



September 18, 2024 - Auburndale Memorial Park - Auburndale, FL

8:00 a.m. – 8:30 a.m.	Breakfast and Registration	
8:30 a.m.	Welcome	Christine Elrod & John Abbott
8:30 a.m. – 9:15 a.m.	Interment Verification	John Abbott, General Manager Sylvan Abbey Cemetery
9:15 a.m. – 9:35 a.m.	BREAK (20 Minutes)	
9:35 a.m. – 10:20 a.m.	Safe Graveside Set Up	Craig Roberts and Greg Roberts, Owners Roberts Vault
10:20 a.m. – 10:45 a.m.	BREAK (20 Minutes)	
10:45 a.m. – 11:45 p.m.	Cemetery Risk Management	Mark Betten, M.E. Wilson Tony Elrod, Southern Consultants
11:45 p.m. – 12:30 p.m.	LUNCH (45 Minutes)	
12:30 p.m. – 1:30 p.m.	Best Practices in Cemetery Management	Mike Ondina, Evergreen Cemetery Tina Williams, Osceola Memory Gardens
1:30 p.m. – 1:50 p.m.	BREAK (20 Minutes)	
1:50 p.m. – 2:50 p.m.	Being Better Prepared for Your Next Inspection	Thurman Lowe, Financial Administrator Division of Funeral Cemetery and Consumer Services
2:50 – 3:00	BREAK (10 Minutes)	
3:00 – 4:00	Planning Successful Events in The Cemetery	Keenan Knopke, 9-11 Memorial Mike Ondina, Pumpkin Run
4:00 – 4:30	Roundtable Discussion and Wrap Up	



Interment Verification

The adage “measure twice, cut once” could not be more applicable than in a cemetery setting. This session will give attendees valuable tools for precision interment.

Key Takeaways: In this session participants will learn:

- How to properly layout a grave space
- The Blind Check Process
- How to ensure your process has checks and balances to ensure proper placement

Presenter: John Abbott, Area General Manager, Dignity Memorial

Safe Graveside Set Up

The graveside ceremony is a critical component of a family’s send-off for their loved one. How do you ensure it goes off without a hitch?

Key Takeaways: In this session participants will learn:

- The proper methods of measuring, marking, excavating, and shoring up gravesites as well as dressing the sites and setting lowering devices.
- How to protect surrounding turf and memorials.
- How to ensure safe access for attendees and employees.

Presenters: Craig Roberts, Owner, Roberts Vault
Gregg Roberts, Owner, Roberts Vault

Cemetery Risk Management

With backhoes, mowers, employees, families and others constantly moving around the cemetery, and a variety of tools, pesticides and other potentially harmful items being used by your staff, how do you ensure work gets done in a safe and efficient manner?

Key Takeaways: In this session participants will learn:

- Most common violations?
- Key factors for safely operating heavy equipment.
- Top 10 risks found in cemeteries.

Presenters: Mark Betten, M.E. Wilson, Insurance, Director of Risk Management
Tony Elrod, Southern Consultants, President



Best Practices in Cemetery Management

Effective cemetery management is rooted in having documented procedures and policies to ensure effective operation and compliance with the state's regulatory framework.

Key Takeaways: In this session participants will be provided with:

- Proven methods of effective record keeping
- The proper way to execute a transfer of burial rights
- A better understanding of cemetery regulations and legal documents

Presenters: Mike Ondina, President/GM, Evergreen Cemetery, Funeral Home and Crematory
Tina Williams, Compliance Officer, Osceola Memory Gardens

Being Better Prepared for Your Next Inspection

Nobody is perfect, but this session will provide you with tools to get close to it, to ensure your inspections go as smoothly as possible.

Key Takeaways: In this session participants will learn:

- How to effectively prepare for a cemetery inspection
- The most common violations identified by inspectors
- How to use the inspection audit page and checklist to improve your cemetery

Presenter: Thurman Lowe, Financial Administrator, Division of Funeral Cemetery and Consumer Services

Holding Community Events in Your Cemetery

Hosting events in your cemetery to commemorate holidays, historical events and other important hallmarks are great ways to serve families and market your location. How do you go over and above to serve your families?

Key Takeaways: In this session participants will learn:

- How to host events that will wow attendees
- How to get everyone in your location involved
- How to market events to families and the public

Presenters: Mike Ondina, President/GM, Evergreen Cemetery, Funeral Home and Crematory
Kennan Knopke, President & CEO, Curlew Hills Memory Gardens

Roundtable Discussion and Wrap Up

- Problems are you facing?
- What "new" best practice do you have?