

NEWSLETTER

Volume 2
issue five 2017



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Key Dates

May 1 | *Yom HaZikaron* – Israel's Memorial Day

May 2 | *Yom HaAtzma'ut* – Israel Independence Day

May 14 | *Lag BaOmer* – The 33rd day of the *Omer*, the 49-day period between Passover and *Shavuot*

May 24 | *Yom Yerushalayim* – Jerusalem Day Israeli national holiday commemorating the reunification of Jerusalem & Israeli control over Old City in June, 1967

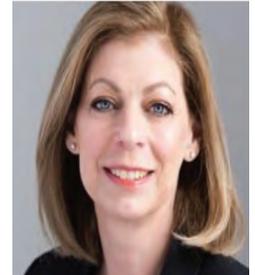
May 30 (eve) - June 1 *Shavuot* | Giving of the *Torah* on Mount Sinai

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

FIRST CAPITOL HILL EDUCATION DAY

Shalom!

On Yom HaShoah, Monday, April 24th a group of AO dentists and guests met with their key staffers on Capitol Hill to discuss the oral health needs of economically vulnerable Holocaust survivors. In addition, Dr. David Dano (Boston) and Dr. Jack Fingrut (Toronto) met with Senator Elizabeth Warren of Massachusetts. The AO chapters represented were: Boston, Illinois, London, New York, Ohio, Phoenix, Toronto and Greater Washington, D.C. Also, joining us were Ms. Allison Neale, Public Policy Advisor, Office of the Chairman and CEO at Henry Schein and Ms. Aviva Sufian, former Special Envoy for Holocaust Survivor



Bernice Edelstein
Program Manager

Services. At lunch, there was a panel of speakers: Dr. Allen Finkelstein, Dr. Laurie Gordon-Shaw, Allison Neale, Aviva Sufian, and Heidi Weber.



AO International President Dr. Mervyn Druian, Michael Klausner, President-Elect Dr. Steve Marsh and Margo Nagel

The morning kicked off at Hall of the States with a guest speaker, David Furr, Chief of Staff for Congresswoman Jacky Rosen, 3rd District of Nevada. Congresswoman Rosen issued the following press release: "Today and every day is a reminder that hate has no place in our communities. On Holocaust Remembrance Day, we honor the memory of the six million Jewish mothers, fathers, and children whose lives were taken away solely based on their beliefs and their identities. It is incumbent upon every individual living in our society to stand up against hate and bigotry wherever it may live. When we say 'never again,' that means never again for anyone."

Of special note was that the work of the Program was written into the Congressional Record by Congressman Thomas R. Suozzi, Democrat, New York, District 3. A special thank you: Allison Neale, Seema Bhansali, Chris Munzing, and all of Team Schein for their assistance.

On Wednesday, August 2, 2017 we will follow up these visits by holding "Hill Day at Home." AO dentists in the U.S. will visit their legislators in their home districts. More information on this to follow.

Thank you to our consultant, Anne DarConte and her assistant, Bradley Smith, and to all who participated. We are grateful to all of you for your efforts in advancing the goals of this program.

With sincere gratitude,

Bernice Edelstein, HSP Program Manager



Dr. David Dano and Steven Feldman

Members of the AO-HSC Holocaust Survivors Oral Health Program Climb Capitol Hill on Holocaust Remembrance Day

by Dr. Ben Williamowsky



Joan Kleinman, State Director Office of U.S. Senator Chris Van Hollen, Heidi Weber, Michael Klausner, Steven Feldman, Margo Nagel, Dr. Richard Meltzer, Dr. Ben Williamowsky, Ziky Ababiya, Legislative Assistant, Chris Van Hollen, Dr. Alan Singer, Lee Sherman, Bernice Edelstein

Monday April 24th was the day of Yom HaShoah, a day designated across the globe to remember and honor the more than 6 million who perished during the Holocaust more than 80 years ago. Members of Alpha Omega together with other dentists across the USA and Canada, met in the Nation's Capital to share their experiences that provided pro-bono comprehensive oral healthcare for survivors living under a certain economic level in their respective communities.

The day, sponsored by the 'Henry Schein Cares' initiative along with Alpha Omega International included the following program participants: Dr. David Dano, Boston; AO International President Dr. Mervyn Druian and First Spouse Andy Druian,

London; Dr. Irwin and Mrs. Renee Feinberg, Phoenix; Dr. Jack Fingrut, Toronto; Dr. Allen Finkelstein, New York; Dr. Laurie Gordon-Shaw, Chicago; AO President-Elect Dr. Steven Marsh, Cleveland; Dr. Rada Sumareva, New York; and from the Greater Washington D.C. area: Dr. Richard Meltzer, Dr. Alex Osinovsky, Dr. Alan Singer, and Dr. Ben Williamowsky. The following students also attended: Steven Feldman, Michael Klausner and Margo Nagel. Also present from AO HQ were Heidi Weber, Executive Director; Bernice Edelstein, Program Manager; and Sara Bustard, Membership Manager. The agenda prepared for the day and its implementation was conducted by Anne D. DarConte, a Government Relations Consultant with the Washington organization,



Beyond K Street. Also present was David Furr, Chief of Staff for Congresswoman Jacky Rosen of Nevada. This set the tone for the segue into the visits to various legislators during the day.

The purpose and intent of the day was to inspire newcomers to the program, to discuss the modus operandi...as it were... of already established programs in the US and Canada and to share the experiences with the various members of the US Senate and its House of Representatives. The 'training' session included the protocol for contacting the 'matching' legislators and setting up meetings with members of their administrative staffs. We were reminded by Allen Finkelstein that our purpose as we had envisioned it was to remind the Congressional members of the impact that the AO/HSC program had made in their respective states and communities. Following the visits to the offices of those from states represented by our participants, we returned to the meeting venue to discuss our experiences. I will attempt to give an overview of the experiences of those who were received (I add, "most hospitably") by their state representatives. It was particularly encouraging to note that AO International President Dr. Mervyn Druian (along with his "First Lady", Andy) graced us with his presence, as did President-Elect Dr. Steve Marsh.

JOIN US!
Monday, April 24, 2017
AO-HSC HOLOCAUST SURVIVORS
ORAL HEALTH PROGRAM'S
FIRST CAPITOL HILL EDUCATION DAY



What better way to spend Holocaust Remembrance Day than letting Congress know that the Program continues to honor Holocaust survivors by restoring their smiles, enabling survivors to live out their lives with dignity, comfort and security? To make this day successful, we need representatives from our participating Program cities in the United States. Canadian friends are welcome to attend.

SCHEDULE 8:00 AM – 6:00 PM

Hall of the States
444 North Capitol Street
Washington, DC 20001

- Morning Breakfast & Events
 - Welcome and What to Expect
 - Kickoff Speaker (TBA)
 - Why and How to Engage with Elected Officials
 - Hill Meeting Tips & Training
- Lunch on Capitol Hill to Brief Hill Staff
- Afternoon Meetings in Your Legislators' Offices
- Late Afternoon Group Debrief & Reception

NEARBY HOTELS

These hotels are located near the U.S. Capitol Hill and Hall of the States. Attendees should make their own transportation and hotel arrangements. There are no group reservations.

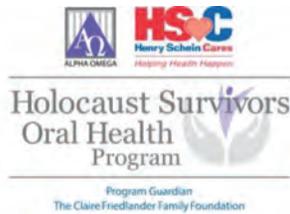
Hyatt Regency Washington on Capitol Hill
The Liaison
The Kimpton George

TRANSPORTATION

AMTRAK – Union Station – 5-minute walk to recommended hotels.
Reagan National Airport – 15- minute taxi ride to recommended hotels.



RSVP with Bernice Edelstein at
bedelstein@ao.org or 301-738-6400



CAPITOL HILL EDUCATION DAY
Monday, April 24, 2017

AGENDA

Location:

Hall of States Building, Room 285
444 North Capitol Street, NW, Washington, DC 20001

8:00 AM: Kick-Off Breakfast

Welcome and What to Expect
Heidi Weber
Mervyn Druian

Opening Speaker

David Furr, Chief of Staff for Congresswoman Jacky Rosen
(NV-03)

Last Things First

The Post-Hill Meeting Thank You Note

9:15 AM: Why and How We Engage with Elected Officials?

Anne DarConte, Beyond K Street

10:15 AM: Break

10:30 AM: Hill Meeting Training on Messages

Anne DarConte, Beyond K Street

11:00 AM: Proceed to BullFeathers for lunch briefing

410 First Street SE, Washington, DC

11:30 AM: Hill Staff Lunch Briefing, BullFeathers (410 First Street SE)

Panel:

Dr. Allen Finkelstein – Chief Dental Clinical Officer, AO-HSC Program

Dr. Laurie Gordon-Shaw – Chicago Ambassador, AO-HSC Program

Ms. Allison Neale – Director, Public Policy, Henry Schein, Inc.

Ms. Aviva Sufian – Former Special Envoy, U.S. Department of Health and Human Services, Holocaust Survivor Services

Ms. Heidi Weber – Executive Director, Alpha Omega International Dental Fraternity

1:15 PM: Hill Meetings with Your Legislators' Offices

4:30 PM: Return to Hall of States Building

5:00 PM Group Debrief and Reception

Hall of States Building, Room 285

First Capitol Hill Education Day Photos



*Dr. Jack Fingrut, David Bond, Deputy Chief of Staff/
Legislative Director for Congresswoman Katherine M.
Clark (D), (MA District 09), Dr. David Dano*



Dr. Laurie Gordon-Shaw



*Dr. David Dano, Senator Elizabeth Warren,
Dr. Jack Fingrut in the Dirksen Senate
Office Building*



*Dr. David Dano, Julia Fredrick, Legislative Asst for Sen.
Elizabeth Warren (D), MA, Dr. Jack Fingrut*



Morning speaker, David Furr at Hall of the States



Allie Neale, Dr. Allen Finkelstein and Aviva Sufian



Dr. David Dano, Nikki Hurt, Healthcare Legislative Assistant of Senator Edward Markey (D), MA, Dr. Jack Fingrut



Charlie Arnowitz, Healthcare Legislative Aide to Senator Mark R. Warner, VA and Dr. Alex Osinovsky



Dr. Laire Gordon-Shaw



PIP Dr. Ben Williamowsky with Dr. Alan Singer



Dr. Allen Finkelstein



*1st row: L-R: Dr. Allen Finkelstein, Dr. David Dano
2nd row: L-R: Aviva Sufian, Allie Neale
3rd row: Dr. Ivan Stangel*



Dr. Jack Fingrut and Sara Bustard



Dr. Laurie Gordon-Shaw



Dr. Irwin and Mrs. Renee Feinberg

Comments from Hill Education Day Participants

Alpha Omega is grateful to you for attending our First Capitol Hill Education Day. The following are comments from participants about our Hill Day:

“Our day on the Hill was delightful as well as inspiring. All our contacts with House and Senate legislative assistants were very positive. They provided us ample time to present, were very professional in their demeanor, showed a great deal of interest in our efforts, and I believe, were truly moved by our approach to serving. Renee and I finished our meetings with the feeling that there is mutual interest that is open to future development. The program is a labor of love, serving the needs of a rapidly dwindling population. By providing these patients with oral health care, we can help to avoid other health issues, such as control of diabetes, cardiovascular disease, etc., which can be exacerbated by dental problems. The program eases the additional expense of treating these and other conditions.”

Dr. Irwin and Mrs. Renee Feinberg

“Coming to the Hill education day was eye opening for both of us. We had no idea how many Holocaust survivors in America are living below the poverty line. Because of the physical hardships they endured, many of them have underlying oral health issues. It was incredible to learn about a program in which AO dentists can treat these needy members of our community. We both treat elderly patients at our dental school who survived the Holocaust. They come in seeking affordable dental care, not knowing about the AO program. Now our mission is to spread the word and join the effort once we graduate.”

*Michael Klausner, outgoing AO chapter president, '17
Margo Nagel, AO chapter president-elect, '18 University of
Maryland School of Dentistry, Zeta Mu Chapter*

I think our mission is important and this statement we make benefits Jewish people, the State of Israel and sets high standards of Humanity for everyone involved.

Dr. Alex Osinovsky

As a Canadian Alpha Omega Frater and child of Holocaust survivors, I was particularly pleased at the coordination of AO-HSC Holocaust Survivors Oral Health Program's First Capitol Hill Education Day with and to reinforce the validity of Yom Hashoah.

What better way to counter the evil efforts of Holocaust Deniers. The program's good work was written into the Congressional Record by Congressman Thomas Suozzi (D) (NY -03). The Holocaust cannot be “Never Again” if the evil Holocaust Deniers are able to create the illusion that the Holocaust never was.

Educating Legislators about this program honors the memory of the 6 million Jews slaughtered mercilessly and restores the health and dignity that the combination of poverty and the Holocaust has robbed them of, countering the evil fallacy that the Holocaust was a hoax.

Thank you Alpha Omega for a great success!

Dr. Jack Fingrut

Comments from Hill Education Day Participants

“It was a great honor to take part in the Capitol Hill Education Day and to meet with our Representatives, including Senator Elizabeth Warren, to advocate for The Alpha Omega-Henry Schein Cares Holocaust Survivors Oral Health Program. This program provides pro-bono oral care for Holocaust survivors nationwide. It truly represents the mission of our organization, which is to embrace the spirit of Tikkun Olam, or to heal the world through charitable endeavors.”

I grew up in Israel. Members of my immediate family are Holocaust survivors. Helping survivors has always been something that I have kept close to my heart. We all have the moral obligation to never forget, and to do everything in our power to improve the quality of life of these survivors.

By being part of Alpha Omega, each of us has the ability to make a real difference in our everyday practice, our community and our profession. The Alpha Omega-Henry Schein Cares Holocaust Survivors Oral Health Program is such a worthy cause, and we are hopeful that more dentists will join us in improving the function and quality of life of those impacted by the

Dr. David Dano

I wanted to let you know how successful my afternoon was. Everybody I spoke to from either Senator Duckworth, Senator Durbin and my three members of my Congressman's staff were exceptionally impressed by our program and incredibly interested in how they could help. I have already begun scheduling meetings for our Hill Day in Chicago. I also spoke to the staffers about having the Senators and Congressmen speak at an event for Alpha Omega to celebrate the program. I found it ironic how many of them wanted to bring up political conversations and especially because we spoke about how important it was to not bring up issues!!

Dr. Laurie Gordon-Shaw

We had good meetings with Senator Charles Schumer's legislative aide, Matthew Fuentes and Sarah H. Reingold, Senator Kirsten Gillibrand's legislative aide. Both recognized how vulnerable Holocaust Survivors' group is and the importance of our project not only for addressing issues of this specific community, but also as a pilot for other similar groups in need.

Dr. Rada Sumareva



Comments from Hill Education Day Participants

“*The meeting with congressional aide Ms. Sarah Nafta in congressman Marcia Fudge’s office was particularly enjoyable and valuable. Personally, this engaging graduate of Case Western University’s School of Law has a close friend who was our daughter Abby’s roommate when she was studying at the London School of Music and Dramatic Arts; professionally, she was very impressed with the Alpha Omega Dental Fraternity’s Holocaust Survivors Oral Health Initiative, which she remembered from Vice-President Joe Biden’s acknowledgement of it as the “perfect example of a public-private program.” She also gave me the name of the local/Cleveland contact in Representative Fudge’s office who would be interested in helping us develop the plan locally. Sarah, like others I had the opportunity to meet with, was surprised that unlike other visitors to her office, we were not requesting government funds for the program but were both advocating for the Holocaust Survivors and making government agencies aware of the Oral Health program on their behalf.*

Senator Rob Portman’s health services aide was a young Gilmour High School graduate named Jack Dolan. When I mentioned that the AO Dental Fraternity co-founded the dental schools in both Jerusalem and Tel Aviv, he mentioned that his parents were in Tel Aviv as we spoke. It occurred to me that I had just seen a photo on Facebook with a group of Clevelanders in Israel sent by our good friends Amy and Ira Kaplan, who were helping lead a mission there, and that among the familiar faces were Indians owner Paul Dolan and his lovely wife; he exclaimed, “they’re my parents!” (It’s a small world here in Cleveland).

With this as a background, he took copious notes on our Alpha Omega Holocaust Survivors Oral Health Initiative; he was surprised by the number of survivors in the U.S. and was particularly moved when he heard how many are currently living below the poverty line. Jack was most impressed that the AO Program was not requesting any funding from the American government and that Jewish dentists - and some dental laboratories - were treating these patients with little to no reimbursement.

Senator Sherrod Brown’s aide, who has a PhD in Genetics, is an advocate for children with a specific genetic disorder. This Oberlin College graduate was thrilled with the AO Holocaust Program and its concern for survivors who are having difficulty in caring for themselves, both medically and dentally. The fact that the AO group was providing its care on a volunteer basis was particularly meaningful to her, as she said that she often has to deal with government programs and funds that may not get to all who are in need nor are able to advocate for themselves. She was thrilled to hear that we have ongoing programs in Cincinnati, Columbus, and are developing one in Cleveland.

Dr. Steve Marsh

A Personal Review and Commentary

“ I was a member of the ‘delegation’ that visited the offices of Senators Ben Cardin and Chris Van Hollen. Our “entourage” included the providers who reside and/or practice in the State of Maryland. We were greeted by the administrative staff member in each office, each of whom were apparently new to their positions, especially Ziky Ababiya, the Legislative Assistant to newly elected Senator Van Hollen. (As I and Alan Singer waited outside the Senator’s office until the time of our appointment, he appeared, greeted us warmly (I had known him in his days a member of our state’s legislation), knew about our program, apologized for another appointment that precluded his involvement and thanked us for sharing our wonderful program with his staff members. The staff was most interested in what we...in their state were accomplishing, took copious notes and listened intently as we explained what we were doing to benefit the Holocaust survivors who reside in Maryland. We dwelled entirely on the role Alpha Omega and Henry Schein Cares has played and are playing in spreading this marvelous program across the nation and in Canada. One visit of special interest worth mentioning was that of David Dano of Massachusetts, who after his visit, received a personal call from Senator Elizabeth Warren who asked that he return, if possible, on the following day so she could hear more about our program!

Another visit that impressed me greatly was that of our panel member/provider, Alex Osinovsky. Alex practices dentistry in Northern Virginia, knew about our program from days in his NY practice (thanks to Rada Sumareva), but was pleasantly amazed that he was warmly received by his legislator from his locale.

I will finish my personal reflections that point out to me what I consider to be the top success of the day. Yes, it could have been better, and would have been if there was greater participation. The reports from those who stayed for the afternoon session and any reports that may follow led me to accept whatever positive factors followed. One very, very, important factor involved the presence of three students from ‘my’ school, University of Maryland Dental and my state who were there for the entire day, contributed to speaking of ‘our’ mission to our legislators, and sent me home with a warm feeling that there sat our future. Those students were Steve Feldman, Michael Klausner and Margo Nagel.

On a final personal note, I apologize for being so wordy. It reflects my passion regarding such programs as “our” Holocaust survivor initiative.

Dr. Ben Williamowsky

By the Numbers (Jan. 2016 - December 2016)

City	Ambassador	In Treatment	Completed
Atlanta	Michael Friedman	0	7
Boston	David Dano & Murray Miller	2	9
Chicago	Laurie Gordon-Shaw	4	62
Columbus	Shaun Rotenberg	1	13
Dallas	Gary Solomon	0	1
Detroit	Jamie Feldman, Marv Sonne, Mark Luria	0	27
Los Angeles	Paul Selski	6	11
New York	Rada Sumareva	2	4
Phila./South Jersey	Bruce Silver	4	11
Phoenix	Irwin Feinberg	1	0
San Francisco	Jay Cohen	0	2
Seattle	Kal Klass	1	16
Washington, DC	Ben Williamowsky	0	75
West Hartford		0	1
Calgary	Brian Sacks	0	6
Montreal	Jeff Tenser	4	14
Toronto	Gerald Pearson	1	10
Winnipeg	Gary Hyman	7	9
Temple/KleinLife		1	45
TOTALS		34	323

By the Numbers (Jan. 2017- March 2017)

City	Ambassador	In Treatment	Completed
Atlanta	Michael Friedman	3	-
Boston	David Dano & Murray Miller	6	1
Chicago	Laurie Gordon-Shaw	8	2
Columbus	Shaun Rotenberg	1	1
Cincinnati	Dr. Glen Meyer	5	2
Dallas	Gary Solomon	0	-
Detroit	Jamie Feldman, Marv Sonne, Mark Luria	5	2
Los Angeles	Paul Selski	4	1
New York	Rada Sumareva	9	1
Phila./South Jersey	Bruce Silver	4	1
Phoenix	Irwin Feinberg	0	3
San Francisco	Jay Cohen	0	-
Seattle	Kal Klass	1	4
Washington, DC	Ben Williamowsky	1	6
West Hartford		1	0
Calgary	Brian Sacks	0	1
Montreal	Jeff Tenser	20	2
Toronto	Gerald Pearson	2	1
Winnipeg	Gary Hyman	3	1
Temple/KleinLife		3	9
TOTALS		76	38

FROM AO PROGRAM HQ

NOTE TO ALL AMBASSADORS AND DENTAL PANEL MEMBERS

We are working on close out of 2016 program records. There are still 34 patients in our records who are being treated in 18 cities in the US and Canada for whom we do NOT have Dental Encounter forms that record the appointment dates and dental codes. PLEASE get back to us at bedelstein@ao.org with your information about the patients for whom you have NOT submitted any information to us for 2016 referrals. Ambassadors: Please check the 2016 By The Numbers Chart on this page of the newsletter and work on getting any remaining information due for 2016 for patients in your City who were referred to dental panel members in 2016. THANK YOU!!



Holocaust Survivors Oral Health Program

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.



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.

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.

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