



Dear Dental Family!

December 2020

This year's heading now has the addition "Be safe and be well."

What a year! One of the communications that came my way shared an awareness of this life altering pandemic in a different perspective for my generation. If we had been born in 1900 we would have experienced World War I, the Swine Flu, the Great Depression and World War II by the age of 45 years old. Our generations have never had the environment or a major event limit general travel, continuing education courses or connections with friends and family. And I am grateful that the environment gets a chance to recharge with less pollution.

The world will never be the same even if Covid disappeared immediately. So many of us found the ability to work from home and the need for less material goods, clothing and experiences. We have had a chance to go inward and find comfort within and become more aware of our well-being. Learning to hear our silence and find new heart-felt gratitude is a priceless gift.

Another group has found it incredibly difficult to be alone or in relationships that are not healthy. I am sad and sorry for the difficulties that exists in our community.

Some families have the advantage to reunite under one roof due to Covid as otherwise they would be in different locations. Some have learned to be more creative in the kitchen and be aware of what they eat. Others the opposite! Many have learned technology to help them communicate with others face to face through screen time.

This year in February 2020 I went for a three week meditation in Rishikesh, India and then celebrated my birthday on a tiger safari. I was so fortunate. In the past I participated in two tiger safaris and they were totally elusive. Tiger safaris are different than the African safari's as it is primarily a one animal show! Five tigers came to visit me over a period of three days, beginning on my birthday. It was magical to be spellbound being in nature, watching their behaviour and their movements. A week later I was lecturing at the Pacific Dental Convention in Vancouver, sharing my learnings over the years with my dental community. Upon return a few days later Canada declared a pandemic and all dental offices were shut down for three months. It definitely was not a holiday time. I spent 10 to 14 hours a day trying to figure out how we could safely reopen and learn more about the virus and its future effects.

Special thanks to Dr. Naz and Dr. Leyla, Franny and Catalina for coming into the office for emergencies during our three months shut down.

We posted a few homemade videos to our clients about diet, home care and grinding and clenching. We have found a lot of damage to teeth that has occurred during this isolating time. We want to keep you safe. Thank you for the positive feedback that you have shared with me. My team and I also undertook a tremendous amount of continuing education daily and had Zoom meetings! I was privileged to give a webinar to 454 dental professionals across Canada called Holistic Treatment Planning. The following day I recorded it with easier language to share with all of you. Invisalign sponsored this presentation. You can view all of these videos from my website or search in YouTube. I also gave a webinar to healthcare practitioners on lasers and the lecture on home care products can be viewed on the Oral Science website.

Coming back early June when we were allowed to reopen our practices, created a new "normal". We had different procedures and protocols that were necessary and we created a new schedule for our appointment times. The PPE personally made me feel like a Martian or an astronaut working on a different planet. I felt robotic and like a mechanic. I felt like my passion for dentistry had been erased. I continued, because of the great support from my team and my friends/clients who came to see us and were so appreciative and kind to us in our new "tented" dental home. It has taken me five months to break through this barrier and now I have thankfully regained my sense of joy being at the practice. The PPE is with me, however it no longer "rules" me. My feeling of joy has returned knowing that I can connect with you and my team in a heartfelt manner.

These are challenging times. We now have a Covid intake person at the front door who greets you. We screen Covid questions before you come in and at the front door as well. The way we clean and sterilize the rooms surpasses Ontario dental standards.

Our continuing education is now online. We do virtual calls and consults to save in-office visits. My team and I enjoy these virtual calls. Since dental work cannot be done remotely, we do have the pleasure of seeing you in the office.

November 1, 1980 was the day that I received my key to open my office at 1950 Yonge St. 40 years later with renovations and updates, we are still happy to have this location as our dental home. As you know I always want my office to be your happy dental home. A place where you can feel comfortable and know that you will always have choices and be educated with the knowledge to make the best decision. Throughout the years we have been providing minimally invasive dentistry and gathering high end technology that is available. My work in dentistry never feels like work. My long-term clients have had the need for very little dental work over the years. It makes me feel proud that the philosophy I embraced has shown its rewards. Thank you for being with me all these years. As you know I have a lot of joy in connecting with each one of you and I'm very fortunate to have gathered a wonderful team that supports our mission and philosophy of the practice.

Through stressful times, medications and ageing, dry mouth is becoming a very challenging factor to keep our teeth and gum tissues healthy. We often find multiple areas of decay and inflamed gum tissues. Please make sure that you have like a large amount of water intake and access to products necessary to help maintain your dental health. We are here to help you. If you wake up in the morning and your mouth is dry, please ask us.

Covid has created many changes within our office. Unfortunately we cannot offer you carrot, ginger and celery fresh squeezed organic juice. Nor can we offer hot ginger tea. I'm very sorry for this. Our reception area can only be accommodate 1-2 people at a time.

We are following Public Health rules as well as the Royal College of Dental Surgeons guidelines. I know there are many different opinions about Covid protocols - however our goal and belief is to play safe and follow the regulations of our governing boards for the safety of all.

Dr. Bernie and I have known each other for over 20+ years and is taking an extended leave of absence to look after his wife Joy of over 50 years at this time. When Bernie joined us we had a photo in the newspaper showing the first male to join our practice. Our prayers and love are with both.

Dr. Urusa who has also been with us for 20+ years is now focusing her clinical time at her other practice in Aurora.

Ljiljana who has been with us for 26+ years has now become a digital specialist for Align technology, to help the dental community become more digitally aware and interface the technology within their practices.

We truly miss Bernie, Urusa and Ljiljana for their commitment to the practice.

A special thank you to my wonderful team who has weathered through the pandemic with me. We are a caring dental family and team who embrace our work and your kindness, encouragement and gratitude is appreciated beyond words. We appreciate your trust and friendship.

We extend our sadness of the loss of loved ones this past year.

May your holidays be filled with warmth and cheerful celebration.

Please stay safe and well. Our dental team looks forward to easier days ahead for all of us. Let's look forward to the road to recovery in 2021.

With heartfelt gratitude and love to all,
Dana and Team

A handwritten signature in black ink that reads "Dana". The signature is written in a cursive, flowing style with a period at the end.