

# OCA Journal

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Publication of the Ohio Cemetery Association

## President's Message

Happy spring everyone.

As for me, I am looking forward to some warm DRY weather heading into Memorial Day. As I hear from many of you, it has been a terrible winter but not in the ways we would normally consider terrible. Our Cemetery Superintendents have been begging for a hard freeze and a break from the rain and snow.



As we transition from winter to spring, it is not only a challenge to catch up with winter burials, memorials and “explosions” from making burials in bad conditions; we also have to deal with emotional families upset that their loved ones graves are not attended to in a timely manner. Throw in a warm, wet winter and social media and you have a recipe for a potential firestorm. We all need to find ways to prevent and improve the way we respond to social media “attacks” from the public. This is one of the topics we will be discussing at the annual convention coming up in August 5 - 7. Be sure to mark you calendars, more details will be coming.

Legislatively, there is very little going on but are watching a few bills that may affect some of our members. One of those is a bill that will drastically change how pet cemeteries define interments and many of the rights of property owners. We are against this bill and will work hard to kill it. The other is SB 27 re: disposition of fetal remains. We are suggesting some changes but this is something we really don't want to get into one way or the other. We are looking forward to working with SCI on a new “Total Return” bill that will improve investment methods used for cemetery trust funds.

I look forward to seeing you all in August and as always, if there is any way we can help in the meantime please reach out.

Kirk Roberts, OCA President  
Family Service Director  
American Cemetery Services LLP  
Roberts Funeral Homes Inc.

Masthead image by Calvary Cemetery - Dayton.

### In this Issue

<b><i>President's Message</i></b>	<b>1</b>
<b><i>Annual Convention</i></b>	<b>2</b>
<b><i>Calendar of Events</i></b>	<b>4</b>
<b><i>2019 Spring Conference Recap</i></b>	<b>4</b>
<b><i>Supplier Spotlight</i></b>	<b>7</b>
<b><i>Articles for Sales Managers &amp; Advisors</i></b>	<b>16</b>
<b><i>Welcome New Members</i></b>	<b>18</b>

### Upcoming Events

<b><i>Annual Convention</i></b>
August 5, 6, 7, 2019
Hilton Garden Inn – Miamisburg
Golf Outing
Field Day – Calvary Cemetery
Dayton
<b><i>Fall Maintenance -TBA</i></b>

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moving forward  
together



## **ANNUAL CONVENTION/TRADE SHOW/FIELD DAY**

**AUGUST 5, 6 7<sup>th</sup>**

**MONDAY - AUGUST 5TH - GOLF OUTING-THE GOLF CLUB AT YANKEE TRACE**

**SOCIAL HOUR/VISIT WITH SUPPLIERS**

**TUESDAY-AUGUST 6TH - SESSIONS AT HOTEL**

**FIELD DAY - LUNCH AT CALVARY CEMETERY – DAYTON**

**SOCIAL HOUR/DINNER WITH SUPPLIERS**

**WEDNESDAY-AUGUST 7TH SESSIONS AT HOTEL**

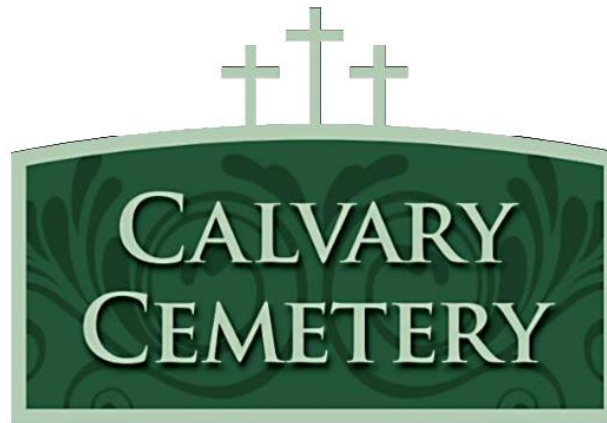
**LUNCH WITH SUPPLIERS**

**More information and registration forms will be available soon**



# OCA ANNUAL CONVENTION FIELD DAY

**TUESDAY - AUGUST 6, 2019**



Creating Community 🌱 Celebrating Lifetimes



Overlooking the Miami River, Carillon Park and the stunning skyline of Dayton, Ohio you will find one of the most beautiful and peaceful sites in Ohio's Miami Valley... Calvary Cemetery.

Situated on 200 rolling acres, our Historic Cemetery is located in the southern part of the city bordering the suburbs of Kettering, Oakwood and Moraine. Our land comprises one of the largest green spaces in all of Dayton and Montgomery Counties.

## AGENDA

- 12:30 LUNCH/SUPPLIER INTRODUCTIONS
- 1:30 EQUIPMENT DEMONSTRATIONS/CONTESTS
- PRIZES & CONCLUSION



# Calendar of Events

## Annual Convention

August 5, 6, 7, 2019

Hilton Garden Inn – Miamisburg

Golf Outing

Field Day - Calvary Cemetery - Dayton, Ohio

## Fall Maintenance

TBA

More info on the Fall Maintenance will be available shortly.



Brookfield Cemetery - Tuscarawas Township

# 2019 Spring Conference Recap



We had a great time and some wonderful discussions at the Spring Conference this year. We have made this a one day event hoping to make it easier for more people to attend. We spent the morning talking about what we all do to prepare for Memorial Day and other special events. It's always interesting to hear the different ways cemeteries celebrate these events. We also spent considerable time talking about who has the right to make interments on family members' lots. Determining interment authorization has become more complicated as our family trees have become more blended! We also talked about best practices and forms for conducting cemetery arrangements conferences.

After a great lunch we all headed to Salem Stones warehouse for an interesting presentation and plant tour. Thank you Salem Stones for an informative and educational experience. Thank you Lennin.

If you have not been able to attend one of our events recently, please take some time to attend all or even part the Annual Convention coming up in August. We have several breakout sessions so that everyone who attends can take something from the sessions they can use.

Kirk Roberts, OCA President  
Family Service Director  
American Cemetery Services LLP  
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# Spring Conference Tour

Salem Stones was ecstatic to be part of the Ohio Cemetery Association Spring Conference.

Owner Lenin Kailasammani and marketing coordinator Corey Hupp met with the OCA members for an office and warehouse visit at Salem's Columbus Ohio location.



The tour consisted of a showcasing memorials and structures that cemeteries have partnered with Salem Stones to complete.

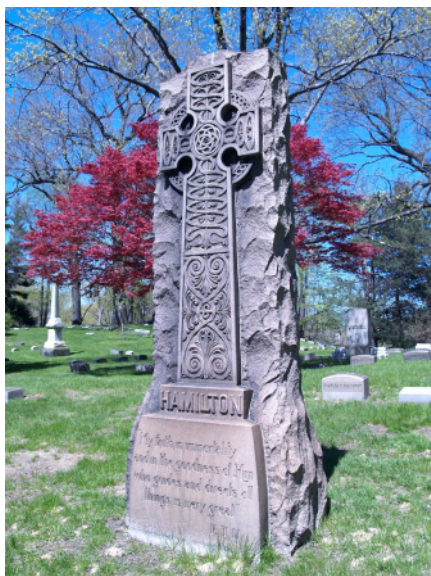
There's a lot to learn when meeting with cemeteries as the trend in cremation is on the rise each year. We hope to be a trusted partner to the Ohio Cemeteries we value and serve.



Toledo Memorial - Toledo



Calvary Cemetery - Dayton



Lake View - Cleveland

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# Supplier Spotlight

## CEMETERY CONSERVATORS FOR UNITED STANDARDS

The Cemetery Conservators For United Standards or CCUS is a nonprofit organization dedicated to cemetery preservation education and cemetery works by using “do no harm” methods. “Doing no harm” is the cornerstone of what we do. Everything that we either promote or condemn comes back to this founding principal. And all past, current, or new methods are held to this basic concept. The field of cemetery preservation is not as gray as one may think it is. It’s actually quite black and white when you separate out the harmful from non-harmful. Determining the difference between the two is completely fact-based through research and study. We put everything we recommend through a very rigorous and aggressive gauntlet. Through this research we have been able to establish boundaries and guardrails for every technique and product we discuss. In doing this we have found there are many more things that are damaging than are not when it comes to historic cemetery preservation.

Albeit a somewhat new field, historic cemetery preservation has its roots in the much older field of historic stone and structural preservation. Most of the same techniques and products found in the preservation of historic structures can be found in cemetery preservation. Preservation on the overall strongly relates to the time period in which it was constructed or erected. This is an example of what we refer to as a basic concept or principal as a guide or guardrail. The combination of these things are what determine a standard and thus gives us a filter system that allows us to boil most techniques and products down to their baser elements. It’s all about getting to the bottom line and finding how much leeway is within the parameter of that bottom line. It is crucial to always find this breathing room within any given technique or method. Harmful vs non-harmful should remain the easy black and white distinction it is. But there should never be such a stark contrast between non-harmful and non-harmful. Do no harm cemetery preservation is about doing what is best for the grave marker and the cemetery above all else. Continued on page 8.



Union Township, Mt. Moriah Cemetery  
- Cincinnati



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**Supplier Spotlight continued from page 7.**

*It can be very difficult to disseminate the good from the bad and the true from the untrue.*

Because the internet and places like YouTube are littered with “stuff” in general on any given subject, it’s hard to make informed decisions and choices. This often makes for nothing but lots of distraction and noise. We can’t change how google or YouTube work, we can only try and rise above the din, in the place where most people seek and find their information. It can be very difficult to differentiate the good from the bad and the true from the untrue. This is why we have put together a very large website to address cemetery preservation and fill it full of the most recent credible evidence. Becoming a member of organizations like The Ohio Cemetery Association, and publishing articles like this one, are the best ways to get this information out to anyone that is involved with historic cemeteries.

People and cemetery entities become involved in historic cemeteries for several reasons that range from safety and legal obligations, to historic preservation, to general maintenance. When it comes to any involvement, unfortunately, there is a difference between caring for and caring about. Caring for literally pertains to maintenance and upkeep. Caring about pertains to a deeper feeling or emotional connection. We have found over and over that the difference between these two things is usually the difference that is quite often the largest bone of contention. This distinction both puzzles and saddens us. We have come to the conclusion that the only way to marry these two things is to begin with caring about first and then look at caring for. We don’t believe you have to have some type of deep emotional connection to history, genealogy, or even architecture to care about how a cemetery is cared for. How the cemetery is cared for should be the single thing of importance. Continued on page 9.



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**Supplier Spotlight continued from page 8.**

It does not make sense and defies logic to maintain something without understanding how to maintain it without damaging it. It's much like the old adage, "do it right, or don't do it at all", or, "a job worth doing, is a job worth doing right". In this case, doing it right simply pertains to not doing it with damage, but doing it in a non-harmful manner. Most people can concede this point, but quite often come up with a plethora of excuses. Such as..."Well, someone had to do something".

This many times leads to another plethora of, "the DIY quick fix" methods, or the shortcut and easy button method. None of these are ever conducive to caring about the job that is done. We completely and wholeheartedly agree that "something" must be done. It's up to you to decide if it is going to be done in a caring, no harm manner or in a destructive way.

Education is KEY  
to knowing the  
difference between  
"do no harm"  
& permanent damage

One of our biggest goals has been to convey our methods in the most uncomplicated manner possible. We teach and advise on these techniques in a very hands-on way and will do all we can to answer any question big or small. This straight-forward approach is the best way to bridge all preservation subjects and to better explain caring for and caring about. One of the first things people want to know is how to clean grave markers. We have researched this topic probably more than any other subject related to historic cemetery preservation and have laid it out in a straight forward manner. We will attempt to cover the highlights of grave marker

cleaning in this article and come back in the future with articles that are more specific to the subject. Continued on page 10.



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### Supplier Spotlight continued from page 9.

You can find more in depth information on cleaning by following these links.

Cleaning Basics: [cemeteryconservatorsunitedstandards.org/standards/cleaning](http://cemeteryconservatorsunitedstandards.org/standards/cleaning) and Don't Clean With: [cemeteryconservatorsunitedstandards.org/harmful-methods/dont-clean-with](http://cemeteryconservatorsunitedstandards.org/harmful-methods/dont-clean-with)

The first thing to address is safety. Is the stone you wish to clean solid and safe to work on? People are killed in cemeteries every year by unstable falling monuments. So please think before you act. The next thing you will need to determine is the type of stone you are dealing with: marble, limestone, siltstone, granite, etc. This is a link to our Stone ID section to help you identify the stone you wish to clean.

[cemeteryconservatorsunitedstandards.org/sources/stone-id](http://cemeteryconservatorsunitedstandards.org/sources/stone-id)

This was put together by our geologist Don Hilton.

And lastly, you will need to know something about the condition of the stone. Is it fractured? Is it flaking off in places? Is it sugaring? If any of this is the case, you will need to pass this stone by and seek further advisement from a CCUS conservator.

And lastly, you will need to know something about the condition of the stone. Is it fractured? Is it flaking off in places? Is it sugaring? If any of this is the case, you will need to pass this stone by and seek further advisement from a CCUS conservator. Continued on page 11.



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**Supplier Spotlight continued from page 10.**

Let's focus for now on marble grave markers and how to clean them and how not to clean them. When it comes to historic cemeteries of pre-1900 vintage in Ohio, the overwhelming majority of grave markers will be marble and more specifically white marble. Most of this cleaning will pertain to removing biological growth and/or grime and soiling that has accumulated over the years. Now this is where it becomes fairly simple when it comes down to method and products used. So let's begin with proven safe "do no harm" methods and cleaners. The methods are quite simple. All you need are soft nylon or natural bristle brushes and possibly some wooden or plastic scrapers to remove biological growth. You will find several combinations of safe cleaning methods at the "Cleaning Basics" link above. The methods are a simple use of water, hand scrubbing with the nylon or natural brushes, and the use of 3 possible cleaners. If you are just wanting to remove grime or dirt, then you

will want to use Orvus Paste. This cleaner is very gentle and safe and is "non-ionic and does not contain phosphates". It's design is simple, it's simple to use, easy to find, and inexpensive. Most of all, it is proven safe for people and the stones. The other two cleaners are for biological growth removal. These cleaners are D/2 Biological Solution and ReVive Enviro Klean. These two products have research and very long track records of being both safe and effective. D/2 is used across the world and is the choice for cleaning over three and one half million battlefield grave markers by the National Parks System. D/2 also had a very extensive seven year study done by three separate credible labs and study organizations. It does not get much better than that. These biological cleaners work in a time-released manner over roughly 3 months' time and will not usually give immediate results. This is cleaning in a nut shell. Again, please visit the links above for more detailed information.

*If you don't find it under Cleaning Basics, it's not a method and/or product you can use without doing some degree of damage" Yes, it is just that plain and simple.*

Now to address some of the harmful cleaning methods you will find under "Don't Clean With." Let us first begin by putting it this way: "if you don't find it under Cleaning Basics, it's not a method and/or product you can use without doing some degree of damage." Yes, it is just that plain and simple. Due to there being so much disinformation, untruths, and sometimes outright lies concerning available methods and products, we are forced to address some of the most prevalent things that cause damage. The first of these damages occurs when people go to grocery stores, hardware stores, and home improvement stores to find their cleaning solutions. Whether it is due to lack of knowledge or worse, hardheaded resistance to the facts, people and companies that choose this will buy everything from bleach to acidic cleaners and cause irreversible damage. Continued on page 12.

**Supplier Spotlight continued from page 11.**

What may work on your concrete driveway or bathroom grout may do extreme damage to old soft porous stone like marble. This problematic situation mainly applies to the average well-meaning individual with good intentions but companies and businesses are also part of this tragedy. Sadly, some of these destructive methods are perpetuated by a fair number of monument companies. Monument companies are quite often the first natural choice when people have questions pertaining to cleaning as well as other cemetery related issues concerning both historic and modern grave markers. More often than not, they give out a slew of damaging advice from sandblasting to using bleach and acids to clean historic stone. Some do this because they lack the knowledge about historic stone care, and others out of hardheaded resistance to facts and because they are deeply entrenched with years of bad practices. The aforementioned is a perfect example of caring for vs caring about grave markers. One of the chief reasons we embarked upon putting together our CCUS organization and website was to combat the huge amounts of damage we were witnessing over the simple act of cleaning. Through the course of taking this on we also realized there was a great need to assist the monument industry with this historic stone care knowledge. This needs to be done to better assist them and to begin to stop the passing on of damaging practices. We would like to work with individual monument companies and get on the same page with them on many preservation issues like cleaning, so we may recognize them as being well-versed supporters of historic preservation.

The final damaging method we want to address is mechanical cleaning. These methods are some of the most damaging and the most permanent or irreversible. Let us go back to how this began by simply pointing out that there are proven safe methods to cleaning grave markers that are without risk. Mechanical cleaning is using any type of mechanized means to clean grave markers period. If it's not being done with your hands and elbow grease, it's mechanical. This includes sandblasting, power washing, drills, grinders, etc. All of these means remove surface material from old softer stone and can cause the stone to deteriorate by opening up the pores in the stone leaving them susceptible to existing biological growths as well as introducing them to new ones.

*It also speaks volumes to the complete lack of research or credibility these individuals have put into a practice they so vociferously push and defend.*

Let's focus on one of these methods that uses a thing called a Nyalox wheel used on a drill with ammonia and water. This practice-turned-fad has been creeping across the Midwest for about ten years. So let's see if we can unpack this in a short, concise manner. Let's start with things that call into question its credibility. We have been able to narrow its origins to the Connersville, Indiana, area and to mainly one individual or company. For approximately eight years, many of our members and others concerned with preservation have asked simply, "Where does this method come from?" "Who invented it?" "And when?" The aforementioned proponent of this method only answers with a deafening silence. The individual did claim several times that a geologist was consulted who approved and condoned this method. When we asked who this geologist was, we were only met with more silence. We've also asked these same questions of other businesses that use the same practice only to be met with more silence or a simple, "I don't know." We've asked the same of people who have been taught this method at workshops. And again we are met with silence or I don't know. That's just quite frankly not only not credible, but suspicious to say the least. It also speaks volumes to the complete lack of research or credibility these individuals have put into a practice they so vociferously push and defend. Continued on page 13.



***Supplier Spotlight continued from page 12.***

Because the CCUS and its members are fact-based and care about the credibility of methods, we worked with and contacted the most knowledgeable experts in the field and put together their responses as part of our research. Here is what they had to say:

Joy Beasley - Chief of Cultural Resource Preservation Services for the National Capital Region of the National Park Service... "the use of power equipment with abrasive brushes is not allowed, since most historic stone materials are likely already very weathered and delicate. "

Lynette Strangstad – Author of "A Graveyard Preservation Primer"... Abrasive Tools & Practices are Harmful to Gravestones..."It's good to remember that care for gravestones is not just to satisfy our aesthetic desires in the present; it is to preserve the stone for future generations." "D/2 is an effective and responsible cleaning agent, when needed."

Dennis Montagna – Vice President and Conservation Committee Chair, Association for Gravestone Studies

"We neither support nor condone the aggressive cleaning of cemetery monuments, whether through mechanical or chemical means. Moreover, in my nearly thirty years in the preservation field, I can't think of a single case in which the use of power - driven brushes made sense as a stone cleaning tool. In fact, Nyalox brushes are typically impregnated with aluminum oxide abrasives, so they would have an especially devastating effect on calcareous stones like marble, limestone and some sandstones."

Ken Follett - 1st Pres. - Preservation Trades Network...Abrasive Tools & Practices are Harmful to Gravestones

"removal of an existing stone surface, even one that feels rough to the touch, through polishing can accelerate decay through exposure of underlying material of a softer consistency, particularly in a calciferous stone (such as marble" I am a solid advocate of D/2 biologic solution. Regardless, the technique of treatment of stone surfaces of a cultural heritage value with polishing with Nyalox brushes on a power drill is totally off the charts on an international basis in the world of stone and monument conservation. Likewise the bad thinking that gravestones need to be 'returned to how they looked originally'. The very first question needs to be, 'Why do this at all?'

Mary Striegel - NCPTT Conservation Dept... Abrasive Cleaning of Grave Markers

"The NCPTT does not advocate the use of power tools to clean headstones. The use of such tools can abrade and remove granules from weathered marble and limestone. We do not advocate grinding, re - lettering, or polishing headstones as this alters the original surface of the grave marker. The company that makes Nyalox brushes compares their performance to wire brushes, which are much too harsh for a stone surface. Would you use a Nyalox brush on a power drill to clean the surface of your automobile? If not, then you would not use it to clean a grave marker"

Continued on page 14.

**Supplier Spotlight continued from page 13.**

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120 Grit - Orange - Medium - Cleans Tile, Stone, Cement, Brick Mortar, Soft Metals such as Aluminum, Brass and Copper

240 Grit - Blue - Fine - Prepares Plastics, Fiberglass and Rubber, Removes Paints and Finishes from Wood

What the aggressively and abrasive Nyalox wheel looks like. You know it's rough on a stone if it claims to "last up to 10 times longer than wire brushes". Wire brushes are generally at the top of most lists for the worst and most harmful tool used to clean or read tombstones.

Some of the devastating effects from using this aggressive tool just a few short years out from its application. This stone was dirty, but quite legible just before this action took place. Now it is beginning to sugar badly and slowly turning to dust.



This statue restoration was Nyaloxed from head to toe. The overall dark dinginess is where the biological growth is coming back like gang busters after the Nyalox grinding has opened up the pores of the stone. The light colored spots are where repairs and additional mortar patch material was added. This sad transformation took less than two years to occur. This permanently destructive travesty has to end, because this type of "caring for," is certainly not, "caring about" cemeteries and grave markers. Continued on page 15.



### ***Supplier Spotlight continued from page 14.***

It should actually be viewed as sanctioned vandalism. This is the result when fact-based research is not applied to a method. This type of instant gratification that gives off a WOW factor seems to be why the practice carries on as a hired procedure. Cemetery entities are paying out good money every year for this “restoration”. As if that is not bad enough, this practice is being taught in quick five or six hour workshops to the public in general. Turning loose dozens of new Nyalox drill wielding folks on our local cemeteries. A bad practice is tragic enough, but when it turns into a fad it becomes epidemic. This is what happens when word of mouth becomes good enough because Bob from cemetery A told Joe at cemetery B how great this is. Joe doesn’t question any of this because he thinks Bob already did that. So it must be OK. Then Joe tells Sally over at cemetery C and on it continues.

If you have used, hired, or been taught this method, we want you to know we understand. We sincerely believe most people have good intentions and don’t set out to do harmful things to cemeteries. Several of our members actually started out using this destructive practice and all of them will tell you it was because they plainly did not know how harmful it was due to the lack of credible information. The good information on cemetery preservation has not been the easiest thing to find. We are here to tell you that is no longer the case. So please visit our site and feel free to contact us with any questions you may have.

We are currently working with our geologist and other experts on what we have found that pinpoints the exact correlation and causal effect, in an even clearer scientific manner and degree, where Nyaloxing and ammonia as a cleaning agent meet. We hope to have this completed and on our site by the time this article is published.

We hope this article has provided you with a basic understanding of the Cemetery Conservators For United Standards and its basic goals and mission concerning historic cemetery preservation. We feel we have just scratched the surface on this subject and look forward to sharing more with you in the near future with articles that address many topics.

We are an organization of cemetery conservators from across the country.



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# Articles for Sales Managers & Advisors

## *The Champion Within*

### **The Safari Called Life By Dr. Denis Waitley**

Many of my current keynote presentations to major corporations have focused on my recent experiences in Africa, and how they can be applied to our individual and collective performance in pursuit of excellence and quality of life. I view life as a way of traveling on a mysterious, ever-challenging safari, where the trail is blazed by our daily choices, actions and responses.

There is an oft-repeated cliché I have heard ever since I was a boy: "It's a jungle out there!" Every television and newspaper headline seems to shout about the perils of existence. Bad news is always the special meal of the day, and because of the media's increasing preoccupation with what's wrong in the world, each generation believes it is living in the most difficult time in history. How are we to face our deepening feelings of apprehension and fear during a time of increasing global unrest and insecurity? How can we achieve survival, success and serenity in this savage paradise called life?

What I have learned on my annual pilgrimages to Africa on safari, can be applied to our own daily lives. Life in every environment today is a savage paradise. Savage to the ignorant, uneducated, unskilled, prejudiced and ill-informed. A paradise to those who have learned to adapt to and manage change, remain flexible, unhook prejudices, view failures and mistakes as temporary detours and target corrections, and remain lifelong learners. Our safari guides were comfortable and at ease in the dangerous ecosystem of Africa. We, on the other hand, felt vulnerable, insecure and hesitant. We were the newcomers, the tourists. They were the guides, confident through training and experience.

In my book, *Safari to the Soul* I mention another book that made the same parallel as I had, entitled *The Jungle is Neutral*, written by Col. F. Spencer Chapman, an officer in the British army during World War II. Col. Chapman survived for four years as a guerilla fighter in Malaysia. Cut off from the outside world, which listed him as "missing, believed killed," he was isolated deep in the jungle, undergoing ordeals such as few individuals have ever lived to document. He escaped twice from prison camps because, in his own words, "I needed to get back to my assignment!"

When questioned later about his adversaries being expert jungle fighters and the fact that he was up against scorpions, yellow fever, malaria, poisonous snakes, incessant rain, wild tigers, leeches and undergrowth so thick it took four hours to walk a mile, these were Col. Chapman's observations:

*"I had my bouts with most of what you mentioned. Some of it I was prepared for. Some of it I learned on the job. I managed to get around by bicycle, dugout canoe, mostly on foot, and some of the time on my belly crawling through the jungle muck. The jungle provides drinking water, fruit and food, shelter and plenty of places to hide. I also made friends with the tribal chiefs and natives who had lived there all their lives and who taught me coping skills."*

Continued on page 17.



**Articles for Sales Managers & Advisors continued from page 16.**

When it was brought to his attention that others who spent only days or weeks in the jungle swore that the jungle is hostile, cruel and vindictive, Col. Chapman answered resolutely:

*“To me, the jungle is neutral. It is your knowledge, attitude, skills and habits that see you through. The jungle is what it is. It doesn’t think. It is the backdrop for your journey. Your preparation, training, resourcefulness and dedication are what count.”*

On your own safari in pursuit of your professional and personal goals, as you look forward to a new beginning and the climb to a higher level, where you have never journeyed before, remember that acronym called the “KASH-flow” of life.

K is for Knowledge. Invest fully in your lifelong learning. The shelf life of your formal education, with any and all of your degrees, is about 18 months. Every five minutes, there is a new scientific or technological breakthrough that upgrades or makes obsolete what had gone before. Knowledge is the new power and the greatest tool for combating fear and prejudice.

A is for Attitude. Examine your “why,” and compare it with those who are peak-performers in every business. View problems as opportunities to grow, and understand that virtually every successful entrepreneur has been a problem-solver and risk-taker. Taking the calculated risk is what creates security. Seeking security provided by others is the greatest risk to your personal freedom and fulfillment. Your attitude is either the lock on or key to your door of success.

S is for Skills. Attend meetings and conference calls, and take advantage of every opportunity to gain insights and experiences from successful role models and mentors. We learn by observation, imitation and repetition. Model yourself after mentors with proven track records of success, whose character traits and personal lives match their professional accomplishments. Behind every world-class athlete, there is a world-class coach. The same holds true in every business arena. Surround yourself with winning coaches.

H is for Habits. By the inch, success is a cinch. By the yard, it’s hard. Break your major goals down into mini-goals, and stair step your way to the top by establishing a dynamic daily routine that eliminates time-wasting activities and maximizes performance-achieving activities. Remember, the more you train, the more you gain. Habits are like submarines; they run silent and deep. Repetition is the key. Habits grow, over time, from cobwebs into cables to shackle or strengthen our lives. Practice makes permanent. Only perfect practice makes perfect. You don’t break habits; you replace them.

By using the KASH formula, you will increase your cash flow and your productivity, giving you more free time to go on safaris when and where you want. Instead of a tourist, you’ll become a tour guide, with a greater awareness of your environment, courage based on skills and training, and an attitude of confidence to turn every stumbling block you face into a steppingstone to success and fulfillment.

Life is a safari into a savage paradise. The quality of your journey will depend on your preparation, choices and responses. Become a guide instead of a tourist!

Submitted by Kirk Roberts, OCA President



## **REGULAR MEMBERS**

### **JAIME FREDENBURG**

#### **BROOKFIELD TOWNSHIP CEMETERIES**

774 STATE ROUTE 7 NE  
BROOKFIELD, OH 44403  
(330) 448-6941

[Jaime@neohio.twcbc.com](mailto:Jaime@neohio.twcbc.com)

### **KYLE NIKOLA/LARRY NIKOLA**

#### **GREEN LAWN CEMETERY - COLUMBUS**

600 CR 520  
MARLBORO, NJ 07746  
(732) 834-9600

[mempropoh@gmail.com](mailto:mempropoh@gmail.com)

Website: <http://memorialproperties.com>

## **SUPPLIER MEMBERS**

### **MARK MORTON**

#### **CEMETERY CONSERVATORS FOR UNITED STANDARDS**

P.O. BOX 875  
MANSFIELD, OH 44901  
(419) 689-9403

[ceemeteryconservators@gmail.com](mailto:ceemeteryconservators@gmail.com)

Website: <http://ceemeteryconservatorsunitedstandards.org>

### **MAURICE LEVITT**

#### **UMBRELLA MAN**

191 BLAIR VALLEY DRIVE  
MARIETTA, GA 30060  
(404) 630-4275

[umc2@mindspring.com](mailto:umc2@mindspring.com)

### **WES JONES**

#### **NATIONAL TRENCH SAFETY**

260 N. SAM HOUSTON PKWY E - STE  
HOUSTON, TX 77060  
(832) 200-0988

[wesjones@ntsafety.com](mailto:wesjones@ntsafety.com)

Website: <http://ntsafety.com>





## ROBERT HETTINGER

**ON RECEIVING THE 'OUTSTANDING EMPLOYEE' AWARD FOR THE YEAR 2018. ROBERT WAS**

**UNABLE TO ATTEND ON AWARDS PRESENTATION NIGHT. JIMMIE BLEVINS OF UNION CEMETERY – COLUMBUS ACCEPTED THE AWARD ON HIS BEHALF.**

**ROBERT HAS BEEN AT UNION FOR 24 YEARS. HE IS VERY DEDICATED TO HIS JOB AND IS SOMEONE YOU CAN ASK TO DO ANY KIND OF WORK AND IT'S ALWAYS DONE WITHOUT ANY COMPLAINTS OR ARGUMENTS.**



*A man visiting a graveyard saw a tombstone that read "Here lies John Kelly, a lawyer and an honest man."*

*"How about that! he exclaimed. "They've got three people buried in one grave."*

*Louise Mayer  
in Cappers*



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## Ohio Cemetery Association

Centerville Office  
219 Webbshaw Drive  
Centerville, Ohio 45458

(937) 885-0283 (Phone)  
[jburrowes@cemeterydata.com](mailto:jburrowes@cemeterydata.com)

[www.ohiocemeteryassociation.com](http://www.ohiocemeteryassociation.com)



Calvary Cemetery - Dayton