Steve Gurney ([00:05](https://www.rev.com/transcript-editor/shared/qNVd4RtgKU1dTAZycsIeraauB3rUw6VwJUKX3xCwjdKpHpkl3B8wiui5O9uWKGXmyrow1LDWEbZzunIuEpsvLaCy4ZY?loadFrom=DocumentDeeplink&ts=5.91)):

Welcome to the Aging Podcast. I'm Steve Gurney, founder of the Positive Aging Community. We're excited that you can join us for our interactive discussions with pioneers and thought leaders on a wide variety of topics related to aging on longevity. We're able to bring these discussions to you along with copies of the Positive Aging Source book. Thanks to the support of our positive Aging Community champions, visit pro aging.com to connect with them and find hundreds of other resources. Well, today I have a great discussion to share with you. This is a recording of a live and in-person event we did at JK Moving's headquarters right next to their innovative training house in a warehouse. We had an awesome audience of people there who were thinking about downsizing and dozens of influential senior serving professionals. We were welcomed by Chuck Kuhn, the founder of JK Moving as well. But what you're about to listen to is a segment, the interactive discussion with four individuals sharing their personal stories about moves for themselves or their loved ones, downsizing and moving to senior living options and the emotional challenges and successes surrounding that. We also have some audience interaction as well. So I hope you enjoy this and I hope we can continue to pull together programs like this in the future, listening, reflecting, and learning from each other. So let's jump into the conversation at JK Moving headquarters.

([01:36](https://www.rev.com/transcript-editor/shared/NMN8PJgFWcl8IFWgIsOvl-oOqLMp3-1jRIO2uUQok6PtV5_F9n2sHiBO5YERrHCWHBZ2Hehgz-_KTZP2Aa3Gif0acxI?loadFrom=DocumentDeeplink&ts=96.81)):

As you can tell, most things that I do are not scripted at all, but Lisa teed up this program today perfectly because one of my goals, and those of you attend our weekly discussions. You see that whenever possible, I try to get real people on the stage. I mean, let me tell you, there are so many experts in this room on how to move and what to do, but when you really get right down to it, the reason you're buying Lisa's book is because you're hearing stories of 17 years of moves. And today I am blown away that these four people are joining us because they've all been through different moves, whether for themselves in downsizing or helping their loved ones with downsizing and moving. And so our goal is we're going to first get to know each of them a little bit better, find out about their situation, and then we really want to make this interactive so the experienced professionals in the audience, you can use these as talking points to say, oh, man, what about doing this?

([02:45](https://www.rev.com/transcript-editor/shared/ZaSTaxo9-tXqi5BLyS8Xi0PtLJH-d5rWiV290umLwEiF2q8MzqA9p5SrmKhY0ihhtXtTsmVEaq4uQWYTrj8ya_KnOPs?loadFrom=DocumentDeeplink&ts=165.96)):

And then for those, I am also delighted that we have people in the audience today that are actually making moves. They're here because they're dreading these types of decisions. So I think we've got a really cool day planned. We'll do this panel and then we're going to leave a budget a little bit of time for some of the JK experts to give us some moving hacks, and then we can do more networking. You can tour the training house and we'll give away more books, and it's going to be a lot of fun. Does that sound good, guys? Okay. And we're on time here. Okay, so here we go. What we're going to do first is we're going to get to know our panel members here, and I'm going to start with Jeannie, if that's okay. And let's first just do a round of who you are, and then we'll do a round of your moves.

Jeannie ([03:40](https://www.rev.com/transcript-editor/shared/6w-LIjAMg-wJYFky7cSoqMtQkkaGW8wL-v9J7D0q1Ti1ew18Pk1SZz4Dd5A2LnIMhL5xdH8xw3tWuQdxLET1xyN17RM?loadFrom=DocumentDeeplink&ts=220.06)):

I am Jeannie Raditz. I've been retired for 15 years from the healthcare industry. My last three jobs were Sunrise Capital Hospice and Corbit Technology Solutions. They were my favorites. And my husband and I in 2005 and six, built a 3000 square foot, designed and built a 3000 square foot home on three acres. And we loved it. We put much labor and sweat and love into that, and it was very senior friendly. And fast forward 10 years, my girlfriend from high school, a cheerleader friend of mine, we were cheerleaders, and she had moved to a condo in Lansdown Woods, and she introduced me to the condo and I loved it. And I went home and spoke with my husband and he said, let's do this. And two years later we did. Okay,

Steve Gurney ([04:50](https://www.rev.com/transcript-editor/shared/1ZdUvqg3MBeVTr3vEssg9QUXaBRjT709W-2aiy4POKmgx3WbXB7b4Og27h-UqGMBval51AGDLuId-cvvDFLxZa84has?loadFrom=DocumentDeeplink&ts=290.62)):

All this stuff. So our next panel member is Jill. And Jill, tell us your story.

Jill ([05:00](https://www.rev.com/transcript-editor/shared/7Uv9OrU1peUakAj6DEC4mXI2F7XsCXNQZ8lNQLMLU1XVEY3mT2ttUwOpIWReSJh_o8xtZwlZbOyQHPwJMB8CyflpKSA?loadFrom=DocumentDeeplink&ts=300.31)):

Well, I retired at the end of

Jeannie ([05:02](https://www.rev.com/transcript-editor/shared/4PhJUoN9jeHpXT6ZZy2gg3gwJuKfFAoNWcRaWGXqbGPG-RIpqbdSYb_yTSjuFDnGKJXKyc7JP_U1P3HV3Swqp1hy6dI?loadFrom=DocumentDeeplink&ts=302.8)):

2019,

Jill ([05:04](https://www.rev.com/transcript-editor/shared/aY5S2UnAh9hqS94oPaLJ3kseaNAWGFjacpiYoJYAf-tmnIQjsYGsw5dMQHGClQPps9qwUsNdXSQwxNn3ZYTp74IuVQY?loadFrom=DocumentDeeplink&ts=304.45)):

And I promptly became a shut-in because of Covid. I was telling everyone I had the world's most boring retirement, but all that time alone, pretty isolated. I'm single, don't have kids, made me realize that I needed connection. And so I made the decision during that time that I wanted to move, and I explored a lot of different opportunities or possibilities, I guess. And I decided I wanted to move to a 55 plus active adult community. And so I did that in June, and I feel like it's the best decision I've made. I'm very happy there, lots of like-minded people and lots to do if I want or if I don't. And I had had the experience of moving my dad and getting rid of all of his possessions and selling his apartment. And so that informed me a lot about what I was going to be facing.

Steve Gurney ([06:10](https://www.rev.com/transcript-editor/shared/9l0eCk2eOcc--j60Uk7bO-XsLGKu05GGmYr3KVAiSOdihq6tVV8ebu1-SJLBYd7HerfNBcXues3zMqEWLFq-ehCBW34?loadFrom=DocumentDeeplink&ts=370.19)):

Awesome. Okay. Thank you, Jill. And then I'm going to pass the mic over here to Karen. Janet. Gosh, I got so many names going through my head. I've been called worse. Okay, good, good. And who's going to tell us a little bit who you are and about your situation? And so you'll see we didn't assign seating, but you'll see the theme. This is planning primarily for yourself, and now we're going to move to helping our loved ones make a move.

Janet ([06:41](https://www.rev.com/transcript-editor/shared/goxhxmf6b-nQnVYNQ7pdtW-bqcGsJ-_8w1SGWVPBtFI2gmgPZ2f-_OOWMTApvjOo_aoUEf2v8h04f0CO0fY0xj7cLrU?loadFrom=DocumentDeeplink&ts=401.24)):

So I grew up in the area in Washington, DC and my parents moved to Pennsylvania in 1974. So they built a community, and that was their home. My dad passed, my mother stayed in their home, and at age 90, she was still living completely independently. And at age 90, she had a health episode where I literally was called at 8:00 PM and said, get up here. We're taking her to the hospital. So even though she's 90, in my mind, I'm totally stunned and shocked. It's like, how could this happen? So I am up in Pennsylvania, and while I visited many, many, many times, I'm not familiar with the area, she was there for five days and a social worker walked down the hall on a snowy day and gave me a list of five rehab facilities and said, we're moving her tomorrow. Which one should we send her to?

([07:37](https://www.rev.com/transcript-editor/shared/JiedO2rC5hqbLGXBA2jaY7xyQGw1JoWT3-7evCA5aMBkny1Gep9zQYdMHtG_aIMLApH-RJ7JG7mCLnaBihHHHunhl4I?loadFrom=DocumentDeeplink&ts=457.73)):

And I looked, my first thought, my very first thought was, well, my first thought was, where's my brother? But after that thought it was, this will never happen to me again. And so I was able to select one. She was there for three months, and then we moved her here to be near me just because she needed some care. We moved her to assisted living because that's what we were advised to do. She was there from age 90 to 91. She didn't need assisted care. And so we moved her to Independent Living, which is where she has been since, I guess, for the last five years. And because of the care that we've been able to get, care Connections, elder Tree, others, it has made it a very doable situation. And she is happy and content. We almost moved her with Lisa at organizing mentors. She came in and did the whole plan helped us. My mother said, yes, I will. Yes I will. Yes I will. No, I won't. And so she still in the apartment where we first contracted, but if she ever wants to move down to one other place, Lisa's there ready to go. So without the help, I wouldn't be able to do what I've been able to do for our

Steve Gurney ([08:55](https://www.rev.com/transcript-editor/shared/he05Gou6uvn2AZdM8KcvX1rsLEWeHOW70gRnZlveBHrEFN-UFVdl5WkjcBVoFGmwFAq_pmtp0atJgQyd4Nfs9GukyXE?loadFrom=DocumentDeeplink&ts=535.38)):

Excellent. And our next panel member is Gail. And thankfully, I only botched one name up here today. And Gail, tell us a little bit about your story. Well,

Susan ([09:07](https://www.rev.com/transcript-editor/shared/O_sZgI63lJtd1D_sGeQ4jQ0h_nCx-Hn7H6GBATDFpopR7K_WXuCsm1Zndo8mX12pvEc3lsFwCpgnxV2_H5ZYx-LWTj4?loadFrom=DocumentDeeplink&ts=547.99)):

Okay, so to that point, it's actually Susan, Gail, I didn't even know you knew my middle name.

Steve Gurney ([09:16](https://www.rev.com/transcript-editor/shared/XIcsE65SdZ82TBw2bXGfwOV8IwJFVSPtD4fM6sKcrCSwtrhkyx6I4olcSXnidbwVd7mytx1BDQCLa6fDkfRO-qjPGL0?loadFrom=DocumentDeeplink&ts=556.59)):

That is kind funny. Calling her by her middle name. Oh boy. I

Susan ([09:20](https://www.rev.com/transcript-editor/shared/QsWWsW4oldMASKa7D5ZPfT0SYg8dQ1qF4fotj5zpSi5Y6Ls8MxwQUNnUP_-syQNM-CJmqamREzeqWgAQoQdQ2fe0BmE?loadFrom=DocumentDeeplink&ts=560.25)):

Didn't even know it, right? You did. Okay. Okay. So my story actually, it's almost like she's telling my story. Wow, how did this happen? So mine is about my mother as well. She is now 95 years old, lived on her own in a three level townhome until she was 88. She was in perfect health, an exercise, not fanatic, but she was very committed, healthy eater, worked out every day, walked, and it was really important to her to maintain her health. So she had planned all along. She was a smart woman and very determined. She'd planned all along to retire and move. When the time came to a condominium at Reston Town Center, she had purchased a unit at the Savoy Ground level, and it had always been her plan. She was going to go there. So we moved her. That was my first move at 88, and she loved it there.

([10:21](https://www.rev.com/transcript-editor/shared/aKGf6BFjnygOcBQ_rGInhoI1WEgHY5oS2JBiNal6hmSddvSJ0T_4wjUYm8vIZ4EhgcjqTOVPAeDZ_k1xI2P4gYsIrOE?loadFrom=DocumentDeeplink&ts=621.27)):

I mean, it was absolutely fabulous. She like your mom took no medications. It was completely independent, very strong. And then again, like your story, a health event. She had a minor stroke that when it was all over after five days in the hospital, basically they said, she can't be left alone. She's a fall risk. You need caregivers. And it's like, oh, what do I do? So after going through months of trying to manage, hire, and manage five caregivers is the number that we had at one point in time just to manage day and night weekends. I had no idea what any of this was about. So after going through that, we said, we just can't keep doing this. I mean, the expense is amazing. So number one lesson learned is boy plan financially for this because it's costly. So we decided to move her into an assisted living facility, made all the visits to try to decide which one, and she did not want to go like your mom.

([11:36](https://www.rev.com/transcript-editor/shared/90xLoZeOVy1ha9lTMJJT3rC8P4a8h9u9Pmrt3TX-7h1ig82l3fIkmcfgv88uqq-UZ1kf-zVs9I7wI3H4bGqEZasw_5w?loadFrom=DocumentDeeplink&ts=696.03)):

No, not going, going. Finally convinced her. She moved and it was good. It was pretty good. She was in assisted living for about a year and a month, and then another health event, congestive heart failure back in the hospital seven days. And then that was when it was, okay, when she's released, where are we going to go? So luckily my friend Steve was available to talk with my sisters, and I have three sisters who don't live in the area. So they all came, we all huddled. We got Steve on the phone on a conference call, amazing advice on who to talk to, introductions we visited, and within three days, we had made a decision on a facility for memory care and moved her in after her seven day hospital, stay under hospice care. That was another challenging thing to try to figure out and understand. But she's been in this new facility now a month, almost two months, and it's amazing her recovery from this heart failure and the strength she's building and how happy she is there and the care she's getting. It's amazing. So I've been through a lot of the negative stuff, but there's also been some really incredible positive things too. And I can't say enough about the people in this business and the compassion and care that everyone shows. It's absolutely amazing, and I'm glad to hear that JK moving does it too.

Steve Gurney ([13:07](https://www.rev.com/transcript-editor/shared/0rv2ppMaoR1DroViw2JjZOMpC7JC62laP55wC-N0dqRto480_VytLYqjc2NBk8e4gSLHQZ7_o-KcEdSHfPx0zjO9LwU?loadFrom=DocumentDeeplink&ts=787.78)):

I love it. No, this is great. So the cool thing is we got some great stories here, and they intertwine because as we've learned over here, part of the reason that these two are making made moves is because of some of these stories that you're hearing here. Once you've experienced a caregiving situation, you realize that you need to make some moves. So now what we're going to do is we'll just kind of, we're going to make this random conversations, and then I'd love for you and the audience to join in and ask questions or follow up or what have you. But one of the things when the four of us were huddling on the phone is that one of them said something like, it's not like a checklist. A lot of this is just the emotions of going through the move. And so maybe I'll kick things off for this next round of, you can share whatever you'd like to share, but maybe talking about the emotions of whether it be your possessions or this beautiful 3000 square foot home that you lived in Jeanie, if you want to kick it off,

Jeannie ([14:21](https://www.rev.com/transcript-editor/shared/WddMqqFhz1clthK5U714Ikmwyw8qGF1hPg4koXO_5H2CO-R6uoMgxXZOjpW5tOjtM7d02E985W-O-Q_3WzFh_x-6OoM?loadFrom=DocumentDeeplink&ts=861.28)):

That's where I began. Another life. My husband

Steve Gurney ([14:25](https://www.rev.com/transcript-editor/shared/yuiFhk_rpuMwcu7T1UA5VEJWj3w9nVoMttErSPbTgC_MWaJc0QMgFSFC0HVxa-6_pgeEytOHgb1xQruC-XkX3rJmT3Q?loadFrom=DocumentDeeplink&ts=865.87)):

Put it closer to your mouth.

Jeannie ([14:27](https://www.rev.com/transcript-editor/shared/VvuA2wyMXEXIGHAcISrHoEekNRwpUhbBDlpa40GEoX1rYlQ1PtJxjwpomvAlbjsepi_3Jx_mwpLk3HyusKpbleuliS8?loadFrom=DocumentDeeplink&ts=867.73)):

My husband

([14:29](https://www.rev.com/transcript-editor/shared/dXqd7IT0wrtNXMX6IBUP-xlVWOVKyxZjQdqIT7DlDytxRhHNKL1uOeljDDfwMiyKoVu2pt7EEpsGOyeVR9UGHXPm1Hc?loadFrom=DocumentDeeplink&ts=869.77)):

Was showing to me signs of being unable to keep up with the property and the equipment, and being in healthcare, having been involved in Alzheimer's Association, I used to ride the tour to Canal Grand Charity ride and raising money. And my mother's baby brother died of end stage Alzheimer's at the age of 83, from 80 to 83. That was it. And it's your gene pool. And his mother lived, my husband's mother lived with us for four years in this nice senior designed house, and she had vascular dementia, and I'm noting his behavior and forgetfulness, and I buy the condo in Lansdown Woods, and it's been an adjustment because he's only been diagnosed with Alzheimer's for three years now, and he's only accepted that for about two months, and he has had to pare back from his wood shop. But there is one that Landsdown Woods, and I was not on the same emotional plane that he was because he rejected having Alzheimer's, even though he was aware of his forgetfulness.

([15:55](https://www.rev.com/transcript-editor/shared/APyrB8MFlRuEOHEkDIO1JRQ2X9bmld_iDyYC89xJih9MpuQQlEy6TujCSJvmwW7qFCsMbo5XDt2PHA-10W5tJy9wCgM?loadFrom=DocumentDeeplink&ts=955.7)):

And I was just so glad to put that beautiful home behind it. It went to a minister by the name of Reverend Meyer. I mean, could I make that up in a book? It's sold for cash in full price. And so my husband jokes about this. His brother was very ill when the house sold, it sold in one day, and I got power of attorney, put him on a train to go see his brother in Florida, bought a condo. He said, don't ever give your wife a credit card or a power of attorney. So that's where we have evolved, and he's remaining very functional. He went through the memory clinic at Hopkins, and now they have us. They get our spinal fluid and our blood and our MRIs, and we're part of their clinical trials. Yeah, that's what we're marching about.

Steve Gurney ([16:54](https://www.rev.com/transcript-editor/shared/5jZP3UQCkwKXmLCVSr9OGCCMrFnT3nfkaPcxQaYx9nADepNaM60IFZe4-Uu2tzVPe0AtBdKpl6UewIp9e3y_WcACqKI?loadFrom=DocumentDeeplink&ts=1014.05)):

Well, Jeannie, one of the things, and this is a tip that I've heard for many years, is that putting your husband on the train to go away during the moving process is actually a great solution. I've heard from a lot of the move managers where once you hire a move manager and you've got your floor plan, you know what you're taking, couples go away on a cruise so that they're, they don't even need to be there through this whole process.

Jeannie ([17:23](https://www.rev.com/transcript-editor/shared/ea3g7KcqyW4yYb-HbWMaxh3MJaoG2KagcZvFShRjakqZX4rv4p5LVhfk3pgkQR28MdI-y48sW_Pi0wJWbM4xTjOcCPM?loadFrom=DocumentDeeplink&ts=1043.42)):

And because so much of it was on my responsibility, I just had to take the reins and send him away,

Steve Gurney ([17:32](https://www.rev.com/transcript-editor/shared/Tq_f8dW77rtlSLYQmKjoQo84B8_Druo76T3WajruMZjP-rGRyJ_T2kY2duoj3vC9fxKl2DiMjRbXZS_0tzfjGBvbC2E?loadFrom=DocumentDeeplink&ts=1052.56)):

And it worked. And right now, for those that aren't familiar with Lansdown Woods, it used to be Leisure World, Virginia, we're all familiar with Leisure World, Maryland, but right now it sounds like you're in a community with other people. His dementia is not progressed to the point where,

Jeannie ([17:51](https://www.rev.com/transcript-editor/shared/ythAnP1M5wIUGQF2KTCuMOdgLsRGNOxouRTMcE5QRLPma9GxqOfFcW-0-WTOy9uuBdo42oNouQQBNHz6pLR3FWwWfdc?loadFrom=DocumentDeeplink&ts=1071.24)):

Right, he's on a medication.

Steve Gurney ([17:52](https://www.rev.com/transcript-editor/shared/3AsVFGz0-10VYu4y7BnJLASHBY1R7k5xf9xJDrjvjis-g1R05MLaQUD0ouCJPc5Nhw_vnziUFKmVX9ZeSzMzyRxql_g?loadFrom=DocumentDeeplink&ts=1072.95)):

Yeah. Have you started thinking about another move or what might happen after this?

Jeannie ([18:00](https://www.rev.com/transcript-editor/shared/bb4ZAxudJxeDRXjuf89V160OPKMZWI8qwbTSOm17gMYSEY4yC92xxSm1-EvJvMM_VO9l6yYL-ASRpppLLO-rtxKaomg?loadFrom=DocumentDeeplink&ts=1080.51)):

It's really sort of caught us into energy mode, and we're just spending so much energy with clinical trials and water volleyball, going to the gym and working out. I just retired from Jazzercise, but I participate in all the community of physical activities and just sort of keeping our heads above the water. We haven't gone there yet, but that is going to be a turn in the road.

Steve Gurney ([18:29](https://www.rev.com/transcript-editor/shared/uujcG4NoOqYsXkxo7tlHcO1dG9YPtCi3q6lvZlaMh-DFteUbOLQ8gq4AYqyKBseyj_lHlQVRCTXC72-VtyTFaOcnWbQ?loadFrom=DocumentDeeplink&ts=1109.43)):

I love it.

Jeannie ([18:29](https://www.rev.com/transcript-editor/shared/i4ZYakBRNOD-nqvWLpGkxxHtbyTUlN3IQN3k3yE8257uPW91-5c4OXEnkFUyJlGgQ1jejBVJBZCCwUhKImVyojNwtQQ?loadFrom=DocumentDeeplink&ts=1109.94)):

Yeah.

Steve Gurney ([18:30](https://www.rev.com/transcript-editor/shared/dcbdID0klTW_o5ijDbQe0-2Cr6M_Gdq7Xq_dttsdQaD_FM-Rychd-v4S54njh5aTHcCNoZ7l7QOVEgVIl2j2EHUhAEk?loadFrom=DocumentDeeplink&ts=1110.45)):

Alright, well, here if you want to pass the mic to Jill. Jill. Now the interesting thing, Lansdown Woods is a high rise, senior living multifamily in Virginia. Jill, the community that you chose is single family homes in Maryland, and it was brand new construction, correct?

Jill ([18:51](https://www.rev.com/transcript-editor/shared/UfBzaEmbLu2Ovx-9hc8-iR1uLmT2-SJxD6EyEN1BRl1Ioz_Nw2fY5bC4sBuCupVRRNW_3BqADXLatDTWOaZMoKF_1_U?loadFrom=DocumentDeeplink&ts=1131.24)):

Right. There's actually condominiums, villas, and single family homes. I moved to a single family home. I wanted a yard and I wanted one floor living. I do have a basement, but the basement is sort of auxiliary. And actually I was sharing that I had a bedroom put in the basement in anticipation of my future where I may need a caregiver to live with me and so that they would have their own room and their own bathroom and their own living space down there. So the basement's really for other people. And I live on the main floor now.

([19:31](https://www.rev.com/transcript-editor/shared/c55HshlY6tcxPAE8tRFCMVjADraXhQxUHstU8nDdD6o3Rlxo_CM8ryzk5N1B0ryVSUy_eHzp5fS1IPjeDf7V_d_mhB8?loadFrom=DocumentDeeplink&ts=1171.98)):

As I alluded to, I had the experience of moving my dad to learn from, and I learned some hard lessons in that move. One, I hired an state person who was pretty unscrupulous and it ended up costing me money. I ended up paying people to take away all the things that didn't sell. And so obviously that wasn't going to be an option for my next move. For my move. I did hire an auction company to sell some of the things that I had retained from my parents and some of my things, my Barbies, that kind of stuff, which I sold for a lot of money, my Barbies and my platform shoes.

([20:24](https://www.rev.com/transcript-editor/shared/5Jf3K7-pwPjuggPDayCUz8yYT9bhm2CAAhcwMPaRSXBgwgHdB3YRv7obGMEaNuoQ5spVDbWiibj6ygBbfHmwu_bDPi0?loadFrom=DocumentDeeplink&ts=1224.12)):

But anyway, so that went better. But I also have to say that choosing the right real estate agent made all the difference for me because I had used this agent for my dad's sale and they had given me great advice about what to repair, what to rehab, and we got a great price for my dad's condo. He needed that money to live on. So I hired them again when I moved, and they provide a lot of extra services, which was very helpful to me, not only from a physical point of view, but from a mental point of view. They first of all, gave the same kind of advice about here's where you need to invest in upgrading this or updating something in your house. Secondly, they staged my house and then they provided the movers and the truck to move the things that didn't need to stay in my house to storage. And that was all part of the same fee. I didn't pay extra for any of that. So that was a big benefit to me. The one thing, I mentioned this to Steve is that if you're going to let someone stage your house, just make sure they don't take your favorite chair if you're going to be there for a long time.

([21:43](https://www.rev.com/transcript-editor/shared/YG2sMUQJLPdgabOqV6Aa8cVylt7cRnWI9NCBrYERtcQP8eScnkeOLv4MFCiIXoV7QR6AYKz3J9pZk4Z5_d7yxypiEeA?loadFrom=DocumentDeeplink&ts=1303.15)):

I ended up watching television sideways for four months, and it wasn't great. But anyway, so that was a big help. I also enlisted the help of a lot of people. I mean, had to just, I've always been very self-reliant, but I had to realize I couldn't do it all myself. And so friends helped me with some of the packing. I hired organizers actually when I moved to my new house to help me unpack and put things away in a way that made sense and saved me the physical labor of all of it myself. And so I would just really say that having that extra help made a huge difference. It's psychologically very difficult. I mean, just even getting rid of my parents' stuff, forget my stuff. There was a dining room set that my mom had saved for years. She loved it. She went to New York to the show house to buy it, and it meant so much to her.

([22:40](https://www.rev.com/transcript-editor/shared/5DCxm6-iVM-hLfPBe7USeTQ1I6qipxbgpKZlGl7bDHfpc7-UAieCuUTdFhTGwrwEjfTrj4qCNArYJwMNDNkhv8WNr9A?loadFrom=DocumentDeeplink&ts=1360.69)):

I couldn't give it away when I was having to downsize my dad. And it hurts. It hurt me for her. I mean, she isn't with us any longer. She doesn't know, but I knew how much it meant to her and it meant nothing to anybody else. And that was painful. I think that's the thing you have to really prepare yourself for is that your stuff isn't meaningful to anybody else. And you've got to be willing to let go of it and just take what you need and what really, really means a lot to you and let the rest of it go.

Steve Gurney ([23:12](https://www.rev.com/transcript-editor/shared/ptjov4Ful1xlni6Y1AORqj82kuIyZqlgV4VaSFVqH15xq-NeNG2hr_BOvRp6yW8B5Y-KUQ0zUgQ2D9OTEpTV2AGOy1E?loadFrom=DocumentDeeplink&ts=1392.46)):

I'm going to interrupt you real quick here because you bring up a question. Is that of those things that you got rid of, is there anything that you're sort of like, oh geez, why did I get rid of that? Or is it, have you stumbled into that? Or is a lot of people that I talked to are sort of like, I didn't need any of that stuff. I don't know why I was so emotional about it.

Jill ([23:34](https://www.rev.com/transcript-editor/shared/6Szk1YI3oLUF1EqaQnw8Tgy_5UJsgmtjUeD6MMbZITMoWnNxG_Q0G4kmXlrjRlvfRznPvB62mWELBW2zYJgp6CtmJb8?loadFrom=DocumentDeeplink&ts=1414.39)):

Well, there's two parts to that answer. One is, I wish I had kept my Barbies longer because I think they'd be worth more now after the movie. But secondly, the answer to that is really no. And in fact, I kind of have a purging bug now. I did bring a few extra things that more than I needed to my new house, I wasn't quite sure where everything was going to go. And now I am faced with wanting to get rid of it. I don't want it. I don't want anything extra anymore. And I want my house to be really organized so I know where everything is. And then in case I start forgetting things, maybe my muscle memory will help me find my keys. And no, it was very freeing. I got rid of a lot of paperwork and I got rid of a lot of objects. I kept the things that were really, really special to me. And that's, it was hard, but I'm really glad I did it.

Steve Gurney ([24:28](https://www.rev.com/transcript-editor/shared/y2Nfp8hKd_X-gLDAMrsBaN7mtK9wIlqi8SqFVI8sCHCnNcJcixynIH2QKWvSahQ_6a02rUPV3AuSY7MEmTbovwnREvU?loadFrom=DocumentDeeplink&ts=1468.28)):

But this is awesome. Here, let's let our two other panel members comment. And now we're kind of transitioning from the move on your own back to helping somebody else move. And I think the theme here is the emotion and stuff, but feel free to just share any thoughts

Janet ([24:51](https://www.rev.com/transcript-editor/shared/_AOrT5hYu4BmCaFpo8a7bymYhWIahK-TEAWi-flzQH5NWdLkT5aQ4IilIQuJKB4gojp0HyAhTVC6a1gOJng7kBgSCuU?loadFrom=DocumentDeeplink&ts=1491.2)):

And some lessons learned because seven years ago I did move to a home. It has Maine four Master, it has a full basement in case I need care. So I'm thinking, I'm planning ahead, but I didn't know about all these services. I packed every box myself. I unpacked every box myself. And I told my kids, I have two adult kids and their spouses. And I said, so the next time a box is packed in my house, you better be putting me in one because I'm never doing this again. And so then we moved our mother down here, and in her mind, this was temporary, so she would not let us sell her home. So that home in Pennsylvania has remained empty for six years. At the same time, I have a dear friend who passed away. I was her power of attorney and I am now her trustee and her appointed representative.

([25:52](https://www.rev.com/transcript-editor/shared/6L9rWS9XKiDtx2re2N9xiE8QjtIoYp-dzA4QUAvYg9ad-CpGj74D1achz0CFVzIXMmkSl_6-uDBVlxCNOv-bdz6d5f4?loadFrom=DocumentDeeplink&ts=1552.46)):

So she died in January. So I had to clean that out. And it's what you said, I knew how important those things were to her. And the dining room table in particular, she actually wouldn't move into an independent living unless she took her tape measure and measured to make sure that the dining room table would fit in the space. And I had to watch that go out the door along with a lot of other things. And I tried my best to give away what I could. So I told my kids one other thing, and that is I have a little file of info for them. And I added to the note and I said, I've learned that things are really important to me, and they're there because they have a story and I want them, I love them, but they're not yours. If you want them, take them.

([26:39](https://www.rev.com/transcript-editor/shared/y1qVRYwHD-Y8aAKF8s_yreGvftCFsJt4ZekJ-PRU1amD2U4bNs5SOMb41k-KeFz2ygWg-NBo2hNpQA1dzFwcwkIQ4eI?loadFrom=DocumentDeeplink&ts=1599.8)):

If you don't feel free. And I laugh because I think my daughter and my daughter-in-law would not need that advice. I think they would be happy to get rid of anything. I think my son might want to hold onto things. But then right after I cleaned out my friend's home, my mother, we had an offer on my mother's home and she said, yes, you can sell it. So that thing was sold immediately and we had to clean that out. And I worked with my brother. I hired somebody to help in Maryland. I hired somebody to help in Pennsylvania, and I was standing there with my brother saying, what do we do? And he said, Janet, I've lived without this stuff for 65 years. So even if we make a mistake, it is what it is because I was left to do most of it. He lives far away and doesn't have a flexible job.

([27:28](https://www.rev.com/transcript-editor/shared/gipmtqUj4G48uWgtHoWjXe2F4g6xaLao0lEGWPwx41fRu8UeK42vjpFNbSk7dR_pB9RfYhlX67ld4fWGa-HHFOb_LZ4?loadFrom=DocumentDeeplink&ts=1648.29)):

And the organizers helped me in Maryland and helped me in Pennsylvania by supporting me, by saying, it's okay if you can't make this decision today, we'll make it tomorrow. What decisions can you make today? And slowly but surely, this massive amount of stuff just got smaller and smaller and smaller, and we were able to make decisions. My brother and I worked together on this and I could not have done it. And so when we were going to move my mother, the first person I called was Lisa. And man, she came right over. It's like, do this, do this, do this, do this, do this. And with what I told her I wanted mean, not that she was making decisions, but she was supporting what I said I wanted. So we're ready for that next move ahead of the move. So I think the point is getting help and a little ancillary to that.

([28:22](https://www.rev.com/transcript-editor/shared/sfQ-gqsZfy30-3zgXiDKAg2_eUAkjvG7T1qRXFmFAYOkHg7Ywfmt4qGsIRwEb9C5veuvcvPiXB4DdxV6Ykpg-rNe8fQ?loadFrom=DocumentDeeplink&ts=1702.98)):

A year ago we hired Care Connection, Sherry's here. Sherry is the companion and the supporter. And I think what's important to know is all of us would agree. I think that when you hire any kind of help, it's very intense and it's very personal and it's very attached to the family. And for Lisa and for Sherry in particular and others, it's about our connection. And one thing we all have in common is a sense of humor. And that's critically important to me. But even the place where my mother lives, the head of independent Living will say, Sherry has made a huge difference in our mother's lifestyle. And that, I mean, Sherry has given her this independence for as long as possibly we can. My mother, she does, my mother would wear the same outfit every single day, and Sherry sets out different things and talks her into it.

([29:19](https://www.rev.com/transcript-editor/shared/xsZR_nnwWEC1W2E65s0AU_C7Fq8ZDdfTKpw1k0b2MjrjG1inkg5fyq20TLpZEdVSswaP04IhC1gBCZXkatbI5EfJrcA?loadFrom=DocumentDeeplink&ts=1759.53)):

Then I say, which one do you want? She says, it doesn't. Big one. Now she's at that point I, she does. And Sherry can touch things that I'm not allowed to touch. Sherry can organize papers. Sherry can do all this work. And actually my mother's home was empty for so long. But we did have a housekeeper who had worked with my mother since 1974, and our whole family always calls the housekeeper the good daughter. So she was there all the time. And that also, she gave my mother some opportunity to have an extended period of independence when she was in Pennsylvania. So for me, it's about finding that connection and those people that help in welcoming them as members of your family. My mother cannot remember Sherry's name, and my mother says, who's that girl who comes with you and

Susan ([30:10](https://www.rev.com/transcript-editor/shared/NGrdFSjUFe_4_Jc2jyLtHi37I9Mz5fdwUWynk20zKt5tQFhj2ZERQu-h_ijCiL5bErHgWEmMKq0A3N98C433Xk22uy4?loadFrom=DocumentDeeplink&ts=1810.96)):

Makes

Janet ([30:11](https://www.rev.com/transcript-editor/shared/SNmP7tH1X-jxK6hhKOXiBRCEdCnUudChpmGon-z4a2CQaf1weR94EeJxsG9Wa3P7pA-0wPD5dzYFxDrbq_Yvwu7osTk?loadFrom=DocumentDeeplink&ts=1811.38)):

Me take a shower? I'm like, I'll take all of

Susan ([30:15](https://www.rev.com/transcript-editor/shared/UosBmz3rr7SQ_u_UUUnRJmib6blwqSrHWn_FDJWPHp_8Rqv9nX7wkCru4mKgzQSqWV0SdwHFQN5YKdyvH1DW0gpkJxk?loadFrom=DocumentDeeplink&ts=1815.24)):

Her dirty, dirty stuff. Be like, no.

Steve Gurney ([30:20](https://www.rev.com/transcript-editor/shared/Kg5VPCfyln5WwXSjtTVwis9_wv4fuBMcgNwshS1vzUOIlk_NLPTc-kABdbXkfDtxkeQPBBJQDz3pQXnBSMtRFnWhHME?loadFrom=DocumentDeeplink&ts=1820.56)):

So this is really great because again, this can be a team effort and there's so many people out there to help. But as you said, most of us don't know that we think we got to carry the whole weight on our shoulders. But so you mentioned the senior move manager, the organizers care connections, which your mom's in independent living, so she's not getting services. So you see the value of having somebody come in and provide support, but even if she was in assisted living, nobody's going to help her with her bills and things like that. So oh,

Janet ([30:55](https://www.rev.com/transcript-editor/shared/C5y7dPQRtHNIBlI3DXgBizy9baj7Osy6Iy-vDZd4kXUwC3EIgtdFUgcf8nPlTlykqWKfVmPrGueqcX1aTZb48lgU-7A?loadFrom=DocumentDeeplink&ts=1855.28)):

I do all that.

Steve Gurney ([30:57](https://www.rev.com/transcript-editor/shared/TMGIQvsGB1IZyDf08Vumm7l3OD1iRO7aApkW3b2NXUsiQj7Wj7TkyMoQSOORwfHO_MkrwU0rGXUL9UUhn2maPE20NnA?loadFrom=DocumentDeeplink&ts=1857.16)):

But there are folks that can help with that.

Janet ([31:01](https://www.rev.com/transcript-editor/shared/umcrXIX2hJBYuthf_fBDTSV9tJ0gA92UlY1ddi1oYNUX66HdsKKVdHH6hAORnztb3b5YwXlJCeRoBuCPY3_IZznl-Ak?loadFrom=DocumentDeeplink&ts=1861.09)):

Really? I did not know.

Steve Gurney ([31:02](https://www.rev.com/transcript-editor/shared/z9s-HRCwHQVUAY6KMQ_-RDVKxITNfSI45tRQa1xQYK_7KDsoLZ9ptHIQaVxsISuqnomQR9I1hV9vmzAAa98vba20kq0?loadFrom=DocumentDeeplink&ts=1862.5)):

Oh, yeah, it's called Daily Money Managers. Yeah, yeah. No, but the one service that I heard you mention at the beginning is aging life care management, that you also hired an aging life care manager

Janet ([31:17](https://www.rev.com/transcript-editor/shared/B3M82nEMLr6xiXsUPWOxn_85-4N4IV1Ohs1WmeZn7Yl7fJFg_4-oTZxpCoQT5mVidMyuHaaYmqW9aZKRoDv8ZzvPm_Q?loadFrom=DocumentDeeplink&ts=1877.95)):

In Pennsylvania. When I was in the hallway thinking, what in the heck do I do about this? That was the first group I didn't even know they existed. I call 'em case managers, I don't know. So they would go and visit my mother in the rehab. And by the way, nothing's perfect. I don't know if I made a good decision or not, but I know that the case manager happened to be a nurse, and I went up every weekend, but she would go during the week and she would say, Janet, this is wrong. That is wrong. Get this test done, do that. Advocate for your mom. I had no idea about that. So we got through that. When we moved her down here, I found a place to place her, but I hired a case manager and my mother kept saying, who is she? Why is she here? And I said, to help me mother, that it's a person who can give me some guidance. And they actually helped when it was clear that she did not need assisted living. So we were able to rely on them. They, by the way, found us Care connection. So it is kind of this community that you create together.

Steve Gurney ([32:19](https://www.rev.com/transcript-editor/shared/Z2wnLY18WxjWJMun50RVT7j0_1mACGkYFX44PLPtwokHMWIk_v0uJQ6jCQzFKEdss9XNFvAY9ywcljcoYdxHS6qVCrc?loadFrom=DocumentDeeplink&ts=1939.66)):

I love it. Thanks. And Susan Gale, thank you too.

Janet ([32:25](https://www.rev.com/transcript-editor/shared/kqcrQDnHUP7xOnlH8VQ1Bnlg4jrtadW2FNsZRjCbUhz5AxwdUVxvgi1ggjkuhPl_SY0HsCNG_HHQ3ex9oVI3dWD6p1g?loadFrom=DocumentDeeplink&ts=1945.38)):

So we're back to

Susan ([32:27](https://www.rev.com/transcript-editor/shared/zNvOu4zMoR1-Blf_A4UlTGmEwE_FV1_GaLUfqQg6Cxx_Bo3Sg9m70kCQzAioKIsKOvxY5x2QuDstf-g37uXr7fKJ308?loadFrom=DocumentDeeplink&ts=1947.01)):

The emotional side, I guess, and interesting part of what you said, the idea of having your loved one leave so that you can move them, because my mom initially was just totally against moving into assisted living out of her condominium. She's like, no way. And we toyed with it and toyed with it, and we talked about it and ultimately made the decision we couldn't do it. And that is one of the hardest things that I think that we've all gone through as the family that we're making decisions for her. She's still sharp in that she understands what's going on. Her short-term memory is terrible. She's getting into the more serious stages of dementia, but she's still a human being who had her ways of doing things, and we wanted to be respectful of her. And so that was probably the hardest thing as we've gone through each one of these moves, is just recognizing that this was a big deal for her and we wanted her to be happy.

([33:29](https://www.rev.com/transcript-editor/shared/BzjU5Thni_m9ySOLLw3koD0PjKteNahxp9RkWRA_PFGChKrpafwqf-thFnKTKDyYZYiSJCYq71cmreomo1ZZ97U_MWo?loadFrom=DocumentDeeplink&ts=2009.81)):

I mean, that was goal number one. But as far as the moving part of it, I think we did it in stages. So the first time she moved from her three level town home into the condominium in Reston Town Center, we had a lot to get rid of. And luckily my son just happened to be moving into an apartment and had nothing. And so we pretty much furnished his apartment. I mean, kitchenware, art, furniture, rugs, I mean everything. This of course was after we did the floor plan, which I love floor plans. I do them when I move. I do them. I've done everyone for her. I figure out exactly measuring what can go where, make sure her favorite things go first and are in the right spot. And then the next step is giveaway. Son took a lot, my son, her grandson, and then the family, the sisters and others, we took pictures.

([34:28](https://www.rev.com/transcript-editor/shared/tCU_xUXsZ5ojwPDaKfcfdeUu3goMTVrKHFeaYCIocs1UAEcmU9fwdE7ua22zlUTb-DFNE1WbvivdjU1sEu87o3hTlB0?loadFrom=DocumentDeeplink&ts=2068.85)):

We had this whole thing going around with texts where we'd take pictures and we'd send 'em to everybody, the grandkids, their kids, nieces and nephews, and they would send back the circles and it became this fun game where everybody would circle what they wanted and whoever got it first was going to get it. So it really made it kind of a fun thing out of it. And it got everybody involved and it made her feel good that people wanted her stuff and took it. But then when that's done and you've made the move and you still have a lot of stuff, this is where I struggled. I didn't know really what to do and ended up having to call junk callers. And I know they told us that the stuff was going to go to donations and it was going to be recycled, and all these things were going to take place.

([35:17](https://www.rev.com/transcript-editor/shared/_c-VNIRFM2H-0kJOp0KFn0knCd9Dis-6WPEcIS0ZXvXal2Qgh--KSNo8ieNBZOznj-CvRgsQFbjewTpS6O6MfJov5pI?loadFrom=DocumentDeeplink&ts=2117.3)):

I don't know if that really happened. I don't know if that's true or not, but we did that. We did that the first time. We did it the second time. But the third time, obviously you're moving from a big town home to a two bedroom condominium to a one bedroom assisted living to a room with no or anything else. That was just a pared down version of it. So I don't think it was quite as monumental or as stressful at that point, but all along the way, in every choice it was agonizing because you just want to do the right thing for your mom and make sure she's happy. So that's kind of my take on the emotional side of it. And I understand, and I love the story you told about the people that helped. I didn't take advantage of that probably as much as I should have.

([36:12](https://www.rev.com/transcript-editor/shared/5D2FFScPwib6DLM06yN_i9mJOOYWjAX2qeOsWvKhaI4cOJJerXd75h8pkPQajqcDuFK3JZ0th51AF_STwN3itnhkQLs?loadFrom=DocumentDeeplink&ts=2172.36)):

I'm the sister here doing everything, and I'm kind of, I want to do it. And so the floor plans, the management, the hiring. I used a care.com as a way to find caregivers. I didn't want to hire a company to do the management aspect of it. I'm not sure why. I probably have a lot to learn on that. And there's always future decisions to make, but that part of it is also, I think the hardest. It's so hard to meet someone, to interview someone, to have them interact with your loved one. And even when you're looking at facilities, potential facilities, you just don't know. And then you go and you're like, oh, did I make the wrong decision? What do I do now? But the thing I've learned from that too is don't be afraid to make the change if it's not right, if you don't feel in your gut that it's right with the people and the way your loved one is interacting, do it.

([37:18](https://www.rev.com/transcript-editor/shared/bbBl8KKY9zcucYTbpHjInu68suGLCXHwziQ-DDRq4JqsHZOX__uh3xQvHfMP_mC3f9DzO__iSWI4zPl52aw4xJ2alEk?loadFrom=DocumentDeeplink&ts=2238.24)):

In the end, I think it works out to be better. I'm going to have to make a plug because she's at BrightView, senior living at Dulles Corner. It is a fabulous brand new facility. It's like a luxury apartment building, very modern. It's absolutely beautiful. And it's in a place where there are young people, there's a dog park behind a park for kids to play on a playground. She looks out of her window and sees the street where kids are coming home from school and people are pushing their carriages and their dog walking their dogs. And I just think that is such a fabulous concept. I wish more places would really think about that as they think about where to place these facilities because these older people love young people, youth, all of this animals. It's such an amazing thing to see her as she enjoys this place. But so far, so good. Have to give kudos to them.

Steve Gurney ([38:22](https://www.rev.com/transcript-editor/shared/3UG1hPHzzS2hXw9xslySXjpYSX2hJ8kIsBQRfWqWpqJxVto62ML0mbq3EhB_IvYbnyrgw64s9tPLV-JR2SSmT_If_1A?loadFrom=DocumentDeeplink&ts=2302.29)):

I love it. Alright, well this is great, and I know our panel has more to share, but I think one of the best ways for them to share is to field some questions from you all because I figured we can do this for a few more minutes and then we'll get some JK moving tasks. Any questions and comments from the audience? Yes, ma'am.

Audience ([38:41](https://www.rev.com/transcript-editor/shared/qRoMt-CnfQI2RSyOyyOeD5dvRBbPc5cma7z-yIpDLuLpytpZRXf7rKrjRfLfgptKJ70NkjY09wsisghBLvLe_wEISgY?loadFrom=DocumentDeeplink&ts=2321.59)):

First of all, this is amazing because I'm all phase emotional and were a real estate company. And you said picking and right real estate agent was so important. I of course worked with real estate company. I totally believe that. My mother was a real estate agent and I watched how she worked with people and relationship she kept throughout her entire life. And she passed away in December. So they're a 92 year old dad. So going through all this stuff and I'm, my children don't want my stuff. And there's so many layers that I'm just trying to process all that. But back to what you said, what did your real estate agent do that was so important to you? And that's a personal thing, but it's also, I want to know, I want need my agent to know I'm not an agent. I want our client care, but it's important for me to understand that so we can coach our agents. And

Steve Gurney ([39:54](https://www.rev.com/transcript-editor/shared/oMYIFs52_OyKpAo6Hd9yhbZkIuyOk4gS6uD566dqAR1wLMLEwGi7F1nxebIaer8Q4ts11JkkCqXuXIBwM3kC4y-cgtA?loadFrom=DocumentDeeplink&ts=2394.87)):

Yeah, it's a great question. And I know there's other realtors in the audience, but Jill, if you want to kick that off and if any of you all have feedback on professionals that you've hired to help you through this, and what are some of the qualities and what are some of the bad things that made you turn you off to a particular provider?

Jill ([40:16](https://www.rev.com/transcript-editor/shared/YYOuFu-oiTvgwobxmFfHk7Vv5s2eHzMYmDnBV4wuBxEP_8MQcFMhpzinWYeg6CtxLs4G7URli0qGtdnUa19KVuUW_aY?loadFrom=DocumentDeeplink&ts=2416.48)):

I think part of it was just chemistry, right? You have to feel comfortable with the person, trust that person. I mean, I just had a sense that she was a good person and I met other people from the team and they were all really helpful and very positive and very responsive. That was a big deal because you have so many questions and there's so much going on. But really it was, besides that, besides just the good feeling about it was the actual help that was provided of bringing the stager in. And I could work with the stager and make decisions with them about what to leave and what to move. And then actually moving the stuff. For me, it was because it was overwhelming, really overwhelming for me by myself to contemplate all of this. And in my situation, because my house was being built, it was a pretty protracted amount of time between when I started working with the real estate agent and when I actually physically moved. So during those months, we were in touch all the time. We decided when to put the house on the market. The house sold immediately for over asking. So I mean, what more do you want than that? But

Jeannie ([41:33](https://www.rev.com/transcript-editor/shared/SGCEq-KIKUVBsXCPl389YimGRPqK3qFA94aexkfMOJfR5vJt54GPKDadoPu5H8ZR_KPQ_cxvWePHy1FfNQUreShSgj4?loadFrom=DocumentDeeplink&ts=2493.8)):

Just, I had been exploring other options before that too. And so she was kind about showing me some old one level homes that maybe I wanted to refurbish instead of moving to this community and that kind of thing. I mean, she just really helped me through the whole decision-making process and then through the actual physical work of it. And it meant everything. I mean, we're friends now. We go out to dinner. So it was just really, I felt very fortunate.

Steve Gurney ([42:03](https://www.rev.com/transcript-editor/shared/Vdm5Das1h8OvIx7qQ7UrVKVUhqTcTt23xs8c-aPtf1DHSpP8DvgL9Zq_YucQl5J9sIaNqZenNFUPtWB_vjEgj4eNxCE?loadFrom=DocumentDeeplink&ts=2523.74)):

I love it. And one interesting thing in my career that I've discovered with the professionals that work in this field that let's say it's an elder law attorney, he or she is part elder law attorney, part social worker. What Jill was talking about is most of the people that are in this field of serving older adults, they're a profession, is kind of the expertise and sideline, but it's that extra help that they provide. Do any of our other panel members like to share some insights on that?

Jeannie ([42:40](https://www.rev.com/transcript-editor/shared/R8eWtfdVbi3UK1xMogUqwxlmrGPu4gSqwkYWePFRkOBwWULZyYmraL-T17StsGD4_GYotBlnLaXXdRJHuQLTHrbJK2w?loadFrom=DocumentDeeplink&ts=2560.31)):

This wasn't so stellar a realtor, and I recommend that you never take a realtor that someone in your family has recommended, and that's where it went. But the realtor actually sat down with my husband before I, in my home at a lovely dining room suit, by the way, and had him sign everything in the contract. And I was on my way home and she had had him sign everything. And I didn't realize that because right behind my getting there was the stager. So the realtor got up and they went off doing their

Audience ([43:29](https://www.rev.com/transcript-editor/shared/VKNkIp_llFuF5kcp3FZ1Oik5gttP53R6wufA1O1KvTbRZfKjOA_clKJKhDgSZyh3YLGjBGmWOQGp9ESbvQwSkxeSZqQ?loadFrom=DocumentDeeplink&ts=2609.12)):

Staging realtor thing.

Jeannie ([43:31](https://www.rev.com/transcript-editor/shared/d1eCJRAgUob43Dp0c83J6veYikZ45ULCYDu1j2lHlt1L-DGMlwvJkYr3s8wRyctt7jZrbnKkpMKwRkpK15X0dvmsrmA?loadFrom=DocumentDeeplink&ts=2611.78)):

And later on I found out I hadn't signed the contract yet, and I wanted to negotiate the commission because I'm not a realtor, didn't ever want to be a realtor, but I love selling houses and showing houses, and I've done that twice. I sold my own, but I just knew that wasn't right. So don't let that be.

Steve Gurney ([43:54](https://www.rev.com/transcript-editor/shared/5r-oy_KvuQBG_gilBbKEU4K-bFm4549SB2kWWbUvbm_CJtAgj0RQy66845fTLkGjT9bTW9YxoAQVWUNSigG80VTyH4Q?loadFrom=DocumentDeeplink&ts=2634.38)):

Right. And I think what this speaks to, and I think all the professionals in this room, even though you want to win business, is that the value of saying, talk to a couple of my colleagues, pick the one that's best, because when you do that, you're not, yeah, exactly. And had you eventually chosen that realtor, even though it was a recommendation from a friend or family, you would've compared it to the two others that you talked to.

Jeannie ([44:24](https://www.rev.com/transcript-editor/shared/2uU7hSrhDCWI-VbtDTQFnTc6UG-qg8piGDKCK7MULTEY7D91XZvVH5K1trJthKB-JFN_vaxK-QmAfJGfN5PIqSYX6og?loadFrom=DocumentDeeplink&ts=2664.2)):

And having been a realtor before, also, one of my recommendations, we packed our own goods and my daughter helped, and I took the boxes that we were going to be opening up clothes, kitchen. I took a photo of what was in the top of the box, and then I printed it and I put it with the packing tape on the top of the box. Now it might've said bedroom or bathroom or kitchen, but it was such a guide to open that up and go, oh, that's where it's, and along with my husband's symptoms, he was born with a d d. And that doesn't help when you have a workshop and you don't clean. He had his space and I had my space, which was the rest of the house from the garage. And now we are sharing a thousand square feet.

Steve Gurney ([45:22](https://www.rev.com/transcript-editor/shared/8oLfpvavFM56AEw8YVggFPDOyQ7kl1r5fgGt1vwPIoWFnFqnrIjyb7Z3irtn8cAmKZqU3afqD9gVB2njRnv0hxB251w?loadFrom=DocumentDeeplink&ts=2722.74)):

Yeah, I love it. Any comments on professionals, choosing professionals or, well, let's, any other questions? Yeah, Lisa,

Audience ([45:33](https://www.rev.com/transcript-editor/shared/67Tya4e7tE-82NX3y80TqWEcAUNH8yrZooVIAVnQ93JbX8jB3kyVGkf2IZW6DBR7xFdaXl3hJSFwT2vxl8CnRRGgFcQ?loadFrom=DocumentDeeplink&ts=2733.75)):

I often say when I'd be honored to refer a realtor, I'm usually on the other side of it. I always say to anybody, even organizers, right? Pick someone you connect with. And it's usually, especially with my, it's never about money for a lot of people, but it's like I always say, connect with the person. And Steve, I have to argue with you. Not everyone in our profession does what these ladies are or them anyway.

Steve Gurney ([46:03](https://www.rev.com/transcript-editor/shared/O3hMeuftERaezFMOD7nFyzLRDoAJE_lnwHxfii1_lWT0kb9lKt9n5oDhHW-_EadpNEVFY9Mg2LY9zKtalbBW_6QG_x8?loadFrom=DocumentDeeplink&ts=2763.87)):

Yeah, no, I've referred people and I've known

Audience ([46:06](https://www.rev.com/transcript-editor/shared/wEKV3Jg-trzZ2AX8Hm8g15iPcdB67mmWq_deJJMCdmfOJ7Zgv5yaGwM0SWEsXSOIJuFAV6UYTVc9cbNWk0dfw0_CpsQ?loadFrom=DocumentDeeplink&ts=2766.52)):

People that are just, I don't understand.

Steve Gurney ([46:10](https://www.rev.com/transcript-editor/shared/tZ9YWnX4nCwATUTyncray9qcc71XjJ4L0yc-kxH5g5XyCTXl2hy0YW0KHZaRZBNrhqe1v3-ZOxXPNZLSrHo6mcua4Tg?loadFrom=DocumentDeeplink&ts=2770.26)):

I was referring to everybody in this room. Yeah, yeah. The people that aren't here. No Uhuh. Yeah, yeah. Walk out of here. But

Audience ([46:20](https://www.rev.com/transcript-editor/shared/RoEBjp0UDtSSTMEy1ET7HyNIioWAgShMFG9Bk-maoS_9W-EE8rzqtvlqZ-sMcicao53A0WJeXDWP-uMLX6TNIqqFZ70?loadFrom=DocumentDeeplink&ts=2780.56)):

If you really do, it's all about that

Steve Gurney ([46:22](https://www.rev.com/transcript-editor/shared/W7YG2ZVtTUrZ1Cf3vz9kBzmeDvdN78lHIoA_6sj7KU9lJG_2yMQk7-Mm1kziLwqdPKdMvfZgLehZctY79CZT0Y0jCI4?loadFrom=DocumentDeeplink&ts=2782.8)):

Connection.

Audience ([46:23](https://www.rev.com/transcript-editor/shared/VZ-thTVFH4faeZs12pgx_9usYnLkXMgcKLbAuCUiUrp_PNEmXlbZPHis6grbNEGu7Rl9WVjMcy9binIwFbqCBCsILTs?loadFrom=DocumentDeeplink&ts=2783.73)):

And I remember just sitting down with a couple, I wasn't even in the running to help them move. And I sat down and just listened to this man with Parkinson's. She was very frustrated, the wife, because he couldn't get his words out. And I just sat and listened to him and she said, when we moved, I'm used to it and I've just gone over. Yeah, it's just that, it's just being a pathetic, listen to the person.

Steve Gurney ([46:55](https://www.rev.com/transcript-editor/shared/myRyF52R3toH7iRaOkweEtgb6q1jsvpk-cllOvlNufBLMh4FqYws6b8rEyQoSairti3DfGDfkQ9o4hm1p1g-okVzS0M?loadFrom=DocumentDeeplink&ts=2815.14)):

And my wife and

Audience ([46:56](https://www.rev.com/transcript-editor/shared/LJvtT_AHq8pkfdHyfLFPsj9BOMD2t4iqAsETnXQt7iBxopnd1UYyi0iftM65tmOjHGl__BW74vxlc5QRUioPh-8UiTg?loadFrom=DocumentDeeplink&ts=2816.2)):

I do both care. She didn't, she writes a tech or I just pull it someone else. But I'm also a realtor, but not about the real estate. But I agree with guys saying, because I totally connect with my clients and people that say that we definitely don't earn our conditions or because I have walked away from deals that I've worked on for months and months and months and months because I'm treated bad because they walk all over you and stuff and they expect you to do, I don't have things for, I've cut their grass before. I've hired three people to cut things down and pay for it myself because they didn't think it was important to get the job done. But it made their house sell quicker, it looked better, the staging, the whatever I did. But my daughter just had a baby a few months ago and she was premium and the hospital was insane. This is not about me, but it was insane. And everybody that left that room said, is there anything else I can do with Bri? Is there anything else? And they meant it. So it's a calling. Whatever you do should be a calling or you shouldn't be doing. So that's how I feel.

Steve Gurney ([48:21](https://www.rev.com/transcript-editor/shared/oll1ZaipeZygzpeJFf-7J9NNf3C0gEnLN8SF2aAtFnZFkOtz4NmPucwhwFplVy6SlIi6eLHXQyrkYu52xOGww9PJSfc?loadFrom=DocumentDeeplink&ts=2901.82)):

Let's see. Rachel and then, yeah, I was just going to ask, I can't remember which one you said you didn't know about what professionals

Audience ([48:34](https://www.rev.com/transcript-editor/shared/kWRMx-iOGqsjowxGPmGKUEq0taDCpf-mImngCtbs_RD-cKXtrAwxcDzEE0C8podBRgIQ_lbEyLawPPfJ91ept7lfD-A?loadFrom=DocumentDeeplink&ts=2914.87)):

Existed. And I find very often that I get a call in crisis mode where it's a matter of days. Someone's being released from rehab, they know to go, their funds are tied up in their home. And I think most of us that work with seniors know why that can be prevented through Knowledge bridge the gap, the soce that we can offer you as either caregivers or yourself. And what

Susan ([49:11](https://www.rev.com/transcript-editor/shared/Sg_WJX-UcVtN5m0FiTqsINkvSJ6lmxrw-lexLW3L8Cwj2f6zhaOCjWpvXCCuqlXsc3cKmFgS2N3YWcm28DW1daZNlwI?loadFrom=DocumentDeeplink&ts=2951.18)):

I hear all the time, I wish I had wish I know. So what can we do better? So I think both of us have a few thoughts on that. But I tell you, one of the things for me is that I wasn't thinking about it enough. And you don't want to think about getting old, and you don't want to think about your parent getting old and having to make all these changes. So somehow it has to be the kind of thing that Steve does where he brings people together and educates. And I should have known having attended so many of these sessions and known Steve for these years, but it's a resistance. How do you break through that resistance and what are the avenues to reach people when they're not willing to? And I don't know the answer, maybe you do, I don't know the answer, but I wonder what are the point of entries and identifying those and working those. So is it an estate planning attorney? Is it a doctor? Is it, I mean by the time you're in an independent living, perhaps it's gone beyond, but still you don't know what you don't know. So it's just trying to work those avenues.

Janet ([50:27](https://www.rev.com/transcript-editor/shared/wteXKs9dAl3_prXHTAxQdrhUOMBhy44BSiopRtFW4WXhpeBSoXVlMZatlG-Vyxp9tPfNtu6aTuKVCarjgKgRKZKCByw?loadFrom=DocumentDeeplink&ts=3027.38)):

People are naturally in the senior area, community centers, like you were talking about the workshop at Landsdown Woods. So where is it that seniors are, that might be helpful. I know that there are gyms where people go who are seniors, that kind of thing. So it's just trying to find that and being there. Social work, I'm sure this isn't allowed, but golly, it would've been nice if that social worker in the hospital had something to offer me beside a list. And I will say that I mentioned my mother's housekeeper, the good daughter she came to visit and she said, Jana, I've heard of this one and I know your mom has some friends who are in the independent living wing of this. That's how I made my decision on a snowy day in Pennsylvania. And then I thought, there's got to be something better. And I don't actually even remember how I found the case manager, but my opinion saved her life.

Steve Gurney ([51:32](https://www.rev.com/transcript-editor/shared/rNZ4C-niwr1mdZbRCVMNBrMIc-fdgxClJ_UxzR2sVRDUt8bzE6lqE9TOSmJnuAjpXj-a0cT8gw4wSnLekz1hXNg_pxM?loadFrom=DocumentDeeplink&ts=3092.27)):

Alright, let's see. Go ahead.

Susan ([51:33](https://www.rev.com/transcript-editor/shared/bbfphA42kHoGhREXxcwaMFKyT3rhnDAuFrosQnDzU42YhvY_AtdNbbeoabOpip-iSEwvOBJV7hXLdjSmL-kzkbgvfcM?loadFrom=DocumentDeeplink&ts=3093.89)):

I just want to add one other thing. As I think about it, I think those kinds of conversations should be happening when you start thinking about retirement because you really have to start that early thinking about it. And you get all these things in the mail, come to this nice restaurant and hear about retirement and it's all financial. But maybe having sort of a joint conversation about that and opening people's eyes would be potentially a way,

Steve Gurney ([52:08](https://www.rev.com/transcript-editor/shared/afZhOeREIRNkjVRwMJ-PC_EqdP7mf3Ab-DQzC6koNmDYmYs6bHfTeXa4cs1r2xjvwAhnzOSiAW1WcrK4-3TvNiZqPGo?loadFrom=DocumentDeeplink&ts=3128.15)):

The black shirt. And then we'll do a couple more, but I know some of you have to take off, and then we'll do a few more and we'll do informal conversations. Yeah.

Janet ([52:19](https://www.rev.com/transcript-editor/shared/fI3HWkWUzqD7qEmRpnVdBKyFih_YHy1I7xeF90vw5qF9erW-mZNmKO8xEFLOd6r0zua-sq6ZFIWPy7_KxkI2z5-lGXQ?loadFrom=DocumentDeeplink&ts=3139.22)):

Janet. Janet. So I was interested because of what you said, case worker, patient care, how? No, that's the whole problem. The social worker in the hospital, and I don't know anything about the role of a social worker in a hospital, so I want to say that all she did was give me a list of five agencies, period. There was no other connection. There was no conversation. After I put my mother at the rehab, I somehow found the case manager and I don't remember how. And that was for me, the beginning of, wow, there were a lot of opportunities out here.

Steve Gurney ([53:19](https://www.rev.com/transcript-editor/shared/aNgZM9j7x2fr8agQTQuUzB3-bZ7BhErL1Y8tBYlsNlzAzN7MOx_2BG5KF1TifGU0CsXQFaNcazKH42xOIo8GjMmvin0?loadFrom=DocumentDeeplink&ts=3199.43)):

And that's the aging Life Care manager. Heather is one here on the front row, but the Aging Life care manager is a profession of people that you hire. See the person who's handing you the list, they got 20 other people that they got to hand list to the Aging Life care manager. And the other cool thing about Heather's profession is even if the kids are paying for the Aging Life Care manager, the client is the older adult. So it doesn't matter what the kids really want, it's advocating for the older adult. And I think, Heather, you were going to ask a question.

Audience ([53:55](https://www.rev.com/transcript-editor/shared/dw8i9ogEMZ_ldwgzj4L6B0mQFspkV4EGT_kfQK72XXDfXmtm1KPjPCebZv5I5k9XiQH8UxYq16LyvvSh5VJQkMfn5_g?loadFrom=DocumentDeeplink&ts=3235.02)):

People are saying, where do you find these people? And it's at aging life care.org. That's where you find them. There's 2000 of us nationally and in Canada. And the reason why the discharge plan, the social worker at the hospital couldn't tell you is because there's a rule. Medicare says they can't tell you go here and not there. We don't have that rule. And Aging Life Care managers, we have such a broad knowledge base, so when you don't even know what you need, we can help you know where to go and give you some guidance around financial issues, legal issues, housing issues, health and medical entitlements. We know everyone who's good at everything, and we can say A professional organizer will really help you as senior Mood manager will really help you. Here's where you should go. We know the resources and the communities where we work. So aging Life Care do more. We have very high standards in terms of our professional educational experience to be a member. We have a published standard of practice and a code of ethics. I really think that we're the network that can get you connected with everybody else you need on

Steve Gurney ([55:16](https://www.rev.com/transcript-editor/shared/NTME1nhXZSPC-aciy5VGkK35fMZrLiMnCj4O55Z7IJSAucC2Y6G1zVVeCUFtgKoX3rSf-wDQTBZRz_AfHhxZnaS5uX0?loadFrom=DocumentDeeplink&ts=3316.8)):

Your team. Awesome.

Janet ([55:17](https://www.rev.com/transcript-editor/shared/tHgPvJaaHQnCTkGuJ7lUKGisvJmBXlIXXlwk6dxaghFMvp32WgXX3DmE1TFqG5EdMfeCX_MXsnvn8d2iyz0GRxz_9w4?loadFrom=DocumentDeeplink&ts=3317.27)):

When I found that group, I mean the group I hired, everything changed. And I knew to hire somebody down here. And I've mentioned my friend a couple of times. I hired somebody for her. She only lived one month. But even in that one month time, there were things they did for me. So I've done it three times. But I found you the groups by accident is what I'm saying.

Steve Gurney ([55:38](https://www.rev.com/transcript-editor/shared/iwlnH3RfoBVjYxaMOMIPVrNZNJuM0VGcZ1BNwuD7quAjV_7Yuwpx2WmmsUUmGrXgVylh1mVYOfUUqsOGjjDW1l7kpEc?loadFrom=DocumentDeeplink&ts=3338.85)):

Yeah. Here's the thing, and I hate to do this because we should be doing this all afternoon, but I'm going wrap this up, but some of our speakers, I know Janet needs to head out. We'll hang out, and I hope that we all continue having networking conversations. But part of the big problem that I found is really ageism is that we all have an aversion to aging. So no matter what you're telling people, no matter where you're telling them this, they're blind to it. They don't want to hear it. I'm not ready yet. This, that and the other. The cool thing is, the more of us that go through this experience, the better we are going to be for our children and our loved ones and ourselves. And I think it is wonderful. I don't know about you all, but this was absolutely amazing for me.