

POLICY NAME: Resettlement  
Effective Date: January 1, 2018

## Purpose

Employees will be trained in a consistent manner to resettle client belongings, including the proper placement of furnishings consistent with the client's floor plan; the unpacking of belongings into closets, drawers, and cupboards; and the proper disposal of all boxes and packing materials.

## Procedure

The resettlement is the crown jewel of Golden Bridges, Inc. We take pride in bringing our clients home and we do this by paying attention to the details.

Once the movers have delivered all of the items the Team Lead will then assign work areas to each team member. That team member is totally responsible for unpacking and neatly putting away all items in that room. If there is a bed it should be made at the end of unpacking that room. That way if items need to be laid out on the bed it will not mess up the covers. Note: There are times in certain rooms that we will not be able to put everything away. This would include an office where the client's paperwork will need to be put away by them. It is our job to do as much as possible to make it look as neat as we can so that when the client returns home it is not messy.

Disposal of boxes, trash – as a team member empties a box it is their responsibility to tear down the box and remove it from the home. If the box is to be discarded they are to note it with a Large X on it and place it in a separate pile from those that are to be re

used (see Box Policy). Also, a black trash bag should be in each room that is being unpacked to put any used packing materials in.

Safety – Safety is the responsibility of all team members. This includes when using blades, standing on ladders (preferable to chairs) or over-reaching to put something away. If you must do this then so must the client and this is not safe.

Resettling includes placing artwork, knick knacks; arranging furniture; setting up kitchen; making the bathroom accessible; putting away clothing including shoes and coats; placing nightlights around the home if client has them. Remember this is their new home.

Resettling could also include organizing the garage in such a way that they can access items that are to be stored in the garage and park their car.

Returning all equipment and supplies – at the end of the day all equipment should be returned to the Team Lead. This will include apron, markers, box cutters, tape guns, etc.