Shalom!

I am pleased to share with you this issue of the Holocaust survivor dental program newsletter which highlights the impressive work of our AO Calgary Chapter. The dental panel is small, and the need for the program in the community is great. If you would like to participate and join other AO dentists in Calgary meet an important need, please contact Ambassador Brian Sacks at: bmsacks@shaw.ca or get in touch with me at bedelstein@ao.org.

Mr. Daniel Komanksy, President of The Slomo and Cindy Silvian Foundation, a Founding Program Donor, was also interviewed for this newsletter. Please be sure to read about the Foundation.

On November 9-10, 2016, the AO-HSC dental program hosted a Town Hall that brought together AO dental ambassadors, social service agency participants, and AO staff. Henry Schein arranged for a video crew to tape several of the dental ambassadors and social service agency participants.

See the video link below of Dr. Avi Wurman (co-chair), Dr. Laurie Gordon-Shaw (AO Illinois) and Dr. Rada Sumareva (AO New York) discussing the significance of the program. The interviews with social services will be accessible shortly. http://bit.ly/HSPDentistInterviews

This program is having a huge positive impact and is making a difference in the lives of survivors!

With sincere gratitude,
Bernice Edelstein, HSP Program Manager

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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<th>Completed</th>
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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 57 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 BHabeda@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!!
Angel Donor Partner – The Slomo and Cindy Silvian Foundation, Inc.

The Slomo and Cindy Silvian Foundation, Inc. has been a founding program donor since the beginning of the Holocaust Survivors Oral Health Program in January 2015.

Daniel Komansky, Esq., President of the Foundation, agreed to be interviewed to give background on the Foundation and its decision to support the AO-HSC Holocaust Survivors Oral Health Program. He has been President of the Foundation since January, 2008.

About Slomo and Cindy Silvian

Mr. and Mrs. Silvian were distinguished citizens of Long Beach, New York. They were well known and respected for their friendship, their business leadership, their civic-mindedness and their philanthropy. Mr. Silvian passed away in May, 2001. Mrs. Silvian passed away in November, 2007. Mrs. Silvian funded the Slomo and Cindy Silvian Foundation, Inc. with a generous bequest in her will.

About The Slomo and Cindy Silvian Foundation

The foundation began making grants in 2008, a year after Cindy Silvian’s passing. The Foundation operates in the fields of education, medical research, medical care, Jewish philanthropic endeavors and children’s welfare; it provides grant funds to non-profit entities.

What led to the Foundation becoming a Founding Donor partner in support of the AO-HSC Holocaust Survivors Oral Health Program?

The Foundation has always had an interest in supporting Holocaust survivors and Holocaust education. Peter Klein of the Claire Friedlander Family Foundation had called me and indicated that they were going to support the program and suggested we consider providing funding as well.

Mr. Komansky, how did you come to be associated with the Foundation?

Mr. and Mrs. Silvian were clients of mine, and I served as their legal counsel for many years. Mrs. Silvian decided to create a Foundation after her husband died and designated three people to be officers of the Foundation. The three people she designated as Foundation officers included me as President and Chairman of the Board of Directors; the family accountant, Mr. David Grossman, CPA, as Chief Financial Officer; and retired judge of Nassau County, New York, the Honorable Jack Mackston, as Director. Judge Mackston had known Mr. & Mrs. Silvian for some time as he had officiated at their wedding.

We are at the beginning of year three of the program. Do you have any “words of wisdom” for us? What would be your philanthropic advice to us at this point in our program history?

I think the regular feedback from the Program tells us how the program is helping survivors, which is very valuable to us. It is good to be kept informed.

From the beginning, we were impressed that the Program leverages the services of volunteer dentists. This is a wonderful aspect of the program. It is one of the things that attracted us to it and caused us to provide funding from the Foundation.
Spotlight on Calgary

The Calgary Dental panel is small but mighty! It is comprised of the following AO dentists: Ambassador Brian Sacks, Jana Frydberg, Eli Markovich, Rob Meloff and Lawrence Stanleigh.

If you are a practicing dentist in the Calgary area and would like to participate in the program, please contact Bernice Edelstein at: bedelstein@ao.org or Ambassador Brian Sacks at: bmsacks@shaw.ca. The need is very great for general practice dentists.

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
Brian Sacks
Ambassador, Calgary

Dr. Sacks practices family dentistry in Calgary, Alberta and has been in private practice since 1978. Born and raised in Montreal, Quebec, he completed his DDS from McGill University and then a General Practice Residency at the Jewish General Hospital in Montreal before relocating to Calgary. Always interested in sports, he became the Team Dentist for the Calgary Cannons Baseball Club of the Pacific Coast League in 1985 and is now Team Dentist for the Calgary Roughnecks of the National Lacrosse League. He is an active member of the Academy for Sports Dentistry. He has been married to his wife Stephanie for 42 years and has 2 daughters, and a grandson.

How did you come to choose dentistry as a profession? And how did you become the Team Dentist for the Calgary Roughnecks Lacrosse Team?

I have been interested in dentistry since I was in my early teens probably due to the influence of Harvey Levitt, my orthodontist in Montreal. I am grateful that I have had the opportunity to live my dream and experience this great profession.

As a kid, I was always interested in and played several sports. When professional baseball came to Calgary with the AAA Cannons, I was in the right place at the right time and was given the position as their Team Dentist. When the baseball team relocated away from Calgary, the Roughnecks Lacrosse Team offered me a similar position. It has added a new dimension to practicing dentistry, and I am able to combine the two interests.

What prompted you to decide to volunteer to be the Ambassador for the Holocaust Oral Health Program for Calgary?

I received a call from Bernice Edelstein who approached me about starting up the Holocaust Oral Health Program in Calgary. She had been given my name from other Alpha Omegans who knew me. They wanted me to spearhead the program in Calgary. Bernice filled me in on the short history of the program, and we identified that there was a need here in Calgary for this type of program. I have a long history with Alpha Omega going back to dental school when I was President of Alpha Pi Chapter at McGill. This was a great way to reactivate my involvement with AO.

What has been your experience leading the Program and AO dentists in the Calgary community?

Calgary has a relatively small AO chapter, and a majority of the chapter members are specialists. There are very few general practice dentists in the chapter, and that made this very challenging. However, the few that became involved have done a great job even though it has been frustrating. We still have more patients that require care and have others who need more help.

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

We are in contact with Calgary Jewish Family
Service, and they are the liaison between us and the patients who require treatment.

Overall, the experience providing dental care for the survivors has been very gratifying. They are most appreciative. They sometimes have some great challenges as they have not had great [dental] care in the past.

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

Personally, I relax outside the office spending time with my family. During the summer, I play softball in the Calgary Senior Men’s League and enjoy golfing as much as possible. In the winter, I try to spend as much time as possible at our winter home in Scottsdale, Arizona to escape the cold Calgary winters (especially this year). I also try to get in frequent visits with my grandson in Los Angeles.

Eli Markovich

Dr. Markovich has been practicing dentistry in Tower Centre at the base of the Calgary Tower for more than 30 years. After graduating from the University of Alberta with BSc. and DDS degrees, he was very fortunate to be able to establish a dental practice in downtown Calgary. He serves the needs of busy downtown professionals who have come to appreciate the efficiency of his team and the services they provide.

Dr. Markovich is now more passionate about dentistry than ever, as it has changed so dramatically since when he first started. He loves learning new aspects of dentistry as technology evolves.

He has been happily married for more than 40 years and has 2 daughters and 3 grandchildren. He especially enjoys being a grandfather; in addition, he takes great pleasure when his own patients (whom he treated as children) bring in their own children to see him.

His hobbies include golfing, curling, and skiing.

How did you come to choose dentistry as a profession?

As a student, I was always interested in the medical sciences. As well, I have always had good manual dexterity, so dentistry was a perfect path for me. (My mother also told me that I had to be a Doctor.)

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

My parents survived the Holocaust, so this program touches me personally. They lost everything in the war, both materially and emotionally. Many survivors who are still with us are in need of dental treatment, and this program provides that much needed help.

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

Providing dental care for Holocaust survivors has been very rewarding to me; a chance to give back to the community. The patients I have seen have been very appreciative of our efforts.

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

As mentioned in my bio, my favourite activities in the winter are curling and skiing. In the summer, it is golfing. I also like to hang out with our family.

“The continuing advances in technology have made it an extremely exciting time in dentistry for us as we are constantly finding new ways to provide services that meet our goal of ‘providing optimum dental health’ for all our patients.”

- Eli Markovich
Jewish Family Services - Calgary

How long has the agency been working with Holocaust survivors?
JFSC has been working with Holocaust survivors for over 25 years. We assist eligible Holocaust survivors in applying for different types of compensation, emergency financial assistance, home care and other age related benefits.

We are very proud that our work gives Holocaust survivors a better life quality and a chance to live independently, to the best of their ability, for as long as possible.

Approximately how many Holocaust survivors are there in the Calgary Metro area, and what are their needs?
To our knowledge, there are over 150 Holocaust survivors in and around Calgary with a significant part of the survivor population residing in the South West sector of Calgary. Their needs vary and include advocacy and access to services, community connections and age related transitions in general. Some survivors do not require JFSC services at all and are self-sufficient, independent, and well supported.

Jewish Family Services staff - - Holocaust Services
The picture shows, from left to right, Greg Storozhakov, Holocaust Survivor Service Coordinator, Olga Krochak Sulkin, Home Care Program Manager; Robyn Winograd, Director of Community Support Services, Natalia Rusu, Holocaust Survivor/ Dental Program Service Coordinator.

Robyn Winograd, Director of Community Support Services, was interviewed for this article.
How many Holocaust survivors 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?

Currently JFSC serves approximately 130 Holocaust survivors a year. Services provided includes advocacy and case management for Emergency Funds Assistance and Home Care through Claims Conference funding. In addition, JFSC helps survivors with applications for other survivor compensations, pensions and social benefits as well as housing, navigating complex social systems, and age/health related transitions.

Many Holocaust survivors are identified as low income, facing various financial and social vulnerabilities. The primary needs of these survivors are financial assistance for medication, food, suitable housing, access to adequate in-home supports, dental care and transportation. Another significant need is support for social systems, and age/health related transitions.

Many Holocaust survivors are identified as low income, facing various financial and social vulnerabilities. The primary needs of these survivors are financial assistance for medication, food, suitable housing, access to adequate in-home supports, dental care and transportation. Another significant need is support for community participation and reducing social isolation.

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

Mrs. P was born in Kazakhstan shortly after her parents fled Nazi-occupied Bălți, Moldova. In 1949, Mrs. P. returned to Moldova where she later met her future husband, also a Holocaust survivor. Mrs. P and her husband came to Calgary in 1989, where they had to work hard in order to sustain themselves, their children and grandchildren. When they had retired, their income was very low since they did not work enough years for them to earn a substantial pension. We have had the honor of assisting Mrs. P. for many years, advocating for her, helping her to get various survivor compensations, facilitating homecare and emergency fund assistance and the federal and provincial benefits for which she is eligible.

Because of malnutrition and poor sanitary conditions that she endured during childhood, Mrs. P’s health started to deteriorate early in her life. Being in poor health, she faces many medical challenges and related expenses. Mrs. P’s main health detriment is her oral health, as she has been struggling with her dental issues for years.

Due to her financial situation and the specific dental needs, she was unable to treat her condition, which in turn resulted in permanent damage to her teeth. Mrs. P was living in pain and not able to eat properly until she was referred to the Alpha Omega – Henry Schein Cares Holocaust Survivors Oral Health Program, where she finally started to receive help. She was seen by Dr. Sacks, who performed extensive and complicated treatment over a long period of time, at no charge. As a result of this extensive treatment, Mrs. P was finally able to eat properly and enjoy food again. She is very thankful to Dr. Sacks, the Alpha Omega-Henry Schein Cares Program and Jewish Family Service Calgary for immensely improving her quality of life. Now she can enjoy life and has more reasons to smile.

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. Survivors are receiving much needed oral health services and are very pleased with their outcomes and the kindness of the dentists. We continue to work to enhance awareness regarding the program and hope to expand access and capacity of local dentists to serve survivors to a much greater extent. The demand has been increasing, and we expect that the number of participants will continue to increase in 2017.
Lori Way was interviewed for this article. She will retire from Orthodent March 1, 2017. Lori, it has been a pleasure working with you and we wish you all the best in retirement! We say a fond farewell to Lori and welcome Kim Noakes at Orthodent as our contact person.

Orthodent is a full-service laboratory serving North America. They have been in the business of making smiles since 1988. In 2016, Orthodent agreed to provide pro bono lab services for Holocaust survivor patients in Canada, in the event local dental labs were unable to assist.

Remind our readers - - how did Orthodent become involved initially with providing dental lab services for the Program?

Dr. Avi Wurman, a long-standing client of ours, informed us of this program. We were immediately interested in helping. He forwarded the information to us, and the rest is history.

What has been your experience over the past year serving Holocaust survivors and the dentists who have been providing the pro bono services?

There is nothing better than helping people in need. So far, we have been able to help four Holocaust survivors and look forward to helping more patients in the future. We received a letter of thanks and a picture showing us a beautiful smile. What a great experience!

Of what is your lab most proud?

We are most proud of our leading-edge technology and our low turnover of employees, as well as our close and personal relationship with many of our clients and their commitment and confidence in us.

What is new in the dental lab industry that can help improve dental care for Holocaust survivor patients?

As dentistry continues to embrace digital integration, we can provide faster and more accurate restorations for all patients from greater distances. Holocaust survivor patients will benefit from this technology as there can be fewer visits to the dental office, with less chair time spent, and greater satisfaction with the completed restoration. This can be especially helpful in treating patients of increased age or with difficulties in mobility or travel.

Special thanks to Bill Van Evans and his team at Orthodent located in Oshawa, Ontario for their support for program lab services in Canada and as well 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 the page 16 of this newsletter.

In the event program dentists in the USA are unable to use their local dental lab and need to use the services of Town and Country Dental Studios, please follow the protocol shown on page 17 of this newsletter.
On Sunday, February 5, 2017, a Thank You Brunch was held at the Woodmont Country Club in Rockville, Maryland. The event was held to say Thank you to the Alpha Omega-Henry Schein Cares Washington DC panel members and to those dentists who are currently providing pro-bono care for JSSA referred Holocaust survivors. Local dentists, who are not yet participants, were also invited to attend to learn more about the program.

Also attending were spouses or “significant others” and retired dentists who are supporters of the Program. The event was planned as a day to show gratitude to the dentists who provide pro bono dental care to Holocaust survivors who live at the poverty level in the DC area.

The event sponsor was long time community “Angel” Irma Poretsky, who was in attendance and whose generosity for covering the costs of the Brunch was acknowledged by personal friend and Master of Ceremonies, DC Program Ambassador Dr. Ben Williamowsky. Ms. Joan Kleinman, representing US Senator Chris Van Hollen, was introduced by Dr. Ben, to whom she presented a Program citation from Senator Van Hollen. Bernice Edelstein, Program Manager for the AO-HSC program gave a brief history of the program. Todd Schenk, Chief Executive Officer of JSSA and Ellen Blalock, JSSA Holocaust Survivor Program and Volunteer Coordinator were recognized for the contribution JSSA has made as the referring agency that advocates for Holocaust survivors in the DC area since the DC program began in 2011. Mr. Jason West attended the Brunch representing Henry Schein, Inc., a founding partner of the Holocaust Survivors Oral Health Program.

The convening group who planned the Brunch (for whom many thanks are due) include Dr. Ben Williamowsky, Dr. Sam and Mrs. Phyllis Blum, Dr. Alan Singer, Dr. Fred Simon and Ellen Blalock. Many thanks also to the event photographer, Mr. Richard Greenhouse, who took lots of fabulous pictures, many of which are included in this newsletter.

If you are a practicing dentist in the DC Metro area and would like to participate in the program, please contact Bernice Edelstein at bedelstein@ao.org or Ambassador Ben Williamowsky at: bawilly@verizon.net.
DC Thank You Brunch Pictures

DC Ambassadors Ben Williamowsky and Alan Singer

L-R Ben Williamowsky, Ellen Blalock, JSSA Holocaust Survivor Program and Volunteer Coordinator, Alan Singer

Ben Williamowsky with Irma Poretsky, Event sponsor

Ben Williamowsky with Joan Kleiman, Regional Director for US Senator Chris Van Hollen

Joel Sendroff and Sendroff with Ellen Blalock

Program Citation from Senator Van Hollen
Howard and Diane Benson with Ben Williamowsky

Ron and Phyllis Levine

Sharon Brown, Brandon Berman, Shelly Berman (Brandon’s mother)

L-R David Schlactus with Morris Cohen

The food was terrific!
New Panel members for 2017

We welcome the addition of new panel members in program cities in North America and thank the following dentists for offering to serve Holocaust survivors in their communities:

**Chicago**
Dr. Arielle Wulfsohn

**Detroit**
Dr. Rena Allswang

**Los Angeles**
Dr. Daniel Galaif
Dr. Alan Levy

**Montreal**
Dr. Allan Lisbona

**Philadelphia- South Jersey**
Dr. Jay Goldberg

**Toronto**
Dr. Monte Tator

**Washington, DC**
Dr. Harvey Levin
Dr. Leo Rosenthal

**Winnipeg**
Dr. Azriel Kravetsky
Dr. Les Rykiss
Dr. Lori Simoens
Dr. Alex Zimmer

Note: If you do not see your name on the list and are new to a dental panel, please let us know. Any omission is inadvertent as we are continually updating our panel lists and trying to keep up with participating dentists in 19 cities in the US and Canada.
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
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The Right Fit
Your Practice
Our Lab

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