

OCA Journal

March 2020 | Volume 10 | Issue 2
Publication of the Ohio Cemetery Association

President's Message

First off, I'd like to say how honored I am to be serving as President of The Ohio Cemetery Association. The last couple of months have flown by and we've been working hard on getting things together for the next year. I've be fortunate to have the help of past presidents and others to help guide me along the way.



I'm looking forward to this year's events and hope to see all of you there. Membership is always a concern. In order for us to stay vibrant and active we need to really focus on not only attracting new members while keeping the existing membership going. Remember to remind your neighboring cemetery to sign up for membership and encourage them to get involved. The industry has seen so much change over the last few decades and we want you to be a part of it.

Our Awards dinner this year was quite the success, a nice way to recognize industry leaders and special employees across the state. The evening was preceded by round table meeting of the minds. The topic was Prospecting.... finding new leads and great employees. A lot of great information was shared, and I look forward to the next one. The evening was held at Embassy Suites in Dublin Ohio. There was the smell of success all through the room. After a great dinner and lots of awards and recognition, there was a fun casino evening filled with prizes and comradery.

Since we are in the core of influenza season, I'd like to take a moment to talk about the current outbreak of COVID-19 (coronavirus). So many of us work and deal with the public that we need to remember to follow the basic guidelines to prevent the spread of illness.

- Actively encourage sick employees to stay home
- Perform routine cleaning of office and surfaces that come in contact with the public
- Make sure to wash your hands frequently with soap and water for a minimum of 20 seconds

In this Issue

President's Message	1
Calendar of Events	2
Cemetery Spotlight	6
Supplier Spotlight	7
Articles For Sales Managers & Advisors	10
Welcome New Members	17

Upcoming Events

Annual Convention
August 3, 4, 5, 2020
Hotel - TBA
Golf Outing – TBA
Field Day Union Cemetery, Columbus
Fall Maintenance
TBA



President's Message continued from page 1

By following some basic steps, we can provide a safe space for not only our coworkers but also for those families coming into our offices. For more detailed information please go to the following website. <https://www.cdc.gov/coronavirus/2019-ncov/downloads/2019-ncov-factsheet.pdf>.

God Bless
Joseph Wilson, OCA President

Calendar of Events

Annual Convention

August 3, 4, 5, 2020

Hotel - TBA

Golf Outing – TBA

Field Day

Union Cemetery, Columbus

Fall Maintenance

TBA

Special Employee Award – Randy Rhodes

Randy has been with the cemetery for over 28 years. During this time, he has demonstrated outstanding professionalism, courtesy and compassion.

When at-need families stop in to make final preparations, Randy is the guy who takes them around the grounds to show them available space. He doesn't stop there, he talks with them, sympathizes and suggests what might work best after hearing their concerns. His tone is soft and his eyes express the depth of his caring.

Randy goes above and beyond even when there are no sales to be made. It isn't unusual to see him hop down from a mower, walk over to another section and assist a visitor that he noticed who looked lost. Randy has been seen putting an arm around grieving visitors and even trimming flowers and placing them in vases while they stand by. He is truly a blessing in our cemetery family.



Special Employee Award continued from page 2

If anyone can embody the spirit of compassion, empathy and kindness on a day to day basis, it is Randy. We are pleased and proud to present Randy Rhodes for the 2019 Special Employee Award.

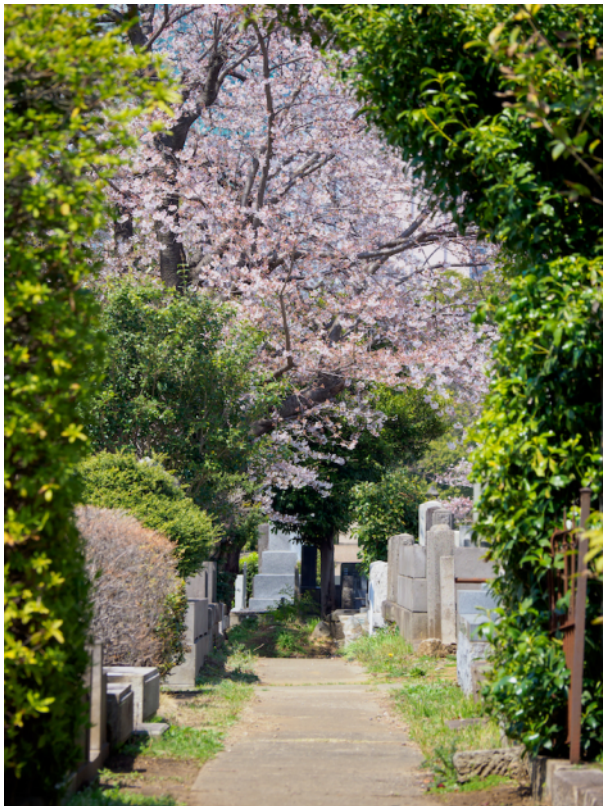
Submitted by Sandy Sill (Office Manager) and the staff of Lakewood Park Cemetery



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Headstone Cleaning and Restoration

A cemetery workshop brought to you by Misti Spillman of Reviving Cemeteries and Woodland Cemetery and Arboretum

Woodland is pleased to partner with gravestone restoration expert Misti Spillman as she conducts a series of workshops for those who are interested in headstone cleaning and restoration.

Workshops will be conducted at Woodland Cemetery and Arboretum from 10 a.m. to 3 p.m. on Saturday's May 16, June 20, August 15 and September 19, 2020.

Cost is \$30 per person for the Beginners class and \$50 per person for the Advanced class. You will receive hands on, one-on-one and group instruction on headstone preservation techniques including: fixing breaks, resetting, cleaning and how to mix proper mortars for stone repair. You will also receive a Headstone Cleaning Starter Kit that will include all of the tools needed for the day. The entire workshop will be spent in the cemetery. A break for lunch will be provided. Please feel free to bring a lunch or visit any of the restaurants on Brown Street.

Misti Spillman has a background in researching and restoring cemeteries. She worked as an AmeriCorps member at the Ohio History Connection and serves as a reference and liaison to numerous museums and historical societies throughout Ohio. Misti is the owner of Reviving Cemeteries, LLC.

To register for any or all of the classes, go to <http://bit.ly/WoodlandHeadstones>



118 Woodland Ave. Dayton, OH 45409
www.woodlandcemetery.org
 937-228-3221



Before and after cleaning of headstone of George Newcom who rests peacefully at Woodland Cemetery and Arboretum.

Category 3 Winner Laura Favret

Catholic Cemeteries – Columbus

Laura was not able to attend the presentation.

Director of Catholic Cemeteries Columbus

Rich Finn presented Laura with her award at the Resurrection Cemetery office.

See list for all of the 2019 winners.



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Award Winners continued from page 9.

OCA AWARD WINNERS FOR THE YEAR 2019



CATEGORY #1

CATEGORY #1 WINNER

OTTAWA HILLS MEMORIAL PARK

TOLEDO

BARBARA L. BORDEN

CATEGORY #2

LAKE VIEW CEMETERY

CLEVELAND

KAREN DRAKE

LAKE VIEW CEMETERY

CLEVELAND

RUSS SMITH

CATEGORY #2 WINNER

LAKE VIEW CEMETERY

CLEVELAND

DAVID STEFANCIN

CATEGORY #3

AMERICAN CEMETERY SERVICES

WOOSTER

LISA MOORE

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COLUMBUS

J. MICHAEL SEELEY

FOREST LAWN MEMORIAL GARDENS

COLUMBUS

TIMOTHY BURKEY

FOREST LAWN MEMORIAL GARDENS

COLUMBUS

JULIE SNOEBERGER

CATEGORY #3 WINNER

RESURRECTION CEMETERY-

COLUMBUS

LAURA FAVRET

CATHOLIC CEMETERIES OF COLUMBUS

CATEGORY #4

AMERICAN CEMETERY SERVICES

WOOSTER

TONI MADDEN

AMERICAN CEMETERY SERVICES

WOOSTER

WENDY BRISBINE

AMERICAN CEMETERY SERVICES

WOOSTER

DENNIS DAVIDSON

MIAMI VALLEY MEMORY GARDENS

CENTERVILLE

ALISON COLLINS

SPRING GROVE CEMETERY

CINCINNATI

BARBARA KASSELMANN

SPRING GROVE CEMETERY

CINCINNATI

KAY WALTERS

MIAMI VALLEY MEMORY GARDENS

CENTERVILLE

CONSTANCE CARPENTER

SPRING GROVE CEMETERY

CINCINNATI

ROBIN CORCORAN

CATEGORY #4 WINNER

SPRING GROVE CEMETERY

CINCINNATI

VENITA BROWN

SPECIAL EMPLOYEES

DAYTON MEMORIAL PARK

DAYTON

JENNIFER STIVER

FRANKLIN HILLS MEMORY GARDENS

CANAL WINCHESTER

PAULA NEWSOME

THE LAKEWOOD PARK CEMETERY

ROCKY RIVER

RANDY RHODES

OTTAWA HILLS MEMORIAL PARK

TOLEDO

JOHN WICZYNSKI

OTTAWA HILLS MEMORIAL PARK

TOLEDO

PETE ADAMSON

OTTAWA HILLS MEMORIAL PARK

TOLEDO

COURTNEY WHITENBURG

OTTAWA HILLS MEMORIAL PARK

TOLEDO

GINA MERCER

OTTAWA HILLS MEMORIAL PARK

TOLEDO

BARBARA L. BORDEN

ROOKIES

AMERICAN CEMETERY SERVICES

WOOSTER

ELI BIANCAMANO

LAKE VIEW CEMETERY

CLEVELAND

GAYLE CHILLIOUS

Cemetery Spotlight – Lakewood Park

Lakewood Park Cemetery, located in Rocky River, OH, is just a few miles west of Cleveland. Founded in 1912, the park-like setting provides a serene and peaceful place to walk, visit and reflect.

Once a cucumber farm, the cemetery is nestled on 55 acres of rolling grounds. Our

Lakewood Abbey is the oldest structure on the property. Constructed of marble and embellished with stunning stained-glass windows, it sits proudly as the main focal point. It is our only indoor mausoleum housing marble crypts along with glass-front, bronze-front and marble-front niches. The quiet and stunning chapel is available for services.



Our newer structures are the Garden Mausoleum and Floral Circle. Both outdoor buildings boast granite fronts sitting in an embrace of floral trees and marble benches. Visitors enjoy the calming and secluded nature of these areas.

Lakewood Park Cemetery is also home to area wildlife such as turkeys, coyotes, deer and fox. There are three species of woodpecker, all kinds of finches, an eagle and many other beautiful birds that fill our days with song. These creatures enjoy the plantings and

trees year-round and provide us with a burst of color during the winter.

This cemetery is more than structures and grounds. It is comfort, compassion and commitment shining through the eleven employees who go above and beyond to provide the best possible care. The pristine look of our property is maintained by six crew members who diligently prune and landscape the many acres. These gentlemen are known for stopping their work to assist visitors in locating graves, preparing vases and providing answers to any number of questions. The office is staffed by five amazing people who handle sales, phone calls and everything in between. Together we embrace the teamwork and special calling that is the core of our day to day work.



Lakewood Park Cemetery
22025 Detroit Road
Rocky River, OH 44116
(440) 333-1922 (440) 333-1923 Fax
lakewoodparkcemetery.com

Supplier Spotlight

Gravestone Transformations

**Cemetery Preservation Throughout Ohio
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Mark Smith, Owner

Website: www.GravestoneTransformations.com

Email: GravestoneTransformations@gmail.com

Below photo: Cemetery in poor condition due to years of neglect.



Above photo: Cemetery after preservation work was complete.

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Supplier Spotlight

Gravestone Transformations

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Mark Smith, Owner

Website: www.GravestoneTransformations.com

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jwilson@cmseast.com

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kirk@robertsgroup.cc

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marilyn@lakeviewcemetery.com



Articles For Sales Managers & Advisors

Asking Questions

I have been known to say, "Ask the wrong question and you'll get the wrong answer." What I mean by that is that we often look for an answer that does not match the question or need being addressed. Asking questions is not a timid, soft-sell approach nor is it an overaggressive approach. It is an effort to actively discover what the individual you are speaking to needs. And what kind of questions are we talking about? Open-ended questions! In one way or another, ask people, "How can I help you?" "What is it you really need?" "How can what I have help you overcome your problem?" Asking questions also shows the customer that you are more interested in them than just in getting on to your next job. "Tell me a little bit about yourself (your family, your job, your neighborhood, your hobby, your house, ...)." By the time they have stopped talking, you have built a rapport and can better help them with whatever is troubling them. Of course, asking questions does no good unless you follow it up by listening to the answer. People want to explain their needs to you. You need to listen to what they are saying, not preparing for how to counter-punch with a response. Think about how you like to be treated. Then do the same for others. When he was Senator Lyndon Johnson, he had a sign on his desk that read, "When you're talking, you aren't learning." Learn from those we encounter each day. Both you and they will be better for it.

Joe McNemar President & CEO CMS East, Inc.



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The Long Search to honor Civil War Vet Abraham Jenkins

Massillon Independent

A ground radar technician confirmed Thursday morning the remains of a body buried next to Mary Owens Jenkins at Brookfield Cemetery.

TUSCARAWAS TWP. An idea sprouted between Joe Herrick and Mike Bardin about seven years ago, not long after a Massillon Museum brown bag luncheon.



Herrick was a captain in the city police force, giving a speech related to local military legend Mary Owens Jenkins. Bardin was assistant curator of the Ohio Military Museum — then located in Massillon — who took part in the 2013 event.



Both concluded an overlooked Civil War veteran needed to be recognized. So a mission was launched to confirm the service and honor Abraham “Abie” Jenkins, who entered the war in 1861. He was the post-military husband of Owens Jenkins.

“This was all about giving a military veteran the recognition he deserves,” said Herrick, who plans on acquiring a military gravestone for Jenkins.

Article submitted by Dianne Bates – Brookfield Cemetery – Tuscarawas Township



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Miami County Township Association Honors Ronald Thuma

Mr. Ronald D. Thuma who has served as Trustee for Monroe Township, Miami County, Ohio retired on December 31, 2019. He had 48 years of cumulative service as a township trustee. Monroe Township has 5 cemeteries including the active Maple Hill Cemetery on Hyatt Street in Tipp City, Ohio. When Monroe Township was required by law to take over Maple Hill Cemetery in the Fall of 1988. The township has been a member of the OCA for many years,

Mr. Thuma was instrumental in acquiring a computer based data system for burial entries and lot owner information in which Burials can be accessed via the internet by any individual. This system is a viable part of record keeping for Monroe Township's cemeteries, any individual wanting to know burial info and for genealogists who are researching family histories. Mr. Thuma always felt his township cemeteries should be looked after, valued and appreciated and he made many improvements to fulfil that. Mr. Thuma who grew up, lived, and had his own business in Monroe Township/Tipp City, has carried out the duties necessary to achieve Monroe Township's objectives as a trustee and serve his community with leadership and devotion in many other community organizations and activities.

We salute Mr. Ronald D. Thuma for his many years of faithful service.

Article submitted by Nancy L. Creech, Secretary - Monroe Township

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Civil War Soldier



Edmund Dexter

Along with the renowned distinction of being the second largest cemetery in the United States, Spring Grove Cemetery is also proud of its designation as a National Historic Landmark. Spring Grove is one of only seven cemeteries to hold this national honor.

In 1830 and 1840s, Cincinnati's were saddened by the recurrence of the cholera epidemic. Downtown's small church cemeteries were unkempt and provided little comfort to the bereaved. Many leaders in the professional and industrial enterprises of the city expressed their concern and as a result, the Cincinnati Horticultural Society formed a cemetery

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Spring Grove continued from page 15.

association in 1844. They searched for a rural cemetery, contiguous to the city yet remote enough to not be disturbed by expansion. They traveled through the United States and Europe visiting cemeteries of outstanding reputation and beauty as they planned a cemetery that would equal the famed beauty of the Pere la Chaise in Paris. On December 1, 1844 Salmon Chase and others prepared the Articles of Incorporation. Chase lobbied with legislators, persuading them to grant a charter for a non-profit nondenominational corporation, which was granted by a special act on January 21, 1845. At the consecration ceremony the founders publicly proclaimed their hope that the natural setting would be a contemplative atmosphere conducive to consolation, commemoration, and education. The first interment was made September 1, 1845.

*Historic Entrance**Spring Grove Cemetery 1858*

Since its founding over 175 years ago, Spring Grove has remained a leader in cemetery design and management. The landscape "lawn plan" concept was created here. Although it was considered a radical concept of cemetery design at that time, it later became accepted almost universally as the model plan. Spring Grove remains a masterwork of the landscaping art, studied by horticulturists and admired by thousands of visitors. The Cincinnati Chamber of Commerce

In 1987, Spring Grove officially changed its name to "Spring Grove Cemetery & Arboretum" to include the expansive collection of both native and exotic plant materials as well as its State and National Champion Trees and its Centenarian Collection. Today, Spring Grove encompasses 750 acres of which approximately 450 acres are beautifully landscaped and maintained. The remaining undeveloped acres ensure the permanence of the cemetery for hundreds of years.



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Spring Grove continued from page 16.

lists it among the city's outstanding attractions proudly quoting the praise of an artist who once said, "Only a place with a heart and soul could make for its dead a more magnificent park than any which exists for the living."

Spring Grove currently has more than 238,000 people that have been interred either in traditional land based burial plots, in one of our more than 46 mausoleums or in specially designed niches for cremated remains.

We are looking forward to celebrating our momentous 175th anniversary throughout this year. We have a new 175th Anniversary logo designed by our granite team that will be used in a variety of projects. New benches produced from Spring Grove trees will be placed on the grounds and we are even going to give away one of the anniversary benches to a lucky employee. Banners celebrating 175 years are being placed throughout the cemetery. On August 28th we will honor the actual day of the dedication 175 years ago on August 28, 1845 with a ceremony and proclamation from the City of Cincinnati. Several activities to celebrate with our community including a Shakespeare in the Park performance, Summer Concert, horse and carriage tours, etc. are planned for the entire week.



Supplier Members

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McCleskey Professional Services

P.O. Box 430
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(800) 622-5759

Email: timhentges@mccleskeys.com
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Regular Member

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Pierpont Township – Ashtabula County

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Pierpont, OH 44082
(440) 577-1015

Email: pierpont1@windstream.net
Website: pierponttownship.com

Cemetery Roundtable Discussion

The Cemetery Roundtable Discussion on Friday, April 3, 2020 has been cancelled.

The OCA will reschedule this event when possible to do so.

Ohio Cemetery Association

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www.ohiocemeteryassociation.com

The advertisement for Huntington Bank is enclosed in a black border. At the top left is the Huntington logo, consisting of a stylized 'H' icon followed by the word 'Huntington' in a bold, black sans-serif font, with the word 'Welcome:' in a smaller font below it. To the right of the logo is a photograph of an elderly man with white hair and a young child with dark hair, both smiling and looking down at something in their hands. Below the photo, the text 'Huntington is a Federally Regulated National Bank and a Leading Preneed & Endowment Care Service Provider' is written in a bold, black sans-serif font. Underneath this, the services 'Trustee • Depository', 'Custody • Escrow Agent', and 'Investment Management' are listed in a bold, orange sans-serif font, separated by horizontal lines. Below the services, the text 'Our Dedicated Team of Professionals' is written in a bold, green sans-serif font, followed by a paragraph in a smaller black font stating they specialize in providing solutions for investments and trust services exclusively to the funeral, crematory and cemetery industry. At the bottom, a green banner contains the text 'Toll Free: 866-737-4590' and 'Email: funeralandcemeterytrust@huntington.com' in a white sans-serif font. At the very bottom, in small print, it says 'Member FDIC. Huntington® is a federally registered service mark of Huntington Bancshares Incorporated. Huntington® Welcome™ is a service mark of Huntington Bancshares Incorporated. ©2017 Huntington Bancshares Incorporated.'