

July 20, 2011

To Whom It May Concern:

My name is Gail Grant and I am the daughter of [REDACTED]. My mother recently downsized and moved from a single family house to the Weinberg Village V Apartments. Our family resided in this home for 46 years, so one can imagine the accumulation of pictures, knickknacks, and heirlooms that can amass during this time.

Additionally, my mother had extenuating circumstances which necessitated a move from this home to ensure her emotional and financial safety. My brother and I felt a move was in her best interest, however, due to the stress of the past two years, she was unable to even conceptualize how such a move would work.

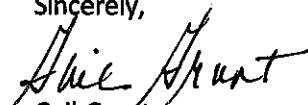
THEN I MET HEATHER!!!! I discovered Abilities Network from a "Resources" magazine which someone shared with me. Heather and Kathy came out to my mom's house and did a comprehensive interview and assessment of the home. From that point on, Heather coordinated (with my mom) all sorting sessions, etc. I cannot say enough excellent things about the service and the way Heather carried out these services. To capture everything I have bulleted my comments below:

- Communication
  - From the beginning Heather asked me what mode of communication I preferred to be kept "in the loop." I work full time and have a hard time making personal phone calls from my workplace, so I preferred email.
  - I received emails consistently (sometimes several times a day--which I preferred), to keep my abreast of sorting dates/sessions, any impediments to progress, recommendations regarding disposal of items, etc.
  - Heather even responded to an email during the weekend which was not necessary, but her reliability was excellent.
  - Heather made contact with the Weinberg Apts to gain access to my mother's apartment before she moved in to assess the floor plan. This helped to decide how much furniture my mother could take from the beginning. It also aided to make decisions as to what my mother felt like she could leave behind.
  - Heather was effective in producing a floor plan once my mother decided what she would take with her. Heather used a small floor plan tool, which helped me visualize where things would be placed. This gave me confidence that everything my mother decided to take would fit into the new residence.
  - Each bill was clearly identified/itemized with the services provided.

- Knowledge
  - Heather was knowledgeable regarding the senior population. My mother felt very comfortable from the beginning of the process with Heather in her home during the process. They even laughed about some of her belongings that had a “funny story” surrounding them.
  - Heather did not draw out the process during sorting, but had the perfect balance of affording my mother the opportunity to think about if she really needed the item in her new place.
  - Heather assigned my mother “tasks” to do after each sorting session and wrote them down for her making it easier for my mother to complete, as well as continue to stay engaged in this process.
  
- Confidence Building
  - I, as the daughter and primary responsible relative in this move, had complete confidence that my mother was in good hands. I spoke with my mother several times a week and found her to always be completely cognizant of things on her “to-do list.”
  - I expressed to Heather early-on that I preferred to have a “hands-off” approach to this move. My mother is an 80 year old independent woman and I believe her participation in this move made her feel empowered that even at that age, a positive change can take place.
  - My mother is extremely happy with her new place: it is bright, cheerful and it looks like she has been there for 3 months! I applaud all who assisted in this process. The unpacking was a service which I think “closed the loop” and allows the client to see the fruits of all the labor, as well as get settled in the new place. Since in my past, it has taken me months to unpack during a move, I see this service as integral in getting a senior citizen moved into a new, usually smaller place, with much less stress and anxiety.

I truly cannot conceive how this would have worked without Heather and Abilities Network.

Sincerely,



Gail Grant