

Relocation Advice from Northpoint's Stuart Iseminger:

- Over-communicate plans to staff, volunteers, and clients. If the move date is definite, publicize it well in advance. If the move is indefinite due to renovation or construction, publicize a rough time period. We had a telephone extension with an outgoing message with updates on the relocation. And we had frequent updates on our website and social media.
- Keep disruption of services to a minimum. Move on a day that you normally are closed to the public.
- As the moving day approaches, minimize food inventory and orders. Try to schedule any major food drives until after the move.
- Many infrequent clients/visitors may not know about the relocation. For the first week after the move, we rented a shuttle van and driver to transport clients from the old location to the new location.
- During a time of great change, try to keep some things the same for clients such as the check-in procedure, allocations, distribution model, etc.
- Have staff purge supplies and records now. If you have not enforced or created a records retention policy, institute it now. Don't pay movers to move items that are not used or needed. Paying for onsite shredding is a bargain.
- If I had to do my two relocations over again, I would pay for a company to come in and decommission the old facility of furniture and equipment. There was a great cost of staff time to sell and dispose of old furniture and equipment. Some decommissioning companies will give you a percentage of any sales.
- Color code and label moving boxes and furniture. At the new location, post captains at every entrance and floor directing movers to the correct spot.
- Anticipate that there will be glitches with equipment, internet, phone, etc. and have contingency plans.
- If you are changing telephone systems, before you move, schedule a staff training on the new system before the move, and a refresher course after the move.