



## Seniors in Transition Podcast

Live from Troy, Michigan. Welcome to another episode of Seniors in Transition. Our team of senior care specialists will inform seniors and their families on a wide range of topics designed to assist you or your loved one that is aging. Whether you choose to age in place, utilize in home care or enter senior community living, we're your advisor resource that is here to provide comfort, care and connection. Let's get started. here's your host, founder and CEO of the Senior Movers and the Senior Advisors, Paul Burkhart.

[Paul Burkhart] Welcome to all of our listeners. And thank you for tuning in to another episode of Seniors in Transition. I'm Paul Burkhardt the CEO and founder of the Senior Movers and Senior Advisors. And with us in studio is one of our Senior Care Advisors, Jonathan Marzicola. And also joining us today is a very special guest, Jamie Smith from Blossom Springs. Jamie, how are you?

[Jamie Smith] I'm fantastic. How are you?

[Paul Burkhart] I'm doing well. Thank you. Another veteran in the industry. And we're so excited to learn more about Jamie and about the entire Blossom Collection. Before we get into some of the particulars, Jamie tell our listeners a little bit about you and your background. And your many years in the senior industry.

[Jamie Smith] Wonderful. Well, I started in the senior industry about 17 years ago, I was actually a licensed insurance agent selling Medicare Advantage and supplements. So that was kind of what got me involved with the senior industry. I have worn a lot of hats. In the 17 years, I have done an advice column in some of the local newspapers, I've helped with placement of seniors. And really, my true passion has been the senior living environment.

[Paul Burkhart] Awesome. And when did you join? When did you actually join Blossom Springs? How long has it been about?

[Jamie Smith] It's actually been two months?

[Paul Burkhart] Okay.

[Jamie Smith] Yes, yes.

[Paul Burkhart] But you probably feel like a seasoned veteran there already. Right?

[Jamie Smith] Absolutely.



[Paul Burkhart] What an amazing facility they have there. It's known as the Blossom Collection, correct?

[Jamie Smith] Absolutely, yes, we have various communities within the Blossom Collection offering different types of senior living opportunities.

[Paul Burkhart] Okay. And the care that is associated with each of the property brands, I guess, if you will talk to our listeners a little bit about that, you have Independent Living, Assisted Living, right,

[Jamie Smith, Blossom Springs] We do and really where our focus is to be there for all aspects of living from 55 and up. So we do have quite a few of young retirees that take advantage of living in our beautiful Blossom Ridge property. We also are there to support seniors as they transition into different acuties as far as health care needs. And so we do offer Assisted Living and Memory Care as well so that we can be there to support seniors through the journey of life.

[Paul Burkhart] And the Blossom Collection itself, not you specifically, but the actual entire firm, right, if you will, how long has that been? Well, roughly.

[Jamie Smith, Blossom Springs] So Blossom Ridge opened a year and a half ago. And that was the first of our Blossom Collection. However, the basis of our Blossom Collection comes from the Mocerri family, and they have been in our area for four generations. And you would be hard pressed to find something that they have not been involved in.

[Paul Burkhart] Right, you kind of see the name everywhere. And it's wonderful to see them involved in the senior community residences.

[Jamie Smith] Absolutely.

[Paul Burkhart] And so that's some of the history of the Blossom Collection. How about the overall vision for the Mocerri family and the entire Blossom Collection?

[Jamie Smith, Blossom Springs] Well, our mission is to celebrate the bold and amazing journey where life blooms every day.

[Paul Burkhart] I love that.

[Jamie Smith, Blossom Springs] I do too. You know, I mean, it doesn't matter what part of our journey we're on, we need to celebrate it every day. And so we do. Our vision is Life in Full Bloom.



[Paul Burkhart] That's awesome. And in our companies we talk all the time about this is by no means the end chapter, it's just the very next chapter and it's so exciting, and you know, a facility, with different buildings like yours is just a great next step. As we continue here, what's a great way that our listeners can actually reach you directly or your team at Blossom Springs.

[Jamie Smith, Blossom Springs] At Blossom Springs we are located right at Adams and Silverbell in Oakland Township, but the best way would probably be to call our main number which is 248-601-0505.

[Paul Burkhart] Blossom Springs is basically the newest of the properties to open or to soon be open. When is that actually going to take place so our listeners know.

[Jamie Smith, Blossom Springs] We are anticipating the first part of October, so we were saying the first or second week of October.

[Paul Burkhart] Okay. And Blossom Spring specifically, talk about how it breaks up in the building there and exactly what's offered within your specific building.

[Jamie Smith, Blossom Springs] Absolutely. So the concept of Blossom Springs is extraordinary. And it's unlike anything that we have in Oakland County, we have an Assisted and Memory Care, but everything is secured. So the uniqueness of that is we can have individuals with Alzheimer's or Dementia that are still very high functioning, live in our Assisted Living community rather than in Memory Care, so we can keep them in an appropriate environment while keeping them safe.

[Paul Burkhart] Sure. And that is right on the campus. They're on Silverbell. Correct.

[Ja Jamie Smith, Blossom Springs] Correct.

[Paul Burkhart] And then Blossom Ridges is there. And then the Cottages are there, right. And if they are able to leave Springs, they can. Talk about the amenities. I mean, the building is just amazing. Jonathan talks to me about it all the time. And I'll be honest with you, when we first serviced the community and became a partner with the community in terms of relocation we had, one of our team members actually call us up on intercom or on a conference call, and say "This building is so amazing. This is incredible. We don't see anything like this." You're there every day, right? We're there every once in a while. Tell everybody out there in radio land, if you will, what they can expect within Springs, which is still new. And I know the ribbon cutting is coming up. But how does it all integrate together.



[Jamie Smith, Blossom Springs] So at Blossom Ridge and Blossom Springs, we have a full service of amenities that are available for all of our residents. We have an indoor pool at Blossom Ridge as well as an outdoor pool. So even though we may have residents that live at Blossom Springs, they will be able to go over and use those amenities with their families, they can go to our Andiamo restaurant that's inside Blossom Ridge. We have an Art Studio, we have a Fitness Studio. To be completely honest with you, I have never seen anything like Blossom Collection in my 17 years of experience, is definitely extraordinary.

[Paul Burkhart] When can I sign up? How old do I need to be? I'm not sure I'm of age yet. But what is the age?

[Jamie Smith, Blossom Springs] 55.

[Paul Burkhart] Okay, I got a few years. It's on my list.

[Jamie Smith, Blossom Springs] Absolutely. That's great.

[Paul Burkhart] Jonathan, I know you've been inside of Blossom Ridge several times, actually. But maybe not in Springs yet, because the ribbon cutting ceremony is later this week. But from your perspective, talk to everybody out there about what you've witnessed in your own words.

[Jonathan Marzicola] Oh, yeah, for sure. I mean, I walked into Blossom Springs, there was no furniture at the time, But now I know that that's all there and set up and ready to go. I thought it was incredible. I mean, the high end of everything was beyond words, to be honest with you. Walking into Blossom Ridge, the first time, and I have visited probably 160 to 180 Senior Living communities, and there's nothing like Blossom Ridge out there.

[Paul Burkhart] Yeah, what they have done is pretty incredible. It's actually awe inspiring. And Jamie, so we talked a little bit about the secured environment. So you have Independent Living, and you have Assisted Living, and you have enhanced and secured Memory Care. How does that all tie together on the campus, how can folks move around as they go through the journey and the aging process, kind of walk them through how those steps would work. They may not get to you until some years later after they've begun the journey on the campus. But walk them through that.

[Jamie Smith, Blossom Springs] With our community and our concept, we want our residents to live their best day, every single day of their lives. And it doesn't matter what part of their journey they're on, we will be there to support them. Our main goal is for our residents to age in place, we want them to be able to enjoy and thrive in the environment that they're



currently in. Unfortunately, sometimes health conditions do arise and a move may be necessary. And we are there to support and recognize when a need to change is necessary.

[Paul Burkhart] And in order to recognize those different stages. And when more care is needed. We know this because for years now, as Jonathan said 150, 160, 180 different communities. We're very familiar with it. But I know that there's still folks out on the other side of these microphones that don't totally understand the process and how it works. And they just kind of don't know where to start. But you and your team over there you're 17 years I think you said in the industry total. The tenure in longevity of your team and all the different stages and phases and how you all mesh together and you have a great line of communication so you have your residents needs at heart. Tell us about that and how you work together with Michael and the rest of the crew there.

[Jamie Smith, Blossom Springs] So with Mike's expertise, he really has a way of putting families anxieties at ease, really allowing for our families of our residents to trust and to know that their loved ones are going to receive the best care possible because of the team that we have. He's fantastic at finding team members that can all mesh together, we work well together. And we all have the same goals and vision for our residents. Their care needs, above all, are the most important. Their quality of life is the most important for us.

[Paul Burkhart] Certainly. And so tell our listeners, again, the phone number and best way to reach you guys there.

[Jamie Smith, Blossom Springs] Our number is 248-601-0505.

[Paul Burkhart] And when our seniors in the area call, kind of take them through the process of either getting a tour or learning more about the community, certainly you can do some of that over the phone. But go through the process, whether that's you or Michael together, or maybe some other team members, do they call you specifically? What are those steps? And how does that work?

[Jamie Smith, Blossom Springs] Well, because we are all a team, we can all provide information to anyone who would like to come in. But absolutely, I would be the one that they would be touring with, I would be asking questions to get a better idea as far as the needs of their loved one, because sometimes we don't know what the needs truly are. We think that, you know, your loved one needs one thing when really they need something different. So anyone that would like to come in, I urge them to give us a call. You don't have to set up a time to come in to tour, you can just come on in. But it does help to set a tour time. And really just take a look at the community and what we have to offer. I will always provide resources for anyone that I meet with, even if we're not the right fit. And with our entire team, that is



our goal, we always want to be a resource for everyone that we come in contact with, whether it's a resource of the Blossom Collection or something outside of that.

[Paul Burkhart] Okay, that's great information. Many times, there are children of the senior that live around the country, maybe somebody in California, New York, etc. And they don't have the opportunity to be there. But they want to learn about what your community has to offer and how that helps mom and dad or both. Do they have to be present as well? Or is there a way they can do a virtual tour through the website or you actually go through the community and take them on the tour?

[Jamie Smith, Blossom Springs] Well, that is the beautiful thing with technology nowadays, I can absolutely do a virtual tour, I know that it is difficult for individuals to always be in the same spot. So yes, we can definitely do virtual tours. And just on that that note, even if we have families that are out of state, our goal is for the families to be as involved as possible. And we will have a lot of interactive programming that our families will be able to have a say and input on their loved ones care.

[Paul Burkhart] Yeah, that is a great thing too. And we see that in our business all the time, folks have four children, they're literally in all different states and or there's a caregiver involved, and there's a lot of dots to connect. And that's our day to day life and how we work and I know that on your end, it is much the same. So folks, rest assured that these professionals can help you at every step and stage of the way their long term trained. And your certified dementia practitioner as well as is that right?

[Jamie Smith, Blossom Springs] I am yes.

[Paul Burkhart] So Jamie certainly has the wherewithal to go through just about any scenario or circumstance. So when they come in and you take them through or you will soon you're doing tours now it's correct. Okay. So if they have the ability to get around, do you take them through the other unit as well the big building?

[Jamie Smith, Blossom Springs] I do. Yes. And we actually have Matt and Anna at our Blossom Ridge community that are experts in their field and they take such good care of our residents and any prospects that come in wanting information.

[Paul Burkhart] That's Matt Whetstone I know Matt a little bit.

[Jamie Smith, Blossom Springs] and Anna Cole.

[Paul Burkhart] Okay. Great. And then of course, everybody always has this question, right? Because there's meals throughout the day. And I know Jonathan, I were talking about it



earlier before you came in what a setup that there is over there. Tell our listeners about the exciting culinary program that you have there at Blossom and how they can really, get a lot of enjoyment out of that.

[Jamie Smith, Blossom Springs] Well, I will say we are very blessed. All of our meals will be Andiamo inspired. So our residents, I feel will be very spoiled in that department. And the idea of Andiamo inspired meals is because in addition to working with our Andiamo team, we have dietitians and nutritionists that we're working with so that we can prepare meals that are healthy and are just great for our residents.

[Paul Burkhart] Jonathan, I think we should go over there. For dinner tonight?

[Jamie Smith] Your more than welcome. Come on over.

[Jonathan Marzicola] The next date night maybe.

[Paul Burkhart] Right? And so is that how many meals a day is that? Or is it just totally open all day?

[Jamie Smith, Blossom Springs] It is at Blossom Springs, it'll be three meals a day, as well as snacks. And, you know, being open all day, sometimes we do have to have some structure with Assisted Living and Memory Care. So there may be some set meal times for those residents.

[Jonathan Marzicola] I know at Blossom Ridge, there's a bunch of Cottages there. So you have the Cottages, Duets and Ranches. There's so many nice and different styles of places that a senior can live, are they able to get the meals too if they'd like.

[Jamie Smith, Blossom Springs] They are. And actually with the rent, even the Cottages and the Duets, some of the meals are included plus they can purchase additional meals if they want too.

[Paul Burkhart] And the structured meals that you said, What is a typical breakfast range of time and a lunch and dinner times of day?

[Jamie Smith] Typically, breakfast is going to be about 8:30. But we always have early risers and late risers. So the beautiful thing about the community is we have a warming kitchen right off of both of our dining rooms. So if we do have residents that wake up later than the set meal time, we will still have the food there and can freshly prepare their plates right there for them.



[Paul Burkhart] That's very cool. I think they thought of everything there. And they haven't left anything out, very forward thinking.

[Jamie Smith, Blossom Springs] I think you're absolutely right.

[Paul Burkhart] And then following those meals, whether that be breakfast, lunch, or dinner, one of the awesome features that you guys have there is a tremendous area outside to kind of walk and maybe burn off a few of those calories, get some fresh air. How does that work? And how does that go around the perimeter of the building? And I would imagine it's very secure, too, right?

[Jamie Smith, Blossom Springs] It is yes. So one of the many things that make us unique is our walking path that we have behind our building. It is completely fenced in and it is secure. So even our residents in Memory Care are able to go out and enjoy the beautiful setting that we are fortunate to have our property on. We have a pond and beautiful trees. And all of this is available for our residents. So they could just go right off our sunroom and walk out and sit on one of our benches or our tables and just really enjoy the natural setting that we're in.

[Paul Burkhart] And I haven't seen it now that we're actually changing in the fall, I imagine the colors must be pretty awesome.

[Jamie Smith, Blossom Springs] They truly are Yes.

[Paul Burkhart] And they have a lot of areas to sit down there. Maybe they want to enjoy the sites or something like that for the fall. Isn't that right?

[Jamie Smith, Blossom Springs] It is yes, we have a lot of sitting spaces throughout the community both inside and out. But one of the things that I feel we are just so blessed to have is our our beautiful setting outside.

[Paul Burkhart] And it's such a gorgeous area, the actual region of Silverbell there is just an amazing area that they chose for this. So all together what an experience inside and out. And I'm going to just rewind here for a second because I'd be remiss if I didn't talk about another very important element of the team structure at Blossom Springs and Ridge, walk our listeners through what is so unique about something that you'd like to share.

[Jamie Smith, Blossom Springs] Both our assisted living and our memory care staff will be Teepa Snow trained, and they will specialize in dementia care. If you're unfamiliar with who Teepa Snow is she is a national educator, speaker and trainer on Alzheimer's and Dementia and she truly has a different approach. It's a positive approach to care. She even categorizes



the different stages of dementia in different gem forms rather than stage one, two, three or four. So you know, we're all beautiful sapphires, diamonds, rubies, it's just a very nice approach. And it truly gives our care staff an understanding as far as what an individual is going through based on where they are in their journey with Alzheimer's or Dementia.

[Paul Burkhart] Okay, and again, for our listeners best way to reach you by phone, email and best time of day to reach out, let them hear it.

[Jamie Smith, Blossom Springs] phone is 248-601-0505. My email address is Jamies@Moceri.com. And then our website is MoceriBlossomSprings.com.

[Paul Burkhart] Okay, and Jonathan, just to kind of round things out for us. And our listeners didn't hear about it on this particular episode. But you've been in the industry, all told for about 10 years now you worked in a community for many years before you've joined the Senior Movers and Senior Advisors for now roughly two and a half years. So just like Jamie, you've seen a lot and you're a veteran in the industry. Again, from your perspective. Talk to everybody about just one more time around what your perspective as a whole of the entire Blossom Collection, the upcoming Blossom Springs, which is so exciting, and how they stand to benefit when choosing this location?

[Jonathan Marzicola] Oh, yeah, I mean, Moceri just as a whole before Senior Living was even part of their repertoire, I guess you would say is, you know, one of the best ones out there. And now that they've done this, I'm so excited to see the newer buildings that are coming up and what the whole perspective is on this building that you're opening up here. I wished I had worked in a building like this, that was this amazing. I've been in the industry, yes, about 10 years, and I've known Jamie here for what, maybe two and a half, three years now. And I mean, you're not going to find a kinder heart out there. She just has it all going for her over there. And these residents will definitely be able to work with her and feel at ease.

[Paul Burkhart] So what we say here at the Senior Movers in the Senior Advisors that our clients and senior residents are in the most trusted hands fair to say they are with Jamie and the entire team there as well.

[Jonathan Marzicola] Oh, yeah, absolutely.

[Jamie Smith, Blossom Springs] Thanks.

[Paul Burkhart] Okay. And you're most welcome. And so the ribbon cutting ceremony is this Thursday, I believe?



[Jamie Smith, Blossom Springs] Yes, we are so excited Thursday at four o'clock. If anyone wants to come, you're more than welcome.

[Paul Burkhardt] What a big deal that is. And so Jamie, thank you so much for joining us and bring such a fantastic perspective on your background, and how you can best assist our seniors in need and tailor a new chapter in their lives. And it's such a delicate time, but I think they're in great hands. So thank you so much for joining us, Jonathan. Thank you as well and to all of our listeners out there. Thank you again for joining us on another episode of Seniors in Transition again, my name is Paul Burkhardt. I'm the CEO and founder of the Senior Movers in the Senior Advisors if you ever have any questions for us, in terms of relocating you into Blossom Springs or Ridge, we're here to assist 800-345-1006 or 586-204 8500. You can reach us at the SeniorMovers.com or the Senior Advisors.com and learn a lot more about our advisory side. Again, thanks very much for listening all, happy fall and we look forward to speaking to you again soon. Have a great day, All.