

**Department of Commerce**  
Division of Real Estate & Professional Licensing

**Local Government Officials' Conference**  
*Cemetery Maintenance & Resources*

Laura A. Monick, Registration & Resolution Chief

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**Complaints Filed**

2014 – 30, Audits – 10  
2015 – 29, Audits – 14  
2016 – 28, Audits – 8

2017\* – 4, Audits – 2

\*As of March 24, 2017




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**OHIO CEMETERY DISPUTE RESOLUTION COMMISSION**

- 9 member commission
  - 7 representing the three types of cemeteries
  - 2 public members
- Assist in resolving complaints against registered cemeteries using informal techniques of mediation.
- Complaint process
- Authority




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### TOP COMPLAINTS

- No records & Families conducting burials/finding burial locations

- How many graves do I have left?

Smith Family

	Jane 12/1/84	
John 8/15/79		



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### TOP MAINTENANCE COMPLAINTS

- Lot conditions – seeding, settling, tree limbs, debris



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### TOP MAINTENANCE COMPLAINTS

- Lot conditions



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### TOP MAINTENANCE COMPLAINTS

- Marker/monument damage



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### TOP MAINTENANCE COMPLAINTS

- Markers/monuments + trees = complaints



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### TOP MAINTENANCE COMPLAINTS

- Damaged Vaults



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### TOP MAINTENANCE COMPLAINTS

Road conditions



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### TOP MAINTENANCE COMPLAINTS

- Flags/decorations/flowers
- Enforcing currently existing rules



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### AVOIDING COMPLAINTS

Rule regarding flowers/decorations should be posted at the cemetery



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**AVOIDING COMPLAINTS**

- Minimum Maintenance Guidelines
- Your rules and regulations
- ORC Chapter 517 – Townships
- ORC Chapter 759 – Municipalities/Villages/Unions



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**AVOIDING COMPLAINTS**

- Minimum Maintenance Guidelines
  - Cut grass once per month during the growing season
  - Trim around markers/monuments three times a year
  - Sod or seed graves as necessary within one year of interment



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**AVOIDING COMPLAINTS**

- Minimum Maintenance Guidelines
  - All graves or lots should be identified by a map that is stored in the office of the cemetery
  - Effective March 19, 2015, newly developed lots should be pinned and owners' names should be recorded so that family lot positions are clearly identifiable and able to be located.



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## **AVOIDING COMPLAINTS**

### Minimum Maintenance Guidelines

- Electronic or paper cemetery records
  - Should be maintained in the cemetery's office
  - Paper copies of records should be maintained in a fireproof container
  - If possible duplicate copies of all records should be maintained off-site.
  - It is permissible to maintain records in an electronic format so long as the electronic copies are true copies of all the original documents.



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## **Resources**



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### **Ohio Auditor's Office**

- Open Government Trainings
- Financial Health Indicators
- Assists Local Governments with financial, accounting and budgetary issues
- Trainings and Conferences

[www.ohioauditor.gov](http://www.ohioauditor.gov)



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**Treasurer of Ohio**

- Smart Money Choices Speakers Bureau
- STAR Plus – cash management program for Ohio political subdivisions
- Ohio Market Access Program for cities and local governments
- Center for Public Investment Management – education program for Ohio’s public funds managers

[www.ohiotreasurer.gov](http://www.ohiotreasurer.gov)



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**Ohio Environmental Protection Agency**

- Grants to establish and implement recycling and litter prevention programs
- Compliance Assistance and Pollution Prevention
- Publications and FAQ section

[www.epa.state.oh.us](http://www.epa.state.oh.us)



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**Ohio Department of Administrative Services**

- State and Federal Surplus Services

[www.das.ohio.gov](http://www.das.ohio.gov)

**Beyond Boundaries: A Shared Services Action Plan**

- Shared Services Action Plan
- Tool Kit to implement shared services

[www.beyondboundaries.ohio.gov/index.aspx](http://www.beyondboundaries.ohio.gov/index.aspx)



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**U.S. Department of Veterans Affairs**

- Burial and Memorial Benefits
- Headstones, Markers and Medallions
- Nationwide Gravesite Locator

[www.cem.va.gov](http://www.cem.va.gov)

**Ohio Department of Veterans Services**

- Benefits information
- Family Support Services

[www.dvs.ohio.gov/HOME](http://www.dvs.ohio.gov/HOME)



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**Ohio Sheriffs' Association**

- List of all Ohio county sheriffs with contact information and links to local department websites
- Local county offices may offer safety training

[www.buckeyesheriffs.org/county-map.php](http://www.buckeyesheriffs.org/county-map.php)



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**Ohio Prosecuting Attorneys Association**

List of all Ohio county prosecutors with contact information and links to local county websites

[www.ohiopa.org](http://www.ohiopa.org)



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**Ohio History Connection**

- History Fund Grants and links to other funding opportunities
- Archival Consulting Services
- Options and pricing for custom digitization of historic materials
- List of archaeology and history/architecture consultants and education programs
- Certified Local Governments (grants)
- Building Doctors

[www.ohiohistory.org](http://www.ohiohistory.org)



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**Ohio Cemetery Association**

- Newsletter
- Winter & Spring Conferences
- Fall Maintenance Seminars
- Crematory Operator Certification program
- Legislative Committee

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



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**Ohio Township Association**

- Publications
- Annual Conference
- Leadership Conference
- One day trainings
- Legislative Committee

[www.ohiotownships.org](http://www.ohiotownships.org)



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**Ohio Municipal League**

- Education Opportunities
- Special programs and services
- Workers Compensation information
- Legislative Committee

[www.omloho.org](http://www.omloho.org)



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**U.S. National Parks Service  
National Center for Preservation, Technology and Training**

- Best practice recommendations for cleaning government issued headstones.
- Preservation blog
- FAQ on preservation best practices
- Education and training
- Technical Resources
- Articles

[www.ncptt.nps.gov](http://www.ncptt.nps.gov)



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**Ohio Genealogical Society  
(and Local Chapters)**

- Workshops including cemetery restoration and preservation
- Cemetery Research

[www.ogs.org/index.php](http://www.ogs.org/index.php)



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**The Association for Gravestone Studies**

- Annual Conference
- Publications
- Workshops and exhibits

[www.gravestonestudies.org](http://www.gravestonestudies.org)



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**Chadwick Arboretum – OSU main campus**  
**Secrest Arboretum – OSU Wooster campus**

- Learning gardens
- Walking tours
- Annual plant sale – at Chadwick
- Volunteering and membership opportunities offers education seminars and publications

[www.chadwickarboretum.osu.edu](http://www.chadwickarboretum.osu.edu)  
[www.secrest.osu.edu](http://www.secrest.osu.edu)



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**QUESTIONS?**

- Mailing Address:  
Ohio Department of Commerce  
Division of Real Estate and Professional Licensing  
77 South High Street, 20th Floor  
Columbus, OH 43215-6133
- Phone (614) 466-4100
- Fax (614) 220-7103
- Email [WebReal@com.state.oh.us](mailto:WebReal@com.state.oh.us)

[www.com.ohio.gov/real](http://www.com.ohio.gov/real)



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