

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
MEDIocre TO MAGNIFICENT
How to Revitalize Your Customer Experience
In this session, customer experience consultant and author Joan Fox, will present what it really takes to deliver a magnificent customer experience.
Each participant will receive a copy of Joan's book,
The Chronicles of Sir Vival: Customer Service Under Siege— a light fable with meaningful content.
- 10:00 - 10:30 TURF PESTS – ECONOMICAL WAYS TO DEAL WITH COMMON TURF PROBLEMS
Andrew Muntz – Technical Sales Representative
Green Velvet Sod Farms
- 10:30 -11:00 BREAK WITH SUPPLIERS
- 11:00 -11:30 LEGISLATIVE UPDATE –
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