

## Who uses senior move managers?



Senior move managers are contacted by various sources:

- Older adults
- Family members
- Bank and trust officers
- Geriatric Care Managers
- Attorneys
- Social service providers/social workers
- Senior living communities
- Physicians and allied health providers
- Realtors
- Staging professionals

## What makes a senior move manager different from a moving company?

- Senior move managers provide a multi-faceted approach to the move process from space planning in the beginning to post-move support and advocacy.
- Senior move managers minimize the chaos and stress associated with moving by addressing all aspects of the move process. They are responsible for creating and executing a seamless action plan, customized to the client's wishes.
- With the gentle and expert guidance of an experienced senior move manager, older adults and families make the key decisions without the emotional and physical distress that can follow. As a result, they avoid the costly mistakes and remorse that often accompany such major lifestyle transitions.

All NASMM members adhere to our Code of Ethics which guides the conduct of our members so that the goals and values of our profession are both reflected and advanced.

## About NASMM

The National Association of Senior Move Managers (NASMM) is the non-profit, professional association of organizations dedicated to helping older adults and their families with the physical and emotional aspects of moving.

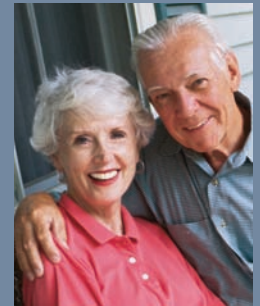
NASMM members are committed to maximizing the dignity and autonomy of older adults as they transition from one living environment to another.

Founded in 2002, NASMM strives to facilitate the physical and emotional aspects of relocation for older adults by increasing industry awareness, establishing a national referral network of senior move managers, enhancing the professional competence of members, and promoting the delivery of senior move management services with compassion and integrity.

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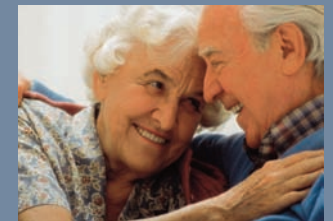
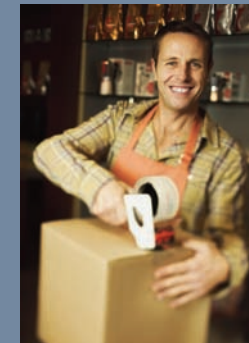
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## What Is A Senior Move Manager?



A Senior Move Manager is a professional who specializes in assisting older adults and their families with the emotional and physical aspects of relocation and/or "aging in place." Though many senior move managers have backgrounds in gerontology, social

work, health care, nursing and psychology, others come to this industry from the corporate world of project management, technology, accounting or marketing. What all senior move managers share, however, is a profound commitment to connecting with older adults and a desire to perform meaningful work.

Although specific services vary, most Senior Move Managers can help with some or all of the following:

- Developing an overall move or "age in place" plan
- Organizing, sorting and downsizing
- Customized floor plans
- Arranging for the profitable disposal of unwanted items through auction, estate sale, buy-out, consignment, donation, or a combination of the above
- Interviewing, scheduling and overseeing movers
- Arranging shipments and storage
- Professional packing
- Unpacking and setting up the new home
- Related services, such as cleaning, waste removal, shopping, senior escort, assisting with selection of a realtor and helping prepare the home to be sold

Some senior move managers provide these services directly; others function in more of an oversight or management role. Senior move managers have extensive, practical knowledge about the costs, quality and availability of various local community resources.



Additionally, senior move managers frequently assist individuals who choose to stay in their own homes, but simply require expert organizational skills and solid knowledge of "aging in place" concepts to help them achieve their goal of . . . not moving anywhere, but improving quality of life!

## How much do senior move management services cost?



- It's virtually impossible to calculate what a specific move might cost, as the fee can vary considerably by geographic region and the services requested.
- Additionally, some senior move managers charge their fees on an hourly basis, while others prefer to package the cost of the entire job at one price.
- NASMM members will always outline the cost of a job through a written estimate before you are required to submit payment.

One call to a senior move manager can connect you with services older adults and their families need for a seamless, successful transition of all kinds.

## What are the real benefits of senior move management services?

- Senior move managers have expertise in resources and approaches that save money, reduce stress and produce quality results.
- Services are client-centered and personalized to meet the client's needs and preferences. Families, particularly, should never doubt the power of an outside expert!
- NASMM members are reviewed for insurance and experience requirements prior to acceptance.
- Ongoing educational programs reflect the NASMM commitment to professionalism and to working with older adults.
- NASMM has developed a Code of Ethics and Standards of Practice for all members.



## What questions should I ask when deciding to contract with a senior move manager?

- How long have you been providing senior move management services?
- What are your professional credentials?
- Have you participated in any formal training or certification programs? If so, which one?
- Are you fully insured for liability and workers' compensation?
- How do you charge? (Fees should be provided in writing to the consumer or responsible party prior to providing services.)
- Will you provide a written contract?
- Can you provide references?
- Are you a member of the NASMM?