460.1026