



OCA Journal

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Publication of the Ohio Cemetery Association

President's Message

Dear Members,

As we enter the final months of 2023, I want to take a moment to reflect on the past year and the challenges we have faced. The industry has been resilient, and we have seen many successes. I am proud of the work you have done to serve our members and the community. We have a long way to go, but I am confident that together, we can overcome any obstacle. I encourage you to stay engaged and continue to support each other. We will continue to work hard to provide the best possible service to our members and the community.



Thank you for your continued support and dedication. We will continue to work hard to provide the best possible service to our members and the community. I encourage you to stay engaged and continue to support each other. We will continue to work hard to provide the best possible service to our members and the community.

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Convention Recap

Take a look at slideshows of the Annual Convention, the baseball game and the tour of Calvary Cemetery on the OCA website.

Slideshows:

[Annual Convention](#)

[Annual Convention, Part 2](#)

[Dragons Baseball Game](#)

[Tour of Calvary Cemetery](#)



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Eternal Care

Elevating Customer Service Standards In Cemeteries

Customer service extends its reach to unexpected places, especially cemeteries. Often associated with grief and solemnity, cemeteries are transforming their approach to customer service, offering solace and support to grieving families while maintaining the sacredness of their grounds.

In an era where empathy is prized, the role of cemetery staff has evolved. Trained to be compassionate listeners, these professionals provide more than just directions; they offer understanding and comfort to those navigating the intricacies of grief. A kind word, a patient ear, and a willingness to accommodate diverse needs can make all the difference to families seeking solace within the cemetery's embrace.

Advancements in technology have also revolutionized customer service in cemeteries. Online databases enable families to locate their loved ones' final resting places efficiently, eliminating unnecessary stress during already challenging times. Virtual tours allow for exploration of the cemetery's grounds remotely, aiding families in planning visits and fostering a sense of familiarity before they even arrive.

Maintenance and presentation play pivotal roles in cemetery customer service. Thoughtfully landscaped green spaces provide a serene backdrop for reflection and remembrance. Well-maintained pathways and clear signage ensure that families can navigate the grounds with ease, reducing anxiety during their visits. Furthermore, proactive communication about maintenance schedules demonstrates respect for visitors' experiences.

Modern cemeteries acknowledge diverse cultural and religious traditions, adapting their services to cater to various needs. This sensitivity underscores the commitment to providing a meaningful experience for every visitor, regardless of their background.

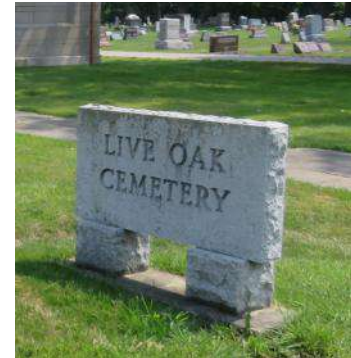
Customer service in cemeteries is no longer limited to administrative tasks. It has evolved to encompass emotional support, technological convenience, and cultural awareness. By understanding the unique needs of their clientele, cemeteries honor not only the departed but also the living who seek solace, connection, and a place to commemorate their loved ones.

As these sacred grounds continue to adapt and expand their customer service horizons, they reinforce their role as spaces of healing and remembrance.
(Some content created by ChatGPT)

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Elevating Customer Service Standards In Cemeteries

Cemetery Spotlight: Live Oak Cemetery - Village Of Paulding

The Village of Paulding was platted in 1850 - the Live Oak Cemetery was established in 1860, it was reported in the Paulding Democrat on March 22, 1888 that the Mayor appointed the first cemetery trustees. The mausoleum was built in 1911 and we have done extensive renovations including replacing the clay tile roof with a metal – looks like clay tile – roof, replaced limestone blocks that had deteriorated, fixed the windows, and had a new floor done.



For years the Village of Paulding's Cemetery Board of Trustees were inactive and rarely met. The Live Oak Cemetery deteriorated terribly. In 2005, new members were placed on the board and we became very active, cleaning and maintaining the cemetery as best we could as volunteers. The Paulding Village Council gave us \$5,000 a year to use in re-setting stones, removal of dead trees, etc. We did a lot of the work ourselves with the help of family and friends – all volunteers. The Village Council paid for the mowing of the Live Oak Cemetery and Memorial Cemetery out of the Village's General Fund.

Two years ago, the Village Council put a Cemetery Levy on the ballot and it passed. Our residents voted it in because they wanted to see the Live Oak mausoleum repaired and restored (which we have now accomplished), re-set the fallen tombstones, replant trees that were taken down due to disease and to fix the drainage issues we have in Live Oak Cemetery (which we are working on right now).

For the last 5 years we've hosted a Cemetery Walk in October. The Board of Cemetery Trustees serve on a 100% volunteer basis – appointed by our Mayor, Greg White. Board members are Jon Snodgrass, Kim Sutton and Heather Miller.

Article submitted by: Kim Sutton



Cemetery Spotlight continued from page 4.



`In October members of the community dress in period costume and portray some of our famous (or not so famous) founding fathers. We charge \$5 and feature 5 or 6 personalities that the actors research. It is a great hit with the community and they learn a lot about our Village's history.



Cemetery Spotlight continued from page 5.

Live Oak Cemetery

Paulding, OH



For well over 150 years, Paulding residents have been laid to rest in the peaceful surroundings of Live Oak Cemetery.

**TOMBSTONE SYMBOLS
AND THEIR MEANING**



Angels found in the cemetery are a symbol of spirituality. They guard the tomb and are thought to be messengers between God and man. The angel, or "messenger of God," may appear in many different poses, each with its own individual meaning. An angel with open wings is thought to represent the flight of the soul to heaven. Angels may also be shown carrying the deceased in their arms as if taking or escorting them to heaven. A weeping angel symbolizes grief, especially mourning an untimely death.



Compiled and written by:
Kim K. Sutton

Village of Paulding
Cemetery Board of Trustees
Heather Miller
Jon Snodgrass
Kim Sutton



Laurel, especially when fashioned in the shape of a wreath, represents victory over death, eternity and immortality.



Weeping willows have a long history of appearing in tombstone designs. The weeping willow symbolizes the mourning and sorrow of death.



The hourglass symbolizes the march of time. An hourglass on its end may mean the deceased died suddenly, while a winged hourglass communicates how quickly time flies. It may also be construed as a message to the living—time is short, so don't waste it.

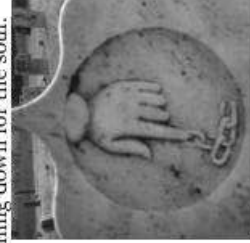
Cemetery Spotlight continued from page 6.



The most common of the Masonic symbols is the compass and square standing for faith and reason. Most often it has the capital letter G inside it to denote God.



A hand with the index finger pointing up symbolizes the hope of heaven, while a hand with finger pointing down represents God reaching down for the soul.



the chain signifies the chain of life, or the bonds of marriage, broken by death.



The lily is a symbol of purity, chastity and innocence. It was a popular funeral flower in Victorian times, symbolizing the returning of the soul to innocence at the time of death.



The mighty oak is a symbol of longevity, honor, strength, steadfastness, and power. Furthermore, the acorn is a symbol of life, fertility and immortality. It symbolizes eternity, as the oak produces many acorns that grow into more oaks, thereby continuing the family tree.



This is one of the most common headstone symbols. The hands represent a parting or farewell as well as unity in life and death. They also represent a partnership or a bond between husband and wife or parent and child.



The dove is a Christian symbol of love and peace. The word "pacem" which means peace in Latin may be seen beneath this dove. The dove also symbolizes purity, resurrection and the Holy Spirit.

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Supplier Spotlight: SPC Specialty Products



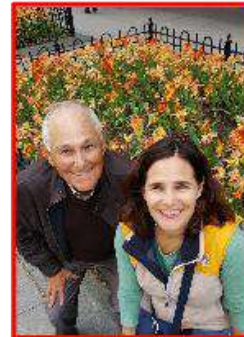
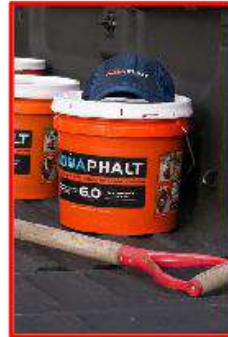
SPC Specialty Products is a second-generation family business, which began as a company called SynTech Products. SynTech Products was founded by Jim Rose, from the basement of the family's house in 1975. A chemical company, SynTech Products specialized in formulating, manufacturing and supplying cleaners of various types to steel mills, manufacturing, and coal fired and nuclear power plants. This included a line of certified products for the nuclear power industry. Eventually Jim added products for dust control on unpaved roads in steel mills, power plants and transportation (railroads and trucking operations), as well as snow and ice control. SynTech Products eventually employed over 35 people and had a fleet of trucks and other equipment for transporting and applying dust control products.

The chemical portion of the business shrunk with the financial crisis of 2008, but the dust and ice control portion prevailed. In 2017, Jim and his business partners sold the dust and snow/ice control portion of the business. The company that purchased SynTech Products wasn't interested in the chemical portion of the business. So Jim's daughter, Vicki, retained the chemicals, spun it off as a new company and named it SPC Specialty Products.

When SPC Specialty Products was created, Jim's former business partners never thought the company would survive. But Vicki had faith in herself and her ability to build a company, and so did Jim. Since 2017, we've been expanding our offerings of cleaners, degreasers and disinfectants for equipment, facilities maintenance and manufacturing.

In 2018 SPC Specialty Products began distributing Aquaphalt, water-activated permanent pothole repair. Our experience in building roads with SynTech informed us of how Aquaphalt could be used and marketed. Fast forward five years...SPC Specialty Products is thriving and has become a valuable distributor of Aquaphalt in Ohio, Michigan, Indiana, Illinois and Kentucky. We are incorporating more products for asphalt roads and parking lot maintenance, like: sealers, paint, parking lot and road rubber, and other supplies. **Stay tuned!**

SPC Specialty Products appreciates the opportunity to serve the death care industry with products for the upkeep of cemetery roads and parking lots.



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PICTURES FROM THE AUGUST ANNUAL CONVENTION CAN BE FOUND ON THE OCA WEBSITE UNDER PAST EVENTS.



Update From Sedgwick



Workers' compensation enrollment deadlines approaching

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Sedgwick has mailed Group Rating and Group Retrospective Rating enrollment and reenrollment materials to qualifying employers. Don't miss out on the opportunity to save significantly on your workers' compensation premium.

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- Group Rating - over \$4 billion in savings over the past ten years
- Group Retrospective Rating - over \$1 billion has been earned by participants since implementation in 2009

For traditional Group Rating, Sedgwick must receive your enrollment by November 10, 2023. For Group Retrospective Rating, Sedgwick must receive your enrollment by January 26, 2024.

If you would like to request an analysis or if you have any questions, contact our Sedgwick program manager, Rejeana Woolum-Napier, at 614-359-2403 or rejeana.woolum-napier@sedgwick.com.

Update From Sedgwick continued from page 11.

Control of hazardous energy

The Control of Hazardous Energy, also known as Lockout/Tagout (LO/TO), is an OSHA regulation designed to prevent unexpected equipment startup or release of hazardous energy which could result in employee injuries. The purpose is to develop a set of procedures which, when used properly, will ensure that machinery or equipment is safely de-energized, isolated from energy sources, and cannot be operated during maintenance or servicing. The Occupational Safety and Health Administration (OSHA) implemented the "Control of Hazardous Energy" standard (29 CFR 1910.147) in 1989. Although the standard has saved many lives since its inception, it continues to fall on OSHA's Top 10 violations coming in at number 6 in 2022.

Major program elements include:

Written Energy Control Program: Employers are required to develop and implement an energy control program that outlines procedures, training, and documentation related to lockout/tagout. The program should establish a clear policy, assign responsibilities, provide employee training, and include periodic inspections.

Identify the Equipment Needing LO/TO Procedures: Audit your facility for equipment needing LO/TO procedures. Facilities may have many types of powered equipment, so be sure you do a thorough audit.

Evaluate and Document Energy Sources: Energy sources come in a variety of forms. Ensure you look at all energy sources, such as electrical, mechanical, hydraulic, pneumatic, chemical or thermal. When performing the energy audit for each piece of machinery, keep an open mind. There may be more than one source of energy. If you are unsure about specific energy sources, find someone within the organization that is knowledgeable, such as maintenance.

Lockout Procedures: The procedure to properly lockout the energy source is important to ensure its effectiveness and prevent accidental re-energization. Procedures may vary from machine to machine but a standard lockout/tagout procedure includes:

- 1) Notify affected employees about the lockout/tagout process.
- 2) Shut down the equipment using normal shutdown procedures.
- 3) Isolate energy sources by deactivating switches, valves, or other controls.
- 4) Apply lockout devices to energy isolation points.
- 5) Verify that all energy sources are effectively locked out and the equipment is inoperative.
- 6) Perform the necessary maintenance or servicing tasks.
- 7) Before re-energizing, remove lockout devices and notify affected employees.

In addition to the locks, tags are used to notify employees that the piece of equipment is under repair or maintenance and should not be started. Tags, alone, do not offer the same level of safety as a lock. They should not be used by themselves as a replacement. Instead, they can be used in addition to the locking device. There are many types of tags available so find the one that is best for your facility.

Dayton Memorial Park: Tornado Damage Overview

On May 27, 2019, the day after Memorial Day, Dayton Memorial Park Cemetery and Mausoleum was severely damaged by an EF4 tornado. Luckily, only about one third of the property was directly affected, however, the remaining property was littered with a very large amount of debris scattered randomly among the markers, monuments, trees and roadways. The cemetery was closed for three days after the event, to protect visitors being harmed by this debris.



A few of the 200 monuments that were toppled.

By the afternoon of May 28 a request for volunteers to help pick up debris was posted on Face Book. The cleanup date was Saturday, June 1. Ultimately, 500 people came and helped move the debris to the edge of the roadways where it was later picked up by the DMPC grounds crew. Thanks to this unbelievable generosity by 2:00 pm all of the debris that was blown in was in manageable piles on the cemetery's roads edge. We only missed one grass mowing! Our local chamber of commerce provided lunch for all the volunteers; they furnished and cooked 500 hotdogs and 500 hamburgers, and provided chips and a cookie!

Not only was the most affected area covered with debris, there were also over 100 trees uprooted or greatly damaged and 200 granite monuments were blown over. A tree service came within 24 hours and began the tree removal process. Our policy had a \$15,000 tree damage cap, this sounds like a lot until you have 100 mature trees on the ground and each tree costs \$750 to \$1,000 to remove. The remainder was paid for out of pocket. Because of the destroyed and damaged tree removal, we applied for the First round of the Department of Commerce's cemetery maintenance grant program. Dayton Memorial Park Cemetery was ultimately awarded \$5,000 in one for one, matching funds. With \$10,000 to spend on new trees we created a bid document that specified the species, size and location of each tree. This document also required that the trees must be watered as needed the first summer after planting.

DMPC's monument supplier, E. F. Nickol's Monuments, came on-site immediately and began resetting the monuments as their time would allow. It took nearly three months to complete the reinstallation.

In addition to the damage on the grounds several structures were affected, as was much of our machinery. The 4500 square foot maintenance facility had half (the east side) its roof torn off and came to rest in Chick Fil-A's parking lot a half mile away. The electrical conduit was attached to the underside of the roof sheeting so the building had to be partially rewired and all circuits checked by an electrician. Our friends at Woodland Cemetery loaned us a generator to power our fuel pumps for three months.

All three north rollup overhead doors were

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Tornado Damage Overview continued from page 14.





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