

## Senior & Specialty 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 Move Manager different from a moving company?

- Move Managers provide a multi-faceted approach to the move process, from space planning in the beginning, to post-move support and advocacy.
- 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 Move Manager, older adults and families make key decisions without the emotional and physical distress that can follow.
- As a result, older adults and their families avoid the costly mistakes and remorse that often accompany such major lifestyle transitions.

All NASMM members adhere to the

NASMM Code of Ethics and are supported by the  
NASMM Ethics Compliance Commission.

The NASMM Ethics Compliance Commission guides  
our members' conduct, while ensuring the goals and  
values of our profession are both reflected and advanced.

## About NASMM

The National Association of Senior & Specialty Move Managers® (NASMM) is the leading membership organization for Move Managers in the United States, Canada and abroad. NASMM is recognized for its innovative programs and expertise related to Senior & Specialty Move Management, transition and relocation issues affecting older adults.

Founded in 2002, NASMM strives to facilitate the physical and emotional aspects of relocation for older adults by increasing industry awareness, establishing an extensive referral network of Senior & Specialty Move Managers, enhancing the professional competence of members, and promoting the delivery of Senior Move Management services with compassion and integrity.

The term Senior Move Manager® is a registered service mark owned by NASMM. Only NASMM members can call themselves Senior Move Managers®.



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## Who are Senior & Specialty Move Managers®?



Senior & Specialty Move Managers® are professionals who specialize in assisting older adults and their families with the emotional and physical aspects of relocation and/or "aging in place." Though many Senior & Specialty 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 & Specialty 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, consignment, or donation
- Interviewing, scheduling and overseeing movers
- Arranging shipments and storage
- Professional packing (if properly insured)
- Unpacking and re-settling 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, reputation and availability of various local community resources.

Senior & Specialty Move Managers® have significant expertise, resources and approaches that save money, reduce stress and produce quality results. Personalized, client-centered services are designed to meet the client's needs and preferences. Families, particularly, should never doubt the power of an outside expert!



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 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 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 & Specialty Move Manager® can connect you with services you need for a seamless, successful transition whether you are moving or downsizing in your current home.

## What are the real benefits of using a NASMM member for Senior & Specialty Move Management Services?

- NASMM members have expertise in resources and approaches that save money, reduce stress and produce quality results.
- Services are client-centered and personalized to meet their client's needs and promote their client's dignity and autonomy.
- NASMM members are reviewed for insurance and experience requirements and are required to take courses that explore core competencies of Senior & Specialty Move Management prior to acceptance.
- NASMM members participate in ongoing educational programs that reflect their commitment to professionalism and to working with older adults.
- NASMM members adhere to a Code of Ethics and Standards of Practice, and NASMM offers both members and consumers the support of NASMM's Ethics Compliance Commission.



### What questions should I ask when deciding to hire with a Move Manager®?

- How long have you been providing Move Management services?
- What services do you provide? (Space planning, sorting, dispersal/disposal of unwanted items, etc.)
- 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? All NASMM members are required to provide a contract. Can you provide references?
- Are you a member of NASMM?