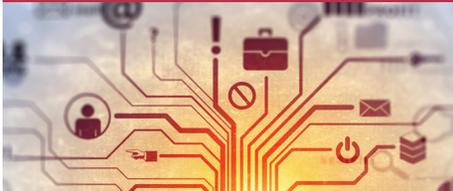


Volume 2 issue eleven 2017



What's Inside

- By The Numbers – 2017
- Spotlight on Cincinnati
- Meet the Dentists
- Jewish Family Service of the Cincinnati area
- Bringing Back Smiles (New York Roundtable Discussion)
- ADA News
- Lab Feature – Town & Country Dental Studios
- Lab Protocols

If you have any suggestions for the newsletter including items for submission (stories and/or photos) please contact Bernice Edelstein at bedelstein@ao.org.



Bernice Edelstein
Program Manager

Shalom!

It has been quite a year. This month marks the completion of the initial three-year pilot program. Nearly 800 Holocaust Survivors have been treated through the program. The program began in nine North American cities and has expanded into 21 cities. We partnered with three dental schools to foster collaboration and mentorship among our AO dentists and the students in our chapters while seeking to provide Holocaust Survivors

with care so that they may age with dignity and support. The work of the program was written into the Congressional Record by Congressman Thomas R. Suozzi, Democrat, New York, District 3.

Welcoming in 2018 serves as an opportunity to increase the number of Survivors treated, grow our outreach and continue to reach new heights. Together, our impact is limitless. As we usher in Phase II of the program, we plan to expand into Cleveland and South Florida.

The AO community spirit is strong. I am honored to have been with the program from the start and witness the strength of the fraternity during this complex time. Despite external factors--the political climate, natural disasters--these have not phased morale. The Program's success would not be possible without you--whether you generously donate your time, resources, or funding, you have helped further the Program's mission. You made the Program a priority.

Looking forward to seeing you in Fort Lauderdale at the annual AO Convention!

The newsletter will be on hiatus next month and will be back in February.

I wish you and your families a healthy, happy and prosperous 2018!

With sincere thanks and gratitude,

Bernice Edelstein
Program Manager

By the Numbers (Jan. 2017- December 2017)

City	Ambassador	In Treatment	Completed
Atlanta	Michael Friedman	3	3
Boston	David Dano & Murray Miller	2	14
Chicago	Laurie Gordon-Shaw	15	35
Columbus	Shaun Rotenberg	3	8
Cincinnati	Dr. Glen Meyer	4	12
Dallas	Gary Solomon	0	1
Detroit	Jamie Feldman, Marv Sonne, Mark Luria	4	13
Los Angeles	Paul Selski	3	6
Milwaukee	Stan Teplin	0	4
New York	Rada Sumareva	7	12
Phila./South Jersey	Bruce Silver	5	9
Phoenix	Irwin Feinberg	1	4
ASDOH	Irwin Feinberg	0	1
San Francisco	Jay Cohen	3	-
Seattle	Kal Klass	3	11
Washington, DC	Ben Williamowsky, Alan Singer	6	49
West Hartford		3	3
Calgary	Brian Sacks	0	4
Montreal	Jeff Tenser	9	18
Toronto	Gerald Pearson	4	10
Winnipeg	Gary Hyman	5	10
Temple/KleinLife		5	55
TOTALS		85	282

FROM AO PROGRAM HQ NOTE TO ALL AMBASSADORS AND DENTAL PANEL MEMBERS

This is a friendly reminder that if you have any Encounter Forms for 2017 that have not been submitted, please do so now. Record the appointment dates, the dental codes and patient initials and send to bedelstein@ao.org. THANK YOU!!

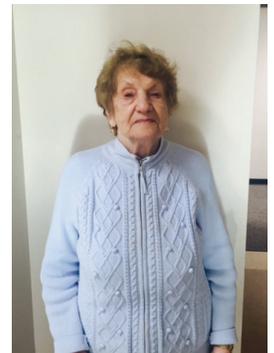
Spotlight on Cincinnati



The following dentists from the Cincinnati area are participating in the program:

Glen Meyer, Ambassador; Mallory Adler; Eric Bramy; Michael Carl; Jack Hahn; Andrew Harris; Stuart Levy; Fred Peck; Jordan Pelchovitz; Steven Reubel; Laurence Schneider; Greg Sherman; Daniel Shertok; Marc Silverman; Rick Silverman; Scott Silverstein; Steve Snow; Ron Solomon; Ed Wolf.

If you are a practicing dentist in the Cincinnati area and would like to participate in the program, please contact Bernice Edelstein bedelstein@ao.org or Dr. Glen Meyer meyer5233@aol.com.



Survivors treated by the AO dentists of Cincinnati.

Meet the Dentists

Dr. Glen R. Meyer *Ambassador, Cincinnati*

Dr. Meyer believes that a strong educational background is the foundation of superior dentistry. He received his DDS, cum laude from The Ohio State University College of Dentistry and his BS in Biology, cum laude, from the University of Cincinnati. He was a lecturer “Traumatic Dental Injuries,” Citywide Sports Symposium and is a member of: American Dental Association, American Academy of Cosmetic Dentistry, Ohio Dental Association, Cincinnati Dental Society and Alpha Omega International Dental Fraternity.



What drew you to dentistry? Did you know that you always wanted to be a dentist?

Funny you should ask. I was one of the lucky few that took an interest in Dentistry early on. My best friend’s father, in 5th and 6th grade, was a dentist here locally in Cincinnati. We used to visit his office just for fun on Saturdays, and I could not help from noticing how Happy he was. He would prance around the office, whistling, appearing to be having the greatest time. I would see him joke with his patients, mix up a lot of goop, place it in trays, and stick it in willing people’s mouths (Hydrocolloid anyone?). It looked like something I would enjoy, so along with an affinity for the sciences; I made plans to become a dentist. Throughout high school, I took all the right

courses, placed out of several college courses, and was able to get degrees in undergrad and dental school in five years, beginning practice at the age of 23. I have enjoyed over 42 years in the business and am just as excited about it now as I was back then. Being able to work with our fingers and our brains is a tremendous gift; and with all the new developments in the field of dentistry, it remains my favorite hobby.

What prompted you to become the Ambassador of the Cincinnati dental cohort?

Our local chapter has always enjoyed good participation at typical dinner meetings, but few have had a history of attending more than one or two international conventions, and most have not attended at all. So, when it comes to representing our international flavor, it has always fallen on me to maintain that connection. When the opportunity finally arose to initiate the program, I was the logical choice to take the lead. Many of our fraters had treated the Survivors privately in the past, but this new program was a wonderful method to officially vet all the candidates to verify that indeed they were in actual financial need for our services. We had a similar statewide program in the past called Dental Options in Ohio, and there too, the organization took control of establishing true need without us having to make those determinations ourselves. I am happy to serve as the go-between to make sure this group of patients get what they need.

Did any members of your family survive the Holocaust?

My parents were both born here in Cincinnati, but my wife’s parents, originally from Poland, were Holocaust Survivors. Margie was born in Malmö,

Sweden after her parents were liberated from the camps and relocated. We were fortunate to spend many wonderful years with them and experience how survivors of the worst human conditions could rebound and make such a wonderful life for themselves and their family.

What has been your experience working with Holocaust survivors? Any favorite stories?

This group of patients has been through horrible conditions before finally reaching their new country, and they really deserve a break. For the most part, they live quiet, unassuming lives and have gotten such a late start on accumulating assets. It is only through the help of Jewish Family Services here in Cincinnati that they can make ends meet. Keeping them comfortable orally is the least that we, as privileged dentists, can do. We find them appreciative of our help and thankful that we have volunteered to assist them.

What do you do to relax and unwind? What is your favorite activity outside of work?

Where does all the time go? Even as a non-golfer, there never seems to be enough time to catch up. Having participated on many Boards, committees and multiple meetings over the years, there does not seem to be much time just to chill. Exercise is always a top priority, and I really enjoy the traveling Margie and I have been able to do. Much of that time is now spent visiting the kids and grandkids in New York, San Diego, and a fourth one on the way in Oakland.

Anything else you would like to share?

On an unrelated note, so much of our personal and professional success can be traced back to our long-term participation in Alpha Omega International Fraternity. Having attended at least 25 international conventions, we have made some of the best friends ever. Some are fraters all over the country and the world with whom

we stay in touch, and some are so close that we take personal vacations with them. These people have enriched the depth of our dental and personal lives. With that as a background, giving back through the Holocaust Survivors Oral Health Program is a no brainer. I am delighted that so many of our Cincinnati fraters have volunteered for this project.

Dr. Andrew J. Harris

Dr. Harris' motto: "I really cater to patients, and it encourages them to come in for regular office visits. It is important to me that I offer the highest quality of dental care; it is just as important that I go out of my way to make sure that care is as comfortable as possible."



Dr. Harris earned his DDS from Marquette University School of Dentistry in Milwaukee, Wisconsin. He received his Bachelor of Science in Biology from the University of Pittsburgh. In addition, he attends continuing education, cosmetic and periodontal therapies and has extensive training in comprehensive reconstructive dentistry. He is a member of American Dental Association, Ohio Dental Association, and Cincinnati Dental Society. Dr. Harris has spoken for Biomet 3i implant systems.

Once you knew that you were interested in healthcare, why did you choose dental and not medical or veterinary medicine?

Great question! I have often been asked about this by my patients over the past 32 years. I knew I always wanted a career where I could help people daily. I was

looking for a good work/life balance and went to a dentist growing up who inspired me. I find that being a dentist allows me to positively impact my patients by giving them confidence and a better quality of life. Being a dentist is my life's calling!

What prompted you to volunteer for this dental program: to provide pro bono dental care to Holocaust survivors?

I think that it is very important to give back to the community, and Judaism is very important to me. I believe that these survivors have endured so much; if I have any opportunity to make their lives a little easier, I want to help!

What has been your experience working with your Holocaust survivor patients?

It has been extremely rewarding, for both the patient and for me!

What do you do to relax and unwind? Any favorite activities outside of work?

I like to exercise, golf, and spend time with my family.

Dr. Dani Shertok

Dr. Dani Shertok is a Cincinnati native. He received his Bachelor's Degree in Engineering from the University of Michigan. Dr. Shertok graduated from The Ohio State University with a Doctor of Dental Surgery degree in 2009. After graduating dental school, he chose to further his training, completing an Advanced Education in General Dentistry residency program at the University of Florida. During residency, Dr. Shertok learned several "specialty" procedures, and also took courses on Smile Design and Bite Rehabilitation at



the prestigious Dawson Academy. Dr. Shertok has lived and worked on the west coast of Florida as well as California's San Francisco Bay Area. He has practiced dentistry in a private office setting since 2010 and is committed to improving his patients' oral health, quality of life, and their smiles. He has accumulated hundreds of hours of continuing education credits and is skilled in many aspects of dentistry, including cosmetic and surgical procedures, as well as implant dentistry. He also received an Assistant Adjunct Professorship at OSU to instruct dental students as they rotate through the CincySmiles McMicken Dental Center. Dr. Shertok is a member of several dental organizations, including the American Dental Association, Ohio Dental Association, Cincinnati Dental Society, the Academy of General Dentistry, and the Alpha Omega International Dental Fraternity.

How/why did you decide to pursue dentistry as a career?

I wanted to pursue a career where I would be able to help people and make them healthier and

“AO is different from other dental societies that I have joined in that there is a true camaraderie. The meetings are much more social, and the members really know and care about each other and their families. They truly want to see everyone succeed in their practices.”

happier. I really enjoy working and interacting one-on-one with people directly, rather than in a traditional corporate office setting. I also enjoy both the craftsmanship and science aspects of dentistry.

What prompted you to volunteer for this program: to provide pro bono dental care to Holocaust survivors?

When I heard about this program, I was immediately drawn to volunteering. All my grandparents grew up in Eastern Europe, and three out of the four are Holocaust Survivors (My paternal grandfather was fortunate to have emigrated to Israel before WWII). Even though I lead a privileged life in the U.S., the horrors that my grandparents witnessed, and the hardships of living as refugees/immigrants that they endured has never been forgotten. It is very much a part of my family's culture still today. When the program came to Cincinnati, I was eager to help other families who had endured similar hardships, and who may not have the financial means to receive the oral care that they need.

What has been your experience working with Holocaust survivor patients? Any favorite stories?

I really enjoyed working with the Holocaust survivor patients. It was interesting hearing about some of the experiences they had growing up in the Ukraine, and they were very kind and appreciative of the dental treatment that I provided.

You recently joined Alpha Omega. What would you say to others about the fraternity?

AO is different from other dental societies that I have joined in that there is a true camaraderie. The meetings are much more social, and the members really know and care about each other and their

families. They truly want to see everyone succeed in their practices.

What do you do to relax and unwind?

I spend most of my spare time with my eight-month-old son, Jesse. With the remainder of my free time, I enjoy running, traveling, hiking, skiing, tennis, live music, and watching football.

Are you a Gator fan or a Wolverine fan?

No question - I am a Wolverine fan. Michigan is where I first grew to love college football. I was too far removed from UF football to become a fan, and I would never root for Ohio State!

Jewish Family Service of the Cincinnati area



Standing: Helen Makutonin, Ludmila Goitman, Kelly Bernstein
Seated: Gail Ziegler, Leah Freed
Part of the JFS Center for Holocaust Survivors Care Management team

Gail G. Ziegler, Senior Manager was interviewed.

How long has the agency been working with Holocaust survivors?

Jewish Family Service Cincinnati has been working with Jewish Holocaust survivors since the late 1990s.

Approximately how many survivors are in the Cincinnati area?

JFS reaches out to over 200 survivors in the Greater Cincinnati area and vicinity, including Dayton. We estimate that there are perhaps 500 survivors in our community.

How many receive services from your agency and what types of services do you provide? What are the greatest needs of the Holocaust survivors in your community?

JFS provides direct services to over 160 Holocaust survivors. Seventy-two percent are Russian-speaking survivors from

the Former Soviet Union, and three-quarters live at 200% above poverty or less. The average age is 85.5 years old. By and large, homecare services represent the greatest need in the survivor community. Other JFS services include care management, medical equipment, medicine, food, transportation, socialization and of course, dental.

We've had a 14-year relationship with The Bahmann Foundation to provide hearing tests, hearing aids, assistive listening devices, and adaptive technology (such as vision monitors) to over 100 low-income survivors. Our agency has also partnered with Action Reconciliation Service for Peace (ARSP) for over 12 years. ARSP selects and co-supervises our young German volunteer who provides friendly visits to survivors; drives survivors to events, grocery stores and doctor and dentist appointments; assists with restitution

cases; and plans socialization activities. JFS Cincinnati is currently the recipient of a two-year grant from Jewish Federations of North America to develop a Tablets and Technology program for isolated Holocaust survivors. This is an innovative strategy to address Person-Centered Trauma-Informed Care in the survivor community.

What has been the experience of your agency with the Alpha Omega-Henry Schein Cares Holocaust Survivors Oral Health Program?

The dentists have been great! Many of the survivors most in need have put off dental work for months and years because of cost, health issues, lack of support or problems in communication. We have been “working out the kinks” during our first year in the program. Some of the clients have been shy about contacting the dentists on their own, so JFS has been working to make the connection and provide interpretation whenever needed.

Do you have a favorite story about working with Holocaust survivors?

One survivor told us that she was very pleased with the services of Dr. Mallory Adler. She said this is the first time that a dentist did work for her, and she did not need any adjustments.

Another survivor wrote “A big thank you! I’m very thankful to Dr. Silverman for [a] wonderful job with my upper denture. Everything works wonderful[ly]. I don’t have any problem since then. I would advise everyone to use Dr. Silverman’s services.”

One more survivor quote, “We are very thankful for good services and attention.”

Thank you to our Donors!

Ernest Delheim

Harold Smith

David & Clancy Shipper

Denise Weber

Thank you for supporting this vitally important program to treat the oral health needs of this most deserving population!

HOW TO DONATE

AO US FOUNDATION:

www.aofus.org

ellen.taranto@aofus.org

301-738-6400

AO CANADIAN FOUNDATION:

Marlene Tenenbaum Memorial Fund

www.aofoundation.ca or info@aofoundation.ca

416-250-7417

BRINGING BACK SMILES

New York Roundtable Discussion Meeting with Social Service Agencies

The second annual Bringing Back Smiles conference was held Thursday morning, December 7, 2017 in NYC. It was hosted by: Alpha Omega, the Russian American Dental Association (RADA), The Blue Card, and The Jewish Federations of North America/ Center for Advanced Holocaust Survivor Care. Representatives from various social service agencies from the NY metropolitan area attended. Presentations were given by Dr. Rada Sumarev; Bernice Edelstein; Dr. Allen Finkelstein; Masha Pearl, Executive Director at The Blue Card; Lauren Hecht, Director of Financial Assistance Programs at Selfhelp; and Mr. Ari Kagan, representative for NYC Comptroller, Scott Stringer. Also in attendance were Raisa Ostapenko and Thomas Wheeldon. They are both journalists visiting from Paris who are working on special assignment documenting Holocaust survivors.

The discussion was helpful in our quest to further expand the Holocaust Survivors Oral Health Program in the New York area. We look forward to treating many more survivors in the area.

Special thanks go to all who participated in this informative event. In addition, thank you to Lloyd Grauman for the fabulous photos!



Holocaust survivors treated to dental care after years of suffering

BY DAVID BURGER

Milwaukee — Max Drubinsky, 82, initially was reluctant to share his stories of surviving the Holocaust.

But once he did, the memories overflowed, ending the silence with tales of horror that transpired beginning when he was just 5 years old.

The unexplained disappearance of his father. His mother leading her family from their Belarus homeland, one step ahead of the invading Nazi army. The brutal murder of three loved ones — including a 1-year-old baby.

Dental problems pale in comparison to the terrors survivors endured.

But, in later years, as the survivors age, untreated dental problems can lead to excruciating pain. Many of the Holocaust survivors, immigrants to the United States, come impoverished, without affordable access to care and after years of ills including malnutrition and lack of education about oral care.

This is where the Alpha Omega-Henry Schein Cares Holocaust Survivors Oral Health Program comes in.

The program began in 2015 to provide pro-bono dental care to Holocaust survivors across nine North American metropolitan areas, said Dr. Avi Wurman, past president of the Alpha Omega International Dental Fraternity.

The program focuses on providing oral care to the most economically vulnerable Holocaust survivors who are served by the network of Jewish family and children's service agencies

and identified partner organizations, as well as individuals of any faith who were victims of Nazi persecution and meet the other eligibility requirements of the program.

In addition to financial need, the three fac-

of innovative partnerships to provide services for Holocaust survivors in need. It was found that of the Holocaust survivors in the United States, one-third live below the poverty line.

The Alpha Omega International Dental Fraternity, founded 110 years ago by a group of dental students to fight anti-Semitism, has a long history of philanthropic work to meet the needs of the underserved. So when Henry Schein, a global provider of health care products and services for office-based dentists, physicians and veterinarians, approached Alpha Omega to join them in the creation of a public-private partnership to provide pro-bono care for survivors in need, they were quick to act.

The program has been a success with the survivors it touched. Since the inception of the program, more than 700 survivors have received treatment, Dr. Wurman said.

Only three years later, the program has expanded to 21 additional cities and three dental schools: the A.T. Still University Arizona School of Dentistry and Oral Health, Temple University Maurice H. Kornberg School of Dentistry and New York University College of Dentistry.



Treatment accomplished: Dr. Michael Friedman, left, an Atlanta dentist, stands with one of his patients, Holocaust survivor Valery Kats, after Mr. Kats received dental treatment in 2017. Dr. Friedman has treated six survivors through the Alpha Omega-Henry Schein Cares Holocaust Survivors Oral Health Program.

tors in prioritizing patients for participation are: elimination of pain, restoring function and lack of dental coverage.

The program's birth, Dr. Wurman said, came from a call to action from former Vice President Joe Biden during former President Barack Obama's administration for the creation

Survivors' experiences

Mr. Drubinsky and his wife, also a Holocaust survivor, were the recipients of care from the program, with Milwaukee dentist Dr. Stanley Teplin providing treatment.

"I will remember that man for a very long time," said Mr. Drubinsky, who had, among

other ailments, a recently broken tooth that was repaired with a crown and bridge. “Dr. Teplin is one of the best dentists I’ve met in a long time. I have no complaints. It looks perfect.”

“It’s really my honor to do it,” said Dr. Teplin, who has treated six patients through the program. “I’m just glad to be able to assist them. They had to give up everything. It was so horrific.”

Mr. Drubinsky was filled with so much gratitude for the work done on him and his wife — who underwent root canal treatment — that he gave Dr. Teplin a copy of his self-published memoir, written in Russian.

Other dentists who have been involved with the program shared similar sentiments of why they jumped at the chance to help the underserved population of Holocaust survivors once they heard about it at their local Alpha Omega meetings.

Dr. Michael Friedman is an Atlanta dentist who has treated six survivors. Before he became involved, he had never met a Holocaust survivor. Now, he said, he understands the suffering they lived through and what it means to the patients he has treated. “It makes them feel like they’ve been taken care of,” he said.

One of Dr. Friedman’s patients is 78-year-old Valery Kats, who was born in Ukraine and was a toddler when his father left to join the Red Army to fight the Germans and his mother fled from their village to Kiev to avoid the Nazis. Mr. Kats never saw his father again, and does not know what happened to him.

“Before this was done, I couldn’t eat properly,” Mr. Kats said of his life before being treated by Dr. Friedman. He was treated over several visits between February and September, and now says, “I’m so happy.”

Mr. Kats’ wife, Frida Kats, said that they got to know Dr. Friedman so well that he felt like family.

Connection with survivors

Dr. Rada Sumareva, who practices dentistry in the New York-New Jersey metropolitan area, is a board member of the Alpha Omega Foundation and has been involved with the program since its inception. With her entire maternal line vanishing in the Holocaust, Dr. Sumareva has treated 10 Holocaust survivors. “It is very close to my heart,” Dr. Sumareva said. She added that to her, the honor of treating the survivors is a responsibility she takes seriously — in memory of those in her family whom she has lost.

“You see the trauma,” Dr. Sumareva said of her patients. “It’s been with them their whole lives.”

She continued: “We’ve heard that it’s a life-changing experience for them. When they smile, it lights up the entire room.”

Dr. Jeffrey Tilson, a Columbus, Ohio, dentist, has treated four survivors. He estimated that Columbus had about 200 Holocaust survivors, many of them Russian immigrants. “Things were pretty bleak in the Soviet Union for preventive dental care,” Dr. Tilson said.

What he received, Dr. Tilson said, was more than what he provided. “I felt like we hit a home run,” he said. “There’s no greater feeling than giving back.” One patient of his was so thankful that he gifted the dentist a bottle of Cognac.

Dr. Shawn Rotenberg, also a Columbus dentist, treated patients on his own and also with the assistance of Dr. Tilson. “As soon as I heard about it, I said, ‘Let’s do it,’” he said. He said he has treated 10 survivors.

One of Dr. Tilson and Dr. Rotenberg’s patients was 83-year-old Victor Altman, who moved to the United States in 1991 from the Soviet Union and was 6 years old when he and his family left Ukraine because of the Nazi invasion. His daughter, Svetlana Tverskaya, translated for him in an interview with ADA News, and said that now Mr. Altman’s “smile looks good. He had teeth, but they were not good.”

.....
“I’m just glad to be able to assist them. They had to give up everything. It was so horrific.”
.....

Now, Ms. Tverskaya said, her father is able to chew out of both sides of his mouth. In addition, “Aesthetically, it is much different.”

The connection to the survivors was already personal for Dr. Rotenberg. On his paternal side, he lost two-thirds of his family, including his grandfather and grandmother. Therefore, he said that he and fellow dentists in the program had no trouble treating survivors, no matter what it entailed. “No one batted an eye to the cost,” he said. “Dentists really stepped up to the plate.”

Dr. Laurie Gordon-Shaw is a Chicago dentist who leads the program’s efforts in the Windy City. Her childhood rabbi was a Holocaust survivor, and she has taken her children to concentration camp locations in Europe specifically to ensure that they never forget.

So when Dr. Gordon-Shaw heard about the program, her response was immediate. “Whatever you need me to do, I’m there,” she remembered saying.

She said treating survivors has been the “highlight of my professional career. Listening to their stories is just as healing as their teeth getting treatment. We are giving them dignity and validating their experiences.”

In Chicago, Dr. Gordon-Shaw said, there is

a “huge” waiting list of Holocaust survivors who are living under the poverty line in need of dental care. She has treated so many survivors that she has lost track of how many she has seen.

Recognition for program

As the program has grown, the accolades have come in for the dentists in the program.

On Oct. 10, the Dr. Edward B. Shils Entrepreneurial Fund, a nonprofit organization dedicated to leadership in health care, bestowed several awards associated with the program during its 15th annual Shils Awards ceremony at the University of Pennsylvania School of Dental Medicine.

The awards, which recognize people, organizations and programs that safeguard the oral health of underserved communities and populations and positively influence the dental community, awarded Henry Schein Cares, the corporate social responsibility program of Henry Schein, for creating this program and catalyzing the partnership; the Alpha Omega International Dental Fraternity for the pro-bono care their members have provided to patients; Town & Country Dental Studios in Freeport, New York, the program’s laboratory partner in the United States; and Steve W. Kess, program co-chair and vice president of global professional relations at Henry Schein, for his leadership in the program, among other efforts.

“We at Henry Schein are honored to partner with Alpha Omega, its membership and our program stakeholders in the dental community to enhance the oral health, and by extension overall health, of Holocaust survivors living in poverty across North America,” said Mr. Kess. “By restoring function and eliminating pain, we are helping survivors live their lives in comfort and dignity. This population has lived through unspeakable trauma, and it is incumbent upon the private and public sectors to ensure that quality care is never beyond their reach.”

Earlier this year, the program was recognized in the Congressional Record by Rep. Thomas Suozzi of New York, and Alpha Omega was awarded a Power of A Silver Award from the American Society of Association Executives. The award recognizes a select number of organizations annually that distinguish themselves with innovative, effective and broad-reaching programs and activities that positively impact America and the world.

All treatment for eligible Holocaust survivors is provided on a pro-bono basis, but donations are accepted to offset the administrative costs of the program. To donate, visit aofus.org/ways-contribute/holocaust-survivors-oral-health-program. ■

—burgerd@ada.org

Town & Country Dental Studios



Town & Country Dental Studios of Freeport, New York, is the Program Lab Partner serving the dentists and their Holocaust survivor patients across the United States. Town & Country will provide services in the event that the dentist's lab is unable to provide the pro bono fabrication of necessary appliances for the patients. Barry Lampert owns the company and works with his sons, Steven and David. Steve Lampert, Town and Country General Manager, was interviewed for this article.



L-R: Steven Lampert, Barry Lampert, David Lampert

Q: How did Town and Country become involved with providing dental lab services for Holocaust survivors through the Holocaust Survivors Oral Health Program?

A: "We have enjoyed an excellent working relationship with Henry Schein for over 30 years. Steve Kess and Allie Neal presented us with this special opportunity to give back to survivors of the Holocaust, and we were on board immediately. There is a special place in our hearts for Holocaust Survivors. Since the beginning of the program, we have donated 101 cases totalling over \$35,000."

Q: What has been your experience with serving Holocaust survivors through the Holocaust Survivors Oral Health Program?

A: "My trip to the inaugural meeting in Washington DC was unforgettable. I was so impressed with the level of dedication demonstrated by Alpha Omega and Henry Schein. Our team at Town & Country is very excited each time we get a call for service from Bernice at AO. Fabricating those cases makes everyone involved feel really good."

"Since 1962...Town & Country has been dedicated to helping doctors restore their patients smiles. We have some of the most experienced staff and technical support specialists in the industry. Many of them have been with the company for decades."

Q: What is your lab most proud of?

A: "I'm most proud of our team. I am constantly impressed by their willingness to help people in need without hesitation. We have participated in numerous charitable programs over the years ranging from Donated Dental Services to Breast Cancer awareness, and we even helped out our neighbors here in Freeport after Hurricane Sandy. Dental Technicians are a special breed; they thrive on doing good deeds and love to show their dedication and pride through the restorations they make."

Note: In the event program dentists need to use the services of Town and Country, please follow the protocol shown on the next page of the newsletter.



Holocaust Survivors Oral Health Program

Program Guardian
The Claire Friedlander Family Foundation

Protocol For Obtaining Services From Town & Country Dental Studios

1. Every dental panel member should approach his/her lab for pro bono services **prior to** asking Town & Country for services. **Town & Country is our safety net** and should only be used if the dentist's own lab is not able to provide services. We are only requesting the dentist's regular lab for pro bono services for 1-2 patients per year. In return, AO will provide the dental lab exposure through various AO marketing channels. Each lab partner will receive an annual recognition certificate from the Program for the services donated.
2. In the event that the dentist's lab is not willing to provide the service, Town & Country is our Laboratory Program Partner who will donate the fabrication of crowns, complete and partial dentures and other appliances necessary for proper care of patients.
3. Dentists requesting laboratory services from Town & Country will notify and submit a treatment plan to Bernice Edelstein. Please be sure to indicate the patient's initials only on the treatment plan. The dentist should attest to the patient being referred by the social service agency. When the treatment including laboratory procedures is approved, an authorization to proceed and laboratory prescription will be sent to the dentist. Please complete the Town & Country laboratory prescription including the patient's name, the type of restoration, as well as the customary information on the treating dentist (name, address, phone and e-mail). Cases will then be shipped by the dentist using AO's Federal Express account to Town & Country.
4. Please send the cases secured in bubble wrap and in a cardboard box. Also, please send the original impression, if it is still intact.
5. Bernice Edelstein will notify Town & Country to let them know to expect a case with a prescription. A technician from Town & Country may contact the dentist to request more information about the case.
6. Town & Country will inspect the case to ensure that the materials sent are accurate for successful fabrication of the restoration.
7. When requesting a Porcelain fused to metal product, please request Non- Precious metal only. High Nobel Gold and semi -precious metal is not offered in this program
8. There will be no remakes of cases as this laboratory service is a one-time benefit per submitted fabrication.
9. Town & Country will ship the case back to the dentist using AO's Federal Express account.
10. This Protocol is in effect for the year 2017.



Holocaust Survivors Oral Health Program

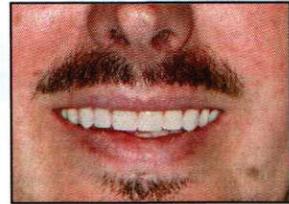
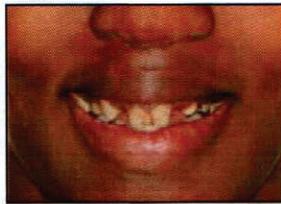
A graphic logo for the Holocaust Survivors Oral Health Program, showing two hands cupping a stylized figure.

Program Guardian
The Claire Friedlander Family Foundation

Canadian Protocol For Obtaining Services From Orthodont Dental Laboratory

1. Every dental panel member should approach his/her lab for pro bono services **prior to** asking Orthodont Dental Laboratory for services. **Orthodont Dental Laboratory is our safety net** and should only be used if the dentist's own lab is not able to provide services. We are only requesting the dentist's regular lab for pro bono services for 1-2 patients per year. In return, AO will provide the dental lab exposure through various AO marketing channels. Each lab partner will receive an annual recognition certificate from the Program for the services donated.
2. In the event that the dentist's lab is not willing to provide the service, Orthodont Dental Laboratory is our Laboratory Program Partner who will donate the fabrication of crowns, complete and partial dentures and other appliances necessary for proper care of patients.
3. Dentists requesting laboratory services from Orthodont Dental Laboratory will notify and submit a treatment plan to Bernice Edelstein. Please be sure to indicate the patient's initials only on the treatment plan. The dentist should attest to the patient being referred by the social service agency. When the treatment including laboratory procedures is approved, an authorization to proceed and laboratory prescription will be sent to the dentist. Please complete the Orthodont Dental Laboratory prescription including the patient's name, the type of restoration, as well as the customary information on the treating dentist (name, address, phone and e-mail). Cases will then be shipped by the dentist to Orthodont Dental Laboratory.
4. Please send the cases secured in bubble wrap and in a cardboard box. Also, please send the original impression, if it is still intact.
5. Bernice Edelstein will notify Orthodont Dental Laboratory to let them know to expect a case with a prescription. A technician from Orthodont Dental Laboratory may contact the dentist to request more information about the case.
6. Orthodont Dental Laboratory will inspect the case to ensure that the materials sent are accurate for successful fabrication of the restoration.
7. There will be no remakes of cases as this laboratory service is a one-time benefit per submitted fabrication.
8. Orthodont Dental Laboratory will ship the case back to the dentist.
9. This Protocol is in effect for the year 2017.

Together, we restore smiles and change lives.



Actual Town & Country Cases. Dentistry by Drs. Debbie and Steve Glassman.



We have been dedicated to the dental industry for generations.

In addition to our family, we staff an amazing team of dental technicians, many here for over 20 years, including CDT's and MDT's.

You, your staff and your patients will appreciate our friendly service and attention to detail on every case.



- A dedicated Technical Support Team with over 150 years of combined dental laboratory experience
- We pickup and deliver your cases in one day across the entire tri-state area
- Consistency and attention to detail are built into every restoration
- The newest milling technologies on premises
- Fair, competitive pricing for excellent value to you and your patients

TOWN & COUNTRY DENTAL STUDIOS

275 South Main Street, Freeport, NY 11520

516-868-8641 • www.tncdental.com

*The Right Fit
Your Practice
Our Lab™*