

# OCA Journal

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## President's Message

Hello All,

It's been another crazy Ohio winter and spring so far. Warm days in the north over winter and snow now expected again after a day in the 70's.

I don't know about you, but our employment challenges have continued throughout 2021 and into 2022. Massive increases in wages and shortages of available laborers. We have also seen shortages in vault supplies, granite distribution, equipment parts, casket deliveries etc. Thankfully, we have found that most families are understanding and realize that these shortages and supply chain situations are completely out of our control. Anyone working in any industry is being affected.

Having said that, we are excited and looking forward to the upcoming spring / summer season. The grass is greening, trees are budding and perennials are sprouting (that may not be the right terminology, but I'm not a horticulturalist.... Lol). We are finally seeing an uptick in hiring and I think we are going to be ready by Memorial Day, fingers crossed.

We have some great news legislatively in Ohio. Senate bills 199 and 224 have gone our way on both fronts through the Ohio Senate and are hoping to have the same results in the House. We will keep you posted.

As you will read later, we are working on the 2022 Annual Convention in August and will have more information moving forward. If you haven't already done so, please respond to the survey sent out concerning content for future programming. Any suggestions you have will be greatly appreciated.

In the meantime, good luck this spring and Memorial Day. Stay safe and I can't wait to see you all in August.

Kirk Roberts  
President  
Ohio Cemetery Association



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# Spotlight On Supplier Phoenix Service Group



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# Sedgwick Update: Complacency in the Workplace

The term complacency, doing the same task for so long without incident that you assume nothing will ever happen, can become a challenge in any workplace. Complacency can affect anyone at any age regardless of their experience but there are ways to spot complacency among yourself and your employees. All too often employees do not realize how complacent they actually have become until they have a near miss or close call; such events tend to jumpstart hearts and refocus proper attention, at least for a little while, to the importance of tasks at hand.

Many times, employees are unaware of complacency and as they work through their daily job functions, they lose sight of hazards that may exist. Some may feel they are not affected by complacency but just letting your guard down for short time can be dangerous. One way to combat complacency is to be an engaged worker. Engaged workers are those that always work in the moment staying aware of the surroundings.

Let's take an example of a person who performs a daily safety inspection before operation. This daily routine occurs for months even years without incident. Then the employee decides to skip the inspection. Then another time and soon inspections are being done less frequently and then something happens. Perhaps the employee doing the inspection gets injured or one of their fellow workers. Either way the results can be terrifying.

Usually the best person to spot complacency is the employee themselves, but complacency can mean they don't see the dangers right in front of them. To stay safe, teach employees how to identify complacency for themselves. This may include situations such as:

- Dissatisfaction with work and/or lack of motivation
- Missing steps in work processes
- Frequent near-misses or incidents

Since it can be difficult to recognize these signs for each employee, teach them to spot them in their co-workers. The more they learn how to recognize these signs, the easier it may be to identify them in other situations. When looking at signs of complacency from your employees keep an eye out for the following situations:

- Changes in attitude
- Noticeable increase or decrease in communication
- Tardiness for meetings or shifts

As we mentioned earlier, getting employees engaged is a key point in getting out of the rut of complacency. There are some steps to focus on that will help.

- By consciously focusing on the task will lead to setting them up for success.
- It is key to recognize and dismiss distractions when they come up.
- When approaching tasks look for improvements in the routine. Always be on the lookout for continual improvement.
- If possible, consider changing some elements of the work schedule for the day; the change could help them focus and keep them from falling into "cruise control" mode.

Identifying and addressing complacency is a team effort. Not only is it key for employees but the employer can assist by looking at opportunities to change things up. Some suggestions to consider for employers can include:

- Sharing the Mission— Remind employees of the company's purpose and goals so they maintain a connection to the larger missions and emphasize that their behaviors have an impact.

### Sedgwick Update continued from page 3.

- Avoid Routines—Repetition can be related to complacency, if possible, change up some of the tasks required to add variety to an employee's job.
- Encourage Observation - Have employees briefly stop work and observe the actions of other as they work, observing others raises one's own awareness as well as the awareness of their co-workers
- Correct Poor Performance— Mentoring programs and coaching help employees identify and change troubled practices and potential problems.
- Safety Talks – Make safety talks part of a daily routine and get employees involved.
- Share Knowledge – Have employees identify and share the steps they perform to complete a job. Having another set of eyes may help improve the process.

Complacency can be a dangerous thing, and everyone is susceptible. It can lead to underperformance, low client satisfaction, workplace accidents and low morale. But with team effort and employee engagement, complacency doesn't have to run the workplace.

For more information, please contact Andy Sawan at 330.819.4728 or [andrew.sawan@sedgwick.com](mailto:andrew.sawan@sedgwick.com).



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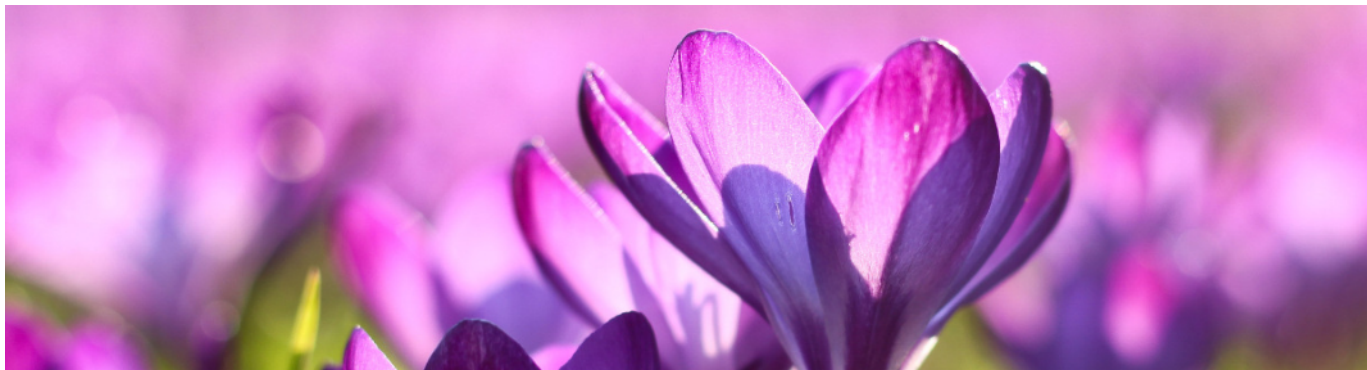
## Sedgwick Update: Private Employer Rates

Sedgwick is pleased to announce the 2022 private employer workers' compensation premium rates have been approved by the Ohio Bureau of Workers' Compensation (BWC) Board of Directors.

At the February Board of Directors meeting, BWC approved an overall statewide loss cost (base rate) reduction of 10% for private employer. This reduction becomes effective July 1, 2022 and is expected to decrease paid premiums by nearly \$106 million in the next fiscal year and follows a similar reduction for public employers (counties, cities, schools, and others) that went into effect Jan 1st, 2022.

At the March BWC Board meeting, individual loss costs were approved for all 504 private employer manual class codes currently used by private employers in Ohio. Private Employer loss costs by class code are developed to provide the necessary overall statewide income through employer level premiums to cover the claims costs of injuries and occupational diseases to injured workers and their survivors that happen during the policy year. While the overall change is an average reduction of 10%, this is composed of multiple sources including the impact of an employers' experience modifiers, certain rebates, credits, programs and rating plans.

Private employers can expect to see these rate changes reflected on their premium billing sent by BWC later this spring. For more information, contact our Sedgwick program manager, Rejeana Woolum-Napier at 614-359-2403 or [rejeana.woolum-napier@sedgwick.com](mailto:rejeana.woolum-napier@sedgwick.com).



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I walk down the street. There is a deep hole in the sidewalk. I fall in. I am lost... I am helpless. It isn't my fault. It takes forever to find a way out.

----

I walk down the same street. There is a deep hole in the sidewalk. I pretend I don't see it. I fall in again. I can't believe I am in the same place. But, it isn't my fault. It still takes me a long time to get out.

----

I walk down the same street. There is a deep hole in the sidewalk. I see it is there. I still fall in. It's a habit. My eyes are open. I know where I am. It is my fault. I get out immediately.

----

I walk down the same street. There is a deep hole in the sidewalk. I walk around it.

----

I walk down another street.

Portia Nelson

Submitted by Jim Roth, Forest Hill Cemetery



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## Articles For Sales Managers & Advisors

Article

From: **Info**

**Gary**



**O'Sullivan Company (0403)**

Can you believe it? One forth of 2003 is over! It's a good time to stop and ask ourselves a few good questions? Are we on track with our volume goals? With our personal goal? With our improvement goals?

This month we have a couple of ideas to help you move forward. The goal of any individual in an organization is to get things done. In this months edition we are going to look at some ways to help our leaders and sales professionals be more effective.

### **For the Leader –**

Results! That's the role a leader has. The ability to get things done and getting them done within the context of the culture of the organization is critical to the success of the organization.

Often times there is a big gap between what people intend to and what actually gets done. This month we will look at a formula and a process for helping leaders get things done.

### **For the Selling Professional –**

Keeping motivated and staying on track as a sales professional requires maintaining the right attitude about what we do, why we do it, and what it takes to get it done.

This month we will look at five concepts that will help sales professionals keep their focus. Remember it is right thought that brings about right action; and it is right action that brings about right results.

Articles For Sales Managers & Advisors continued from page 8.

# Getting Things Done

A leader's role in a company is about getting things done, driving change, and obtaining results. Yet many times there is a big gap between what one intends to do and what gets done.

Getting things done requires a process, a process that is understood and acted on. As ancient wisdom tells us, "Knowing is not enough – we must do." Leaders are measured in a large part by what they get done and having a process by which to accomplish objectives is essential.

When it come to deciding on a task, project, or needed change that you want to drive, here is a simple *process* to help you – *get it done*.

- **What** – Clearly define the objective to be accomplished.
- **Who** – Ensure you have the right people with the right skills assigned to the objective.
- **How** – Clearly define and communicate how the objective is to be accomplished.
- **When** – Have defined timeframes for monitoring and feedback of the process. Set a date of accomplishment.

This is a simple process that works. It is important that you have a process, a way, of getting things done. Thinking the process through, what do we want done, who do I assign it to, and do they have the skills required? Do I have the objective clearly defined so the person or persons involved will know exactly what is expected of them? How will I communicate it initially and what methods will I use to keep the objective in front of them? What milestones need to be put in place to ensure we stay on track and that we finish on time?

*All these are questions if asked, answered, and acted on will help you -*

***Get Things Done!***

**Articles For Sales Managers & Advisors continued from page 9.**

# **Staying Focused**

*Thinking about the right things helps your sales efforts stay consistent.*

All sales professionals have their ups and downs. They have their highs and lows. For a top performing professional, the goal is to keep the highs and lows as short a cycle as short as possible.

Many times a negative mindset can have a harmful effect on a person's sales efforts. Keeping focused on the right things can have a positive effect on achieving consistent sales performance.

## **Here are five things to remember to help you stay focused-**

### **Remember the basics –**

Many times we stop doing the fundamentals of the sales process. It is important to try new things and keep pace with the changing marketplace. Yet, it is just as important to not forget the fundamentals.

By staying effective at prospecting, asking questions, managing your time, making effective presentations, obtaining referrals, and the other basics that makes your business work, you remain focused.

### **Remember your success –**

It is important to remember your sales success. Think about the best day, week, or month you have ever had. What were the elements that made those times successful? Remembering them not only will be of great encouragement to you, but it will also remind you of what you did to make those times a success.

### **Remember the seriousness of our service –**

It is a strong personal motivator for you to remember why you do what you do. You have news too good to keep. Remember the families you have serviced and how grateful they were at their time of need, because of your help previously.

### **Feed your mind –**

As you ride around in your car listen to positive, motivation, and instructional tapes or CD's. Just as your body requires the right food to function properly, so does your mind.

### **Be realistic**

There are things you can control and things you can't. Being realistic and honest with yourself is important in evaluating your goals, efforts, and results.

Be realistic and take personal responsibility for the things you can and should do. And then do them every day!

# **MARK YOUR CALENDAR**



## **OCA ANNUAL CONVENTION**

### **AUGUST 1-2-3, 2022**

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**MORE DETAILS WILL BE AVAILABLE SHORTLY**

**October**

**Upcoming  
Event!**

**THURSDAY, OCTOBER 6, 2022**

**FALL MAINTENANCE FIELD DAY – PIQUA, OH**

Note from Jim Roth, Superintendent -Forest Hill Cemetery & Arboretum

We are back again for another great field day.

Put this date on your calendar...you will be glad you did. Try out some new equipment, meet with representatives from many different companies as well as attend several sessions with great speakers. Let the OCA office know of anything you want to see or hear about on that day. More information will follow regarding the agenda and registration. Be sure to invite any of your cemetery friends.



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