Shalom!

I am very excited to share the wonderful work of the Montreal Chapter in this issue of the newsletter. To date seventeen patients are being treated. We have strengthened our partnership with the Cummings Centre in an effort to expand our outreach. Check out the interview with Frater Miłene Abadi Etingin as she discusses her personal connection with the Holocaust and highlights the significance of Tikkun Olam. Her experience of working with this vulnerable population echoes the positive feedback that we have received.

Mark your calendars, the Chicago Midwinter dinner meeting is scheduled to take place on Thursday, February 23rd from 6:30 pm -9:30 pm. Registration is now open and ticket sales are online only http://bit.ly/2017AOChicagoMidWinterDinner

Limited tickets are available. Do not miss out on this wonderful opportunity to get together with local fraters and out of towners. I hope to see you there.

Cincinnati

I am pleased to announce that we are bringing the Program to Cincinnati! A chapter meeting was held on Tuesday, January 24th, where I discussed implementing the Program. Dr. Glen Meyer has assumed the role of Dental Ambassador of the cohort. There is a lot of enthusiasm and excitement from both dentists and Jewish Family Service. Go Cincinnati! See page 10 for pictures of the Chapter meeting.

With sincere gratitude,

Bernice Edelstein, HSP Program Manager

By the Numbers (Jan. 2016 - December 2016)

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<th>City</th>
<th>Ambassador</th>
<th>In Treatment</th>
<th>Completed</th>
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Note: These are new 2017 referrals.

YOU'RE INVITED!!

**ALPHA OMEGA - HENRY SCHEIN CARES**

**HOLOCAUST SURVIVORS ORAL HEALTH PROGRAM**

"THANK YOU" BRUNCH !!!

- **WHO:** Alpha Omega Washington DC Chapter/Maimonides members who are providing pro-bono treatment for JSSA Holocaust survivors - spouses and “significant others” are welcome to attend!

- **WHO:** Local dentists not yet participating in this program - please join us to learn more about the program and how you can be part of it!

- **SPONSORED BY:** Alpha Omega Washington DC Chapter

- **WHEN:** Sunday, February 5, 2017 at 11 a.m. (Super Bowl Sunday - but we will finish long before the festivities begin!!)

- **WHERE:** Woodmont Country Club, Rockville, MD

Contact Bev Habada at BHabada@ao.org or 301-738-6400 for last minute reservations or more information.
Spotlight on Montreal

The Montreal group is comprised of the following AO dentists: Ambassador Jeff Tenser, Milène Abadi Etingin, Veronique Benhamou, Marcelo Bercovici, Lesley Bergman, Thomas Bergman, Carol Chahine, Jordana Delnick, Myriam Feldman, Helene Fishman, Heather Fox, Elliot Goldenberg, Jonathan Lang, Allan Lisbona, Matthew Miller, Carley Rapoport, Jason Retter, Warren Retter, Gordon Schneider, Gerry Sohmer, Mark Spatzner, Lauren Spevack, William Steinman, Joseph Szwimer, Michael Tenenbaum, Gerald Trager, Jay Waxman, Harry Wise, Martin Wise and Michael Wiseman.

If you are not able to volunteer, please 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 Tribute Fund
www.aofoundation.ca or info@aofoundation.ca
416-250-7417

If you are a practicing dentist in the Montreal area and would like to participate in the program, please contact Bernice Edelstein at: bedelstein@ao.org or Ambassador Jeff Tenser at: jitenser@videotron.ca.
Montreal
Meet the Dentists

Jeff Tenser
Ambassador, Montreal

Dr. Tenser practices family dentistry in Montreal and has been in private practice since 1987. He received a BSc in Physiology from McGill University and completed his DDS from McGill in 1986. In 1987, he completed a year of a multi-disciplinary residency program at the Montreal General Hospital. He has been in private practice on Cote de Neiges since 1991.

Dr. Tenser is a member and Past President of the Montreal Chapter of Alpha Omega – Mount Royal Dental Society. He is also a member of the Canadian Dental Association, Quebec Dental Surgeons Association, and the Canadian Academy for Esthetic Dentistry.

How did you come to choose dentistry as a profession?
I enjoy providing health care and have the gift of good manual dexterity, so dentistry was a logical fit.

What prompted you to decide to volunteer to be the Ambassador for the Holocaust Oral Health Program for Montreal?
There was a need for leadership, and I decided to step up and get involved.

What has been your experience leading the Program and AO dentists in the Montreal area?
It has been most fulfilling and rewarding to help survivors of the Holocaust. At the same time, I have enjoyed the shared survivor stories and camaraderie with my fellow dentists in Montreal.

What has been your experience providing dental care for Holocaust survivors?
It has been a pleasure to take pictures at the end of treatment and to see the smiles of the patients. Their gratitude is all the fulfillment that you need.

What do you do to relax and unwind? What is your favorite activity outside of work?
I enjoy attending concerts and going to the museum. When weather permits, I enjoy gardening. My favorite activities include spending time with my two boys, traveling to and enjoying the beach at Ogunquit, Maine and going to the gym.
Milène Abadi Etingin

Dr. Milène Abadi Etingin graduated from Vanier College in 1984 with a D.E.C. M.I.S.P. Health Science degree. She received her D.M.D. from the Universite de Montreal in 1988 and completed a General Practice Residency Program at McGill University in 1989. Dr. Abadi Etingin practices family dentistry in Montreal and has been in private practice since 1988. She has served as Clinical Professor for the Jewish General Hospital Residency Program from 1995 to the present and has been a member of Alpha Omega since 1986.

When you chose to pursue a health care profession, how did you come to choose dentistry?

I suppose in essence, dentistry chose me. In high school I was already interested in health sciences as a career choice and participated in the HOPS program in my senior year. This program enables students to visit different departments at the Jewish General Hospital in Montreal to get an idea of various medical specialties.

One of the departments assigned to me was dentistry, and I found it very intriguing. I appreciated the intricate manual work and tools involved, as well as the healing nature of the procedures and the interpersonal relationships. I think intuitively, I realized that dentistry is a perfect combination of medicine and art, and this is what attracted me.

When I asked my dentist what he thought of dentistry as a career choice for me, he certainly encouraged me. I decided to write the DAT admission test, and next thing you know, at the age of eighteen, I was accepted to pursue dentistry at the Universite de Montreal.

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

When Dr. Michael Wiseman introduced the idea of participating in the Holocaust survivors [Oral Health] program, I did not hesitate to get involved. I was already sensitized to this cause. My father-in-law Henry Etingin is a Holocaust survivor who is alive today because of the great generous deed of one person - Boleslaw Boratynsky, a righteous among the nations who saved him, his brother and parents, during the war in Poland. The Etingin family fled the Vilna ghetto just prior to its liquidation and was hidden underground for ten months by Boleslaw until the end of the war.

Holocaust survivors have witnessed the extreme harshness of humanity. If there is something I can do by using my skills to soften their lives, then it is not only a duty but a privilege to do so.

What has been your experience providing dental care for Holocaust survivors?

My experience with providing dental care for Holocaust survivors has been nothing but positive! It is so interesting to meet and hear people’s stories. A gentleman came to see me and had been missing a front tooth for five years. Fabricating a bridge to replace his missing front tooth provided him comfort, function, and the ability to smile with pride. These are things we often take for granted. There is almost nothing more empowering than being able to take something broken and make it whole, or to take something diseased and make it healthy, even more so for someone who may not have the means.

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

I love spending time outdoors: running, biking, skiing, hiking and yoga. I enjoy cooking and more recently have gravitated to drawing and painting. Of course, nothing beats spending precious time with my husband Greg and our three kids.
Michael Tenenbaum

Dr. Tenenbaum attended McGill University where he received both his Bachelor of Science and Doctor of Dental Surgery degrees. He has practiced in the West Island community since 1975 and in 1985 became a founding member of the West Island Health Center in Dollard des Ormeaux. Dr. Tenenbaum's dedication to providing superior dental care in a comfortable, welcoming environment has made his group practice, the West Island Family Dental Centre, a cornerstone of the community.

Dr. Tenenbaum's leadership and achievements have been recognized with a Fellowship at the American College of Dentists and a Fellowship at the Academy of Dentistry International. His long-term involvement in organized dentistry includes serving on the Council of Presidents of the Federation of Dental Societies of Montreal and with Alpha Omega as Past International President and Chairman of the Alpha Omega Foundation in Canada. Because of his involvement with the Alpha Omega campaign to refurbish the Dental School at Tel Aviv University, he was inducted as a Governor of TAU.

You have a special connection with the Holocaust Survivors Oral Health program through the Marlene Tenenbaum Memorial Fund. Would you share with us about your wife and your interest in honoring her memory with this Fund that benefits the Holocaust Survivors Oral Health program?

My late wife and I always felt that we had a special duty to make sure that we did everything we could to make their lives as comfortable as possible. This program is a perfect way of caring for the remaining survivors, and I am thrilled that the Montreal Chapter has included her fund as one of their philanthropies.

Anything else you would like to share about the program and what you would like to see happen in future years?

I would like to see it expanded to all cities where there is a survivor population.

What are your favorite activities outside of your work? How do you do to relax and unwind?

Alpha Omega takes up a lot of my free time, and I am grateful for the friendships I have developed through it. My grandchildren help me relax.
Beth Fineberg, Program Manager for Intake and Case Management, was interviewed for this article.

**How long has the agency been working with Holocaust survivors?**

The agency has been working with Holocaust Survivors for over 25 years, providing social service assistance, home care, and programming to survivors from Europe, the Former Soviet Union (FSU), and Morocco.

**Approximately how many Holocaust survivors are there in the Montreal Metro area, and what are their needs?**

According to Statistics Canada, the 2011 National Household Survey Analysis shows there were 5,795 Holocaust survivors residing in the Montreal Metro area. This survivor group represent 33.1% of all Jewish seniors in the community. More than a quarter (27.3%) of Montreal’s survivors live below the poverty line (1,582 individuals). The level of poverty among Holocaust survivors is significantly higher than that of Jewish seniors who are non-survivors (15.7%). The primary needs of these survivors include financial assistance for kosher food, medication and dental care, as well as in-home support.

**How many Holocaust survivors receive services from your agency, and what types of services do you provide?**

In 2016, the Cummings Centre Social Service department provided direct case management and
emergency financial assistance to 694 Survivors, in addition to individualized home care assistance to 296 survivors. There is also a weekly drop-in program that provides social stimulation to approximately 25 survivors who come to our Centre on their own or with their caregivers.

What are the greatest needs of the Holocaust survivors in your community?

Because more than a quarter of Montreal’s survivors live below the poverty line, there is a strong focus on easing their burden of the high cost of kosher food and home care. In addition, many survivors who have neglected their oral health over many years, are now requesting financial support for emergency dental work and denture replacement. Unfortunately, once a survivor moves into a long-term care institution, they are no longer eligible to benefit from the Holocaust financial support programs [we offer] despite the ongoing need.

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

Working with Alpha Omega-Henry Schein Cares has been very positive. The number of participants in this program has almost tripled from 2015 to 2016 and we are forecasting that 2017 will surpass previous years.

What is one of your favorite stories about your work with Holocaust survivors?

One of my favourite stories relates to a survivor who participated in the program. Mr. L. is a 75-year-old Romanian-born survivor who lived in hiding during the war. His parents were both in forced labour camps. Mr. L. remained in Bucharest until his immigration to Israel in 1964 and then moved to Montreal in 1967. A divorced father of 5, with limited family contact, he spends his time visiting one adult daughter with severe mental health problems who lives in a group home. With only his basic government pension to cover his own subsidized rent, medications and food, he has little left over to see a dentist. Through the Alpha Omega-Henry Schein Cares Holocaust Survivors Oral Health program, Mr. L. saw a dentist for the first time in many years. Despite his initial reluctance, he was thrilled with the treatment he received. He purchased a simple thank you card and asked his case manager to help him write a “thank you” for his new dentist. He was humbled that the dentist spent significant time with him, gave him VIP treatment and in no way made him feel that he was different from her other patients. Now whenever Mr. L. comes to the Cummings Centre, he is smiling and always thanks his case manager for offering him the opportunity to meet his new dentist!

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 85 patients in our records who are being treated in 15 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 BHabada@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 the first 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!!
Charles Desjardins was interviewed for this article.

Would you tell us a little bit about the history of Lafond Desjardins Dental Laboratory?

Lafond Desjardins Dental Laboratory was founded 27 years ago by Marc and Lise Desjardins. Through dedication, expertise and continual evolution, Lafond Desjardins has supplied high-quality products and flawless customer service. Equally dedicated, Élise and Charles Desjardins today continue to pursue the excellence of their parents. This is a team of experts, composed of dynamic professionals, who also offer their know-how and expertise in customer service.

How did Lafond Desjardins Dental Laboratory become involved with providing dental lab services for Holocaust survivors?

Dr. Myriam Feldman’s team contacted Marc Desjardins to present the Holocaust survivor dental services program. Lafond Desjardins and Henry Schein accepted without hesitation to provide free dental products to the program and the Holocaust survivors.

What has been your experience serving Holocaust survivors?

It is an immense honor and humble experience for our team to be able to make a difference in the lives of these Holocaust survivors. We are very proud that our work gives them a better life quality until the end of their journey.

Of what is your lab most proud?

We are honored to be part of this life changing experience for both the survivors and our team. Our high-quality products have been used to improve the lives of survivors.

Special thanks to Bill Van Evans and his team at Orthodent located in Oshawa, Ontario for their support for program lab services in Canada. Special thanks also 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.

Note: In the event program dentists in Canada are unable to use their local dental lab and need to use the services of Orthodent in Canada, please follow the protocol shown on page 12 of this newsletter.
CINCINNATI CHAPTER MEETING

January 24, 2017

Program Expansion in Cincinnati!

Left to right: Dr. Glen Meyer, ambassador for the dental cohort; Bernice Edelstein; Stuart Zorn, Staff Assistant for U.S. Senator Sherrod Brown; Gail Gepsman Ziegler, Senior Manager, Center for Holocaust Survivors at Jewish Family Service; Butch Stenger, Regional Manager Cincinnati & Columbus Center’s Henry Schein; Larry Juran, President Elect and Co-Treasurer Jewish Family Service.

Gail Gepsman Ziegler, Dr. Glen Meyer & Dr. Marc Silverman

Butch Stenger and Dr. Andy Harris

Dr. Alan Weber, Dr. Barry Gibberman, Dr. Michael Carl, Dr. Jack Yosafat, Dr. Gilbert Minson
Program Donation from AO Boston Chapter

The AO members of the Boston Chapter recently made a $500 donation to the Holocaust Survivors Oral Health Program. Thank you, Boston AO Chapter members for your support!

Can your chapter make a donation to the program and match what Boston has given?

Student chapters, please also consider what your chapter can donate. Donations will be put to good use for program lab fees and other services that are not always possible to obtain as pro bono services. If your chapter can match the Boston chapter’s contribution, or wishes to donate any amount, please contact Bernice Edelstein at 301-738-6400 or bedelstein@ao.org.

Thank you to AO Member Donors!

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

Dr. Howard L. Pranikoff
Dr. Norman & Mrs. Eldene Mohl
Dr. Michael Lipson
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.

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™