



Major Relocation Projects

Introduction

Since 1990, Gentle Transitions has been assisting older adults and their families as they transition into their new homes. During that time, we have managed thousands of moves, and experienced an incredibly large number of scenarios, as no two moves are the same. Our vast experience allows us to excel in the areas of *project management, planning and logistics*.

During large scale projects, Gentle Transitions collaborates with your project management team and other key players, providing effective communication and dialogue to address important details to assure the project goes smoothly.

From the perspective of residents and their families, we treat each move individually; as far as the resident is concerned, for the time we are working with them, they are not part of a large project but rather our primary focus. As with any client, we go to great lengths to ensure that we address the psychological and physical burden of moving to a new residence. Our employees are compassionate, professional and experienced.

We can help your team craft a move notification letter, and attend resident/family meetings to address individual questions and concerns.

This overview summarizes projects and testimonials from the many large-scale projects in which we have participated in the past several years.

We invite you to put our expertise to work for your organization as well as your residents to assure a smooth and successful outcome. We are detail oriented and uphold the highest customer service standards.

We thank you for your time and consideration,

Sincerely,

Bill Lehman and Diane Bjorkman, Co-owners

2019

Augustana: Minneapolis, MN

Project overview: Augustana experienced a fire in one of the fourth floor resident rooms and many of the apartments below experienced major water damage. These residents (12 apartments) were relocated and fully resettled into vacant apartments within a matter of days.

Testimonial: Kelly Rice, Director of Housing

"Augustana Apartments had a fire that resulted in water damage to a dozen units. We contacted gentle transitions and within the next day they were out here starting to work with their team to create a plan to relocate residents within our buildings. Within in 5 days they had all 12 units moved and our residents were so happy with the job they did. Gentle transitions always pays attention to all the details and never leaves anything undone. I want to thank Diane, Lee and his team for helping us out in such a pinch and taking the stress away from one part of our crisis."

2018

GracePointe Crossing: Cambridge, MN

Project Overview: Two older buildings, Gables East and Gables West, were being closed down. The staff and residents of each were consolidated to a new building a few miles up the road. Gentle Transitions relocated 150 residents in 3 days.

Testimonial: Brenda Stachowski, Care Center Administrator

"Bill, Lee and the entire Gentle Transitions team was extremely experienced, organized and compassionate. They made our very large move a worry-free experience for the GracePointe Crossing staff, residents and families. It was a pleasure working alongside the team from the planning stage through the completion of our three-day move. Gentle Transitions is a dedicated and dependable team that will go the extra mile to surpass your expectations!"

EagleCrest: Roseville, MN

Project Overview: 130 apartments in the Terrace building were renovated over a 12-month period. Gentle Transitions moved each resident out into a temporary apartment, then moved them back home after their apartment was completed.

Testimonial: Dani Salisbury, Campus Administrator

"During the renovation project at the Terrace, Gentle Transitions was organized and paid much attention to detail which was helpful from the management perspective. They were also extremely flexible when changes needed to be made to the moving schedule and were able to accommodate most any situation. From a resident perspective they were a blessing to the project. At first, residents were nervous about the transition but between seeing their newly renovated apartments and Gentle Transitions holding their hand every step of the way, the project was able to go smoothly. There were rarely any complaints – only the most positive things were said from the residents and when changes did need to be made, Gentle Transitions was more than willing to come back and assist that resident making sure their apartment was exactly the way they wanted it."

Village Shores (SilverCrest): Richfield, MN

Project Overview: 63 moves accommodating the schedule of a major internal renovation project over the course of 11 months.

Testimonial: Ann Huseby, Executive Director

"I would HIGHLY recommend Gentle Transitions as a move company! I am the Executive Director at Village Shores Senior Community in Richfield where we have just finished a renovation on the whole building. We were faced with moving all residents from one home to a temporary home and back to their permanent home while the renovation was being done on their home. It was recommended by the owners of our company that we use Gentle Transitions for this huge undertaking. I am so glad that we did. They were very understanding of the delicate situation we faced. They accommodated our schedule and were great at communicating to the on-site staff and what they needed as well as the resident and family. If you are planning on moving and need an all-inclusive service to do this I would highly recommend."

2016

Gracepointe Crossing: Cambridge, MN

Project Overview: 8 townhome relocations to make way for the new building.

Testimonial: Darla Wessels, Housing Administrator

"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!"

Oxbowl Bend: Coon Rapids, MN

Project Overview: Oxbowl Bend, managed by VOA, underwent the remodeling of 22 of their apartments to make them handicap accessible. 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.

Testimonial: Teri Krause, Program Manager

"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!"

2014

Edina Park Plaza: Edina, MN

Project Overview: 40 internal moves over a one-year period during renovation of building.

Testimonial: Margaret Mic, Marketing Coordinator

"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"

Lino Lakes Assisted Living: Lino Lakes, MN

Project Overview: Transition 27 apartments to a newly constructed building in 3 days.

Testimonial: Amy Koehnen, Executive Director

*"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."*

The Meadows on Fairview: Wyoming, MN

Project Overview: 13 apartment AL relocation in 2 days.

Testimonial: Kari Wilson

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

2013

Maranatha: Brooklyn Center, MN

Project Overview: Brooklyn Center-PHS-Relocation of 80 nursing home rooms to new building. Completion in 2 days.

Testimonial: Kayla Vadnie

"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!"

Lyngblomsten: St. Paul, MN

Project Overview: Gentle Transitions assisted with the renovation project of resident kitchens in 105 HUD apartments.

Testimonial: Jill Hult, Manager

"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."

2012

The Deerfield: New Richmond, WI

Project Overview: - Relocation of 35 LTC rooms to new building. Completed in 2 days.

Testimonial: Sarah Reese

"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."

Sisters of the Good Shepherd: North Oaks, MN

Project Overview: Relocated 30 Sisters from their convent home in North Oaks to Boutwells Landing senior community in Oak Park Heights.

Testimonial: Judith Jewison, OP (what does OP mean? Is that her title?)

"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"

2011

VOA-Nicollet Towers: Minneapolis, MN

Project Overview: Assistance with packing/unpacking of kitchen area during refurbishment of 200 apartments.

Testimonial: Jennifer Melton, Resident Relations Specialist

"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."

Lake Minnetonka Shores PHS: Spring Park, MN

Project Overview: Relocation of 37 residents of old building into newly constructed building. Three day project.

Testimonial: Mary Weiss, Housing Administrator

"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."

Vernon Terrace of Edina: Edina, MN

Project Overview: Relocation of 8 residents into newly constructed Memory Care.

Testimonial: Marti Briest, Assistant Director

"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."

2010

McKenna Crossing: Prior Lake, MN

Project Overview: 8 apartment remodel project

Testimonial: Campus Administrator

"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."

Covenant Village of Golden Valley: Golden Valley, MN

Project Overview: -8 resident relocation project

Testimonial: Gary M. Gardeen, Executive Director

"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!"

2004

Croixdale Relocation project: Bayport, MN

Project Overview: Moved 37 apartments out of old building and into new temporary building and then one year later relocated residents back to a newly constructed building at the previous location.

Testimonial: Rene Roeser, Campus Administrator

"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!"