

ANNUAL CONVENTION/FIELD DAY & TRADE SHOW  
AUGUST 2-3-4, 2021  
Embassy Suites-2700 Corporate Exch. Drive  
Columbus, OH



# AGENDA

## **MONDAY AUGUST 2**

- |       |   |                    |
|-------|---|--------------------|
| 10:00 | Golf Outing - Champions Golf Course         |                    |
| 8:00  | Supplier Set up                             | Buckeye Ballroom   |
| 4:00  | OCA Board Meeting                           | Embassy Board Room |
| 6:30  | Social Time with Suppliers                  | Buckeye Ballroom   |
|       | HORS D'OEUVRES WITH SUPPLIERS - GOLF AWARDS |                    |

## **TUESDAY AUGUST 3 Buckeye Ballroom**

- |               |   |
|---------------|---|
| 7:00- 8:30    | Registration and Breakfast  |
| 8:30-9:00     | Welcome and Announcements: Supplier/Cemetery Introductions  |
| 9:00-10:00    | KEYNOTE SPEAKER – Joan Fox - Eagle Inspiration<br>MEDIocre TO MAGNIFICENT<br>How to Revitalize Your Customer Experience<br>In this session, customer experience consultant and author Joan Fox, will present what it really takes to deliver a magnificent customer experience.<br>Each participant will receive a copy of Joan's book,<br><i>The Chronicles of Sir Vival: Customer Service Under Siege— a light fable with meaningful content.</i> |
| 10:00 - 10:30 | TURF PESTS – ECONOMICAL WAYS TO DEAL WITH COMMON TURF PROBLEMS<br>Andrew Muntz – Technical Sales Representative<br>Green Velvet Sod Farms   |
| 10:30 -11:00  | BREAK WITH SUPPLIERS  |
| 11:00 -11:30  | LEGISLATIVE UPDATE –<br>Timothy C. Long – OCA Legal Counsel   |
| 11:45         | Union Cemetery- Field Day Update  |
| 12:00         | Leave for Lunch and Field Day   |

## **FIELD DAY AT UNION CEMETERY**

12:45 Lunch  
Welcome to Union Cemetery Jimmie Blevins  
Supplier Introductions  
EQUIPMENT DEMONSTRATIONS/CONTESTS  
Return to Embassy Suites for rest and relaxation

6:00-7:00 Social Hour with Suppliers

7:00-8:00 Buffet Dinner

8:30 Entertainment - "FABULOUS FEUD"

## **WEDNESDAY AUGUST 4 Buckeye Ballroom**

7:00-8:30 Registration and Breakfast

8:30-8:45 Welcome and Announcements  
Supplier/Cemetery Introductions

8:45-9:45 DO YOU DO THINGS DIFFERENTLY NOW SINCE COVID  
ALL YOUR QUESTIONS ANSWERED IN ONE PLACE  
BY ALL ATTENDEES

Mark Funke, CCE- Senior Grounds Manager  
Spring Grove Cemetery - Cincinnati

9:45-10:30 A LOOK AT THE EVOLUTION OF CEMETERIES AND  
THE OBLIGATIONS AND RESPONSIBILITIES OF  
OPERATING AND MAINTAINING THEM.

Pat Ebright - Mt. Moriah Cemetery – Union Twp

10:30-11:15 BREAK WITH SUPPLIERS

11:15-11:45 INDIGENT BURIALS – REIMBURSEMENT & PROBLEM SOLUTIONS  
Carolyn Ringley, Financial Specialist  
Oak Grove Cemetery – City of Delaware

12:00-1:00 LUNCH WITH SUPPLIERS

1:00-1:45 IDEAS FOR NEW CEMETERY DEVELOPMENT  
GROUND CREMATION, COLUMBARIUMS, ETC -

Jim Roth – Forest Hill Cemetery – Piqua

1:45-2:30 MARKETING WITH LIMITED RESOURCES

Scott Wright M.Div. -Community Outreach Director  
Calvary Cemetery - Dayton

2:30-3:15 HOW TO DEAL WITH ANGRY FAMILIES

Kirk Roberts – Family Service Director  
Sherwood Memorial Gardens/Roberts Funeral Home  
American Cemetery Services

3:15-3:30 ANNOUNCEMENTS AND CONCLUSION