Shalom!

Our newsletter this month focuses on participants and their experiences with the program. Many heartfelt stories and comments have been sent to our members’ offices, and I want to share with you a few that have crossed my desk.

This dental program is restoring smiles to a very deserving population. Thank you to all the participating dentists and office staffs who are delivering expert care with kindness and compassion, ensuring that survivors live out the remainder of their lives with dignity.

April promises to be a very busy month. I hope you will be able to attend the course Retooling Dental Health for Holocaust Survivor on Thursday, April 6th in New York City. The event is free, and dental participants are entitled to receive four CE AGD PACE credits. Later in the month on April 24th, Holocaust Remembrance Day, AO will hold its first ever Capitol Hill Education Day. The goal is to meet with Hill staffers and if possible available Representatives and Senators. Please contact me if you are interested in attending either of these very special programs.

Wishing you and your families a very happy and healthy Passover!

With sincere gratitude,
Bernice Edelstein, HSP Program Manager

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If you have any suggestions for the newsletter including items for submission (stories and/or photos) please contact Bernice Edelstein at bedelstein@ao.org.
### By the Numbers (Jan. 2016 - December 2016)

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<tr>
<th>City</th>
<th>Ambassador</th>
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<th>Completed</th>
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<td>Boston</td>
<td>David Dano &amp; Murray Miller</td>
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<td>Chicago</td>
<td>Laurie Gordon-Shaw</td>
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<td><strong>TOTALS</strong></td>
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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 39 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!!
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
COURSE OBJECTIVES

- To engage physicians, dentists, nurse practitioners, physician assistants, medical students, dental students, nurses and other healthcare professionals to enhance values, quality and affordability objectives for geriatric health care for the Holocaust Survivor using the Innovations in Person-Centered, Trauma-Informed Supportive Services for Holocaust Survivors.

- To help recognize the clinical presentation of premalignant and malignant oral lesions and make proper referrals.

- To assist in overcoming barriers in helping patients quit tobacco.

PROGRAM INCLUDES

Presentations by Eva Fogelman, PhD, Gwen Cohen Brown, DDS, Allen L. Finkelstein, DDS and Morris Sasson, DDS

Buffet style dinner will be served (dietary laws observed)

Dental participants are entitled to receive 4 CE AGD PACE credits

Retooling Dental Health for the Holocaust Survivor - Innovations in Person-Centered, Trauma-Informed Supportive Services for Holocaust Survivors

Oral Cancer/Smoking Cessation update for healthcare professionals

Thursday, April 6th, 2017 | 6:00pm

UJA-Federation of New York • 130 East 59th Street, New York, NY 10022

https://www.jewishfederations.org/holocaust-survivor-care

This program is made possible by federal funds from a grant through The JFNA Center for Advancing Holocaust Survivor Care. Approximately 60% of the project, $120,000, comes from federal sources. Approximately 40% or $80,000 comes from non-federal sources.

THIS PROGRAM IS FREE FOR ALL PARTICIPANTS

RSVP HERE

Eva Fogelman, PhD was born in a displaced persons camp in Kassel, Germany after World War II. She lived in Israel for a brief period before coming to the United States in 1959. She received a bachelor's degree from Brooklyn College, where she majored in psychology, and a master's degree from New York University in rehabilitation counseling. Following this Dr. Fogelman received advanced training in family therapy at the Boston Family Institute, and psychoanalytic/psychotherapy training at Boston University Medical School.

Gwen Cohen Brown, DDS is a Professor in the Department of Dental Hygiene at the New York City College of Technology and a Fellow in the American Academy of Oral and Maxillo-Facial Pathology. Dr. Cohen Brown has been faculty at the AIDS Institute since 1992 and the NY/NJ AIDS Education and Training Center since 1993. Dr. Cohen Brown provides continuing education on the topics of Infection Control, Oral Cancer and Emerging Medical Technologies, and Common Oral Lesions for licensed health care providers in NY and NJ where she represents and is sponsored by the NYSDOH, the NYSDOC, the AIDS Institute and the CDC.

Dr. Cohen Brown graduated with a Doctor in Dental Surgery degree from New York University College of Dentistry in 1988, followed by an Advanced Education Program in General Practice Dentistry, also at NYUCD in 1989. She completed a three-year residency program in Oral and Maxillo-Facial Pathology at the New York Hospital Medical Center of Queens followed by a two-year sub-specialty fellowship in Oral and Maxillo-Facial Pathology at the Health Science Center SUNY Brooklyn Downstate Medical College/Kings County Hospital Medical Facility.

Allen L. Finkelstein, DDS graduated from the University of Pittsburgh and the Temple University School of Dentistry in 1969. He received an honorary Doctor of Human Letters from the AT Still University of Health Sciences in 2009. He received the Dr. Harry Strusser Memorial Award for Contributions to Public Health Dentistry from New York University School of Dentistry in 2011. He is Chief Executive Officer of Bedford Healthcare Solutions. He is also an Adjunct Clinical Assistant Professor of NYU College of Dentistry.

Morris Sasson, DDS graduated Columbia University School of Dental and Oral Surgery in 1983, and then completed his General Practice Residency at Lenox Hill Hospital. He has been practicing dentistry for more than 30 years, mostly at his office in the Bronx. Dr. Sasson’s parents, Albert and Louisa, were Holocaust survivors from Greece. The special needs of Holocaust survivors, whose dental health has been underserved, and have limited financial resources, led him to work with the Blue Card as a volunteer dentist, providing continuous dental care to many survivors for more than 20 years.
Sam Weinreb is a wonderful person, a Holocaust survivor who always comes into my office with a smile and a good word. I first examined Sam in April 2016. He was wearing very old dentures that should have been discarded many years ago. A complicating factor was that he had no lower ridge, a negative ridge as we call it. I knew that the case would only be successful if implants could be placed in the lower jaw. Fortunately, I was able to enlist Dr. David Lustbader, an Oral Surgeon in Quincy for implant placement. Dr. Lustbader took Sam off of Fosamax for three months before he could perform the surgery in September 2016. After three months, Sam came back to my office for study models and custom trays, muscle molding, final impressions and transfer coping impressions.

This is a case that requires superior lab expertise plus a sound understanding of implants and attachments. I have worked with
Ira Dickerman, President of Dickerman Dental Prosthetics for many years. He has a wealth of knowledge on implants and prosthetics at his fingertips. He knows how to think outside of the box. Ira donated the labor of his dental technician Mark Teixeira, head of the removable prosthetic department. Ira was also able to get Nobel Biocare to donate all the components.

January 2017 was spent establishing a centric record. It was very difficult due to his lower jaw shaking. The try in was a success, esthetically and phonetically. February 16, 2017 was the delivery day. The uppers had perfect retention, and the lower denture snapped precisely into the three implant attachments. The dentures gave him a more youthful appearance. It was a Shehechyanu moment. He walked out from the office a new person, and he was so thankful. After Sam left, he took a selfie and sent it to his daughter. She was so happy of her father’s new appearance, she immediately called to thank me.

I was not sure, however, if he would adapt quickly to his new dentures. On the following Monday he came back for an adjustment. There were no sore spots! He had learned to close correctly, and I tweaked his occlusion. He said to me, “My life has changed, I can now talk for a half hour and have no problems with my dentures staying in.” He could not thank me and my staff enough.

This was one of the most difficult cases in my dental career, but also one of the most satisfying.

Photography is by my dental hygienist Elizabeth Kaponya.
Dear Ms. Edelstein,

I am an almost 90-year old Holocaust survivor originally from Czechoslovakia. Consequently, my childhood tooth hygiene was poor or non-existent, which resulted in major problems in my late 70s and 80s. While I managed a decent livelihood over the years, and still manage a basic standard of living as a widower on a fixed income, dental expenses have been ruinous for me. With limited help from The Blue Card I switched to a private dentist, using my credit cards as a crutch. It was not until about two years ago that I discovered my eligibility for services by the Alpha Omega - Henry Schein Cares Holocaust Survivors Oral Health Program. Dr. Rada Sumareva has been my dentist ever since, with some crowns done by Dr. Zev Kaufman.

I cannot say enough about the service that has been provided to me, totally free of charge. Starting with promptly arranged appointments at hours most convenient to me, to the friendliness and helpfulness of all the personnel involved, to the efficacy and professionalism of Drs. Sumareva and Kaufman, and particularly for Dr. Sumareva’s concern for my general comfort and well-being at my rather advanced age. I sport beautiful teeth, easily maintained, and have regular hygiene provided. I consider myself extremely fortunate in having this wonderful service.

George Wolf

I would like to take this opportunity to thank you and your organization for the help you have provided my mother, [redacted] concerning her dentistry needs that are being addressed and cared for as a result of your exemplary dentistry program for Holocaust survivors.

The dentists that have attended to my mother’s dental issues through the program, namely, Dr. Schwartz and Dr. Baker, are not only excellent dentists, but also caring and compassionate human beings.

To date, my mother has had a wonderful experience and she is feeling much better as a result of her dentistry care. Thank you again for your kindness and thoughtfulness, which is greatly appreciated.

Warm regards,
Daughter of a Montreal patient

A client of Selfhelp was so excited and so happy[to be referred for dental treatment] that she told the social worker that “she might faint” from all the excitement!
Dear Dr. Kleiman,
Who can be so lucky,
To have a dentist just like you?
That honors his heritage,
Being so generous, and true!
You treat your patients kindly
You don’t just say “Open Wide”
But treat them with dignity, respect,
And most importantly with PRIDE.

THANK YOU
SO Much,

R espectfully
Arizona patient of Dr. Kleiman

P.S. I hope this makes you smile,
Maybe even a little laugh.
Please, please, also “thanks”
To your WONDERFUL staff.

Dr. Alan Moltz (AO Illinois) with his patient

Patient of Dr. Len Brenner (AO NY) who stated, “I was very happy with the work that I received. Dr. Brenner is a very nice guy and a great dentist.”
Dear Ms. Blalock!

I wish to express my sincerest gratitude to you and the Holocaust Survivors program for assistance with taking care of my dental problems.

You have reached out and arranged participation of 4 highly qualified specialists – Drs. Mary Ziomek, Abel and Simon and Mr. Prestipino, who have each contributed a great deal of effort. Each of them treated me with attention and compassion and I am tremendously grateful for their generosity. I also greatly appreciate your covering the laboratory expenses.

Currently, the work is almost completed. All this would not be possible without your active involvement and funds donated by the Holocaust Survivors Program.

Once again, please accept my gratitude and appreciation for your assistance and best wishes for success in your noble work.

Sincerely,

Greater Washington, D.C. Area Patient
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.
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.

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