Accreditation Standards Supporting Evidence

A+ Accreditation Standard	Evidence to Satisfy Accreditation Standard
1. Scope	
1.1 This Standard establishes requirements that measure practices employed by all sizes and types of Senior and Specialty Move Management Companies (MMCs) to enhance the performance of the MMC and its staff.	
1.2 This Standard establishes that each individual MMC is unique, and is permitted to create its own measurable outcomes to support the business model. A MMC's compliance with this Standard is dependent upon the MMC's implementation of its own definitions, procedures, and policies as they relate to each element in this Standard.	
1.3 Each geographic location of an MMC must apply and qualify for accreditation based on their own operations, and must meet the standards outlined in their entirety	
1.3 Each geographic location of an MMC must have a qualifying agent (representative of the MMC who is responsible for the Accreditation standards), who also holds the NASMM SMM-C certification	

1.4 Accreditation will be renewed every three years, at which time the MMC will provide the following: 1.4.1 Proof that the MMC has a Qualifying Agent on staff that has continued to meet the SMM-C standards for Continuing Education (CE) credits and other requirements necessary for maintenance of the SMM-C certification 1.4.2 Certification that the MMC meets all Accreditation standards in place at time of renewal 1.4.3 Proof of at minimum 50 invoiced projects in the year prior to renewal	

2. Overview	
2.1 The Move Management Company (MMC): A professional service company dedicated to assisting older adults and families with the physical and emotional demands of downsizing, relocating, or modifying their homes.	MMC must provide Federal tax ID # (required for all MMC companies with employees or provide services in a state that taxes personal services, or if you are required to collect sales taxes on your sales), or international equivalent. MMC must provide proof of good standing with its state department responsible for business registration and licensing. MMC must provide the URL to its live Website. MMC must be legally formed five (5) years prior to application date and completed 50 invoiced projects in the year prior to application, OR MMC must provide proof of 250 invoiced projects. Upon renewal, MMC must provide proof of 50 invoiced projects in the year prior to renewal. MMC must provide three letters of reference, which may come from any of the following:

	client, senior living community or business partner.
2.2 Client Team: Employees and/or subcontractors of the MMC who work together with a particular client or clients. *Employee is defined as anyone who performs services for you if you can control what will be done and how it will be done. For more clarification on employee vs. subcontractor, please visit irs.gov or your international equivalent. (link: https://www.irs.gov/businesses/small-businesses-self-employed/independent-contractor-self-employed-or-employee)	MMC must provide proof of collection of required employment paperwork: I-9 and W-4, or international equivalent. MMC must provide the most recent payroll report (941 or international equivalent) prior to application. MMC must have at least owner or employee with a current NASMM SMM-C Certification
2.3 Performance Policy Documentation: A compilation of documents adopted by a MMC containing the procedures in place, which will cause it to be in conformance with this Standard, including but not limited to the policies listed at right.	MMC must provide proof (in form of Table of Contents) of a current Operation Manual including: ● A policy for each normal business process ○ Sales process ○ Contract handling ○ Estimates (provide form) ○ Mover choice and transaction ○ Senior Living Community/Housing communication and contact regarding move in policies ○ Client consultation and communication process ● A system of communication with clients and staff that includes staff-to-client communication and interaction, reaction to client expectations and comments, and information about the MMC and the services being provided. ○ Relocation process

	○ Periodic review of all contracts and forms ○ How current client contracts are amended and changes in the contract are communicated through the MMC organization ○ Methods to improve performance ○ Updating the client about project status and cost, particularly informing the client of their current costs prior to exceeding the estimate ○ Invoicing procedures
2.4 Performance Service Systems are internal processes (described in sections 3 through 11 of this document) that must be developed, documented, and operational by a MMC. When these systems are in place, the MMC: 2.4.1 Ensures the client's needs are identified and the services to be provided by the MMC are agreed upon by the MMC and the client; 2.4.2 Requires regular feedback from clients; 2.4.3 Provides for understanding and a prompt response to clients' needs and reasonable requests;	2.4.1 MMC must provide mission statement 2.4.2 MMC must provide proof of client evaluation 2.4.3 MMC must provide policy noting how complaints are handled
2.5 Moving Services: MMCs who offer moving services must provide proof that they meet federal and state requirements for moving	MMC will indicate if they provide moving services MMC must provide a description of state licensure requirements MMC must provide proof of having met state licensure requirements
2.6 Resale Services (including auction, estate sale, retail store, online sale): MMCs who offer auction services must provide proof that they	MMC will indicate if they provide resale services MMC must provide a description of state licensure requirements

meet federal and state requirements for conducting auctions	MMC must provide proof of having met state licensure requirements
3. Client Contracts: Review Procedures and Requirements	
3.1 The MMC shall maintain written and signed agreements and/or contracts with their clients and/or their appointed representatives including, but not limited to: • Description of services and fees • Damage liability • Deposit/Payment • Disclosure of referral fees or other financial benefits accruing to MMC	MMC must provide sample copies of all contracts currently in use (not executed). MMC must provide proof of policy for contract retention.
3.2 The MMC shall adopt a policy to ensure client contract presentation and acceptance methods.	MMC must provide proof of policy on how and when contracts are issued to clients, and how and when client is expected to sign and return.
3.3 The MMC shall adopt policies to coordinate the periodic review and update of all contracts and forms.	MMC must provide a policy for periodic review and update of all contracts and forms.
3.4 The MMC shall adopt policies specifying how current client contracts are amended and ensuring that changes in the contract are communicated through the MMC organization.	MMC must provide a policy for amending contracts. MMC must provide a policy for communicating and training staff on changes.

4. Servicing the Clients and Service Delivery Procedures	
4.1 The MMC shall establish service policies and service delivery systems that include the following characteristics: 4.1.1 Standardized forms and check lists for consistent service 4.1.2 Competence and knowledge (staff orientation and training) of staff servicing the client; 4.1.3 Policies in accordance with the NASMM Code of Ethics 4.1.4 An internal policy emphasizing standards of service and an Employee handbook outlining at minimum standards of service and procedures, job descriptions, and employee policies (i.e., mileage, breaks, cell phone use, drug use, etc.) 4.1.5 Internal assessment of the service and service delivery process. 4.1.6 The MMC shall participate in national client survey programs offered by NASMM.	4.1.1 ● MMC must provide sample forms/checklists 4.1.2 ● MMC must provide a policy for staff training and development ● MMC must provide a job description for staff trainers 4.1.3 ● The Qualifying Agent has completed NASMM Cornerstone Course in Ethics 4.1.4 ● MMC must provide proof of employee handbook, in the form of Table of Contents ● MMC must provide proof of job descriptions ● MMC must provide proof of employee policies if not included in employee handbook 4.1.5 ● MMC must provide proof of policy for internal assessment of staff service delivery for individual projects/moves/clients.

5. Financial Management and Internal Controls	
5.1 The MMC shall adopt policies that ensure the most recent year-end financial statements present fairly, in all material respects, the financial position and changes in net assets, and that cash flows at year-end are in conformity with generally accepted accounting principles (GAAP) as determined by the American Institute of Certified Public Accountants or corresponding organization for internationally based MMCs.	MMC must provide a signed statement that provides the name of financial firm or CPA it employs and fees should be evident on financial statement. OR MMC has a trained financial person on staff with appropriate job description AND MMC shows proof of use of an appropriate bookkeeping program
5.2 The MMC shall adopt policies that ensure financial control and reporting systems, which conform to GAAP, are in place and utilized as appropriate.	MMC must provide a signed statement that the MMC adheres to all state and federal tax reporting requirements, including income, property and sales tax as designated by their state.
5.3 The MMC shall adopt written policies to protect the privacy and integrity of client's proceedings, records, and data.	MMC must provide policies protecting the privacy and integrity of client's proceedings, records, and data including: ● Noting how office is secured, records are secured, and computer passwords are changed after a staff member leaves ● Client confidentiality clause in client contract and employee manual ● An employee-signed confidentiality agreement
5.4 The MMC shall adopt policies to ensure disclosure to clients of all income received from commissions, referral fees, and other sources directly attributable or related to such clients. Such fees may include referral fees, commissions, or other income from partners, third-party vendors, real	MMC must provide a policy concerning treatment and acceptance of commissions, referral fees, etc. Any MMC also operating a related business must provide a policy outlining client disclosure of such business, as well as any financial implications to the client.

estate agents, communities, movers, physical or online auction sources, etc.	
6. Insurance Coverage	
6.1 The MMC shall have in place a comprehensive insurance program that provides the following minimum coverage where such coverage is available in the state or province where the MMC is located. 6.1.1 Commercial General Liability 6.1.2 Property (including property in transit) (Business Insurance) 6.1.3 Employee Fidelity 6.1.4 Non-Owned and Hired Auto Liability 6.1.5 Worker's Compensation 6.1.6 Packing	MMC must provide proof of all insurance coverage 6.1.6 ● MMC must indicate if they provide packing services for their clients. If MMC is providing packing services, MMC must provide proof of insurance coverage for this specific service.

7. Employee Recruitment and Dismissal	
7.1 The MMC shall adopt a policy for creating, reviewing, and updating employee job descriptions, and shall adopt policies for interviewing and assessing candidates for positions within the MMC.	MMC must provide proof of their Human Resources process and employment policy MMC must provide a list of job titles within the organization and copies of job descriptions MMC must provide proof of employee background checks
7.2 The MMC shall adopt a hiring process and policy, to include at minimum background checks and offers of employment	MMC must provide proof of employee background checks MMC must provide a copy of an unexecuted employment offer letter or employment agreement.
7.3 The MMC shall adopt a policy for a termination policy and personal assessments from departing employees.	MMC must provide a policy for employee termination MMC must provide a sample exit interview form

8. Employee Training and Professional Development Procedures	
8.1 The MMC shall adopt an evaluation policy for all employees covering competencies, performance assessment, and professional development.	MMC must provide a policy for evaluating employees MMC must provide a sample employee review form
8.2 The MMC shall provide periodic training in the following areas: 8.2.1 Older adult service issues; 8.2.2 Senior Move Management issues; 8.2.3 Performance improvement; 8.2.4 Core competencies and/or core values 8.2.5 Teamwork, interaction, and communications.	MMC must provide a training program policy and description of training program. *(how and where is training conducted, number of hours required, topics covered, etc.)*
8.3 The MMC shall adopt a policy and process to address performance corrective action	MMC must provide a sample of their performance improvement program
9. Subcontracting and Purchasing Requirements	
9.1 The MMC shall indicate whether they use subcontractors on behalf of clients, defined as third party services that are dissimilar in nature to move management services and for which the MMC pays the subcontractor.	9.1 The MMC shall indicate YES or NO
9.2 The MMC shall adopt policies ensuring that due diligence is exercised when purchasing services from subcontractors or third party vendors for clients.	MMC must provide a policy for performing due diligence with subcontractors and third party vendors, including:

	• The subcontractor's or vendor's service procedures • Samples of the subcontractor's or vendor's products, if any • Experience of other companies or clients with the subcontractor or vendor
9.3 The MMC shall have procedures in place to ensure that subcontractors are insured and licensed at the levels outlined throughout these accreditation standards, whether through the MMC itself or through the subcontractor company.	MMC must provide a policy for the use of subcontractors, including: • Verification of insurance and licensing, • Communication of use and pricing to clients MMC must provide copies of subcontractor insurance certificates
9.4 Subcontractor Safety: The MMC shall adopt a policy that ensures subcontractor adherence to the safety requirements outlined in Section 11	MMC must provide a policy outlining how they vet, work with and assure compliance from their subcontractors on key safety requirements.
9.5 The MMC shall adhere to all IRS (or international equivalent) rules and regulations pertaining to subcontracting.	MMC must provide a signed statement the MMC adheres to all IRS (or international equivalent) rules pertaining to subcontractors. The MMC must provide a copy of their state's Department of Labor contractor/employee guidelines and a sworn statement that they adhere.
9.6 The MMC shall adopt policies ensuring that due diligence is exercised when purchasing products for clients.	MMC must provide proof of a policy gaining permission to purchase products for clients, notifying clients of product price, and allowing clients to reject or return the product(s) should it not meet their needs.

10. Record Keeping Requirements	
10.1 The MMC shall adopt policies maintaining and controlling a record-keeping system to: 10.1.1 Collect and record information (create records); 10.1.2 File, index, store, and maintain records; 10.1.3 Maintain record retention 10.1.4 Safeguard records from damage or deterioration 10.1.5 Protect business records from unauthorized access (i.e., locked doors and file cabinets, password protection)	MMC must provide policy on record retention and record security. MMC must provide a policy on the handling of data breaches If MMC accepts credit card payments, MMC must provide a policy on the secure handling of credit card information
10.2 THE MMC shall adopt a business continuity plan that includes, at minimum: 10.2.1 Procedures for the management of electronic back-up of software and electronic records; 10.2.2 Options for plan of operation in the event of disruption of scheduled services 10.2.3 Communications to inform staff, clients, vendors, etc. about a recovery plan to resolve the disruption of scheduled services	MMC must provide policy demonstrating the following: ● Procedures for managing electronic back-up of software and electronic records ● Options for plan of operation in the event scheduled service disruption ● Communications to inform staff, clients, vendors, etc. about a recovery plan to resolve the disruption of scheduled services
10.3 Conduct periodic review and update of policies and procedures including employee and operations manual.	MMC must provide a policy regarding the MMC policy and procedure review.

11. Workplace Safety: Procedures and Requirements	
11.1 The MMC shall maintain written workplace safety policies to protect staff, subcontractors, clients and communities against Covid 19 and other communicable diseases including: • Provision and use of PPE • Physical distancing • Screening practices • Staying current on appropriate Health Organization directives. • Staying current on Senior Community directives.	11.1 MMC must provide: • a list of PPE and materials that staff will have available on all jobs • screening questionnaire • description of best practices for gathering and disseminating the most current information from CDC, and internationally based Health Organizations • staff training curriculum
11.2 The MMC shall maintain written safety policies to protect staff, subcontractors, clients and communities against workplace injuries and accidents: • Organized workspaces • Appropriate clothing (footwear) • Lifting protocols • Supplies and equipment 11.2.1 The MMC must have a policy on handling on the job injuries to staff and the appropriate handling of worker comp claims	11.2 MMC must include workplace safety requirements in any or all of the following: • Employee manual • Employee contract • Staff training curriculum • Client contract MMC must provide a signed statement verifying company meets relevant Occupational Safety and Health Administration (OSHA) or international equivalent safety regulatory requirements.
11.3 The MMC shall maintain written guidelines for the safe handling of potentially dangerous items: • sharp objects • firearms • caustic/toxic materials • infestations • mold • biological materials 11.3.1 MMC shall have a policy on the communication to and handling of infestations for client, movers and communities prior to completion of a move	11.3 MMC must include how to handle dangerous items in: • Employee manual • Staff training curriculum

11.4 The MMC shall maintain a list of guidelines and resources to support the personal safety of staff and clients: • elder abuse (neglect, scams) • dementia	
11.5 The MMC shall maintain written guidelines for the handling of client or team medical emergencies while onsite	11.5 MMC must include how to handle medical emergencies in: • Employee manual • Staff training curriculum
11.6 The MMC shall maintain written guidelines for staff response when the team does not feel safe at the client site	11.6 MMC must include how to handle unsafe client environments in: • Employee manual • Staff training curriculum