

VOLUME 2  
ISSUE 3  
FALL 2011



# PA's Patients

Taking us along on their adventures

**Carina Arruda**  
Front and centre with a smile



## For peace of mind: New technology at PA

The PA team doesn't stop at building great smiles — we always strive to take complete care of your total oral health. We know our patients are busy people with busy lives, so it's our goal to offer quick, convenient care, without sacrificing attention to your most important concerns. Because oral cancer doesn't always make itself apparent, it can be a very dangerous disease. Luckily, early detection is possible with the help of the right screening devices.



To ensure your peace of mind, Prosthodontic Associates, has always undertaken classical oral cancer screening as part of our recall protocol. PA now offers enhanced oral assessments with a new Oral Cancer Screening Device. This new device is touted as revolutionizing technology that can help us identify suspicious lesions as early as possible, when treatment is most effective. In just a few minutes you can receive a thorough oral cancer examination, alerting your doctor to any suspicious abnormalities. Of course, final determination is still made in the conventional way, with referral to an oral pathologist. Oral cancer screenings of this kind should be conducted every year.

As always, you can count on PA to implement the newest and best technology to build and protect your oral health.



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

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## Publishers' Message



### Now, for something a little bit different...

Once again the trees are bare and the cold is upon us, bringing with it a new edition of Inside PA. This time, we are excited to present a new twist on the newsletter you love.

We at PA consider ourselves lucky to have gotten to know our fantastic patients over the years. At each visit, we look forward to catching up on your lives and hearing your stories — when you're not opening wide and saying "ahh" that is! So for this issue, we decided to turn our newsletter's focus outward by profiling four very special PA patients, in addition to our regular features.

That's just one more way that PA is different from the rest: from dental technology to our own newsletter, we're always looking for ways to stay fresh. After all, to be a leader in ultimate patient care, you have to stay ahead of the curve.

Now, as the current year winds down to a close, we wish you a joyous holiday season - however you celebrate it — and as always, all the best in the New Year.

## Carina Arruda Front and centre with a smile

Each member of our team has a unique story of how they came to work for Prosthodontic Associates. For Patient Coordinator Carina Arruda, choosing a career in dentistry was never a difficult choice to make. "Growing up in Portugal, the dental hygiene was very bad. When we came to Canada I saw the benefits of proper dental hygiene. I knew right away I wanted to help people have beautiful smiles!"

Carina joined the PA family in April 2010, and she brings with her seven years of experience. This gives Carina a great advantage, and allows her to answer your questions with confidence — and her trademark smile. Although she was initially interested in the role of a dental hygienist, a few science courses and a better understanding of the position changed Carina's direction. Once she discovered the administrative aspect of dentistry, Carina quickly realized her future was in the office.



The moment she found her niche, there was no looking back. But it was through sheer chance that Carina came to work with Prosthodontic Associates. Shares Carina, "I was looking for a job and went for an interview where a family member of one of the PA staff worked. She felt I would be perfect for PA instead, so she sent my resume over, and here I am!" And what does she have to say about working for the PA team?

"It's truly beautiful, I love it here!" exclaims Carina. "This is hands-down the best environment I've ever worked in — we really are like a family."

When it comes to family, Carina knows there's nothing more important in life. Whether she's at home relaxing or on an exciting vacation, Carina always prefers to be surrounded by her friends and family. "They shaped who I am today," Carina explains, "teaching me traditional values — just to be a good person and to work hard."



It's probably no surprise that a woman like Carina boasts a few secret talents. Specifically, Spanish dancing and singing are huge passions of hers. The best way to start the day for Carina? Singing her heart out in the shower, of course! She just loves singing along with the music of her two favourite singers: Celine Dion and Shania Twain. Listen carefully, and you might even hear her singing in Portuguese or Spanish — both languages in which she is fluent! As for guilty pleasures, if you happen to see Carina sneaking out of the theater after the new Smurfs movie, don't tell anyone! "I haven't seen the new one yet," she laughs, "but I can't wait to!"

Everyone at PA is thrilled to have Carina as a member of the family, and that feeling is definitely mutual. "I wouldn't change places with anyone!" she insists. Carina has loved her time this far at PA, and can only imagine what the future will bring. But no matter what comes next, Carina is ready for it. Her advice for a happy life? "Never take things for granted, don't hold grudges and always seize the day!" Sounds like solid wisdom indeed!

# YOU... the patients

## The most fascinating characters in the PA office!

From first thing in the morning until the last goodnight at end of day, the PA office is always full of bright, smiling faces. But just what makes this place so special? Here at PA the smiles come not only from our team of professionals, but from our loyal patients as well. And everybody knows it isn't often that there are smiles on patients coming in for dental work!

**“I can't wait to visit with my patients, they're always telling me such fascinating stories”**

We don't have to tell you that a visit to PA doesn't feel like a visit to the dentist — if you're here, you already know it feels a lot more like catching up with family. “I can't wait to visit with my patients, they're always telling me such fascinating stories,” says Dr. Barzilay. And he's



not exaggerating! In this special edition of Inside PA, we will introduce you to four of PA's interesting patients. From working for Canada's Olympic team, to travelling to the far corners of the world, to staging a production of India's greatest epic, you won't believe the fascinating characters who could be sitting next to you in the waiting room.



### **Meet Irv Himel**

Speaking of fascinating characters, if you ever find yourself waiting in the PA offices alongside Irv Himel, you're definitely in for an entertaining conversation. And just try to get a straight answer out of the guy! Irv has traveled the world a few times over, and in doing so his sense of humor has only gotten more zany.

When asked what he wanted to do when he grew up, he imagined himself as a “Male model.” And what is his profession now? Irv grins and

answers, “Has-been male model.” In all seriousness, Irv really loves to spend his time doing one of his three hobbies: bird watching, photography, and traveling. Indeed, the strangest thing Irv has ever done combined all three of his hobbies, when he found himself walking amongst penguins!

“That was the most exciting place I've ever traveled to,” says Irv, “when I visited Canada's Northwest Passage.”

To his friends, Irv might seem a little bit eccentric sometimes, but he is simply spurred by his thirst for adventure. More than that, Irv lives every day by the motto that “life is good.” Although he claims he is not naturally inclined to be a people person, you would never know it to meet him. Always with a joke and a smile, Irv just wants to enjoy every moment he has. And when you're in his company, you'll find yourself enjoying every moment along with him. That's just how it is with somebody who is living out his idea of happiness every single day.

For somebody who has seen so much of the world, though, it is a little surprising to learn that his favourite place to touch down is back home in Toronto. And thank goodness that's the case! After all, if he didn't come back from his exotic vacations we wouldn't have the chance to hear all his incredible stories. And lucky for us, he takes pictures everywhere he goes. The ones we've included here are just the tip of the iceberg! We really weren't kidding when we said we have the most fascinating patients around.

### **Meet Ellora & Devraj Patnaik**

Growing up, siblings Ellora and Devraj Patnaik had very different ideas about their future professions. Ellora dreamed of working with



animals as a veterinarian, while younger brother Devraj always knew he would pursue a career in Indian Classical Dance and Music. Born into a family of artists, both Ellora and Devraj are defined by their mutual passion for Odissi, one of the eight classical dance forms of India.



Because Ellora envisioned a very different path for her life, it seems almost an act of fate that she became the multifaceted artist she is today, working as an actor (you may recognize Ellora

**Born into a family of artists, both Ellora and Devraj are defined by their mutual passion for Odissi, one of the eight classical dance forms of India.**

from several TV commercials, motion pictures as well as television sitcoms), dancer and dance instructor. Says Ellora “A person of authority whom I had respected and looked up to broke his word to me, which led me to significantly alter my plans for my future.” One look at the stunning images of Ellora dancing in costume,

however, and it is impossible to imagine her doing anything else.

Like his sister, Devraj also keeps himself very busy, working as an Indian classical musician, dancer, composer, choreographer and teacher. To call it work seems a bit misleading, as Devraj is so incredibly passionate about Odissi he doesn't ever plan to retire! "There is no retirement in my field of work," Devraj explains, "I do what I do till my last breath."

Together, Ellora and Devraj share what both consider to be their greatest accomplishment — the staging of Mahabharata. For over four years the brother and sister team put on an incredible production of a series of dance dramas, based on India's most famous epic. And they aren't the only PA patients who can boast such awe-inspiring triumphs!

#### Meet Karen Orlando

Karen Orlando's smile is not unlike the Olympic Torch — as bright as could be, and never fading. And Karen should know a thing or two about that torch, having been to the Olympics several times since 1984.

"Happiness is loving what you are doing," says Karen, and there's no question she's doing exactly that. A self-proclaimed sports addict who



## A renowned physiotherapist specializing in orthopaedics and sports medicine, Karen is truly living her dreams.

loves helping people, Karen is in high demand as a physiotherapist and consultant, having worked with a wide range of organizations, from the Toronto Raptors to the National Ballet.

But still Karen's most memorable moment was marching into the 1984 opening ceremonies of her first Olympics, proudly wearing the Canadian red & white colours in front of 90,000 people. "Now that was truly a rush!" remembers Karen, her infectious smile beaming. Karen comes by her strong work ethic honestly — both her mother and father were dedicated and disciplined, instilling in her the value of hard work. But that's not all they passed on to her. With her Italian background and a great affection for the culture of Italy, Karen



admits that she loves to indulge in home cooked Italian food. Indeed, one of her first thoughts upon arriving home at the end of the day is "where's the food?" But of course, Karen doesn't just wait for somebody else to prepare dinner for her. Always ambitious in every pursuit, Karen is also a talented cook. If you ever get the chance, be sure to try her delicious lasagna — made with homemade pasta no less. Now that's what you call multitalented!

One visit to the office and you can immediately tell our entire team loves to come into work each day. When people ask us what the secret is, we say it's hard not to love this place with all the smiling faces and laughter throughout the office.

Not only do we get to work alongside great friends, we also have the chance to meet and get to know so many intriguing patients, like Irv, Ellora, Devraj, Karen — and you. That's really what makes this place so special. Here at PA, it isn't just about building great smiles; it's about building great relationships. And that's what we do best.

#### Your chance to win a gift from PA!

Can you name one of Carina's favourite singers? Send your answer to: [guess@buildyourmile.com](mailto:guess@buildyourmile.com). The winner will be drawn from all correct entries and will be announced in the next issue of Inside PA.

## Something to smile about



We asked the subjects of this issue's special patient profiles for their best jokes about dentists, and would you believe none of them had a good one?

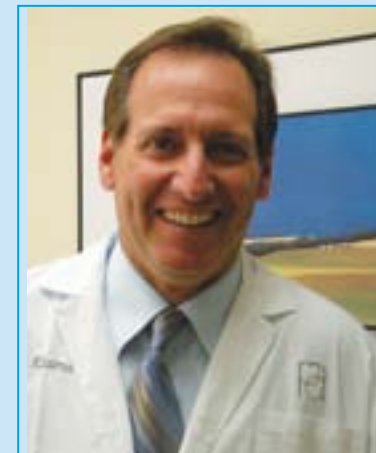
Now a gleaming smile is no good if you've got nothing to laugh about, so here's our best dentist joke!

A husband and wife entered the dentist's office. The husband said, "I want a tooth pulled. I don't want gas or Novocain because I'm in a terrible hurry. Just pull the tooth as quickly as possible."

"You're a brave man," said the dentist. "Now, show me which tooth it is."

The husband turns to his wife and says, "Open your mouth and show the dentist which tooth it is, dear."

## Profile Follow-up



"I can't begin to tell you the amount of beautiful remarks I have received regarding the newsletter profiling me and my family. It goes to show that people do like to know more about the people who are taking care of them. Since the last newsletter I have been keeping busy using all the new technologies we have in the office. Recently, I have found myself busy giving lectures throughout the GTA and here at home at PA. Besides the professional side of my life, my wife and I are planning our third daughter's bat mitzvah next May! It is hard to believe that our baby has reached that age after already doing two of these parties. My family and I are looking forward to the winter ahead and enjoying all the outdoor activities that we love up at our cottage. Wishing everyone all the best over the holidays!"

— Dr. Howard Klaiman

Congratulations to D.S. from Toronto, who won the two sets of movie passes for correctly answering "For what movie did Dr. Klaiman create a set of teeth?" The answer is Best in Show!

# PAparazzi!

Last summer the PA team went for an office outing to Niagara Falls, and everybody had a blast! Between indoor skydiving, the Maid of the Mist, a fantastic dinner, and a bus trip with the entertainment comedy king Russell Peters, we almost had to drag the team back to Toronto!



During an appreciation event for PA's close colleagues, suppliers, and staff, the whole PA team felt like bonafide movie stars as they prepared with a wine and cheese for a glamorous film festival outing to see a screening of "Burning Man" during TIFF 2011.

