



Spring 2019

Introducing the launch of the
Build Your Smile Dental
Foundation

Read more on page 4



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Sail Away with PA



Join Us for the European Christmas Market Cruise December 2nd to 9th, 2019

Travel with one of Europe's best river cruise lines "Crystal Cruises"; the only European river cruise line to earn a 5 star rating from River Boat Ratings.

Stops include Vienna, Krems, Spitz, Linz, Melk, Bratislava and Budapest!



All proceeds go directly to the Build Your Smile Dental Foundation.

Contact Kurt Poikkimaki at 416-962-7447 or kPoikkimaki@cruiseshipcenters.com, for more information.

Hope to see you there!



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PUBLISHERS' MESSAGE



Spring Season is once again upon us and it is with great enthusiasm that we welcome the longer, brighter days and warmer weather.

Spring comes with a promise of new adventures and new beginnings - for the PA team this means just that, as we once again embark on new and exciting endeavours.

Ever since the first volunteer outreach trip to Uganda in 2014, the team has been determined to continue to build on the success of previous years and expand its humanitarian reach to more communities. Driven by passion and enthusiasm, the vision of the Build Your Smile Dental Foundation was born and today, we officially announce its launch! The Foundation encompasses both domestic and international outreach initiatives and has an impressive vision for the future, read more about the Foundation on page 4.

As the PA team continues to grow, a new season brings with it a new addition - we are thrilled to welcome Dr. Elahe Behrooz as our new associate prosthodontist. Dr. Behrooz brings with her a passion for dentistry and extraordinary talent. Read all about her impressive accomplishments on page 3.

As we celebrate new beginnings, we also take time to reflect on and appreciate our journey thus far and the incredible people who have made it possible. In this issue, on page 9 and 10, we take a moment to feature and appreciate our long-time patient Karin Ivand and a long-standing team member Cheryl Ferrer. The amazing success of Prosthodontic Associates is largely due to our loyal patients and our dedicated team of amazing professionals. We are grateful for each and every one of you.

We hope you enjoy all that the Spring Season has in store. We look forward to sharing yet another wonderful year with you and thank you for all your support!

Welcome Dr. Elahe Behrooz



Prosthodontic Associates is thrilled to welcome another Prosthodontist to our growing multi-disciplinary specialty practice!

Many of you may have had the pleasure of meeting Dr. Elahe Behrooz – also known as Dr. Ela, while visiting PA. During her years as an IDAPP student at the University of Toronto and then as a graduate resident in the Graduate Prosthodontics Program at the University of Toronto, Dr. Behrooz has been a vital part of our team and has been involved with many PA initiatives.

Dr. Behrooz received her first Doctor of Dental Surgery (DDS) degree in Tehran, Iran and after immigrating to Canada, Dr. Behrooz enrolled in her second DDS program at the University of Toronto, which she graduated with honours in 2016. Dr. Behrooz also has a Masters of Business Administration (MBA) degree from the Eric Sprott School of Business, Carleton University.

Upon completion of two dental degrees, Dr. Behrooz pursued her passion for dentistry by enrolling in and completing the Graduate Prosthodontics Program at the Faculty of Dentistry, University of Toronto. Throughout her academic career, Dr. Behrooz has been a recipient of various awards, scholarships and research grants including; Best Thesis of the Year Award (Tehran), University of Toronto Chinese Dental Students' Association Scholarship in Medicine and Oral Medicine, Helen Chomyn Prize in Orthodontics, Highest Overall Achievement in Preventive Dentistry, Highest Academic Achievement Award among the MBA graduating class of 2010 and the Nobel Biocare Research Fellowship in Prosthodontics.

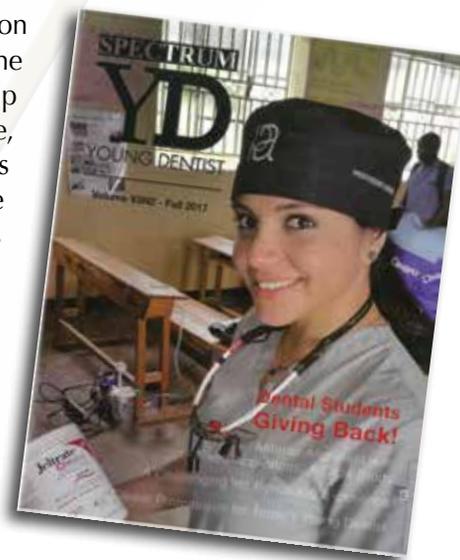
An engaging and sought-after public speaker, Dr. Ela lectures both locally and internationally at various dental conferences, academic gatherings, study clubs and fellowship meetings.

Dr. Behrooz has also authored and published a large number of academic papers and articles on a broad range of dental topics. She is a member of the Advisory Board for the Young Dentist Dental Journal where she serves as Associate Editor. Dr. Ela holds memberships at the Royal College of Dental Surgeons of Ontario, Ontario Dental Association, American College of Prosthodontists, American Prosthodontic Society and the OKU national dental honour society.

Since the beginning of her ties with PA, Dr. Behrooz has been instrumental in both the growth and function of our humanitarian initiatives. A three – time alumni of the annual outreach mission to rural Uganda, Dr. Behrooz now proudly serves as Chief of Clinical Operations for the Build Your Smile Dental Foundation. She is a co-founder of the Foundation's domestic initiative which provides dental services to women of Toronto affected by homelessness and poverty.

In her spare time, Dr. Ela enjoys playing the guitar as well as spending quality time with her friends and family.

Through her passion and dedication to the dental field and to help those less fortunate, Dr. Behrooz enriches the lives of those around her and PA is honoured to welcome Dr. Behrooz to the team as one of our Prosthodontists.





For the last five years, the team at Prosthodontic Associates, under the leadership of Dr. Izchak Barzilay, has been volunteering its time and professional expertise through Bridge to Health Medical and Dental. Team members have been traveling annually to rural regions of Uganda, providing complimentary dental services to these underserved and often impoverished communities. Each volunteer finances their own flight and accommodations, and all donations are allocated and earmarked directly to the purchase of equipment and supplies.

What began as a personal passion project quickly BECAME a mission and lifetime commitment for the entire team. Our goals and mandate are driven and inspired by enthusiasm and a desire to expand the reach in the delivery of dental services to those less fortunate locally and abroad.

The Build Your Smile Dental Foundation was born as a means to facilitate and sustain this mission; to bring the responsibility, excitement, and commitment felt by its volunteers to an expanded audience.

The Foundation's principal volunteers are individual dental professionals from a variety of disciplines and roles, dedicated to and passionate about helping those less fortunate, regardless of race, religion, beliefs or nationality. The Foundation's international initiative currently operates in collaboration with Kigezi Health Care Foundation (KIHEFO), a reputable local non-governmental organization in rural Uganda.

The principal goal of the outreach program is to deliver critical dental care to impoverished communities who would not otherwise have access to even the most basic oral health care. Over the course of the outreach, the team travels hundreds of kilometers through the Kabale region where rudimentary schoolhouses and classrooms are transformed into makeshift dental centres. The dental services offered to the communities include emergency and pain management, dental extractions, restorations including dentures and implants, dental hygiene services, preventive fluoride applications, oral hygiene instructions as well as nutritional counselling.



The Foundation team is dedicated not only to delivering on everyone's right to access the highest standard of care possible, but in addition, has supplemented basic dental services with a first of its kind prosthodontic treatment program. In this manner, the program is unprecedented and unique offering all its patients in rural communities' access to otherwise unattainable treatment. This includes same day tooth replacements through immediate denture fabrication and dental implant placement and restoration.

Education and sustainability are integral parts of the Build Your Smile Dental Foundation's philosophy. In order to ensure a lasting impact, the Foundation has introduced several academic initiatives; lectures and hands-on demonstration presented by the volunteers to the Ugandan dental professionals, as well as evening seminars and interactive discussions. In order to expand on our commitment to education, the Foundation recently hosted the Inaugural International Dental Symposium at the Makerere University College of Health Sciences in Kampala, Uganda. At the

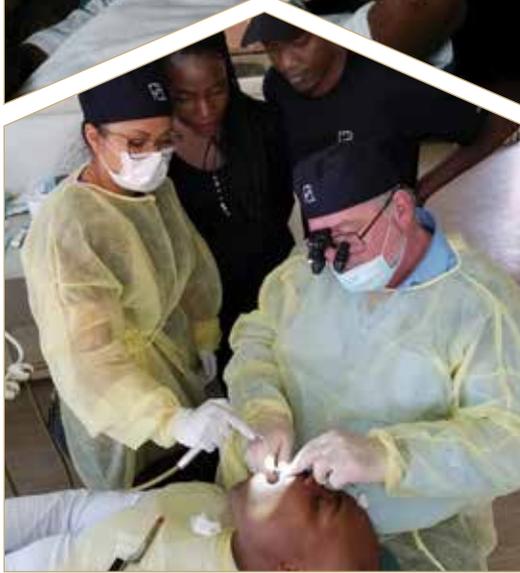
symposium, multiple Canadian educators shared their knowledge with 300 Ugandan students, Deans and Program Supervisors through a series of lecture presentations and demonstrations. The Build Your Smile Dental Foundation has also introduced the Global Academic Grant – a scholarship program which sponsors one student each academic year and supports them through the complete three-year Dental Officer training program in Uganda. The Foundation is very proud of its academic initiatives and envisions both the International Dental Symposium and the Academic Grant as long-term commitments to the communities of Uganda.

The Foundation was honoured to receive endorsements for its outreach efforts from the Prime Minister of Canada, The Right Honourable Justin Trudeau, The Premier of Ontario, The Honourable Doug Ford, and the Mayor of Toronto, His Worship John Tory.

At the local level, the Foundation has initiated and established partnerships with two supportive housing facilities -Street Haven at the

...because smiles have no borders

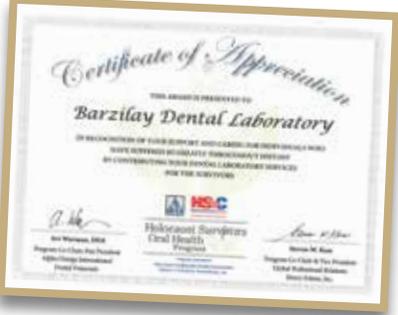
...because smiles have no borders



Crossroads, an emergency shelter for homeless women, as well as The Grant House, a residential treatment centre for women afflicted with addiction.

This initiative aims to improve dental awareness. It provides dental care at no cost to the women involved and recreates smiles to empower these women for their re-entry into the workforce and their communities. The ability to smile again creates a life altering impact for these women in many cases. The services offered to the women of Street Haven and The Grant House include emergency care (trauma, infection, pain control), restoration, periodontal services, oral surgery, and missing tooth replacement (dental implants or dentures). Oral hygiene instructions are provided, along with smoking cessation support and nutritional counselling.

The residents of these facilities are primarily homeless women, victims of domestic violence, women afflicted with addiction and mental health disorders, former sex workers and women released from incarceration. Dental disease, mouth and facial pain, oral infections and tooth loss are a direct result of lifestyle factors, substance abuse, poor nutrition, inadequate oral hygiene, violence and poverty. The services provided by the Foundation have an immediate impact on function and esthetics which are otherwise unattainable to the women served by the team. These interventions improve the ability to eat, speak and smile, building confidence and self esteem. In this way the treatments offer hope and support the residents to re-enter the workforce, positively impacting their lives far beyond the dentist's chair.



Additionally, the Build Your Smile Dental Foundation proudly supports the Holocaust Survivors Oral Health Program.

By increasing access to oral care and providing complimentary dental services to Toronto's vulnerable Holocaust survivors, the program allows these deserving individuals to age with dignity, enhance their dental function and esthetics, and improve their overall quality of life.

It is our commitment to provide the highest standard of clinical care and education to each of the communities and patients we serve.

The next clinical outreach to Uganda is scheduled for July 2019 – let us know if you wish to be involved!

To learn more about the Build Your Smile Dental Foundation or to join this dynamic team, please visit:

www.buildyoursmile.org



...because smiles have no borders

PA Patient Feature



Creating relationships of substance which foster trust, understanding and loyalty with patients is crucial to the growth and success of any dental practice. Here at PA we are so very fortunate to share our dental home with so many fabulous, long-term patients.

In this issue, we turn the focus outward – by featuring one of our very special patients.

It is our pleasure to introduce Karin Ivand and share with you her personal PA patient experience story. Karin is a communications and event management consultant/moderator. She is also pursuing her love of creative writing and has generously shared one of her beautiful pieces with us. She has been a patient at PA for close to 30 years! Recently, Karin sent us this beautiful email:

“The reason I started thinking of the importance of good dental care, and an excellent dental practice to have in your life, is a photo that was recently taken of me. This was a spur of the moment photo taken at the Estonian Documentary Film Festival (my heritage) last October and I had just walked in off the street on a rather blustery October day. The photographer took a quick and candid photo of me looking a bit windblown but with a genuine and happy smile. You see, because I have been coming to PA for so long and have taken care of my teeth thanks to the amazing care I’ve had that I have no problem showing off my smile. I’ve noticed that many people keep their teeth hidden when they smile for photos, and it is a great feeling not to have to do that. In fact, it never occurs to me to do that!

Now I do not have a gleaming white “Hollywood smile” with perfect teeth, but it doesn’t matter. I have invested in my teeth and my dental care, most recently with two implants that feel fantastic. I know that when I come to PA and listen to everything Dr. Barzilay and his associates recommend, and follow their advice, that it works out in my favour. In fact, I think it’s one of the smartest things I have done for my overall health. I would like to thank Dr. Barzilay and everyone at

PA for making the dental care experience the best I think it possibly could be. They are unfailingly kind, professional and, quite simply, I feel very good going there. “

Thank you, Karin, from the entire team for the beautiful message. It is always a pleasure seeing you at PA and we look forward to many more years together!

The River

By Karin Ivand - April 2018

*She would sit by the river almost every day
There was a spot she returned to each time that had
a smooth, flat rock warmed by the sun
She watched the water flowing over the rocks that
were scattered in the riverbed
It wasn't a large river, more of a stream really,
but it did have momentum
It kept flowing, even on the hottest of summer days*

*The rock that she sat on was surrounded by grasses
The grasses made her a bit nervous
They seemed to be tinged with something
It was hard to articulate exactly
But she felt she had to sit very still,
or something would get disturbed
Perhaps there was a serpent, or a small
animal hidden there*

*Day after day she would return to the river
It was like a magnet, she wanted to sit on the rock,
surrounded by the grasses and listen to the water
Sometimes, if the day was very warm, she would
lift up her skirt and wade into the river
It didn't really matter if her clothes got wet
The hot sun dried them very quickly*

*It was a peaceful time, she didn't really
know anything different
What the world would have in store for her,
how things could change
She would return home in the late afternoon...*

Team Member Profile



Patient care and patient satisfaction are key to practice success, but equally important is the team delivering the care!

The amazing success of Prosthodontic Associates is largely due to the amazing and dedicated individuals working together towards a common vision and goals.

In this issue, we bring special attention to one of our amazing team members – Cheryl Ferrer.

Cheryl is a Certified Level II Dental Assistant, a Certified Dental Treatment Coordinator and the Clinical Division Manager at PA. She has been a vital part of the practice since 2010 and works closely with Dr. Izchak Barzilay. Cheryl is a member in good standing of the Ontario Dental Assistants Association and holds a position with George Brown College as part of the Program Advisory Board. Over the years, Cheryl has played a key role with PA's non-profit initiatives, she has traveled to Uganda multiple times as part of the volunteer clinical outreach team. Cheryl also readily donates her time and expertise with the Build Your Smile Dental Foundation's Domestic Initiative – providing dental care to female residents of Toronto's shelters.

In November, alongside Dr. Izchak Barzilay and Dr. Daniel Haas – Dean, Faculty of Dentistry, University of Toronto, Cheryl traveled to Uganda to take part in the International Dental Symposium. In a series of lecture presentations, Cheryl addressed 300 dental students and dental professionals speaking on an array of dental topics

including sterilization techniques and radiology safety. Cheryl has authored and co-authored a number of dental publications. Most recently her articles were featured in the dental journal "Spectrum Dental Teamwork". Cheryl is currently in the process of developing a continuing dental education curriculum for auxiliaries where she will share her knowledge and experience with dental teams.

Cheryl possesses many talents and when not in the office, assisting patients or writing articles, Cheryl offers eyelash extension services to her growing base of happy clients! To see more of Cheryl's beautiful work, follow her on Instagram at:

 [cherylashroom](https://www.instagram.com/cherylashroom)



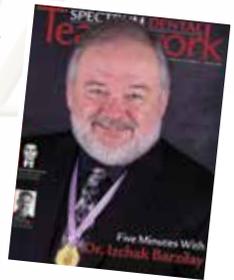


American Prosthodontic Society



Founded in 1928, the American Prosthodontic Society is an international organization with a mission to promote the advancement of the discipline of prosthodontics by integrating the generalist, specialist and dental laboratory technologist in a manner that will continuously seek improvement of patient treatment.

PA's Dr. Izchak Barzilay has been a member of the the Society for many years serving on the Executive Council Board in various capacities. During the 2019 Annual Executive Meeting in Chicago, Dr. Barzilay was named the new President of the American Prosthodontic Society.



Congratulations!!

VIP DAY



PA's Business Manager, Mariela Gonzalez was invited by the Forest Hill Montessori School to take part in VIP Day – Very Important Parent Day. Throughout the school year, parents are invited to visit their child's classroom and share with the students about their profession, their passion or simply read a story with the class. Mariela focused on the importance of oral hygiene.

"I decided to take a book about the importance of brushing teeth "Brush, Brush, Brush", since children are like sponges at that age, I thought it is a perfect start to reinforce their oral health. I read them a story and then everyone practiced brushing on a tooth model. They were extremely excited and grateful that I was there.

They all hugged me when I arrived and left which was absolutely the best moment for me personally"— says Mariela about the experience she had with her daughter's class.



Congratulations to Dr. Bobby Baig!

Dr. Baig was promoted from Assistant Professor of Clinical Dentistry to Associate Professor of Clinical Dentistry at the University of Rochester School of Medicine and Dentistry.

Dr. Baig shares his time between Toronto and Rochester – both as a clinician and an academic.



Congratulations to Caroline Szymaniak



Caroline received the Annual Alumni Leadership Award from George Brown College where she serves as an Alumni Relations Ambassador. This award recognizes the achievement of the George Brown alumni community's leadership qualities and achievements.

Caroline is also a George Brown Collage Nominee for the 2019 for College's Ontario Premier's Award. The Premier's Awards honour the important social and economic contribution that college graduates make to Ontario and throughout the world. Good luck Caroline!



Reefa McDoom- Hygienist of the month

Reefa McDoom, PA's Registered Restorative Dental Hygienist, was named hygienist of the month in the January edition of the Ontario Dental Hygienists Association Focus quarterly Magazine. She was also featured in the Member Spotlight article of the ODHA journal.

Recently, Reefa, alongside Dr. Barzilay, taught a full day hands-on program for the graduating class of the George Brown College Restorative Dental Hygiene Program. Congratulations Reefa!



Women in Dentistry Work.Life.Balance

Dr. Effie Habsha recently produced the Inaugural Women in Dentistry-Work.Life.Balance issue of Spectrum Teamwork Journal. The journal is a collection of articles written by women in various roles of the dental profession covering topics such as clinical dentistry, business management, communication and volunteerism. Women in Dentistry is dedicated to bringing together women in the dental field to network, share, and learn from each other's unique perspectives.



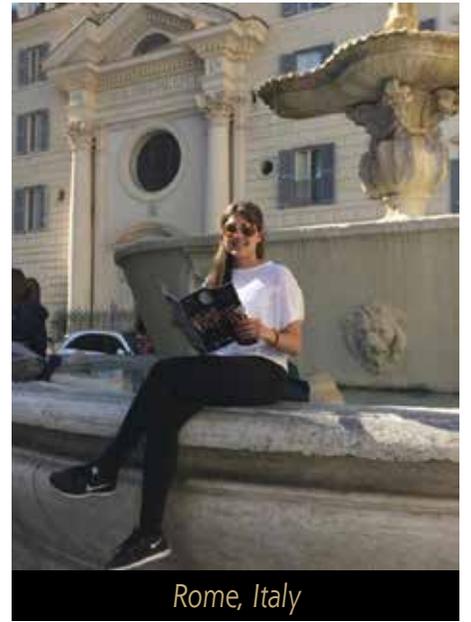
Where do you read Inside PA?



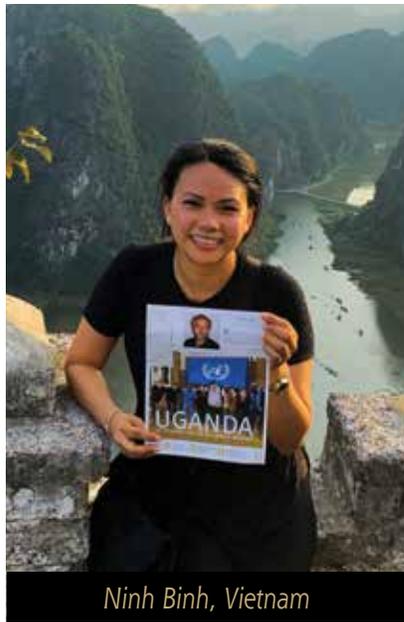
Ottawa, Canada



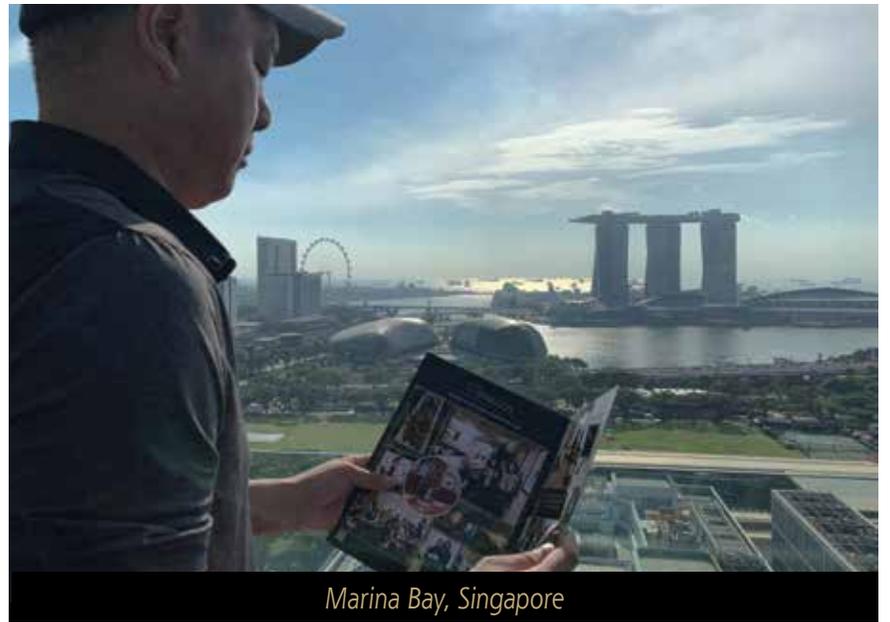
Kampala, Uganda



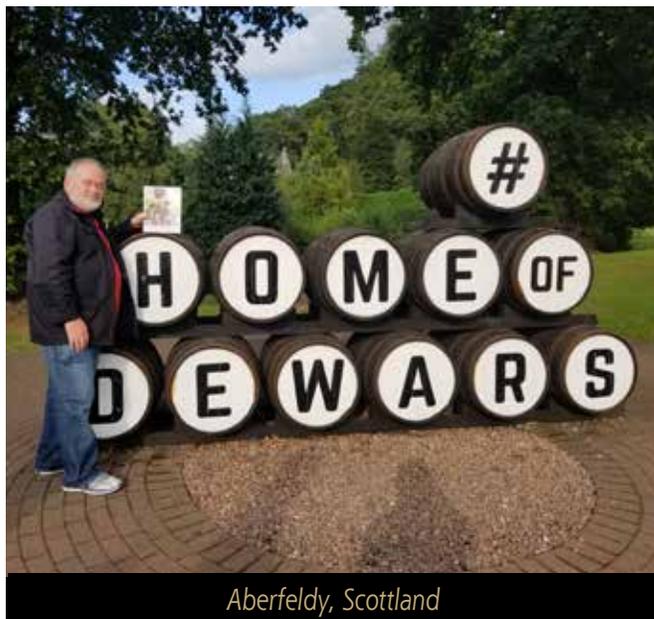
Rome, Italy



Ninh Binh, Vietnam



Marina Bay, Singapore



Aberfeldy, Scotland



Cayo Coco, Cuba