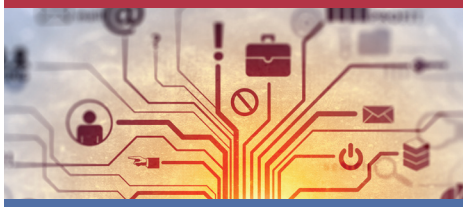
Holocaust Survivors Oral Health Program
Program Guardian
The Claire Friedlander Family Foundation

OCTOBER 2017

NEWSLETTER

Volume 2
issue nine 2017



What's Inside

- Spotlight on West Hartford
- Meet the Dentists
- By The Numbers – 2017
- Shils Annual Awards Invitation
- Jewish Family Services
- Lab Feature- Suburban Dental Lab
- Thank you Member Donors
- News Notes
- Lab Protocols

Key Dates

Oct. 4 eve – 6 – Sukkot

Oct. 11 eve -12 – Shemini Atzeret

Oct. 13 eve- 13 Simchat Torah

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!

The focus of the newsletter this month is on West Hartford, Connecticut. Although only a few dentists are participating in that region, the program is having quite an impact on the clinicians as well as the population in that area.

I hope you will join me at the Shils Awards Reception, Tuesday, October 10th at the University of Pennsylvania School of Dental Medicine (see page 6) as Alpha Omega is honored for advocacy for the oral health and overall health needs of Holocaust Survivors through the AO-HSC Holocaust Survivors Oral Health Program. It promises to be a wonderful event.

Kind regards,

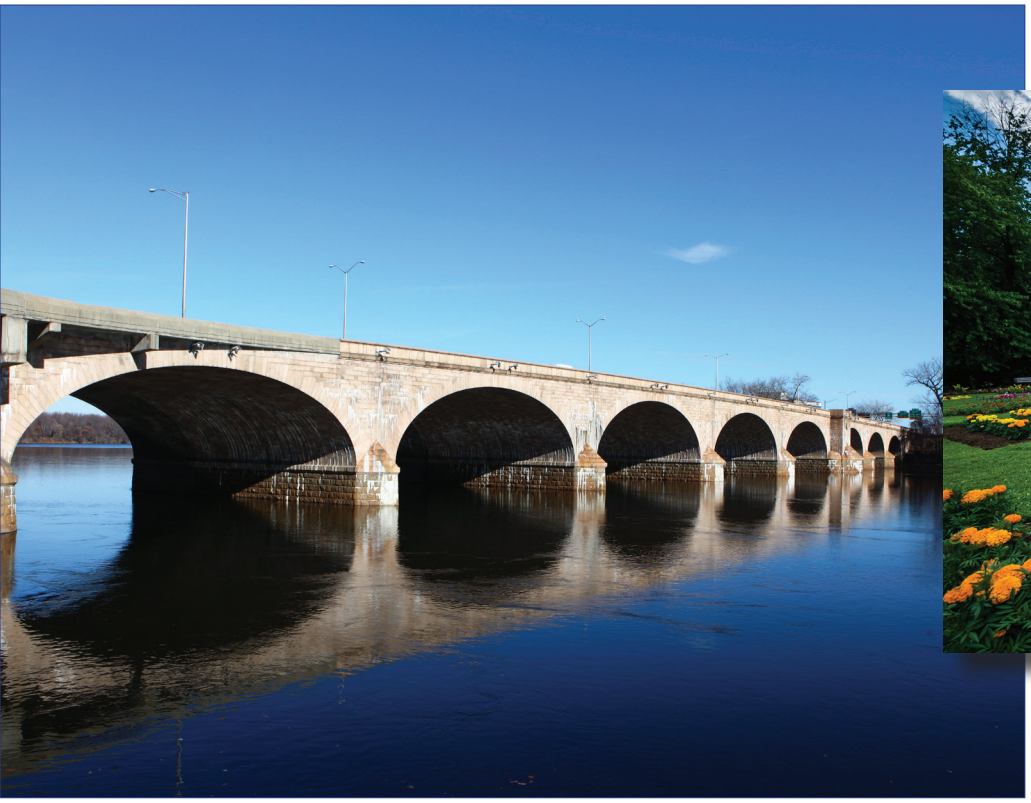
Bernice Edelstein

Program Manager

"Until you have the opportunity to make a difference for someone in need who is so appreciative, it is an impossible feeling to explain properly to others. I have been in practice for over 37 years and today was truly one of my most rewarding moments. I am thankful to all those who put this program together and invited me to participate and have the opportunity to make someone's dental health better."

- Dr. Ira Schecter, Toronto

Spotlight on West Hartford





The following dentists from the West Hartford area are participating in the program:

Mark Haims, Edward Karl and Robin Santiago. If you are a practicing dentist in the area and would like to participate in the program, please contact Bernice Edelstein bedelstein@ao.org or 301-738-6400. If you are not able to volunteer, consider making a donation to the Program.

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

West Hartford
Meet the Dentists

Robin Santiago



Dr. Robin Santiago is a native of West Hartford. Together with her team, Dr. Santiago provides smile relief to those in need through several organizations and to-date, Dr. Santiago and her team have provided in excess of $100,000 in charitable community work.

In addition to being a role model of community service, Dr. Santiago is a leader in the dental community. As Past-President of the New England Association of Cosmetic Dentistry (2010-2012 term), she also serves as a mentor with the University of Connecticut School of Dental Medicine, of which she is an alumna. Dr. Santiago has also achieved fellowships in the:

American College of Dentists
International College of Dentists
Pierre Fauchard Academy

When you chose a career path, how did you choose dentistry?
The summer after my sophomore year at Tufts, I worked for my dad, an oral surgeon, as a clinical assistant and fell in love with dentistry. I chose to pursue restorative dentistry as I really enjoyed helping preserve, create and nurture healthy and beautiful smiles! The hours are much better when you are raising a family as well. What I love about dentistry is the relationships one develops with team members, patients, and colleagues. I believe that I am doing good every day – doing it my way, a way that satisfies me financially, spiritually and personally.

"It has been a very meaningful experience working with AO and our local Jewish family services. By meeting and helping these gentle souls, I gained more than I gave. Thank you!"

You were very influential in getting the program running in the W. Hartford area. What prompted you to do so?
I have been involved in numerous charitable programs throughout my career – a path illuminated by my dad: my role model and mentor. I have worked on projects such as Smiles for Life, Give Kids a Smile, Give Back a Smile, Migrant Workers Program, CT Mission of Mercy, Donated Dental Services, Peace Corps exam program, to name a few. When this one came to my notice, it really called to me. I believed this was a chance to help restore faith in kindness and love to people who had seen the worst of what people could do to each other. I thought of the time I had dinner with Eli Wiesel and how his regard for others, irrespective of their social status, shone like a beacon. A man who conferred with kings was attentive and polite and kind to our waitress. His deep brown eyes still haunt me, pools of sadness and limitless kindness. When I learned about the Holocaust Survivors Program, I knew immediately I had to get involved! Bernice has been a joy to work with on this project.



Dr. Santiago with Patient

What has been your experience working with Holocaust survivor patients? Any favorite stories?
They have been a joy to work with, without exception. Les' story was so vivid – I could see him a terrified child, yet courageous enough to stand up for his mother and sister. I could see a picture of my grandfathers at that age – one hawking caps in Romania and the other newspapers in Hartford. I realized anew how lucky I was that my great-grandparent emigrated to America.

I love the beautiful bowl and tablecloth that Les and his wife, Georgina gave to me. I am going to use them when I host Break the Fast.

What do you do to relax and unwind? Any favorite activities outside of work?
I love to travel and learn about other cultures, places, foods, etc. I love to read, garden, dance and spend as much time with my fabulous family as possible – now grown to encompass four generations from my parents to my five grandchildren. Time with friends, going to the theater, annual camping trip, going out to eat and schmooze. I also love to learn, and I belong to a Spear/Pankey study club as well as taking courses regularly at Chabad. I love to be busy!

Anything else you would like to share?
It has been a very meaningful experience working with AO and our local Jewish family services. By meeting and helping these gentle souls, I gained more than I gave. Thank you!

Mark Haims



A West Hartford local, Dr. Mark Haims graduated from the University of Connecticut School of Dental Medicine in 1984. He was a clinical instructor at UConn's Dental School in the Advanced General Dentistry program for 18 years, staying on dentistry's cutting edge in technology and esthetics. Dr. Haims is a member of the Hartford Dental Society, the Connecticut State Dental Society, the American Dental Society and the Alpha Omega Dental Alumni chapter-serving in numerous posts including past president.

What prompted you to volunteer for the Holocaust Survivors Oral Health Program?
I am very familiar with this population as I participate with the volunteer dental clinic at the Hebrew Home and Hospital in the area. Working with this population is a way to give back to the community.

What has been your experience treating patients through the program? Any favorite stories?
My patients have all been very appreciative of the care and treatment that they have received. One patient said, "Dr. Haims, you have hands of gold."

Edward Karl



Dr. Edward Karl graduated from the University of Iowa Dental School and received his post-graduate training in periodontics at Tufts Dental School. After spending two years at Fort Benning, Georgia, Dr. Karl received an accommodation letter for outstanding service from the US Army. He has served as assistant clinical professor in the graduate periodontics department at Tufts Dental School, as well as at the University of Connecticut Dental School. A visiting lecturer at the University of Iowa Department of Periodontics, Dr. Karl has been past president of The Hartford Dental Society and the Connecticut Society of Periodontics. In addition, he has served on numerous committees for The American Academy of Periodontology. Dr. Karl has presented lectures throughout Connecticut,

including the Annual State Dental Meeting, He has also been a featured speaker at The American Academy of Periodontology.

Dr. Karl and Dr. Kenneth Kornman published one of the first papers on the use of antibiotics in the treatment of periodontal disease. This was based on Dr. Karl's long- term use of antibiotics in his clinical practice. Dr. Karl's recent research paper has been requested by the National Institute of Health to be placed in their research library.

When you chose a career path, how did you choose dentistry?

I enjoyed working with my hands and wanted to be in a Health Sciences occupation.

What prompted you to participate in the Program; to provide pro bono dental care to Holocaust survivors?

This is a population who went through so much hardship. If they have a need, I think we need to go all out to help. If it makes their lives better, then that is the reward.

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

I enjoy reading, golfing, and being with family.

By the Numbers (Jan. 2017- September 2017)

City	Ambassador	In Treatment	Completed
Atlanta	Michael Friedman	4	1
Boston	David Dano & Murray Miller	5	7
Chicago	Laurie Gordon-Shaw	7	21
Columbus	Shaun Rotenberg	2	4
Cincinnati	Dr. Glen Meyer	6	9
Dallas	Gary Solomon	0	1
Detroit	Jamie Feldman, Marv Sonne, Mark Luria	9	7
Los Angeles	Paul Selski	3	6
Milwaukee	Stan Teplin	1	3
New York	Rada Sumareva	9	9
Phila./South Jersey	Bruce Silver	7	3
Phoenix	Irwin Feinberg	2	3
ASDOH	Irwin Feinberg	0	1
San Francisco	Jay Cohen	0	-
Seattle	Kal Klass	5	11
Washington, DC	Ben Williamowsky, Alan Singer	7	35
West Hartford		3	1
Calgary	Brian Sacks	0	4
Montreal	Jeff Tenser	10	16
Toronto	Gerald Pearson	7	6
Winnipeg	Gary Hyman	6	9
Temple/KleinLife		2	34
TOTALS		**95**	**191**

15th Anniversary

You're Invited

Please Join Us For The 2017 SHILS Annual Awards Reception

DATE: Tuesday, October 10, 2017

Dress is Business Attire

TIME:
4:30 pm **Henry Schein Cares Clinic Tour**
5:00 pm **Lecture By Dr. Peter Quinn**
6:15 pm **Cocktails & Buffet**
7:45 pm **Awards Program**
9:00 pm **Coffee & Dessert**

PLACE: University of Pennsylvania • School of Dental Medicine
240 South 40th Street Philadelphia, PA 19104-6030

COHEN-VOLPE AWARD

Steven W. Kess

For remarkable thought leadership and commitment to providing access to care for underserved populations while thinking globally and acting locally.

2017 SHILS AWARD

Dr. Kathryn Kell

For outstanding commitment and effort to develop health policy and oral health promotions through leadership at the Federation Dentaire International (FDI).

Alpha Omega International Dental Fraternity

For advocacy for the oral and overall health needs of Holocaust Survivors through the Alpha Omega Henry Schein Cares Holocaust Survivors Oral Health Program.

Henry Schein Cares

For being a pivotal partner in advocating for the oral and overall health needs of Holocaust Survivors through the Alpha Omega Henry Schein Cares Holocaust Survivors Oral Health Program.

Town & Country Dental Studios

For generous philanthropic efforts to provide in support of the Holocaust Survivors through the Alpha Omega Henry Schein Cares Holocaust Survivors Oral Health Program.

SPECIAL RECOGNITION AWARD

Dr. Alejandro Roisental

For outstanding humanitarian efforts and advocacy for the treatment of those in need that are affected by human tragedy.

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Drexel University College of Medicine

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National Institute of Dental and Craniofacial Research, Retired

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Co-chair, Community Impact Committee
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Reading Laboratories

Anthony Montemurro
Co-chair, Development Committee

Lawrence Paul, DDS
AmeriHealth Caritas

Dr. Margaret Scarlett
Co-chair, Community Impact Committee
Scarlett Consulting

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DentalEZ Integrated Solutions

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A Program Dedicated to Innovation, Creativity and Productivity

R.S.V.P



◯ Will Attend Reception/Number of People Attending Reception_____

◯ Will Not Attend _____

M_____/M_____

M_____/M_____

M_____/M_____

Please Respond By September 20, 2017

For more information, contact Lexi Catapano, Executive Director at **631.390.8121** or **Lexi.Catapano@henryschein.com**

A suggested donation is $250 per person. We would appreciate your support.

Dr. Edward B. Shils Entrepreneurial Fund, Inc. is an independent tax-exempt organization under Section 501(c)(3) of the Internal Revenue Code.

I would like to support **Dr. Edward B.Shils Entrepreneurial Fund, Inc.** with a contribution at the following level:

Funding Levels	Donation	Payment Distribution
☐ Visionary Circle	$100,000 or more	Payable over 5 years
☐ Founder Circle	$50,000 or more	Payable over 5 years
☐ Chairman Circle	$25,000 or more	Payable over 5 years
☐ Leadership Circle	$10,000 or more	Payable over 5 years
☐ Director Circle	$5,000 or more	Payable over 5 years
☐ Patron Circle	$1,000 or more	Payable over 1 year
☐ Benefactor Circle	up to $999	

Please make checks payable to:
Dr. Edward B.Shils Entrepreneurial Fund, Inc.

Name: _____

Address: _____

City/State/Zip: _____

Title: _____

Company: _____

Telephone: _____

Please return to **Dr. Edward B. Shils Entrepreneurial Fund, Inc.** c/o Henry Schein, Inc.
Attn.: Lexi Catapano, Executive Director, E-290 • 135 Duryea Road • Melville, NY 11747

Jewish Family Services Greater Hartford



From Left: Howard Sovronsky, President and CEO Jewish Federation of Greater Hartford; Bernice Edelstein, Dr. Robin Santiago, Joan Margolis, Program Coordinator; Sara Bustard, Dr. Edward Karl, Erica Kapiloff, Program Case Manager; Laura Zimmerman, Jewish Federation; and Dr. Mark Haims.

Joan Margolis, Director of Operations and Community Programs and Erica Kapiloff, Case Manager Program for Holocaust Survivors responded to the questions.

How long has the agency been working with Holocaust survivors?

The agency has assisted survivors since they began to arrive around 1947. We have been a formal part of the Claims Conference funded home-based services program since 1999, a *chai* of 18 years.

Approximately how many survivors are located in the W. Hartford area?

There are about 200 in this area and more throughout Connecticut. In conjunction with Jewish Family Service of Greater New Haven, we aim to cover the whole state so that no survivor in need goes unassisted.

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?

We provide payment for home-based services such as personal care and housekeeping; assistance with reparations from Germany and other Nazi-occupied countries; emergency assistance for basic needs for survivors with modest income/assets; case management; the use of the agency's kosher food pantry; the Alpha Omega-Henry Schein Cares Holocaust Survivors Oral Health Program; transportation expense; and more. In Connecticut, we have about 100 active clients. For so many, dental care is their greatest need due to the cost and their lack of dental insurance coverage.

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

"It has been wonderful for our clients. We are fortunate to have some caring, generous professionals who take pleasure and pride in providing dental care for survivors. It gives them a tremendous sense of justice and righteousness to assist those who suffered so much when they were very young. Our clients are thrilled to have the care available, so it really is a win-win situation." – Erica

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

"Rather than a story, there is a recurring theme that we have heard over our 18 years. It goes like this. "When I first came here, I knew no one and I had nothing. No one wanted to know our stories, and we did not want to tell them. There was no one to help us. We worked so hard to get established, to learn the language and with no help. Now it is different. You are here to help us, to listen to our stories, and to offer us support. Now that we are older, what would we do without you?" I always find this profoundly moving, and I am amazed how grateful survivors are after all they endured." – Joan

Is there anything else you would like to add?

"We enjoy working together with other local groups that support survivors, such as Voices of Hope CT, a group for survivors and their families that fosters a culture of courage and action against hate, the Mandell JCC and their Café Europa social program, and of course, Alpha Omega. When we stand together for our survivors, they benefit from the deep affection of an entire community that honors and supports them." – Joan

Suburban Dental Lab

Adam Canter, VP, Suburban Dental Lab responded to the questions.



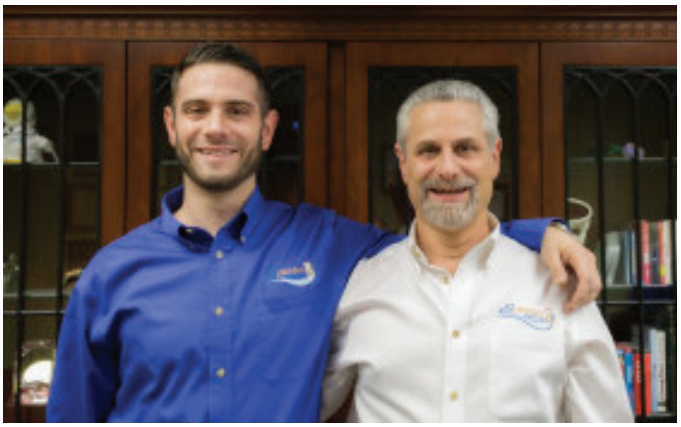
Edward Canter Founding Owner Suburban Dental Laboratory

Would you tell us a little bit about the history of Suburban Dental Lab (e.g. how long have you been providing laboratory services for dentists)?

Founding owner, Edward Canter, CDT, discovered his passion for the dental industry early-on while working for a dental laboratory in Hartford, Connecticut during high school. Upon graduating, he enlisted in the United States Navy and completed his formalized training in dental assistance and dental technology later becoming a Certified Dental Technician.

In 1956 Canter opened a lab in the "suburbs" of Hartford, CT and named the business Suburban Dental Laboratory, Inc.

Edward's youngest son, Steven, joined the business in 1976 as a summer employee. Steven's passion for the dental field led him to pursue formal training, becoming a Certified Dental Technician, just like his father.



Adam and Steven Canter Suburban Dental Lab

Steven has continued to manage the business with his father's strong ethics for hard work, quality work products, and excellent customer service.

Steven's son, Adam, joined the business in July 2006. Adam's role continues to evolve, as he begins to guide surgeries and assume management responsibilities for day-to day operations.

How did Suburban become involved with providing dental lab services for Holocaust survivors?

Working with Dr. Edward Karl on multiple surgical cases is a pleasure. We were happy to help with the AO-HSC case that came through Dr. Karl's office and were happy to do it at no cost.

Of what is the lab most proud?

We are very proud to be a third-generation laboratory that has been serving dentists with the latest technological advances for 61 years. We are also known for our reputation in the industry; all work since day one has been word of mouth marketing, we love helping people when they are in a tight situation and becoming a partner for their future endeavors.

Special thanks goes to Steve and David Lampert and their team at Town & Country Dental Studios located in Freeport, NY for their support for program lab services in the USA. Also, special thanks goes to Bill Van Evans and his team at Orthodent located in Oshawa, Ontario for their support for program lab services in Canada.

Thank you to AO Member Donors!

We are grateful to the following AO Members who recently donated to the program:

Joseph Cohen

Marvin Dash

Neil Gross

Herbert Lippitz

S. Burton Ross

Jewel Weiss

Sidney Whitman

NEWS NOTES



Compendium, September 2017 featured an article by AO Montreal member Michael Wiseman: *Palliative Care Dentistry: Focusing on Quality of Life.*

AO New York member Batya Goldwaser is a principal in the Clinical Technique Review: *Ten Myths of Guided Implant Surgery.*

Each of these wonderful dentists is a participant in the Holocaust Survivors Oral Health Program

http://www.ao.org/latest-news/compendium-september-2017-issue

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.

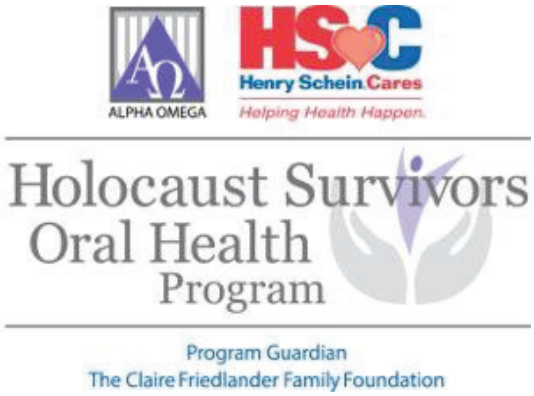
6. Town & Country will inspect the case to ensure that the materials sent are accurate for successful fabrication of the restoration.

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.



Canadian Protocol For Obtaining Services From Orthodent Dental Laboratory

1. Every dental panel member should approach his/her lab for pro bono services **prior to** asking Orthodent Dental Laboratory for services. **Orthodent 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, Orthodent 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 Orthodent 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 Orthodent 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 Orthodent 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 Orthodent Dental Laboratory to let them know to expect a case with a prescription. A technician from Orthodent Dental Laboratory may contact the dentist to request more information about the case.

6. Orthodent 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. Orthodent 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.

TOWN & COUNTRY DENTAL STUDIOS



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

TOWN & COUNTRY DENTAL STUDIOS

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.

Proud members of

TEREC
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- 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
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- The newest milling technologies on premises
- Fair, competitive pricing for excellent value to you and your patients

TOWN & COUNTRY DENTAL STUDIOS

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