

# Daughterhood The Podcast Episode #46: How To Move Your Parents with Marty Stevens-Heebner

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## **Disclaimer** 00:02

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## **Rosanne** 00:43

Hello, and welcome to Daughterhood the Podcast. I am your host Rosanne Corcoran Daughterhood Circle Leader and primary caregiver. Daughterhood is the creation of Anne Tumlinson who has worked on the front lines in the healthcare field for many years and has seen the multitude of challenges caregivers face. Our mission is to support and build confidence in women who are managing their parents care. Daughterhood is what happens when we put our lives on hold to take care of our parents. We recognize this care is too much for one person to handle alone. We want to help you see your efforts are not only good enough, they are actually heroic. Our podcast goal is to bring you some insight into navigating the healthcare system provide resources for you as a caregiver as well as for you as a person and help you know that you don't have to endure this on your own. Join me in daughter hood. Marty Stevens-Heebner is an award winning entrepreneur, author, podcast host, and the founder and CEO of Clear Home Solutions. She is also the president of NASM, the National Association of Senior and Specialty Move Managers with certifications in senior and specialty move management, professional organizing, and aging in place. Today, we discuss all aspects of moving, organizing, sorting, how to navigate a hoarding situation, moving someone with dementia, the process of where to start when it comes to moving and taking care of yourself along the way. I hope you enjoy our conversation. Moving is a huge challenge in good times, let alone when your parent has care needs and needs to move as a caregiver in the midst of caregiving trying to figure out how to downsize or

pack all of their items. It's chaos. And remember, it's not just the things, it's the emotions that are attached to those things. Marty, where do we start?

**Marty Stevens-Heebner 02:26**

Where do we start, you know, interesting, because one of the things I've learned in doing this for 10 years is that every situation is unique and different. And especially when you're the family member, and the daughter, the adult child, the parent never seems to forget that they're your parent. It's true. And so it's just normal, it just realized that people need to realize it's normal to butt heads at a time like this. And to realize, especially when you're the daughter, working with your parent, that there there's all this other stuff that's going on deep within them recognizing that they're closer to the end of their lives, like they can almost touch it usually at this point, right? And that's upsetting them plus these current older parents who are 85 Plus, they're what I call the deprivation generation. Yes. They weren't the greatest generation with subprime Depression, World War Two, all of that. But they were also completely deprived. Yeah. And even if they were born shortly after, like, say, up to like, 1950, or maybe the early 50s. Hoof it all that trauma that their parents experienced, was still inflicted on them. Yeah. And so they don't want to let go of a single thing. They don't want to be a burden. I think that's the biggest thing is they were not allowed to be a burden. So now they're in a situation where they need they need to be taken care of in different ways. Which is lovely. It still only accepts that Karen help. Yep. And it's difficult to get them to do that. Because there used to be, they're used to being in control. They're used to being your parent. And now some things are getting out of control. And it's tough when you become that daughter who's taking care of them. And I remember my father at one point, he made it to 90 My mom only made it to 58. But dad made it to 90 He never remarried. She was a little bit of his life. Wow. But he said to me, it's like, God, I'm so I'm so sorry. You're having to do all this. I said that. You've taken care of me all these years. It's, it's great to be able to return the favor. It did take care of you. That's beautiful. Now one thing that can really help especially when you're moving and downsizing and they're all those difficult decisions to make is to it can really help to have someone outside the family helping you obviously I'm Pro with this, my staff is wonderful. There's this whole industry where we can come in and help you with that. So it's great to have a professional, even a friend or someone out, like I say, outside the family and neighbor who can come in because they're not the family butting heads, and that person is not their child. Right? And that can help. There's also this thing called the audience effect. The audience effect is when you're there, you're almost the neutral third party. And suddenly, the two quarreling elements are people, the quarantine people want to look good in front of you. So they behave better I so this is part of the reason that all those things you've been telling your parent, Mom or Dad, you don't need three sets of China, right? Like, well, I needed for this, and that was my grandmother's bump. And the neighbor comes in, or a professional comes in and says, Well, do you really think you'll use three sets? Oh, I didn't think of that before as the daughter you're steaming, there's milk, I remember, there's smoke coming out of your ears. Right? That's so much of the emotional component. And the best thing you can do is to if they're really stuck on keeping hold a certain things, ask them? What's the story behind that? Not? Why are you wanting to keep that? Because that can be they can interpret that in a way that's not so good. Yes, totally. Rather, you know, what's the story behind this, and oftentimes when they can tell the story, and help them to let it go, because they've passed on that heritage, that legacy, that legend, that story, that whatever to you now, and you can tell them, I'm going to remember that story. That's a great story, sometimes that helps them let go of things. Gotcha. Also, in terms of, say, donating, I remember I had this wonderful client

rose. And she and her husband had become very successful, he had passed away. And but they started off with nothing. So she had been going to all these garage sales when they first married and buying up these little plates to have some dishes to serve people on. And she still had a whole bunch of them. And they were all so the crack. And she says, Oh, I guess we just have to toss these and I could hear the pain in her voice, yes or no, we're going to donate these rose. And another Rose is going to come along. And be so glad to get these in, you could see her light up because she remembers being her younger self. And then she recognized that this other person like her would come along and cherish them. And it made it so much easier to you know, emphasize that you're donating, it's a gift. And sometimes when my staff and I are working with people will say you know, I'm going to say thank you to you, because you're never going to meet the person, right actually uses this. So I'm going to say thank you on their behalf and usually have a little chuckle about it or whatever. But just recognize this is the gift you're giving to someone. And that's a beautiful thing. Oh, I love that. Another way to say it. Another thing you can say too, is like, no one is using this, though, don't you want someone like using this and really cherishing it and being glad that they have it. And that can kind of light people up to like, yeah, it's meant to be used, not just stuck in the back of a closet somewhere.

**Rosanne** 08:07

That's so true. And it helps with the process.

**Marty Stevens-Heebner** 08:10

Now in terms of the overall moving process, it is absolutely a paid event, especially if you're going to try to do it on your own, or even with a few like some family members or friends. Start as far ahead as you can, even if it's just like, well, I may want to move eventually, in a year maybe or you know, they start to be open to talking about limit, you know, senior living communities and things like that. So, you know, why don't we start now? Just going through some things like, you know, let me know, what do you think you'd want to take? And don't be surprised if it's everything.

**Rosanne** 08:46

It's everything? Yeah, every last thing I may need it. I may need it, you know,

**Marty Stevens-Heebner** 08:55

I may need it. And then and that's the thing, if you start ahead of time, way, just like I say when it's a little like just the discussions beginning, then you can say well, why don't we Why don't we keep track of how much you use it. Oh, that's great. You know, do I say Mom, do yourself a favor Dad, do yourself a favor and keep track of how much you use it. I mean, one trick to do is in closets when you're hanging take the clothes and you know how you hang the the hanger over the top? Yeah, but from behind. Okay, and then just remind them you know, when you after work, if you wear it, you know, then turn it around the usual way. Right. And then you can tell once they've worn what they have. That's great. And that can be helpful and one of one really good. I don't want to say trick but yes, daughter to daughter.

**Rosanne** 09:47

We're just talking here. Yeah, I we're just talking.

**Marty Stevens-Heebner** 09:50

Yeah, is that this is only works really when they're moving locally or nearby. But we we tell clients Look, it's not like your house can fall off the cliff, the day you move there. So let's just take the minimum, like what you really need, and set it up, and then go sit back for things. The idea being once they're in there, they don't have a lot of stuff. They realize they don't need it. You know? Yeah, you should go back and take a few things. And what and one of the things I discovered, like I said, I've been doing this 10 years, but early on, I discovered what really makes a place feel like home is what's on the walls. Oh, okay. Because that's what you know, when you're up and looking around, that's what you're looking at,

**Rosanne 10:34**

Mmmm hmmm. That's so true.

**Marty Stevens-Heebner 10:36**

And that applies to a degree to bookshelves and things like that as well. But really pick let them know there's a lot of art, we can take a lot of photos we can take because there's a lot of space on there.

**Rosanne 10:48**

Sure. And you surround yourself. It's like surrounding yourself with your things.

**Marty Stevens-Heebner 10:53**

Yeah. And especially if those things are really familiar, and it's their favorite, that alone can make it feel like home. Right? Right. So they may not need as many other doodads and things. Right. And one of the things that's most important, I think, especially for people with dementia is think about when you're in your bed. What's the first thing you see when you get up in the morning? What's on the other wall? Yep. What's the last thing we see when you go to bed at night?

**Rosanne 11:17**

What's what's on the wall? Yes.

**Marty Stevens-Heebner 11:19**

So it's, you know, frequently we have televisions or something. If people with dementia, it's often great to have old photos and things like that, that they remember, because of course, it's long term memory that hands on the longest, right? And that way, it's consent with them. It consent to them as they're going to sleep and getting up in the morning.

**Rosanne 11:40**

And that's that's the thing, there's different scenarios when it comes to moving. Of course, you know, is it a happy downsizing? Hey, we're going to downsize and we're going to move on, or are they moving because they have to move because they need more care? Like there's different scenarios. So for each one of those, there's a different set of how are we going to do this? So with the happy, it's happy, you hope?

**Marty Stevens-Heebner 12:03**

It's still an emotional process. Totally. It oftentimes if it's if it's nearby there, my friends are there. Yeah, they're looking at as I'm moving to this community. Right. Right. And it's still a slog through stuff. Yep.

But it is an easier way to go. Right. And it's, it's kind of rare. And there's always still a bit of reticence, but I think that is part of I'm older, and I had I actually had a client, she was 90, and she just said it out loud. She said, I feel like I'm moving to the place. I'm going to die.

**Rosanne 12:37**

Yes.

**Marty Stevens-Heebner 12:37**

And Gulp, and I remember to sing to her you don't sit you don't know you're gonna have a great time there. Why are you dreading it. And this is now we move to the case where people are really reticent. They have to move they don't want to write. And they. So they're saying I don't want to move. This is awful. I feel like I've moved because I you can don't disagree. I don't make it all happy. Let them have that emotion and acknowledge it. Because it's a big emotion. That's a big water feeling right there. Yeah. And I remember this totally took me up, I was off guard. And I simply said, I can understand why you feel that way. And she actually did end up going there. Three COVID. But I just said, I get why you I can understand why you feel that way. Here's something to think about. They'll do all the cooking, they'll do the cleaning. And this was actually proof Copic or misleading whether I said if you someone just sneeze, there's people there take care of you. Right. But there's this whole community people and activities, all of that. The important thing, though, is to acknowledge it, don't say, oh, it's going to be great. You know, think of it that because you're denying their feeling. Right. And that Stokes anger.

**Rosanne 13:53**

Yeah, absolutely. Well, you talk about empathy in this process. And it's, it's, it doesn't matter in which part of this if it's happy, if it's sad, if it's anything, you have to be empathetic to their move, because it is it's a huge change. And we can't say everything's going to be great. Oh, you'll love it. We don't know. We hope it's the right thing to do. Do you know at this time, it's the right thing to do. And it's almost like I have no other choice. So I have to do this. And that's scary. It's it's a scary place to sit when you're that person.

**Marty Stevens-Heebner 14:30**

And you know that the end is nie. Yeah. And of course, in our culture, this is a whole other topic, but we don't talk about the end. It's a healthy thing. Right? Everything has an end. Yes. All the more reasons cherish where you are what you have in that moment. And the same thing when you're working with your parents just know they have those feelings. And now one thing I really want to recognize here and I know you recognize and I'm sure your audience does to the adult child and what they're going through Who does not get recognized? Now? It's it's so much that you yourself are going through. And there are very few people who you can talk to you can listen to this wonderful podcast, friends who get it right through it. But it's tough for you to and I just really want to acknowledge that.

**Rosanne 15:18**

No, that's a really great point. It's really heavy. And it's something that we have to acknowledge for ourselves as caregivers.

**Marty Stevens-Heebner 15:25**

Even as you're going through that. Yeah. Why to not separate get separated, but to accept the emotions you're feeling, just accept them, and realizing that what your parent is going through is completely different. And it's not, it's not about them being mean, especially if they have dementia. They're not asking all these questions on purpose, they literally can't remember. And that includes during the moving process. They often forget, they may forget that they said it was okay to donate that. Yes, yes. Or when you're working with them, and I have to train my staff in this when they have dementia. And they might say, you know, you Roseanne they may say, oh, Susan, who was their sister and granddad, You're the daughter, you're going Why does she think I'm her sister? Go with it? Well, it? Absolutely. Be there sister for a moment. Yep. So you be in their reality, it can be kind of fascinating, like, as you go with that, because sometimes you'll learn things that you didn't know about.

**Rosanne 16:23**

No, absolutely. And that's the thing. And that's the other part of caregiving, because especially with dementia, you have to put all of your feelings and all of your emotions over here for a little bit. And you have to get into this world and you have to live in this world. Yeah. And you're having this conversation as whoever, whoever they think that you are, and it's great. And you can see them and you're with them. And then when you leave, you're like, wow, what just happened and all of that you're carrying, yeah. And in, in moving, it almost makes you feel like, and you're not obviously this is this is the situation, it's the condition, whatever disease, whatever, it's not your fault, but you're feeling like it's one more thing you're taking away from them. So whether it was driving or whether it was their independence, that now they have to move in with you or they have to move in, in a community, whatever. You're the one that's saying you have to do, we really you don't want to say half to you, you really you know, we need to think about this, maybe it's better, blah, blah, blah, but it's you. And you have to deal with that.

**Marty Stevens-Heebner 17:33**

You really do. And it's about also often emphasizing safety. When when you're dealing with a situation where it's a hoarding situation.

**Rosanne 17:42**

Well, you beat me to my next question, which is exactly that. How do you handle hoarding situation and handle it without destroying the relationships?

**Marty Stevens-Heebner 17:50**

If it's a challenge, again, especially with family? Yeah, when it's a hoarding situation, because hoarding disorder is now its very own standalone disorder with the latest DSM DSM five, and it's best to get professional or professionals involved, depending on how severe it is, I will, you know, advise, you're always look up clutter hoarding scale. And Google, if you're curious about hoarding, is actually a very well put together, scale, okay, it's a one to five. And it's not just about the amount of stuff, it's the degree to which the home is in disrepair, vermin, that sort of thing, you may discover that actually, your parents aren't that high on the boarding scale. So the scale is very helpful to look at, because often we do have adult children saying my parent course and then it wouldn't kind of go through this. They're like, okay, it's not as severe as I thought, but it can be, you know, up to a level five and squalor. And that case, you, I really recommend that as the daughter, you don't take it on alone, okay? By supporting



specialists, if your parents are open to it, maybe find a therapist who specializes in hoarding, whether they'll be open to that or not, delicate and tricky, right. But if you can get some, for example, a company like ours, that that specializes in as a specialization in hoarding, we can come in with you and we just kind of know how to build that trust, because chances are, this is completely understandable, that if you're a child of the person who is hoarding you, you've been trying to get them to downsize and deal with it for so long, and they refuse and everything like that. Yes. So the parent doesn't necessarily trust you to come in and help them when we're hired to help someone in a hoarding situation. Frequently the first session or even the second session, very little gets put in a trash bag or in a donation pile or something like that. Because initially, we just simply have to build the trust. Sure. So they realize we're not going to be throwing things out behind their back. We're not going to be judgmental, saying what you have all These things oh, this is gross. This is just No, no, it's not that it's never that, because there's a reason they have them. And also, when you get the things you have to realize they set up somebody who hoards, or it's like with ADHD or something like that their brains are built differently, right. And it's executive function, and things like that. So you have to accept that they don't see things the way you do. So when you're trying to move someone who is in a war, who was created or worrying situation, this goes back to, let's see, let's just take the minimum over there, the things you use every day, and then we'll figure then we can fit, let's just get you there. So you're getting the care you need. And then we'll figure out what else to bring. And that can help separate them from that situation. Right. And then it makes it a little easier to usually to get them to let go of other things, they'll still want to take more than probably you would like as their daughter. But that's one way to get them to call things. Let's just get you there. Because the move is so bad mom and dad, mom and or dad. I mean, you know how stressful that is. And so they haven't moved in 40 years forever. Yeah. They don't remember in the what they do, they remember moving. But of course, now it's a completely different thing. It's a very different process. And again, given the stage a little or life that they're in, it's a much more emotional process. So let's just get that part over with, let's just get you in there. So you know, you're you're getting to know people there, you know, and we can set up the room. Again, this is when what's on the walls, it's really important. And let them start living there. And they may be relieved to be out of that hoarding situation.

**Rosanne** 21:38

Right. What if they have to sell that house to move to the next?

**Marty Stevens-Heebner** 21:42

Well, and that's what professionals can really help you, as we just know how to talk to them. And also we're not family, we're not family. And that makes a huge difference, a huge difference. And especially when you can emphasize that things are going to be treated with respect. So again, the donation stories are how to explain that to them realizing someone's going to really use this and you haven't seen it in 10 years, or 20 or 30. Let's have someone cherish it. Yeah. That can help a lot. If it's difficult it because you're dealing with someone who has a mental illness, a disorder. And it's like with any disease, there are sometimes limits. There's the pain of it. I really think especially people who really are high in hoarding scale, I think it was finally starting to really study the human brain. I think they were going to discover some part of the brain where they are so attached to their items emotionally, that for them. It literally feels like you're taking you're pulling something out of them when you take it away from

them. Yeah. Yes. That's something to keep in mind and ask them about the stories that really helps. Oh, go ahead. No, no, go

**Rosanne 23:01**

Nope, you go.

**Marty Stevens-Heebner 23:03**

Let me talk about kind of the stages of moving so you can get your brain around.

**Rosanne 23:10**

Yeah, no, go ahead. I feel like you're reading my mind today Marty.

**Marty Stevens-Heebner 23:13**

Start ahead of time, as much as you can. If you end up with a very short window to get everything prepared, it's doable. This is when I really recommend hiring someone to work with you a senior move Manager, which is what officially we are, where we come in, and we this is our mitigate this is what we do all the time. Right? Let us ease that stress so that you as the daughter are not completely exhausted, or shall we say, even more exhausted than you already are even more stressed out than you already are. We can take care of this. And if it's a short window, we have all the resources. We know the good movers, we know we just we get the whole process. Now if you have more time, and you're gonna hit manage on your own. So just one and this is hard. I know Skynet to take your parents home apart until you absolutely have to. Because remember, it's their home, and they're living there. So if you start packing up everything all at once, and everything's off the walls, and it's going to be like they're camping in their home until they move at the same time. You do want to get some things packed that they may use for holidays or something like that. I'd get that pack and just find a good place to stage all the boxes. You don't really want them in different parts of the house because again, that reminds the parent constantly that they're moving.

**Rosanne 24:33**

Right, right. So visually the visual is very important in this.

**Marty Stevens-Heebner 24:38**

It really does you put that beautifully I miss swipe that yeah, you can swipe that you just if you have a room painted. Yeah. It doesn't feel like your guess bed or your room or whatever. It doesn't feel that way. So the idea especially the key living areas where they sleep, the main bedroom, probably the kitchen and then where do they watch to Beat parts of the living room or something like that, right? Other areas because they don't use it as much, you can probably pack up sooner. Okay? Take your time doing that. And also, if they're moving cross country or some thing like that, it's it can be really tempting to say, Oh, just put it all on a box and let's move it right. Number one gets more expensive. Yeah. Yeah. And then people think Move Day is the worst. No, it's the day after move day when you're staring at all those boxes. And you know, God forbid, you're realizing, Oh, crap. Now I have to downsize. Yep. Just exhausted and depleted. I think a lot of people know this is moving is one of the key stressors of life. It's one of the top five. Yeah, depending on what list you look at. People that dislike or pardon me, they call it relocation. I call it dislocation. Oh, I love that. Because you're going to feel out



of joint until you're settled in that place. And you kind of know the neighborhood. Yeah. You're getting to know the neighborhood.

**Rosanne 25:58**

It's scary, because it's change. Nobody likes change. And then you throw a change in with a transition, which part b, we don't like transitions. So you have fearful transition? Oh, yeah. Let's sign up for that. Oh, and I've got to get rid of my stuff. Oh, yeah. Okay, well, let's go tomorrow. Sure.

**Marty Stevens-Heebner 26:18**

You kind of hit the emotional Trifecta right there.

**Rosanne 26:24**

It's like no, no, absolutely. So you work backwards? I like working backwards and working out of those scenes. And then and then what?

**Marty Stevens-Heebner 26:32**

And then ahead of time, as far ahead of time as you can when you have a sense of a moving date. Call movers immediately. Yeah, start getting them on board. If they need to come to estimates, have them come to estimates, check their reviews. I will tell you, I've saved a couple of friends. Who said oh, yeah, we're moving. We hired this mover. I said, I'll say I've not heard of them. And I said, So where did you find them? Oh, a friend said they use them or something? I said, okay, here are the here are the questions. I want you talking to a friend, but also talking to your listeners. Here are the things I want you to ask them. Number one, are they bonded and insured? Number one, and make sure that they have their their Department of Transportation license. Okay, definitely. Also do the people who are going to be in your house packing and moving and all that are the employees rather than subcontractors, because then they can just pick up anybody along the way you want them to be employees for. First of all, they will be more efficient, they'll know what they're doing, they will already know how to work as a team. And just as importantly, they should be covered by the company's workers comp, workers comp insurance. So if they get hurt, it's the company that covers up, you should ask these same questions by the way of any senior move management company or professional organizer that you're asked that you're considering hiring. Make sure all this is in line with them as well. Although we don't need to license from the department. You want you so they have employees, but still ask the question, do you have workers comp?

**Rosanne 28:04**

Right? Because God forbid they fall down the steps while they're moving your your table? It's on your insurance and not theirs.

**Marty Stevens-Heebner 28:11**

Exactly. So ask them that. Check their reviews online. Yelp, Google, don't don't just look at Yelp or Google look at all the different ones check the Better Business Bureau. Yes, just make sure they have good ratings and any complaints have been handled. And there's always going to be complaints that they've been in business for any length of time. And that's another thing to ask them. How long have you been in business? So check those things out? Because I will tell you everything. You have one

friend who had hired a moving company, I said, go ask them these questions. She's moving from LA to Denver, she called them and she said they hung up, just as she's starting to ask the second question.

**Rosanne** 28:47

Wow. Really? Yeah. Wow. Okay. Well, hey, thanks for Thanks for taking my call. Yeah.

**Marty Stevens-Heebner** 28:56

It can be brutal. So you definitely want to interview them? Yeah. Okay. And some, I know, with my company, I don't know that all SR was managed for companies like this. But we at times, we just handle the logistics for people. Because we have the list of resources. They want to take care of their parents and be there for the move and the unpacking and everything. But we can just provide the resources. We know which movie companies we really trust him and know the hallway companies who will be there because we often help them build their businesses because we bring them in so you know, that will be there at our beck and call sure which donation organizations will pick up because at least I live in Los Angeles, there aren't many that do anymore.

**Rosanne** 29:38

Right? Right. So that the list, the list of things that they accept now has shrunk considerably also.

**Marty Stevens-Heebner** 29:45

It's brutal.

**Rosanne** 29:46

So that's also the hard part.

**Marty Stevens-Heebner** 29:48

Yeah. And that's another thing. I'll quickly address this, your parents will probably think and you may also be thinking that you'll make money from all their stuff. It's yeah, chances are not what you think unless they have a Picasso hanging on the wall or a surprise in the attic. It's, especially with furniture, that in the trade, they call it black and brown furniture, leather or wood, black and brown. They just, there's a glut of it on the market, a lot of it. And so unless it's pristine, mid century, modern, poor, if you'd have an original Louis the 14th, that's in great condition, and you can prove the provenance and all that stuff, you're not going to make a lot of money doing it. Okay. And if that's primarily all you have to sell, sometimes it's better to just do you offer it for free on Facebook marketplace, or buy nothing or something like that. Certainly call the donation organizations, but I'm trying to, I want to prepare you with the edge and manage your expectations. Right? Don't be surprised if it doesn't sell for a lot, or at all, but at least you can give it away because there are people who need furniture.

**Rosanne** 30:56

Yeah, you know, well, but that's part that's part of it. Also, while you're doing all of this, and it's like, oh, somebody could use this or you know, your kids don't want your stuff. Just go with it. Just get rid of it. And it's hard to then find those places to then get rid of them. Yeah. And how do you how do you find them? I mean, I'm it's a Google search. But it's, it's tough,

**Marty Stevens-Heebner 31:17**

It is tough, it is tough. I have a recommendation that can be really wonderful. And also kind of fun. Okay, if you have the capacity to do it, your parents are open to it. Have a giveaway party.

**Rosanne 31:30**

Oh, okay.

**Marty Stevens-Heebner 31:31**

Have people over, identify what things are available for your friends, and neighbors and family members see this take, and then you have this party, so you get to hang out a little bit, and things will go out the door? And it's wonderful, because then you actually do have that person thanking you for it. Right. Thank you, thank you, is that and they'll cherish it. And it's really, that can be a very fun event to grand idea. I can take care of a lot. Thanks. But you obviously have time, the planning part, right, you know, planning for that time, if you can, to be able to do that. And that's really lovely.

**Rosanne 32:07**

And it has to be with the idea of I'm okay with with actually seeing my things go out the door.

**Marty Stevens-Heebner 32:14**

Right.

**Rosanne 32:14**

That's the caveat.

**Marty Stevens-Heebner 32:16**

It really is and sometimes it can be easier to see someone you love and care about taking it like Oh, wonderful, versus even a sale where they might sell it for a couple of bucks. But you see this stranger going up? That's another thing. If you're having a state sale, don't be there. You don't want to see people squabbling over some necklace that really means a lot to you or your parent. You know, it is like for seven bucks, and they want to pay too for it. Right? You don't want to see that. It's too it's you're going through something that's hard enough already? Yeah. Let the professionals handle that.

**Rosanne 32:55**

Okay. Yeah, that's a good, that's good.

**Marty Stevens-Heebner 32:58**

Yeah. Is it the staysail companies again, ask them the same questions. Are they insured? How? Ask them the process they go through? Because you do want to have security there are people going in and around your house? Yeah, people forget that. Yeah. And then do realize that the unpacking too, is going to be its own thing. Again, remember the day after the move. And movers will pull things out of boxes, but they won't organize them for you know, just be prepared for that, again, you can hire someone or get a friend and neighbor. Here's, here's the trick. So when you get friends, neighbors, relatives involved, especially if you want them packing in, it's like the big like, it's it's just a few days before it moves. So now you are taking the house apart, or the unpacking. Here's my suggestion. Pick

people you know, don't just have bodies there, because then it just turns into a party and not a lot gets done. Because remember, this is not what they do professionally. Right? But pick people who are good leaders who like to get things done and have a list of assignments for people here can you to go in and if you can pack this bookshelf perfect. And then let me know once you've done that, and also how do you want things labeled so really be organized with this and have wonderful rewards. You know, like pizza because food is key. Oh, is this? Oh my always did my goodness. But anything like beer like say that for the end? Say and tell them I have this great all these great cupcakes for you guys. Once we're done. Once we're done.

**Rosanne** 34:32

Right, right. No cupcake until we're finished with the boxes.

**Marty Stevens-Heebner** 34:35

Exactly. Do reward them like crazy at the end because it why? Sure. Don't also don't plan on an eight hour day for your friends and family. Now it's too much. Yeah, maybe four or five hours tops because they're doing this on their own time over a weekend. It's a huge favor. So just be respectful of that. So you might want to do it a couple of weekends in a row or something or something like that. So it's really it's planning for the move. It's doing the downsizing packing. And then And also, when you're sorting items, it's good to have a keep pile, donate or sell pile. And then obviously, the trash pile. And sometimes you have a maybe pile. What I found with the maybe pile is that if you let them do that, at the end of the day, when they're going through it, it's amazing how much of the maybe pile they will let go of. Okay. And sometimes that's where you listen to the stories.

**Rosanne** 35:30

Yep, that makes sense.

**Marty Stevens-Heebner** 35:33

So just kind of delineate things that way.

**Rosanne** 35:36

And it really does come down to that. Like it really does. There's no way of getting around it when you have to move. It's trash, donate keep, and now maybe like, yeah, that's just it.

**Marty Stevens-Heebner** 35:48

Yeah. Yeah. And if your parents really liked their stuff, yeah, make sure with the trash. It's probably better not to, especially if they're able bodied and can move around or anything better to if you're able to take the trash home with you and toss it up that way. Yeah. So they're not going to go diving through it. Same thing with donations that they're ready to donate. Great. I'll take these two, wherever, on my way home.

**Rosanne** 36:15

Yeah, even if you don't, even if it's not today that you're going to donate them. Just get them out.

**Marty Stevens-Heebner** 36:19

Yeah. Because then they'll go, they'll go through those. Right. And you really don't want them doing that. If there's something that they're really pining for, you can let them know, I know where it is. If you don't, I know where it is. And I'll bring it to you. So yes, separate them from their stuff when you can. So that's part of the sorting process, and then just know that move day will feel like chaos. Oh, gosh, yeah. Even when we're involved or supervise move to to the clients, it looks like chaos. It's not to us. And it's not chaos to the movers, we know what's going on. But again, this is what we do all the time. That we know the different stages, and we know where everything is going. But when it's just you doing it, and with your parent around, it's really difficult. Ideally, have someone else if you can hire have someone else can supervise move, or get a different sibling or someone else to supervise the move. And take your parent away. Take them on a fun little trip. Or you can have that other relative take them but something where they're away. They're cared for. They're they're not stressed out, especially if they have any, any bit of dementia. Yeah, very disturbing.

**Rosanne 37:36**

What if they want to stay? What if they don't want to go?

**Marty Stevens-Heebner 37:38**

Especially with people with dementia? Yeah, they're really resisting it. Sometimes you can say something like, I call it a fib-let you can say, well, actually, we're going to be working on the house, there's some repairs that need to be done. So we're going to take you to this really lovely place, it's kind of like a hotel, is it is kind of like a hotel. And we're gonna make sure some familiar things are there with you. And so that's one way to get them in there, get them settled. And again, surround them with things that you know, they love, and are very familiar with. Very familiar with, I always say, you know, focus on their favorite things and their most useful items. Not everything. Well spark joy. I have issues with that way of doing things. Because, you know, I have my reading glasses. Do they spark joy? Not necessarily. But are they handy? Right? Things like forks, things that they use all the time.

**Rosanne 38:35**

Right? And it's THEIR feeling. It's they're feeling? You're trying to decide what sparks joy in THEM.

**Marty Stevens-Heebner 38:42**

Thank you for saying that. Yes, you're so right. What's your favorite? Right? It may be some, it may be something you drew when you were five years old. And you're like really do have to take that with you. But it means something to them. So let them take it and take it right. You know, where you do construction paper and scribbles? Yeah,

**Rosanne 39:02**

Well, but then the question becomes, what if they have a box full of those? You know, your your things from kindergarten to high school? And here's all your little hands, your little turkey hands and all? Okay. Is it time to get rid of them yet? Like what how do you at some, you know, as a mother, you look at them, and you're like, oh, so how do you do that with people?

**Marty Stevens-Heebner 39:27**

This is when we are grateful to live in the 21st century with our cell phones and the cameras built into, okay, take photos, you can buy one of those digital frames for them. Just have those photos cycle on that digital frame. And then they're preserved, and especially if they are 20 years old or 40 years old, because you're you know, 4050 Even the in your 60s, right? It's gonna get they're going to be brittle, right? So you know, they're going to fall apart. Let's preserve them by taking a photo. Okay, and that can really help them let go of all kinds of stuff like that. Even on objects, there is this wonderful new platform online called artifacts.com. Now, it's spelled a little differently. It's, there's only one a in it. So it's AR t IFCT s.com artifacts.com. And you can actually upload those photos it's built so they can upload the photos of your items and tell the story, you can write it out, you can do a video, you can do audio, it's meant to be preserved there, and you can share it with the world, you or you can keep it private, just share it with individual family members that you want to share it with. But that way the The memories are preserved. Because let's face it, this older generation, think of what they've lived through Depression, World War Two, the Korean War, the 60s, all of that when the 60s, the moon landing, and then everything. That's just that just takes us to the 70s. Now imagine your house. Right, right, right. I mean, it's really been historic when you think about so much that they've seen. Yeah. And so preserve those things. If they have old magazines, they're not going to be they're not going to be valuable now, but you can take photos of them. So they have that Life magazine photo, whatever. They have those if they haven't oh, by the way, if they have all those beautiful National Geographics lined up on their bookshelves, usually good for recycling.

**Rosanne** 41:21

Okay.

**Marty Stevens-Heebner** 41:22

But sometimes prisons will take collections of magazines and some books, really for those who are incarcerated. Okay, so that's the thing about if you're open to that, I don't care t they will take your National Geographic, right, the possibility, you know, if you have these collections and things.

**Rosanne** 41:40

Yeah. How about that? Well, how about like, you know, knickknacks, like Hummels and things like that, where everybody collected these things. And now nobody's collecting anything like that.

**Marty Stevens-Heebner** 41:51

And this is when something like buying nothing, or Facebook marketplace, where if you're willing to give them away for free, yes, reporting, people will come and take them. There are people to who do swap meets, and they'll sell them for like 50 cents. So it's really not worth it for them to pay something to you. But yeah, they'll find a room for it on their table or something like that. Right. And that way, it's off your mind. One of the things I always keep in mind for me, is when there's something Well, I could do this with something some item? And how much time is it gonna take me? How much aggravation how much time I'm gonna spend trying to figure it out? And more often than not, I'll say, I'll donate it, or I'm just gonna let it go. Right? Do the simplest thing. Because otherwise, oh, you can just end up go down the rabbit hole with these things.

**Rosanne** 42:42



Oh, my gosh, and it is a rabbit hole. Because it's like, oh, you can turn this into a new and it's like, Okay, after I spent \$400 and 25 hours of my time. Sure. I could repurpose it. I mean, but why?

**Marty Stevens-Heebner 43:02**

Yeah. Also the garage sale or estates sales there's this vast amount of stuff, okay, great. But it's not that much stuff. And they're not particularly valuable. Something to keep in mind. But garage sale. It takes a lot of time to put together. If it rains, snow, well, you probably wouldn't do it when it's winter out. But if it rains, or it's triple degree heat, right? No one's gonna come know. If you're an hour with it out of the way place, no one will come. Yeah. And with the garage sale, you might make a couple of 100 bucks. It's rare, it's rare to make 1000 over 1000 or more. Again, that's when you want to take into account Okay, how much time is this going to take me? I'm gonna have to advertise it somehow, either on Facebook or and or signs and things like that. Really think about how much that time is going to take you versus donating or giving it away for free. So really keep in mind how really how valuable your time is, especially when you are that adult daughter dealing with everything else to do? Yes. When your parents care. Yep, in my line of work will say we work with the DA in the family, the designated adults. And I'm sure you were that I was. You're the one who takes care of everything. So you're taking care of everything, right? So anywhere where there's a simple way, especially with stuff to take care of it. Do that. I highly recommend that if your parents are wanting to give you things and especially if they're insistent, simply accept them. Take them home, and now that you have them. You have the right to do anything you want with them. Right, including donate and if you're Free? Well, my you know, they might notice that I don't have it anymore. But then you have the right to say like, what I did is I donated it, you gave it to me. And thank you so much. And I decided that it was best that I give it give it to someone else through donation, who will use it, I have my kindness set, I have more lamps than I need. And so that's so that's why it's almost better because you do get in these arguments. And again, families butting heads, just say yes, thank you and tell your children, because they want to get things to the grandkids. Just say yes, and we'll deal with it later.

**Rosanne 45:38**

While you're packing. You can also find out where all of the important things are the life insurance policies, the passwords, the bank accounts, all of that is part of the downsize packing, sorting. Correct?

**Marty Stevens-Heebner 45:52**

It is so important to have all again, going back to planning. Yeah, they had that list of documents, knowing where they are having copies, ideally. And also, this doesn't just go for your parents. This goes for you the daughter as well. Yes, you need those documents to the wills and trusts were the bank accounts. I remember I was so honored when my father one time I was visiting in Buffalo called me over and he opened a desk drawer. I said, Okay, there's the trust, there's the will is the bank accounts. Here's the safe deposit key safe deposit box key. I was so honored because I'm it meant that he knew I would not go fishing around. Right. Right. And I was so grateful to him, because then when he passed, we know exactly where to go.

**Rosanne 46:38**

Right. It's one less thing to worry about.

**Marty Stevens-Heebner 46:41**

Yeah, your parent, you know, you need to know that. But also don't forget, you need to do that too. And make sure somebody else knows where those items are. Yes, yeah. Yeah, very important. Yeah, it honestly it becomes kind of when you're working with your parent going through things because it can be a treasure hunt. Because you never know what you'll find. If it's a bit of a hoarding situation, it's more like an archeological dig. You know, but don't forget the treasure is up here, you just have to take some time, you got to get dirty.

**Rosanne 47:18**

You got to get to them, which leads into that after death situation, which is a whole different set of circumstances. Because then, you know, everything suddenly becomes important. Every every, it doesn't matter if it's a sock, or a jacket, or a couch, it's all the same level of importance because they're gone. And you're holding on. Yeah, and I, I'm wondering what you advise for that, because it's hard, it's a different section.

**Marty Stevens-Heebner 47:50**

It really is such a nightmare. And this is why planning ahead and knowing your parents wishes can really help because obviously the parent dies, your your brain is swollen with grief. And then suddenly, there's this pages of to do's to do within, say 10 days, because you're dealing with a funeral and everything else. So this is why getting your parents to plan and also for you planning yourself, it can help the least you know, okay, they want to be buried there. Ideally, they've already paid for the nation, the plot the whatever. So you know, did they want me military honors? Yes, no, things like that. That makes it easier, they will do that. But still, there's so much to do.

**Rosanne 48:35**

And then all their stuff.

**Marty Stevens-Heebner 48:36**

And then all their stuff. So long as it's possible ignore what's in the house, if you can for a month, because you're going to be going through so much again, the funeral the memorial, trying to get hold the bank accounts, where's the will? What's that? Is there a trust? Right. So God forbid this. Frankly, if there's probate involved, chances are you can't touch anything in the stuff in the house or you can't touch anything in the house. But once it comes to that time to handle it, it just know it's going to be really emotional. And consider the same things you were thinking about when you were trying to get your parents to let go of things or re listen to listen to this podcast. Again, the things that I advise you to say to your parents, say them to yourself, take photos, okay. of items. Yeah, and really sit there and think anyone you can have a big maybe pile that's allowed. Maybe pile and just try taking pictures of things and see if that satisfies you know that you'll do the first calling. And if you have time before you move at all to your house prior to a second call. If you can't. Now, chances are you're dealing with siblings, other beneficiaries with whom you may or may not have a good relationship I will say this, I mean, if you end up being the executor of the estate, just know that suddenly, you have the role of the estates being the CEO of the estate thrust upon you. And boy, you have HR problems. Yes, you do. Because the best of families will butt heads through this, because of all the emotions, the more you can get people to talk about their grief, and their emotions. And especially when you're dealing with items

have you have to have your brother tell that story about this thing? So what was the story behind the same things that you you know, I advise using with parents you can use with others. And also, like I say yourself, and sometimes have a friend there and tell them asked me these questions. It's something I've had my own staff over to work on my garage. And we all chuckle because I end up saying the same things. So just know, I mean, even a professional of this Truckmate say that you feel the same way about things. If there's extreme disagreement, and or people are farflung. Yeah, and it's hard to fly in. I really recommend a home inventory. And if it's there any legal whisperings is where to hire professionals to do the home inventory. We do those we've always I've always had that as one of our services, such as photos, and people can go and pick and choose what they want. If there's extreme discord, there is a platform called fair split, fair split.com, where you can do the inventory. And then there are there's a section of it, where it helps to divide things fairly and equally, both from a financial standpoint and also a sentimental standpoint, it can really help. Oh, wow, it because that's as we know, very difficult. There are times when we've worked with lions, where it's getting very legal. And so we do a full on report details and everything. I think the biggest one we picked out was 430 Plus pages, holy cow, that's when it gets really bad. It's legal and everything like that. So but a home inventory is very helpful. Like I say, when people are trying to decide, and even if you're living locally, and you're you're basically getting a loan, it gives people a sense, a chance to sit with those photos alone and really think it through. Okay, so that can really be very helpful. And just know it's going to be hard. Ideally, don't be doing this by yourself, going through the items. It's too hard. It's too hard. And you won't want to do it also limit the amount of time four to five hours, maybe six, maybe once or twice.

**Rosanne** 52:47

If it's a good day.

**Marty Stevens-Heebner** 52:48

Yeah, yeah, exactly. Now, if you can have a friend there, again, there are professionals who can help you. And by the way, if you're looking for someone who does what I do, my companies throw him solutions. We cover Los Angeles County and most of Ventura County. There are 1000 members in our national organization,

**Rosanne** 53:03

And you are the president of that national association.

**Marty Stevens-Heebner** 53:06

It's such an honor, it's just a great profession and great people. And there's 1000 members mostly in the US. But we got a good cadre up in Canada, Australia, New Zealand, England, I think in Ireland to just what could go is go to the website, it's nasmm.org NASMM.org. It stands for the National Association of Senior and Specialty Move Managers. And you could go on there, there's a place where it says find the move manager, plug in your zip code, it will find people local to you. Ideally, look for a companies that have been around for five years or more. Ideally, see if I'm assertive, but I was actually the first certified senior move manager in the country. Also does the company itself have accreditation? That's for the whole company, industry accreditation, you have had to have a couple of 100 projects and finds that you've moved already, you have to have all your business systems in place. So look for ideally, people like that in your area who are really qualified and then talk to more than one. I mean,

mind you, I love it when people make referral. And it's just clear home solutions and us and at the same time I think it is good for especially when you're dealing with the older adults, that daughter to talk to a couple of companies and people because you want to get a sense of who's the right fit, especially if you're dealing with dementia and or a hoarding situation, things like that, to see who really has the patience and also above all, who your parents sparks to and who you as the daughter spark to.

**Rosanne** 54:39

Sure sure. What type of costs does that involve?

**Marty Stevens-Heebner** 54:44

Oh, it well. It varies area to area. It just depends where you are. Anywhere from \$60 an hour to \$120 an hour depending isn't investment. The thing to keep in mind is it will Move faster because again, this is what we do as a profession. Additionally, I know with our company, I think most senior move management companies, we will put together an estimate for you. And the thing is, you can work with us as much or as little as you want a need to. So for example, I know we have a couple of packages with thermal solutions, like four hours, let's just do four hours with you for six or whatever. And, and let's just jumpstart that, that that packing part, this sorting and downsizing, and then you can bring us back in, when you need more help, supervise move, they can really be helpful, I'm just saying and with the resources that can really make a big difference, because that way, you're not scouring the internet, you're not the one who has to have ask all these questions in an interview with them and whatever, right? That can really help save you time and aggravation. But yeah, go to nasmm.org NASMM.org and see who is in your area.

**Rosanne** 55:58

And it is an investment because it's so big, and it's so emotional. I mean, it just is and your time is worth something and your mental anguish is worth something. And to even don't be able to talk it through with somebody to say, Okay, what am I? What do I do with this room? Like anything? You know, oh, that garage? How do I attack this? Because you think I'll just start putting things in boxes? No, that's not how this works. You have to sort and you've got like, it's it's a production, you just need the top hat. I mean, it's a production. of shoes. I mean, it's, it is a it is a big thing. And so sometimes it's just even if it's just to to get that advice, like something for yourself, because it's hard. It's really hard.

**Marty Stevens-Heebner** 56:49

It really is challenging. And people say, Oh, we can get them packed in a few days. No, you can't we can we as a company, are the professionals can but no, you it'll be a debacle. You want things packed properly, you want them to get there in one piece, you know, we you know, you want things labeled properly. Right. All of that. And you want to go through the downsizing again, you don't want to be downsizing afterward.

**Rosanne** 57:12

No, no. Yeah, the thrown in a box and we'll worry about it later, is like you're just you're setting yourself up, you're setting yourself up.

**Marty Stevens-Heebner** 57:20

Lots of grief. And also, you know, going back to what you're talking about, yeah, we're cheaper than therapy, that's for sure.

**Rosanne** 57:25

Yes, you are. Yeah.

**Marty Stevens-Heebner** 57:28

And again, it's much more efficient. And again, you can work with us as much or as little as you need and want to this out. This is another thing I tell people. So I call it the emotional flu of moving. I mentioned that it I call it dislocation that relocation because you're going to feel out of joint right. Also referred moving. I call it the emotional flu of moving, because, wow, you're not going to feel right. Until you get to the other another good thing is you do you do get over the flu. But in the meantime, you're gonna feel out of sorts. And that's normal. Okay. Well, when you find yourself, losing your mind and wondering why just I tell clients I'm losing my mind is like, No, you're moving. And this is normal. I know. It's still miserable. But what you're feeling is normal. So don't compound it with Why am I feeling this? Like you're moving? So moving? These emotions you're feeling are called moving?

**Rosanne** 58:28

Okay. And then the anxiety and the fear and the are we doing the right thing? Are we not doing the right thing? Are we going to be happy there, it's all part of that emotional flu.

**Marty Stevens-Heebner** 58:36

Yeah, remember you're dislocating. And that hurts. And like with the, you know, it has to heal. And in the meantime, that what you're doing with physical therapy and everything, it hurts. And same thing with the emotional flu, when you have the flu, you're coughing and hacking and you want more sleep. All right, and just just, just at least just say, this is normal, it sucks, but it's normal, okay? And that often helps kind of, okay, it's not just me, this is really just a fun, this is just goes with the whole moving part. And above all, no matter how you go about it, please make sure that you get rest, that your parent gets rest, and that you find the time and an emotional space to really care for one another. That's the most important thing because you as the daughter are going through so much that usually is not recognized.

**Rosanne** 59:32

A big thank you to Marty Stevens-Hebner for being my guest today. To find out more information about Marty check out our website clear home solutions.com And to find a senior move manager had to na s m m.org. I hope you enjoyed our podcast today. Head over to daughterhood.org and click on the podcast section for Show Notes including the full transcript and links to any resources and information from today's episode. You can find and review us on Apple podcasts or anywhere you listen to your podcasts. We are also on Facebook, Twitter, and Instagram at Daughterhood the Podcast. Feel free to leave me a message and let me know what issues you may be facing and we'd like to hear more about or even if you just want to say hi, I'd love to hear from you. Also a very special thank you to Susan Rowe for our theme music, the instrumental version of her beautiful song Mamas Eyes from her album Lessons In Love. I hope you found what you were looking for today, information, inspiration or even just a little company. This is Rosanne Corcoran. I hope you'll join me next time in daughterhood.