

LET'S GO MOVE

P R O G R A M

Downsizing During COVID-19 Summer 2020 Updates

With keeping our future residents abreast of downsizing tips and local information in mind, The Village at Rockville—A National Lutheran Community reached out to four move management partners for the latest updates.

All content was provided directly from the noted move management partners. Should you have additional questions, please reach out directly.

Look to hear more from these local experts during our Downsizing during COVID-19 Virtual Education Series!

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How is your business addressing COVID-19 concerns as it relates to the downsizing process?

Wise Moves considers the health and safety of our clients, employees, and the communities we work with our number one priority. Early in the pandemic we established daily field safety protocols for our staff and clients based on CDC guidelines. We have been able to safely work directly with some of our clients who have had urgent circumstances by following these protocols. We are currently offering both virtual and in-person initial consultations where we can gain an understanding of the scope of work that needs to be done. In addition, we keep in close contact with our clients whose moves have been on hold, offering support and suggestions regarding what they can address on their own. Once a client has a move date, we will map out a timeline and strategy based on client needs. We are committed to our clients and will be working directly with them to provide successful and smooth transitions to The Village at Rockville.

Provided by: Erin Martinko, Wise Moves

First, I take the time to listen to the client. Many have expressed concern with an on-site visit. At that point, we get creative. Here are a few examples:

- Recently I spoke to a gentleman who would like our help going through his personal papers. We decided that he would bring the papers/boxes outside on the patio. He would leave the patio and then we, with the help of a team lead, go through the papers and sort what is important and what isn't necessarily important. (We have a dedicated paper organizer who has a good sense of what's important.) We'll then box up the papers and mark them as "shred" and take them away to be shredded.
- Another client needed our help with downsizing cabinets in the kitchen. She was capable of doing the work herself, but wanted direction from us. The team lead utilized Facetime as the client culled through the kitchen.
- I recently visited with a client for an initial consultation. I toured the house on my own and then I met with the clients outside on their porch to discuss the downsizing process and to ascertain their comfort level with on-site visits.

Provided by: Donna Eichelberger, Graceful Transitions

Labor of Love is following all of the CDC's recommendations. We are being tested weekly so that we are able to safely support your needs immediately. We are also routinely taking our temperature on workdays, washing hands prior to work, wearing a mask at all times on the job, keeping six feet of distance at all times, and we offer an initial virtual consultation versus in person upon request.

Provided by: Kathy Campbell, Labor of Love

WayForth remains committed to protecting our clients, teams, and company during the COVID-19 pandemic. We continue to closely monitor the latest information from [the Centers for Medicaid and Medicare Services \(CMS\)](#), [the World Health Organization \(WHO\)](#) and the [Centers for Disease Control and Prevention \(CDC\)](#), and we are implementing their recommended steps to prevent the spread of all respiratory illnesses at work and home. We have successfully guided clients through the downsizing process utilizing virtual sessions, on line Webinars and zoom chats.

Provided by: Bette Williams, WayForth

With Glenmere slated to open early 2021, where should I be in the downsizing process?

It is not too early to get your team in place. Hire a move manager and decide on a real estate agent if you have not already done so.

Gain an understanding of what needs to be done to your home to prepare it for the market. Are you going to move before or after your home goes up for sale?

Your floor plan is your road map. Once you know what furniture you are moving to Glenmere, a plan can be made about what to do with the rest. Talk with your family members about items you want to offer them.

Begin to envision your new lifestyle and incorporate that vision into your downsizing process. How will meal preparation and entertaining change? What hobbies will you have and how will you be spending your time?

Here are three categories of decisions that are personal and time consuming you can be working on now:

- Clothing
- Papers
- Books

Provided by: Erin Martinko, Wise Moves

I tell clients to not panic. We have time. Usually we can work through the downsizing process in about three months. This would amount to one visit a week if they would like our personal assistance. If they would like to attempt to do the downsizing on their own with coaching, then maybe twice a month. We could check-in with them in person or FaceTime. Again, it's important for me to assess the comfort level of the client with an on-site visit.

Provided by: Donna Eichelberger, Graceful Transitions

If you are able and want to be a part of the downsizing process during this time, we suggest you work on the tasks we honestly cannot do without you! For example, go through important documents, and begin making piles of documents that need to be thrown away or shredded.

Provided by: Kathy Campbell, Labor of Love

Unfortunately, this is not an exact science. I am working with several future residents of The Village at Rockville who already have their homes staged for sale and are currently living with only the items they are taking to their new home. It is never too early to start thinking about how you will want to live in your new space. Set a timer each day (start with 15 minutes) and work through drawers in the kitchen and desk areas.

Provided by: Bette Williams, WayForth

Are more businesses opening to accept donations/sale of my items?

Most organizations accepting donations are not currently entering homes to remove items. If they are sending out trucks, they are asking that items be left out front or in the garage. It is best to speak to the individual organizations because we are in a changing environment. Here are a few resources for donation you may find helpful:

- Friends of the Library/Rockville Bookstore
Randolph Hills Shopping Center
4886 Boiling Brook Parkway Rockville, MD 20852
Phone: 301-984-3300
Accepting books*, vinyl records, CDs, DVDs
Not accepting encyclopedias or VHS tapes
Donations accepted Sun-Fri, Noon to 5:30 p.m. and Saturday 10 a.m. to 5:30 p.m.

*Books are heavy. Your move manager can box up books and get them delivered to Friends of the Library for you.

- Habitat for Humanity ReStore Rockville:
1029 East Gude Drive, Rockville, MD 20850
Call to schedule a pick-up: 301-926-4104
(The crew will not enter your home at the present time. All items must be in the garage or out front.)
You can drop off your household goods, building supplies and furniture donations to the ReStore during these hours:
Monday: CLOSED
Tuesday – Saturday: 11 a.m. – 4 p.m. | Sunday: 12 – 4 p.m.

- Interfaith Resource Center
751 Twinbrook Parkway, Rockville MD
301-424-3796
Only gently used laundered clothing accepted
Bins available for no touch drop off
Hours for donation drop off are:
Tuesday – Friday 9 a.m. - 4:30 p.m.,
Saturday 9 a.m. - 2 p.m.

Provided by: Erin Martinko, Wise Moves

Yes! That's the good news. The charities are slowly opening; the auction houses are already open w/ online sales. Auction and consignment vendors can either accept photos of furnishings--to review for possible sale--or, in a situation that we are dealing w/--the auction house will be utilizing Facetime with the client to do a virtual tour of the house. If the charity of choice is not open at this time, we have the capability of warehousing the furnishings. We have been warehousing charity items since March. Thankfully, we're slowly moving these charity items out of the warehouse and to their respective charities.

Provided by: Donna Eichelberger, Graceful Transitions

A lot of the donation sites have opened up however, they are being strict as to what donations will be accepted.

A Wider Circle is a favorite but is now requiring an itemized list of donations prior to a set appointment to drop off.

Provided by: Kathy Campbell, Labor of Love

Yes – and that is great news! We are working with several auction houses and donation sites who we have been able to partner with during the shut-down. Our warehouse has been holding items for both donation and auction. As they begin to re-open, we arrange a pickup or we can transport. These wonderful organizations have been excellent partners in helping to find solutions for your items.

Provided by: Bette Williams, WayForth

Is there any one thing I should know about your team that I should consider when determining my moving plan?

Let us customize a plan to meet your needs. At Wise Moves we are so proud of our entire team. They bring experience, organizational skills, and compassion to their work with you. We frequently receive comments from our clients like the one below:

“We have nothing but praise for the services Wise Moves provided to us before, during and after our move. The team that packed and unpacked our belongings was thorough and careful. The move was made much less stressful because of their expertise. Your handling of the sale and donation of all the items we were downsizing was professional and timely. Thanks so much.”

Former Clients Peg and Glenn M.

Provided by: Erin Martinko, Wise Moves

Our company is small and nimble and can move in any direction that the client wishes to take. We can map out a custom/personal plan in how best to move forward. We can switch gears at a moment's notice. We are flexible w/ work and w/ requests. No request is too big or inconvenient. I always strive to communicate w/ clients via phone or email. As a social worker, I'm always putting on my "listening ears" to help the client if they should become paralyzed at the thought of downsizing.

Provided by: Donna Eichelberger, Graceful Transitions

We are very experienced in giving guidance on items that are of value and have many resources to help channel donation items prior to your move. Your floorplan is key to making all the necessary decisions on your most memorable decorative pieces along with your favorite furniture. With our help, we can solve your moving puzzle and watch everything fall into place with ease on moving day!

Provided by: Kathy Campbell, Labor of Love

There are a couple of things that I am proud to share about WayForth.....

- We are Senior Move Manager-Certified
- We have an A+ Accreditation by NASMM
- We are a Trusted AARP partner

All of that translates to having the tools and expertise to provide solutions to your unique move experience.

Provided by: Bette Williams, WayForth