



## MEDIATION TECHNIQUES IN CASE MANAGEMENT

A continuing education workshop hosted by The MetroHealth System

**PRESENTER: PATTI BERTSCHLER, MA, PCC, NORTHCOAST CONFLICT SOLUTIONS**

**Thursday, July 16, 2009**

8:30 a.m. to 10:30 a.m.

The Senior Health & Wellness Center, Room T-60  
4229 Pearl Road, Cleveland, OH 44109

### OBJECTIVES

1. Name types of family/older adult/organizational conflicts
2. List feelings involved among family caregivers and the older adult
3. Identify community resources available, including behavioral referrals

### SCHEDULE

8:00 a.m. Registration & continental breakfast

8:30 a.m. Program

10:30 a.m. Wrap-Up

### TO REGISTER

Register online at [www.benrose.org](http://www.benrose.org)

**Or choose a “pay at the door option”:**

- A. Send name, title, organization, address, phone, e-mail & fax to:  
[jhoban@benrose.org](mailto:jhoban@benrose.org)
- B. Call the Reservation Line at  
216.957.3838

**Registration is \$15**

Checks payable to Benjamin Rose Institute

**RSVP by July 9, 2009**

A tour of The Senior Health & Wellness Center will be available following the program.

**For more information, call the MetroHealth Volunteer Services office at 216.957.2355**

### PROFESSIONAL CREDIT FOR SOCIAL WORKERS, COUNSELORS, AND NURSES

This program is approved for **two (2) contact hours** for Social Workers and Counselors (NCS provider #RSX010201 and #RCX010201). The Ohio Nursing Board accepts any program approved by another state regulatory board.

Sponsored by The MetroHealth System, the Benjamin Rose Institute, Concordia Care, and the Visiting Nurse Association of Ohio.



***The MetroHealth Senior Health & Wellness Center***  
**4229 Pearl Road, Cleveland Ohio 44109**

**The Parking Garage entrance is on Devonshire Road.**

**Please park on Level Three of the parking garage. Take The Senior Health & Wellness walkway from the Third Level into the second floor reception area. The greeter volunteer will direct you to the Terrace Level.**

### ***DIRECTIONS***

**From the east via I-480 (from Cleveland's eastern suburbs):** Take I-480 West to Route 176 North (Jennings Freeway). Exit at Denison Avenue. Turn left onto Denison Avenue to Pearl Road. Turn left onto Pearl Road to Devonshire Road. Turn left onto Devonshire Road.

**From the east via I-90 (from Cleveland's northeast suburbs, Lake County):** Take I-90 West to I-71 South. Merge onto Route 176 South (Jennings Freeway). Exit at Denison Avenue. Turn right onto Denison Avenue to Pearl Road. Turn left onto Pearl Road to Devonshire Road. Turn left onto Devonshire Road.

**From the west via I-480 (from Cleveland's western suburbs):** Take I-480 East to I-71 North. Exit at West 25th Street. Turn right at the end of the ramp and follow West 25th Street (Pearl Road) to Devonshire Road. Turn left onto Devonshire Road.

**From the west via I-90 (from Cleveland's northwest suburbs, Lorain County):** Take I-90 East. Exit at West 25th Street. Turn right at the end of the ramp and follow West 25th Street (Pearl Road) to Devonshire Road. Turn left onto Devonshire Road.

**From the north via I-71 (from Downtown Cleveland):** Take I-71 South. Exit at West 25th Street. Turn right at the end of the ramp and follow West 25th Street (Pearl Road) to Devonshire Road. Turn left onto Devonshire Road.

**From the south via I-71 (from Cleveland's southwest suburbs, Medina County, Cleveland Hopkins Airport):** Take I-71 North. Exit at West 25th Street. Turn right at the end of the ramp and follow West 25th Street (Pearl Road) to Devonshire Road. Turn left onto Devonshire Road.