



Gentle Transitions Major Relocation Projects

Gracepointe Crossing-Cambridge- 8 townhome relocations to make way for the new building. July 2016. Laurie Sykes/Darla Wessels

Our experience with Gentle Transitions was nothing but positive! We had a tough situation on our hands, needing to relocate 9 residents whose townhomes were being demolished as part of a campus rebuild project. Even before the moves began, GT staff met with our staff, toured all of the floor plans and learned what they could to make these moves as seamless as possible for our affected residents. GT contacted each resident personally and set up a private visit to learn of their wants and needs and plan for the move. In preparation for the moves, GT staff took pictures of china hutches, wall displays, etc. so they could decorate their new homes the same. Not only did they do all the packing and unpacking and setting up, they cleaned better than things were before, even polishing furniture! After the move process with Gentle Transitions, each and every resident shared that we could not have chosen a better organization to help with these moves. Thank you Gentle Transitions!

Darla Wessels, Housing Administrator, GracePointe Crossing

Oxbowl Bend-Coon Rapids- 22 apartment remodeling project

Oxbowl Bend is managed by VOA, and underwent the **remodeling of 22 of their** apartments to make them handicap accessible. This was done to accommodate assisted living residents under a HUD grant. The residents were relocated to apartments within the building for a period of about four weeks, and then moved back and resettled in their newly remodeled apartments. This was done in stages, over about five months, in order to accommodate the construction schedule. The residents were thrilled with the attentiveness of our team, and of course the “newness” of their apartments.

3/21/16 Hi Bill,

Kuddos to Gentle Transitions!!! You all made the renovation and relocation so much easier on the residents, therefore on the staff ☺. We received so many compliments from the residents. I will also say that they were so easy to work with.

Thanks again for doing such a great job!

Teri Krause| Program Manager

Volunteers of America - Minnesota | www.voamn.org Oxbowl Bend Senior Housing

Lino Lakes Assisted Living-Lino Lakes-Transition 27 apartments to a newly constructed building in 3 days

*“Bill, I wish I could have said thank you and good bye to you, Tammy and the entire team. “A”plus all around. You guys were just spectacular. I...will **highly** recommend you anywhere I go. Great job.”*

Amy Koehnen, Executive Director, Lino Lakes Assisted Living

The Meadows on Fairview-Wyoming **13 apartment AL relocation in 2 days**

Pamela and crew were wonderful. We can't say enough wonderful things how the moves went. So easy. Families are so happy and impressed. Thanks, Kari Wilson

Lyngblomsten-St. Paul-assistance with **renovation project** of resident kitchens in **105 HUD apartments**.

Gentle Transitions was a God send for our recent remodel project. We remodeled each kitchen and bathroom in our fully occupied 105 unit building. Gentle Transitions, with their gentle hands, guided our tenants through this project with as little disruption as possible, all along assuring our tenants their possessions were taken care of and returning their items when the project was completed. They coordinated their portion of the project with other subcontractors involved creating a smooth schedule for all. With an average age of 85, the Gentle Transition team was able to adapt their schedule and routine, when needed, based on our tenant's needs. I would highly recommend this group to help with a small or large move. Gentle Transitions was a blessing to us and all their work, coordination and hard work, was appreciated. Thank you for all that you do and the service that you provide. Jill Hult, Manager, Lyngblomsten Apartments, jhult@lyngblomsten.org (651) 632-5422

Edina Park Plaza-**40 internal moves** over a year period during renovation of building. Ongoing 2013/2014 "We are very happy to have an opportunity to work with you. Your associates are fantastic, trustworthy, professional, organized, gentle, understanding. You managed to create wonderful business and I know each time I refer you –I can be sure that the customers will be happy. Looking forward to work with you in 2014. I can trust "Gentle Transitions"! With warm greetings" **Margaret Mic**, Marketing Coordinator, Edina Park Plaza

Maranatha-Brooklyn Center-PHS-Relocation of **80 nursing home rooms to new building**. Completion in **2 days**. Working with Gentle Transitions the past fall during our large Care Center move was a truly great experience. Each staff member of Gentle Transitions had smiles on their faces and were eager to help. We almost had more helping hands than we knew what to do with at one point due to their eagerness and enthusiastic personalities. They definitely provided that extra encouragement we needed towards the end of our transition. I would recommend Gentle Transitions to anyone! Kayla Vadnie

St. Therese SW-Hopkins-**8 internal moves** due to apt relocations-Lori McGuire, Administrator (952) 960-5550

The Deerfield-New Richmond-PHS-Relocation of **35 LTC rooms to new building**. Completed in **2 days**. *The experience we had with Gentle Transitions was with our Relocation to our new Care Center. It was amazing to have the support of professionals like Gentle Transitions who were able to pack the residents belongings and move their personal items into the new Care Center so our staff could focus on the transition process of actually moving the residents themselves. We had a Relocation Ombudsman who came to observe our move and remarked at how smoothly everything went and noted himself that Gentle Transitions seemed to play a major role in our successful day by allowing the rest of our staff to focus directly on the residents themselves.* Sarah Reese 715-781-6592

VOA-Nicollet Towers-Minneapolis-Ongoing assistance with packing/unpacking of kitchen area during **refurbishment of 200 apartments**. "Gentle Transitions was hired to help Nicollet Towers during a renovation project in 2011. They were easy to work with and the staff worked really well with our residents during a difficult process." Resident Relations Specialist VOA Jennifer Melton, 612-874-1779

Lake Minnetonka Shores PHS-Relocation of 37 residents of old building into newly constructed building. **Three day project.**

When Lake Minnetonka Shores transitioned to our new Assisted Living building, Gentle Transitions was involved throughout the process. Starting out months before the move, they outlined every detail possible, thus the move went off remarkably perfect. Residents and families members were thrilled to see the transformation of the new apartment arranged very similarly to their previous apartment.

Gentle Transitions worked with families, residents and staff to ensure minimal disruption through the process. I have heard nothing but strong positive comments about Gentle Transitions, as they assist other residents and family members at Lake Minnetonka Shores. It is a pleasure to work with such a caring, respected organization.

Mary Weiss, Housing Administrator 952-471-3960

Sisters of the Good Shepherd-relocated 30 Sisters from their convent home in North Oaks to Boutwells Landing senior community in Oak Park Heights.

Dear Bill and Diane,

I want to take a moment to say how pleased I am with your Move Manager Pamela Crandall and her crew! Pamela had the right people there doing the right things at the right time...they turned a room FULL of stuff into a decent room -without any fanfare!! Modern miracles were being performed right before my very eyes.

I am so impressed with your professional and very pastoral folks. Thanks so much for your ministry of transition, organization and flexibility. IF you have REWARDS within your organization - Pamela and her crew deserve the BLUE RIBBON or the PURPLE HEART... Judith Jewison, OP, (651) 402-0380

Covenant Village of Golden Valley-8 resident relocation project

Good Morning Bill,

*It has been a great pleasure working with you and your staff over the past few months on the Woodside resident relocation project. I have truly only heard positive comments from everyone involved. Our project is off to a great start due to your work and assistance to us. You know that we will be promoting your services to future and existing residents. Thanks! Gary
Gary M. Gardeen, Executive Director, CRC of Minnesota 763-732-1521*

Vernon Terrace of Edina-Relocation of 8 residents into newly constructed Memory Care

In spring of 2011 our senior building was excitedly planning to open a memory care wing. However, this meant relocating some current residents to new apartments before construction could begin. Talk about good old fashioned customer service! From start to finish, the entire team listened and responded to the individual needs of each transferring resident and their families. They went above and beyond in service response to several special requests. Their communication and partnership with building staff and management was also A+. It is always a pleasure to work with Gentle Transitions, but never more than when special attention is needed during a project.

Marti Briest, Assistant Director 952-925-5615

Croixdale Relocation project-Bayport-moving 37 apartments out of old building and into new temporary building and then one year later relocating residents back to a newly constructed building at previous location.

We contracted with Gentle Transitions to make this project go smoothly and most of all to be sure that our residents' needs were met. Their team met with our residents and their family members prior to the relocation. Everything went more smoothly than we could have imagined. Their crews were professional, compassionate, organized and incredibly detailed oriented. Communication was excellent throughout! To sum it up, we were very pleased with the partnership during our moves both out of the old and into the new!

That project is now in the past and yet both residents and employees often reminisce about the exciting time of change for all of us! We continue to be so pleased when new residents use Gentle Transitions services because of how great the overall experience goes for everyone in comparison to when families or other moving companies do the move. They make it about the experience right down to the last detail rather than just rushing and moving things! Thank you Gentle Transitions for the difference you've made in our community! Rene Roeser, Campus Administrator, Croixdale, Bayport 651-275-4800

McKenna Crossing-Prior Lake 8 apartment remodel project

At McKenna Crossing we did some major re-modeling which required us to ask 8 of our residents to a different apartment. This presented a major upheaval in the lives of these seniors and for their families. Needless to say, this plan was not popular to those affected. However, using Gentle Transitions to handle all the moves provided a tremendous help in easing their irritation. The residents knew they were in good hands. The moves were handled efficiently, professionally, and very thoroughly. Thanks to Gentle Transitions, a situation that could have been a public relations disaster for our residents actually turned into a very pleasant and 'care free' experience. We felt fortunate to be able to partner with Gentle Transitions in this effort.

Campus Administrator, McKenna Crossing, Prior Lake (952) 352-1000