



VOLUME 2  
ISSUE 1  
DECEMBER 2010

# Stevvan Anderson

A perfect first impression

Can a computer network put  
a smile on your face? You bet!

**Niloufar Sirat**  
Loving every minute of it

## Computer or Network Problems?



TDCNet is a computer and network support company specializing in preventing problems for small businesses with 10 to 75 employees.

**We understand technology so that you don't have to.**

**CALL US NOW FOR YOUR  
FREE NETWORK AUDIT  
VALUED AT \$500!**



Managing your connections

(416) 913-8998 | [www.tdcnet.ca](http://www.tdcnet.ca)

## Publishers' Message



### Comfort and warmth

Another change of season is upon us. We hope you have enjoyed the exquisite fall colours, the fun of Thanksgiving and Halloween and the fresh chill in the air.

With winter upon us, there's no reason to dread the colder weather. As always, you can count on nothing but ease, warmth and comfort from the PA team.

From front of house to back office, we are always striving to ensure your visit is not just painless – but pleasurable.

From Patient Coordinator Stevvan Anderson (profiled on page 4), to one of our talented Dental Assistants, Niloufar Sirat (see the next page), to our incredible network and computer support team TDCNet (page 6), every facet of PA is working to find new ways to improve the service you have come to expect from us.

That's the great thing about our approach – you can count on us to make your experience with us better every time.



INSIDE PA



INSIDE PA is published four times a year by Prosthodontic Associates and distributed in-house, by mail and electronically.

All contents and photography  
© 2010 Prosthodontic Associates

Send subscription requests to:  
[newsletter@buildyoursmile.com](mailto:newsletter@buildyoursmile.com).

Design by [dogandponystudios.com](http://dogandponystudios.com).



# Niloufar's Bright Smile

With an entire team of staff so happy to come to work each day, it's hard to pick out one smile that shines brighter than the rest - until you see Dental Assistant Niloufar Sirat. Some things you just can't hide, like the enthusiasm Niloufar has for her job at PA.

Born in Iran, Niloufar was drawn to Canada in pursuit of a better life. She found everything she was looking for – and more. As with several other members of the PA family, Niloufar's path to working in dentistry was an indirect one. "I began by first studying accounting at George Brown College," says Niloufar, "but that didn't interest me as much as I thought it would. I found the right fit at CDI College and decided instead to become a Dental Assistant. And what a terrific choice that was!" says a beaming Niloufar.

Dentistry is the perfect career for Niloufar. With her love for working with her hands as well as interacting with people every day, dentistry has it all. Explains Niloufar "I love meeting new people, getting to see their different personalities and most of all seeing the smiles on their faces when the work is complete."



**I love meeting new people and seeing the smile on their faces when the work is complete.**

Niloufar came to PA after a dentist for whom she was working as a co-op student showed her an advertisement for a specialty office looking for a full time assistant. After upgrading to an Intra-Oral Dental Assistant Level 2 Diploma, Niloufar was invited to become part of the PA family. "Now I'm proud to say I'm working with the best dental professionals in Canada, and I love every minute of it."

Niloufar believes that the values her parents instilled in her - to be brave, to be honest, and to be hard working - are the reasons she's found such fulfilling work at PA. But surely there's one place Niloufar might rather be than at work? "On a hot island with a cold beer," she grins, "reading a novel!"



# Stevvan Anderson

## His warmth and smile is no act

Patient Coordinator Stevvan Anderson has all the charm and charisma of a Hollywood star – which is no surprise considering his extensive background in the performing arts. But don't be misled; Stevvan's sunny disposition is no act. In fact, he has his winning personality to thank for bringing him into the PA family. "I couldn't have expected that a summer job in a restaurant would lead me to dentistry and ultimately here, but that's exactly what happened," Stevvan explains. "After serving this one gentleman about 30 times at the restaurant, he asked me what I planned to do once the summer ended. I didn't have an answer for him. So when he asked if I'd consider working for him in his dental office, I just had to check it out. After spending one hour in his office, I felt like I was home."

Stevvan worked in that dental office for some time and this October marks five years since he got the call to join PA. But he's had so much fun he can't believe that time has come and gone so quickly. As Patient Coordinator, Stevvan's professionalism behind the desk is perfectly complimented by his natural sociable personality. "When you're a people person like me this position just doesn't feel like work. And when you consider your coworkers as friends it makes coming here each day a pleasure," says Stevvan. It's no coincidence Stevvan is the first step in the PA experience, and he takes great pride in his responsibility. "I mean it when I say Stevvan is the nicest guy on earth. As you walk into our office you see his smiling face and you just know your experience will be great," says Dr. Barzilay.

"Having a background in acting actually benefits me a great deal in this position. At the end of the day, both roles are about connecting with other people." It's hard to imagine PA without



**"When you're a people person like me, this position just doesn't feel like work."**

Stevvan's infectious positivity, but if there's one other place his star quality be perfectly suited it is on the big screen. Stevvan was awarded an acting bursary after finishing high school in Pembroke Ontario. That bursary led to three years of formal acting training at Humber College. There's no doubt he possesses the same unique qualities found in the most talented acting stars: a striking first impression, an astute understanding of people and the ability to make immediate connections with everybody he encounters.

For Stevvan, though, there's no doubt PA is exactly where he belongs. "I really believe it to be true that everything happens for a reason and timing is everything. Five years later and I'm still thrilled to be part of the PA team. I consider myself lucky to be along for the ride, as the PA direction is always moving forward." Ask anybody at PA, and they'll insist



they're the lucky ones. "Even on the dreariest days in the middle of winter we know we can count on Stevvan's constant smile to brighten our mood," says Mariela Gonzalez.

When he's not sharing his positive energy around PA, Stevvan keeps busy at the gym – four times a week! As well, Stevvan's creative side extends to creating art. "I have a passion for painting with acrylics. I started about five years ago and I absolutely love it. Except for cleaning up afterwards," Stevvan laughs. "I think I need a cottage somewhere so I can paint and not have to clean up the mess when I'm done. Although if I had a cottage it'd probably always be full of family and friends."

Family and friends are very important to Stevvan, whose philosophy is 'high quality is worth any quantity, in possessions, friends and experiences'. Indeed, ask him how he'd spend a ten million dollar lottery win and Stevvan immediately thinks of his family and friends. "I'd put money away for my seventeen year old son, take my mom anywhere she wants to go and I'd definitely share the money with my close friends and family. Oh, and I'd get that cottage of course."

Stevvan believes that close relationships make life rich, and whether he's at home or he's at work Stevvan is always cultivating connections with those around him "It's a rarity in our busy



Stevvan's deeply creative side includes his passion for painting with acrylics.

world for somebody to take the time to really engage with the people they encounter in a day. But Stevvan always makes that effort," says Dr. Barzilay. "If you've been to PA you know he's not just behind the desk – it's not unusual to see him sitting with a regular patient chatting and catching up, and you can tell he really cares." That's precisely what makes Stevvan such a perfect fit for PA: we make sure you get the best smile, and he makes sure you have a reason to smile.

### Your chance to win a gift basket!

Where did Stevvan attend high school? Send your answer to: [guess@buildyoursmile.com](mailto:guess@buildyoursmile.com).

The winner will be drawn for all correct entries and will be announced in the next issue of Inside PA.

## Profile Follow-up



"At the end of the summer, my mother came for a visit from Iran. She hadn't seen the incredible scenery that Western Canada has to offer, so we decided to take a trip out west. It was an incredible time. She was smiling ear-to-ear the whole time." - **Roya Assai**

Congratulations to P.B. from Barrie, who won movie passes for correctly answering "As a midwife, how many babies did Roya deliver?"  
The answer is "over 300".



# What powers our digital dentistry? TDCNet!

It's no secret that technology is at the forefront of strong patient care at PA. We have always invested extensively in new dental technology to provide you with comfortable and effective services. As you walking through the office you'll see TV monitors, computers and screens almost everywhere you look. But what you might not know is that these are an essential component of a paperless office and instant communication between our operatories, front desk, lab and outside sources – communications that ensure you the best experience every visit.

Digital dentistry, however, requires an advanced level of computer and network support, which is why PA has been turning to TDCNet for the last 15 years. TDCNet proactively monitors and maintains the network to ensure that it functions smoothly and that all patient data is readily available and secure.

As Prosthodontic Associates has grown from 8 to over 50 computers, TDCNet has been there to help employ the best practices for security, performance and reliability on our network. All Prosthodontic Associates systems are monitored 24/7 to ensure maximum up-time, so whenever anyone from our team needs computer support they call the TDCNet Help Desk, who can usually solve computer issues remotely.

Privacy and security of data is a top priority to the PA team, and TDCNet has built a network that ensures your information is highly secure. All data is backed up using military-level encryption and the TDCNet system is highly redundant so if the office ever had an issue – whether it's hardware failure, software corruption, viruses or worse – we are protected and would be able to get back online quickly. We're never willing to risk the security of our practices' and patients' private information – or the risk of downtime – so we implemented TDCNet's *Much Better Backup* solution. This backup solution monitors and manages the system 24x7 by TDCNet's



Digital dentistry is more than convenience and the best patient experience. It's all about network security, reliability and performance.

Network Operations Centre so everyone can rest easy knowing they are being backed up every 15 minutes, with daily verification tests are run to verify the integrity of the data.

We pride ourselves on using the most current digital modalities to improve patient care. TDCNet specializes in providing computer and network support for small businesses such as ourselves. They are a family-owned company focused on preventing technology problems for companies with 10 to 75 employees. TDCNet has been an essential partner for us in achieving that goal and ensuring we eliminate the risks of downtime and data loss. They built our network from the ground up and continue to offer us proactive advice on improving security and reliability. TDCNet gives PA something to smile about – an easy and secure network.

If you have a small business, you may not be taking the right steps to backup your data and ensure your network is secure and problem free. TDCNet has generously agreed to offer friends of Prosthodontic Associates a **free network audit** to help you achieve these goals.

To take advantage of this offer, just email [erin@tdcnet.ca](mailto:erin@tdcnet.ca), or attend TDCNet's annual seminar at Prosthodontic Associates Centre for Excellence (PA's own education centre).



# Paparazzi!

## Getting together to give back and to kick back

### Becel Ride for Heart

In early June, 2010, thirteen members of the PA team rallied together in the cold, pouring rain to participate in the annual Becel Ride for Heart Corporate Challenge. No amount of difficult weather could bring down the excitement and determined spirit of the PA family – we've got their smiling photos to prove it! In the end they raised well over \$8000.00 for the Heart and Stroke Foundation. The PA team gives a huge thanks to their family, friends and patients for their generous support. They can't wait to do it all again in 2011, and welcome all to join in supporting this great cause. Look us up on Facebook and you can check out more pictures!



### Fun in the Sun at Dr. Klaiman's Cottage

Everybody at PA was thrilled to be invited to Dr. Klaiman's cottage. The fun started on the bus to Orillia (arranged by Dr. B – thanks!), and it only got better from there. Dr. Klaiman and his wife Paula were perfect hosts. The team enjoyed an endless summer day of swimming and water sports. Everyone had some much deserved rest and relaxation. Have you ever seen smiles so bright?





# Holiday thoughts from the PA family

There are few things the PA family enjoys more than getting together to celebrate the holidays – and this year is no exception. But you can probably see that from the beaming smiles worn by everyone!

As we gathered to celebrate the past year, our thoughts were with our friends, family and you – our treasured patients. We hope that your celebrations at this time of the year are festive, joyful and you look forward to the New Year as much as we do. **Happy Holiday!**



---

## PROSTHODONTIC ASSOCIATES

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

2300 YONGE ST. SUITE 905, BOX #2334

TORONTO, ON M4P 1E4

TEL: 416 322-6862 FAX: 416 322-5282

[info@buildyoursmile.com](mailto:info@buildyoursmile.com)

