

Ohio Association of Senior Centers Presents



# 2014 ANNUAL CONFERENCE

*“Driving the Aging Network In the Statehouse,  
In the Community & In the Home.”*



## OASC's 55th Annual Conference

Is pleased to announce it will be offering

### “Matter of Balance Coach Training”

Co-sponsored by the

**Ohio Department of Aging**

*This training requires 10 full hours of training to become a MOB coach and will  
begin Sunday and end at 2pm on Tuesday & limited to 18 people  
(see details on page 7 of this brochure)*



# OASC WELCOME

Welcome to the 55th Anniversary Conference of the Ohio Association of Senior Centers (OASC) and our Annual Spring Conference!

The conference committee is excited to bring you an array of dynamic speakers and topics within the field of aging that is sure to leave you feeling energized to take all you've learned back to your centers for implementation. If you enjoyed last year's Conference Celebration, you won't want to miss what's in store for the 55th! We know that many of you have felt the pinch in these tough economic times, that's why we are offering a price break for registering early so be sure to get your registration in NO LATER THAN February 7, 2014 to save \$\$\$. Additionally, to recognize the dedication to the senior population that our **Certified Members** continue to provide, we continue to offer a special discount for those members who are currently certified. We look forward to seeing all of you in March!

## Conference Attire

The conference committee has worked hard to plan a conference that will be educational and relaxing. It was the intent that this should be an opportunity to learn and relax. So wear your comfy clothes to attend the daily workshops. With our special evening events planned for Sunday and Monday nights, we recommend "casual attire" or "a night on the town attire" whichever you prefer.

This year, the OASC will also have a dedicated room for attendees to relax and network after conference hours have ended. Feel free to bring your beverage of choice or snack.

## Certification Testing

Testing for all levels of certification will be held on Sunday, March 23, 2014 from 2:30pm - 4:30pm. Make sure to mark your registration form to reserve a space for the test. Results will be announced at the opening session on Tuesday.

# Conference Keynote Speakers



## Monday Keynote Speaker

Dave Caperton

If we enjoy what we do, we tend to be better at it, but the passion for what we do can be eroded by stress caused by change and demands beyond our control. Unchecked, that stress can lead to low morale, and burnout, the end of all effectiveness. *Your Mission: CHANGE the World* teaches critical need for actively pursuing joy and steps to managing perceptions that can make all the difference.

Don't Miss these GREAT Speakers  
and More!



## Tuesday Keynote Speaker

John "Wags" Wagner

*Humor Helps Us Thrive on Change*

This Seriously Funny session will help you learn to breakthrough your comfort zone and embrace change. You will learn to lighten up and manage the stress of change, and positively influence others.

You will laugh as you learn to improve your communication, relationships, attitudes and actions. You will be entertained, energized, and empowered.

## Sunday, March 23rd

2:30 - 4:30pm Certification Testing

2:00 - 6:00pm Matter of Balance  
(MOB) Training (separate  
registration required)

5:30 - 7:00pm Registration Opens

6:30 - 8:30pm Networking Mixer

## Monday, March 24th

7:30am Registration Opens  
Breakfast

8:30 - 9:30am Opening Session -  
Welcome  
Keynote Speaker  
Dave Caperton

9:45 - 11:15am Workshops & MOB

11:15 - NOON Access to Vendors

12:00 - 1:30pm **LUNCH**  
Business Meeting  
Awards

1:45 - 3:15pm Workshops & MOB

3:30 - 4:30pm Bonus Sessions

4:30 - 5:30pm Access to Vendors

6:00pm Dinner on your own

8:00pm Hospitality Room  
Open

## Tuesday, March 25th

7:30am Breakfast

8:30 - 9:30am Keynote Address  
John "Wags" Wagner

9:30 - 10:00am Access to Vendors

10:00 - 11:30am Workshops & MOB

11:30 - NOON Closing Session

Noon - 2:00pm MOB Training

## ABOUT US

The Ohio Association of Senior Centers, Inc. (OASC) was formed as a nonprofit organization in 1959 by a senior center director, Muriel Bertsch. OASC has become a forerunner in promoting senior centers through advocacy, professional development, communication and networking.

The leadership of OASC recognizes our differences in purpose and scope, but celebrates our common factor - the older adults we serve. For over fifty years, centers from every corner of the state have benefited from the efforts of this organization.

The mission of the Ohio Association of Senior Centers, Inc. is to strengthen senior centers and the senior community network throughout Ohio through advocacy, education, networking opportunities and technical assistance.

### For more information contact:

Kim Corey, OASC Executive Coordinator

1-800-796-6272

614-784-9771 (fax)

Email: [krc@pacainc.com](mailto:krc@pacainc.com)

Website: [www.ohioasc.org](http://www.ohioasc.org)

### CEU Processing Fee/Credits:

Fee: **\$10.00 per person**

### Credits:

• **Social Workers** - Approval pending

• **NCCAP** - Activity Professionals approval pending

• **OASC Certification** - 7.5 continuing education units

## SUNDAY Night Networking Mixer

Join us Sunday night for our  
Annual Networking and  
Team Building mixer

6:30 to 8:30

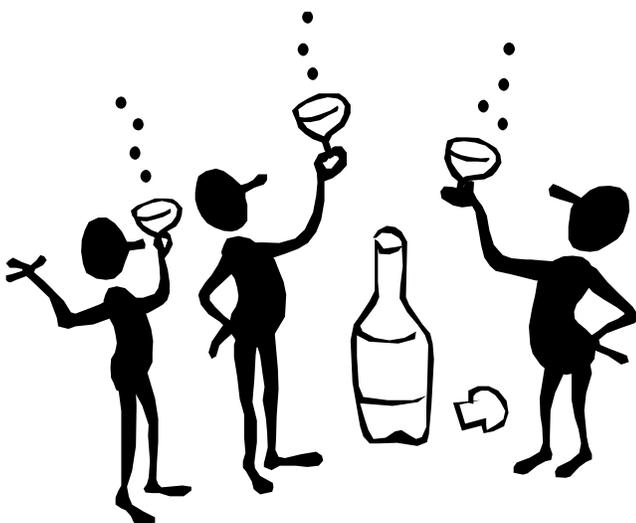
featuring games  
sponsored by OOMPH,  
the Ohio Order of the Muskrat  
(Pure Hokum)

It's about laughing and getting to  
know each other.

Not to be missed!

Monday Evening  
*After conference hours*

Hospitality Room open Monday  
evening for  
Karaoke, Networking, and as  
always FUN



## WORKSHOP TRACK SCHEDULES

### SUPPORT SERVICES

#### MONDAY

9:45 **CHANGE?? - WHO, WHAT, WHEN, WHERE, WHY!!** - Assisting Elders & Their Families

Instructor: Paula Taliaferro

The longer people live, the more likely they are to experience major changes in their living situation, family, friends, activities, & health. Through research, we know that these transitions can at times be very difficult and even life threatening. Even when these changes are desired or perceived as positive, they can provoke anxiety and complicate family relationships. This workshop looks at common transitions in the later years of life and suggests strategies to assist elders and their families to minimize disruptions and maintain constructive relationships.

11:15 - NOON Access to Vendors

NOON - 1:30 LUNCH

Business Meeting

Awards

1:45 **What Is Your Side of the Story?: Applying Motivational Interviewing Techniques To Challenging Conversations With Older Adults & Their Families**

Instructor: Paula Taliaferro

Motivational Interviewing is a counseling technique which was developed and has been utilized very effectively in the addiction fields for the past 15 years. It is a non-judgmental, non-confrontational and non-adversarial method of discussing people's goals & behaviors with them. Recently many of the components of motivational interviewing have been adapted for use in other environments. This workshop adopts some of the elements of Motivational Interviewing for use in discussions with older adults and their families concerning issues which are challenging. This workshop will both explain techniques and provide advice on when and how to utilize this approach.

3:30 **Bonus Session (see page 7 for details)**

#### TUESDAY

10:00 **It's Not the Age, It's the Mileage!**

Instructor: Les Helms

Do you frequently become frustrated with what you perceive to be a poor work ethic, lack of loyalty, respect, or responsibility on the part of the younger generation? Ever feel like the term "Baby Boomer" equates to "an entirely different species?" This workshop will help you gain an understanding of, and insight into, people from generations other than your own.

# WORKSHOP TRACK SCHEDULES

## ADULT DAY SERVICES

### MONDAY

#### **9:45 Building Community Through Practical Applications**

Instructor: Diana F. Waugh

“Conceptually, we know that memory loss is a concern across all communities. We also know that it is often “a taboo subject” as there are few environments that embrace these challenges or a “magic bullet” to fix the diagnosis. As community leaders in the aging industry we need to acquire a new way of tackling this concern by developing a teaching program that can address the stresses placed on community members, family members, public servants and business owners. We need to engage in a community outline that fosters friendly relationships. This outline will enable you to gather tools on reducing agitation, increasing consumer satisfaction and creating engaging conversations.

**11:15 - NOON** Access to Vendors

**NOON - 1:30** LUNCH

Business Meeting

Awards

#### **1:45 Creative Art Therapies of Individuals with Diminished Capacities**

Instructor: Michele Tarsitano-Amato

Participants will explore a non-verbal communication style with those afflicted with Dementia. The basic understanding of what is dementia, how it affects the brain, will be reviewed. Participants will create their own piece of art, without using brushes. Participants will understand how art therapy can improve patient/client communication.

**3:30 Bonus Session (see page 7 for details)**

### TUESDAY

#### **10:00 Optimizing Senior Care through Person-Centered Approaches**

Instructor: Kim Saylor

Person-centered care is a relationship-based approach to senior care that honors and respects the voice of elders and those working closest with them. The presentation will provide an overview of various PCC models and provide immediate action items and resources to begin the PCC transition.

## ADMINISTRATIVE SERVICES

### MONDAY

#### **9:45 Building Durable Relationships (Part 1)**

Instructor: David Brenner

In this 3 hour seminar, the attendees will learn communication skills that will result in strong relationships beneficial to the organization. They will also learn how to be more persuasive and influential in their roles. Though anyone can benefit from the instruction, those in leadership and administrative roles (e.g. Executives, managers, HR reps or other leaders) will benefit most from the instruction.

**11:15 - NOON** Access to Vendors

**NOON - 1:30** LUNCH

Business Meeting

Awards

#### **1:45 Building Durable Relationships (Part 2)**

Instructor: David Brenner

The portion of this session will be a continuation of Part 1.

**3:30 Bonus Session**  
(see page 7 for details)

### TUESDAY

#### **10:00 Health Care Reform**

Instructor: Lucy Grosz

Health Care Reform has a wide impact to how and where seniors get access to providers & services. This presentation will describe how it affects your job & your clients.

## WORKSHOP TRACK SCHEDULES

### BONUS SESSION

MONDAY

3:30 - 4:30 pm

Participants choose a session to attend

#### A Full Life: Making the Best of Aging

Instructor: Mark Walpole

The help Senior Centers offer seniors needs to spring from the reasons for offering it. Mr. Walpole will present 'fullness,' as an alternative to wellness and 'successful aging' as a rationale for center activities. He will propose that centers 'do aging better' than the competition, with non-prescriptive programs based on a realistic understanding of what aging is. It's a vision thing, but there will be discussion of specific programming ideas as well.

#### Wasted Space: Letting your Senior Center Generate Its Own Revenue

Instructor: Bryan Glover

With funding sources continually shrinking senior centers need to utilize every resource to attract additional funding. This session will focus on the ins and outs, pitfalls and rewards of utilizing the space at your senior center for additional rental income.

Topics covered will include:

- Never saying NO, finding the potential you don't see
- No space to big, no space to small
- Making a profit as a non profit
- Leases, contracts and events

#### New Director Leadership Class

Moderator: Lucinda Smith

OASC knows that being a new director in the aging network can be tough. This year a series of seminars will be offered to help you gain knowledge in areas that are important to any successful director.

Beginning with general management information and touching on topics that will be discussed in greater detail throughout the year, this initial session will help you learn how to avoid common pitfalls directors sometimes encounter. Topics covered in this session will be discussed in more detail in seminars presented throughout 2014.



### Matter of Balance Coach Training

Instructors:

Linda McCrae &  
Stephanie FallCreek

A Matter of Balance is an evidence-based program specifically designed to reduce the fear of falling, stop or interrupt the cycle of falling, and increase activity levels among community-dwelling older adults; physical inactivity is a significant risk for falls and fall-related injuries in older adults.

A Matter of Balance is an 8-week class designed for small groups of older adults living independently in community settings or senior housing. Sessions focus on promoting a view of falls and fear of falling as controllable; setting realistic goals for increasing activity; promoting exercise to increase strength and balance. Programs can be delivered in a wide variety of community settings – almost anywhere that has both room to sit around a table and also engage in exercise in the chair and behind/beside the chair. Classes are required to be facilitated by two trained coaches, so candidates should plan to be trained with a partner or two. Below times are **required** to complete coach training:

#### Sunday

2:00 - 4:00pm

#### Monday

9:45 - 11:15

1:45 - 3:30

#### Tuesday

10:00 am - 11:30

Noon - 2:00pm

Participants of this training track should note that the Matter of Balance training will begin Sunday afternoon and not conclude until Tuesday at 2:00 pm in order to get the required 10 full hours of training to become a Matter of Balance coach.

Attendees of the Matter of Balance coach training will participate in the OASC conference for meals and plenary sessions. The Ohio Department of Aging and OASC are sponsoring this coach training to expand the reach of Matter of Balance across the state of Ohio as part of the Steady U initiative. For more information about Matter of Balance and the Steady U initiative, visit <http://aging.ohio.gov/steadyu/default.aspx>. Participants who complete this training will be asked to facilitate at least two Matter of Balance classes annually. In addition to coach training, senior centers that participate will receive materials to support a Matter of Balance participant class.

# Hotel Accommodations

The 2014 Conference will be at the **Holiday Inn Worthington 7007 N. High St. Worthington, OH 43085.**

Rooms for the conference must be booked directly through the hotel and can be done by contacting the hotel at **614/436-0700** (*be sure to state that you are with Ohio Association of Senior Centers*).

Room Reservation Deadline is **February 22nd**

Hotel Check in time: **4:00pm**

Check out time: **11:00am**

Rate: **\$70 Single or Double Occupancy**

# Directions to Hotel

Driving Directions from your address to the hotel can be easily accessed, downloaded and printed by visiting [www.mapquest.com](http://www.mapquest.com).

**From Cincinnati** - I-71 North to I-270 west. Take Exit 23 South to Worthington. Turn Right on Wilson Bridge Road. Hotel is on the left. **From Cleveland** - I-71 South to I-270 West. Take Exit 23 South to Worthington. Turn Right on Wilson Bridge Road. Hotel is on the left. **From Dayton** - I-70 East to I-270 East. Take Exit 23 South to Worthington. Turn Right on Wilson Bridge Road. Hotel is on the left. **From Port Columbus International Airport** - Head Southeast on International Gateway. Take ramp to I-670 East. Take Exit on left to I-270 North towards Cleveland. Take Exit 23 South towards Worthington. Turn right on Wilson Bridge Road. Hotel is on the left.

**From Dayton** - I-270 N towards Wheeling. Keep left and take I-270 N towards Cleveland. Take exit 23 to South towards Worthington. Turn right onto Wilson Bridge Rd. Hotel is on Left.

**From Akron/Canton Regional Airport** - Start going south on Lauby road. Merge onto I-77N towards Akron. Merge onto US -224W. Merge onto I-71 S towards Columbus. Merge onto I-270 W toward Dayton. Take exit 23 South towards Worthington. Turn right on Wilson Bridge Road. Hotel is on the left.

**From Cleveland** - Take I-71S towards Columbus. Merge onto I-270W toward Dayton. Take exit 23 South towards Worthington. Turn right on Wilson Bridge Rd - Hotel is on the left.

# CANCELLATION POLICY

In order to receive a partial refund of your registration fee, your cancellation request must be received in writing prior to Monday, February 22, 2014. A \$30 administrative fee (per person) will be charged, regardless of the reason for cancellation (including medical emergencies).

**NO REFUND** of any kind, for any reason, will be given for cancellation requests received after February 22, 2014. OASC **cannot** make exceptions to this policy. Refunds will be issued within 15 business days after the conference concludes.



## OASC Thanks the 2014 Sponsors & Exhibitors

(a full list of sponsors & exhibitors will be available at conference)

Alta Vista Benefits, LLC

Buckeye Community Health Plan

Joy Tour & Travel

My Senior Center

PCC Group

United Health Care Community Plan

United Seniors of Athens County

## MEET THE INSTRUCTORS

**David Brenner** - David Brenner is a business consultant with 37 years of business experience in a variety of leadership and technical roles. He is the owner of The David Brenner Consulting Company, LLC located in Granville, OH. His consulting practice offers planning, communications training, leadership development and related services to the business community in central Ohio. His clients include family businesses, non-profits and traditional corporations in a variety of business sectors. David has both a bachelor's and master's degrees in psychology from Willamette University and Western Washington University, respectively.

**Dave Caperton** - Dave was an award-winning teacher of language arts and writing as well as a comedy writer and performer. In 1992, Dave became a consultant and speaker/trainer to business organizations across the country on the benefits of fostering play and humor for team-building, innovation and retention. In 1998, Dave began his own business expanding on that purpose and concentrating on the benefits of positive perception choices and the healing power of joy and laughter for professionals in business, education and healthcare.

**Lucy Grosz** - Lucy is an insurance professional, financial consultant/strategist and a former IT executive. She has over 25 years of experience in financial services. Lucy is also the current President and Board Member for the Columbus Association of Health and Underwriters (CAHU). She is also the Treasurer and Board Member for Always We Begin Again (AWBA), a non-profit for those affected by chronic illness. Lucy earned an MBA, with honors, from Capital University and a Bachelor's degree from Eastern Kentucky University. She opened Alta Vista Benefits, LLC in 2007 and earned her Certificate of Long Term Care (CLTC) designation in 2008 and is certified in Wellness. Lucy's trademark is client education to help small businesses and individuals understand how to make smarter financial decisions.

**Dr. Stephanie J. FallCreek, D.S.W.** has served as President/CEO of Fairhill Partners in Cleveland, Ohio, since July 1992. As CEO of this unique campus, dedicated to lifelong learning, intergenerational relationships, and successful aging, she leads a diverse team of paid, unpaid, and "hybrid" staff in a multi-agency environment. FallCreek is best known for her work in health promotion, nonprofit planning, and advocacy in public policy.

**Bryan Glover** - Bryan received his Psychology degree from Toccoa Falls College in Georgia. Upon completion of his Psychology degree, Bryan & his family returned to Ohio where Bryan took a position as the Social Services Manager at the Seneca County Commission On Aging in June of 1997. Bryan was named Executive Director in August of that year and has served in that capacity since. During his time at the Commission On Aging the agency has grown in every service area and has expanded its service offering to include nutrition based services, home repair and modification, catering and hall rentals and senior housing. In addition to his duties as Executive Director, Bryan also serves on several board including: the Ohio Association of Senior Centers.

**Albert (Les) Helms, BS, MBA, MS** - Les is a full-time faculty member in the Business Management Department at Columbus State Community College and an adjunct faculty member at Ohio Dominican University, where he teaches in the LEAD and the MBA programs. He has an MBA from the University of Dayton, a Masters in General Psychology from Capella University, and frequently consults or speaks for a variety of public and private organizations. Les's specialties include Emotional Intelligence, Managing Conflict, Personality Types, Communication & Thinking Styles, Management and Organizational Development, Interpersonal Skills, and many other "Soft Skills." He feels that training in these areas is an organizational imperative, necessary for success (or even survival). His approach to training is positive, collaborative, and upbeat; many participants describe his sessions as "just plain fun!" Les's motto for life, as well as training is: *"Be flexible; that way you won't get bent out of shape."*

**Linda Garner McCrae** - Linda has been leading evidenced based programs as a volunteer at Fairhill Partners since 2010 and is a Master Trainer for A Matter of Balance. She retired from BP America in 2010 after holding positions in public relations, human resources and marketing. She is a graduate of Baldwin-Wallace University and lives in North Olmsted, OH.

**Kim Saylor OTR/L Vice President of Concept Rehab** - Kim Saylor graduated from Eastern Kentucky University's Occupational Therapy Program in 1999. Kim has worked with Concept Rehab, Inc. (CRI) for 12 years and has held multiple clinical and administrative positions within the organization. Currently, Kim works as the Vice President of Business Development for CRI. She has a variety of clinical, management and fiscal operations experience within the long-term care setting, resulting in multiple successes enhancing the role of rehabilitation within the clinical, financial, and compliance contexts of Long Term Care. Kim has extensive experience and ongoing education in maintaining to-the-minute knowledge regarding Person Centered Care, PPS and Medicare regulations impacting the Skilled Nursing and Long Term Care Setting, and Home Health Care. Kim is an active member of multiple Health Care organizations and serves as a Board Member for the Ohio Person Centered Care Coalition.

## MEET THE INSTRUCTORS

**Lucinda Smith** - Lucinda has served as the Executive Director of Senior Enrichment Services and OASC Board Member for the past 11 years. She holds a Bachelor of Science and is OASC certified. She oversees a staff of 45 part and fulltime employees and operates 2 multi-purpose senior centers as well as the public transportation system. She has served on committees at both the state and local levels dealing with senior issues. Currently she is serving as the chair of Professional Development and Certification for OASC. As part of professional development for her staff she has instituted classes in "personality identification" as part of the annual training criteria.

**Michele Tarsitano-Amato, ATR-BC, CDP, AP-BC** - is the Director of Creative Arts Therapy at Kendal at Oberlin in Oberlin, Ohio. She is a Certified Dementia Practitioner and Activity Professional. In addition, Michele earned a Bachelor of Fine Arts, Art Therapy degree from Ohio University; a Master of Arts, Art Therapy from Ursuline College; and is a Board Certified Registered Art Therapist through the American Art Therapy Association.

**Paula Taliaferro MGS, LSW** is an Educational Consultant who has presented over 300 workshops related to aging issues in the past decade. Until 1998, she was the Director of Training and Education at the Central Ohio Area Agency on Aging. Topics she has developed training around include "Sensitivity to Aging", "Communicating with Older Adults", "Medicare, Medicaid, and Social Security", "Caregiving Issues", and "Older Women's Issues". She holds a Master's degree in Gerontology from the Scripps Gerontology Center at Miami University and a License in Social Work in the State of Ohio. She is Project Developer for the "DRIVE Training" Curriculum which is required of all drivers in the Ohio Department of Aging and Ohio Department of Transportation systems in the State of Ohio.

**John Wagner** - John has made humor his business, his *Seriously Funny* business. John is a motivational humorist and clinical counselor who has helped thousands throughout the USA thrive in our challenging world. His clients include corporations, universities, schools, hospitals, agencies, and associations. John has real world experience using the management and therapeutic value of humor as a Licensed Clinical Counselor, Reality Therapist, College Faculty Member, and Dean of Student Development. John Wagner is *Seriously Funny*, and he provides FUN-damentals for our success.

**Mark Walpole** - After careers in Braille printing and commercial printing, Mr. Walpole's Third Act has been spent running a small community center with a daily senior program. He has been humbled by the fact that he could fit all he's learned in the past 12 years in a 50 minute presentation, and downright embarrassed at how much he had to pad it to fill the time. You'll see.

**Diana Waugh** - Diana brings both formal education and years of practical nursing experience to her audience. She has served on faculties in all types of nursing programs; managed a regional rehabilitation program and worked as a long term care consultant for over 20 years. Her belief in teamwork influences her approach to every topic she addresses. The second driving force in Diana's practice is the PERSON. As community leaders, it is not always able to "make everything better" but you do hold the power to "make everything human." The "little things" continue to make all the difference to clients and community members. Join her to learn while laughing!

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## Exhibit/Sponsorship Levels:

**Diamond Level: \$5,000**

**Sapphire Level: \$2,500**

**Emerald Level: \$1,500**

**Ruby Level: \$1,000**

**Gold Level: \$750**

**Silver Level: \$500**

**Bronze Level: \$250**

Interested in exhibiting or sponsoring the conference?

Register online at [www.ohioasc.org](http://www.ohioasc.org) or contact the OASC Office at 800/796-6272.

# Ohio Association of Senior Centers

## CELEBRATING 55 YEARS OF SERVICE



- Member - Early Bird \$194
- Non-Member - Early Bird \$224
- Non-Member - after 2-07-14 \$254
- Member - Certified - Early Bird\* \$174
- Member - Certified - after 2-07-14\* \$204

Matter of Balance Registration	
<input type="checkbox"/> Member	\$280
<input type="checkbox"/> Certified Member*	\$255
<input type="checkbox"/> Non-Member	\$318

\*= A copy of your current certificate must accompany your registration

- Sunday Networking Mixer
- Monday Breakfast
- Monday Lunch
- Tuesday Breakfast
- Special Meals required please list \_\_\_\_\_ (vegetarian, diabetic, etc)

**Certification Registration:** (circle level needed) TESTING SUNDAY 2:30-4:30PM

- Certification Test (\$50 Support Staff; \$75 Senior Center Program Planner; \$75 Senior Center Manager; \$100 Professional of Aging Serv; \$125 Sustaining Level; \$125 Administrator of Aging Services)
- CEU Processing Fee (\$10 per person) **ALL** attendees wanting CEU Credit must pay this fee.
- \$15 Study Guide

### Attendee Information: Please Type or Print

**Total:** \_\_\_\_\_

Name	Title:
Company	
Address	
City/State/Zip	
E-mail	
Phone	

### Method of Payment

- Check

**Registering and paying with your Credit Card  
go online to [www.ohioasc.org](http://www.ohioasc.org) for quick and easy  
registration and payment page.**

**Conference Registration Deadline**  
**Friday, March 2, 2014**  
 Please make check(s) payable to:  
 OASC Attn: Kimberly Corey  
 3757 Indianola Ave.  
 Columbus, OH 43214  
**For Information: Call 1-800-796-6272**  
**Fax: 614/784-9771**