

Bulletin



IN THIS ISSUE:

- 2 COVID-19
- 3 A NOTE FROM THE NEW PRESIDENT
- 4 A NOTE FROM THE OUTGOING PRESIDENT
- 5 EXECUTIVE DIRECTOR'S MESSAGE
- 6 REGISTRAR'S MESSAGE
- 9 AGM HIGHLIGHTS
- 11 FEE GUIDE
- 13 CDA BOARD MEMBER MESSAGE

AGM 2020

MORE INFORMATION ON
PAGES 9 & 10

Bulletin

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notices

NEW MEMBERS

Dr. ABBIGALE LOUISE BEAULIER,
Dr. VARUN SHARMA
Dr. GAUTAM KAPIL MATTA
Dr. SIWEN YANG
Dr. LAUREN FERRIS BOWER
Dr. MELANIE SUZANNE BURKE
Dr. GABRIELE LOSIER
Dr. JARWINDER KAUR CHEEMA

Dr. HAO LIN
Dr. ELLEN WOODWORTH
Dr. JULIEN-PIER CHIASSON
Dr. EIRYN RODRIGUEZ DE CORMIER
Dr. CHRISTIAN DIONNE
Dr. MELISSA ARGENTA-VON SCHOBER

COVID-19

MARCH 17, 2020: The NBDS issued a strong recommendation to its members and the public that dentistry was restricted to emergency care.

MARCH 19, 2020: The Province of NB issued a mandatory order restricting dentistry to emergency and essential services only.

MAY 13, 2020: Dental offices are able to re-open granted they comply with the new NBDS COVID-19 Operational Plan.

GOWNS

The NBDS has sourced roughly 5,000 single use gowns from the Government of New Brunswick warehouse at a cost of \$6.50 each and can make these available to members for \$6.50 plus shipping.

Members who are interested can send an email to info@nbdent.ca with the quantity needed. We will arrange for shipping and preparation of an invoice which will follow in the mail.



A note from the new President

New Beginnings

First, I would like to take this opportunity to introduce myself to you. I am Carlie Lemoine, DDS and I live in Hampton, NB with my husband, Graham, and our three young daughters. I have been practicing dentistry for fifteen years in the city of Saint John, where I have been a co-owner of a family practice since 2008. Although I have experienced many challenges and successes as both a health professional and business owner over my fifteen years, I have never encountered anything quite like what we have all been exposed to over the past few months. The unknown of Covid-19 is our frightening new reality and makes us all vulnerable to the fear, the worry, the economic decline and the day-to-day deprivation of essentials we have become accustomed to. Since our AGM on July 11, I have been teased by many colleagues, mocking my stellar timing to come onboard; however, do not doubt for a moment how humbled, honoured and privileged I am to assume the role of President of the NBDS. I am deeply grateful to our past-president, Joy Carmichael, for her leadership and outstanding contributions to the NBDS during her presidency, and the members of

the Executive Committee and Board. I am inspired by their commitment and dedication.

Our next few years will be consumed by the impact of Covid-19. This virus has challenged every country to find a strategy to protect public health and preserve its economy. Various measures have been taken to flatten the curve, from containment with testing and contact tracing, to mitigation by sheltering in place. Although the amplitude of the pandemic wave varies from one country to another, even province to province, it is evident that no one is immune. We have learned so much about this virus over the last several months, but unfortunately, many questions remain. As our economy shifts in response to Covid-19, so will our profession as we navigate through these changes. Fortunately, we have the tremendous opportunity to work with other stakeholders via the CDA and PDAs to help us learn and grow using readily available resources that are provided to us.

As your new leader, it is my goal to guide you through these waves. My responsibility is to keep you abreast of pertinent and relevant information and findings. From every experience, you should be able to take away at

least one new lesson. The past few months brought to light the need to improve our communication. There is no room for darkness, as this breeds contempt and chaos. Destructive behaviours and attitudes are unwelcome as we have too many avenues to tackle. How will we handle a potential second-wave in the fall? How do we manage and procure precious PPE? How will Covid-19 forever change the practice of dentistry, even after a vaccine is established? The questions and concerns are endless. So... As your new president, I have some really important questions to ask you. What does support look like from the NBDS? How can the NBDS help you? What do you need?

Again, I thank you for the privilege to work along side all of you for the next coming months. This is a critical time, but I believe that if we work together we can create a safer, stronger and prosperous future.

**— Dr. Carlie Lemoine
President**

carliemoine@nb.aibn.ca



Outgoing President's Message

**“THERE WILL COME A TIME WHEN YOU BELIEVE EVERYTHING IS FINISHED. THAT WILL BE THE BEGINNING.”
(LOUIS L'AMOUR)**

It is with mixed emotions I find myself sitting to pen my final President's message for what has been an eventful year. My year began last June, as I hit the ground running with staff turnover at NBDS, negotiating a complex MOU with CDA, and hiring a new executive director. All of these major initiatives consumed a great deal of energy from the board, the executive and myself as president. We found ourselves busy managing the day to day operations of the NBDS office for much of 2019. Just as I began to fall into a new comfort zone under the guidance of our new, experienced Executive Director, a global pandemic hit the world and New Brunswick. Now COVID-19 has put everyone and everything on hold, as we heed the advice of our Public Health authorities and establish social and physical distancing policies with the goal of 'flattening the curve'.

Our board of directors has been very engaged in managing through these uncharted waters. The NBDS has been in constant consultation with our National and Atlantic counterparts, to share resources and information. While most of the world it seems

is sitting still; we are vigorously meeting and communicating to the membership, to support you all through an experience where answers to difficult questions, simply don't always exist.

These are unprecedented times, and I am proud of the leadership we have taken as a profession; at great personal economic cost. We have come together and supported one and other, continued to be available to consult and care for our patients; all the while demonstrating to the public and ourselves that we are professional and compassionate enough, to rise above. I extend my deepest appreciation to the many board and non-board members who have stepped up, stepped in and offered their expertise in many unrecognized ways. From the emails and calls, to the zoom meetings and video conferences, from the sharing of PPE to the acceptance of referrals. We have pulled together, at the very moments when we have been mandated to stay apart.

As I write this, I am certain that we will come through this pandemic as a stronger more engaged society and dental

community. We are all aware we are going through a once in a lifetime paradigm shift, that will profoundly change the way we interact with one another. Above all else, I remind you all to be well, to take care of yourselves physically and mentally and to remember you have access to the Member Assistance Program that is available to us through CDSPI. If there is one thing I personally can take away from this experience, it is that the quiet in the chaos provides an opportunity to reflect on where we are, and where we will go.

**— Dr. Joy Carmichael
Outgoing President**

drjoycarmichael@gmail.com





Paul Blanchard **Executive Director**

COVID-19: ARE WE PREPARED FOR A SECOND WAVE?

Summer has arrived and while people are still aware of the pandemic, at this writing we are beginning to see signs that they are relaxing and perhaps not always following the safest protocols. From everything we have read so far it seems these two basic actions provide the best results: Wash your hands and wear a mask if unable to maintain social distancing.

Dental offices continue to provide excellent treatment with a priority on infection control. The NBDS is committed to work with other provincial associations through the CDA to support research regarding the safety and availability of PPE as well as air quality and aerosol generation in dental offices. This is an ongoing process.

We are also pleased to have been able to collaborate recently with the NB College of Dental Hygienists in modifying our protocols to better align them for dental practitioners. We hope this level of collaboration will continue in the coming year as this pandemic evolves.

The NBDS will be asking members of the Covid-19 Advisory Group to return in the fall to review the operational plan which was developed in the spring of 2020. We expect this group will look at latest developments from researchers around the world. We are also preparing for a possible second wave as the fall and winter seasons approach which typically bring seasonal influenza with them. With this in mind, we encourage members to have adequate supplies of PPE on hand, while continuing to work with government to make sure that adequate PPE is available.

As we announced at our Annual General Meeting, we have advised our consulting firm “Impact Economic Consultants” that we will not be renewing our agreement with them when it expires December 31, 2020. But – this group is continuing its work throughout the 2020 calendar year, which includes gathering important data from dentists through a range of surveys. This information will be very useful to the economics committee in developing a fee guide for 2021 in these uncertain times. It

will also be important for us as we continue our negotiations with the Department of Social Development on a renewed agreement.

Finally, I want to close by congratulating our new President, Dr. Carlie Lemoine as she begins her term, and thanking all board and committee members for their continued hard work and professionalism throughout these first six months. Please continue to provide them with your feedback and the support they need to do their job well.

**— Paul Blanchard
Executive Director**





Registrar's message

LESSONS LEARNED: “GOOD COMMUNICATION”

The New Brunswick Dental Society receives countless emails and telephone calls from your patients on an array of subjects. It would surprise you. Questions range from the straight forward to the complex and we do our best to help.

Forgetting completely about patient complaints, it is astounding what individuals are willing to ask from complete strangers. You have to remember that often times they just left your office and decided to pick-up the phone to call people they do not know, in an office they have never been to. And they do all of this without ever talking to you or your staff.

This week alone we had individuals totally confused as to the purpose of community masks, screening questions pertaining to pre-existing illness, and why on earth an appointment would be deferred if you were traveling outside the restricted zones. We can answer these questions but we are surprised they do not ask you first and it points to a problem.

Before this seems to be a finger pointing exercise, let's just admit that great communication is great challenge for all of us.

Throughout the COVID-19 crisis, the Members of the NBDS had their own questions ranging from straight forward to the complex. Sometimes you asked and sometimes you did not. But one thing for sure is that there was great confusion, frustration, and fears.

As we move forward with the challenges in the days, weeks, and months ahead, let's seize on the opportunity to think about how we communicate with each other and with the public and let's to do better.

In sharing your experiences with us throughout the closure and reopening of your offices it is clear, not surprisingly, that successful patient management started with thoughtful communication, teamwork with your staff, and managing patient's expectations. It is also clear that the “personal touch” resolved many tensions.

As you lead your practice in the days ahead we challenge you to remember that in addition to countless stresses that you are under that your patients and staff look to hear information directly from you. Remembering to take a few extra moments here and there to facilitate that personal touch will likely reduce your stress and promote success.

And you should know that we are thinking about the same thing and are committed to better communication with you.

Enjoy your summer and stay safe and healthy.

— Dan Leger
Registrar



CDSPI MEMBERS' ASSISTANCE PROGRAM (MAP)

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TIPS TO HELP CHILDREN RETURN TO SCHOOL

The lockdown has been a challenging time for families. Children and their parents have had to work out how to balance school, work, and play while dealing with anxieties and worries about the pandemic.

Similarly, the thought of returning to school on a full or part time basis in the fall presents a new set of challenges and adjustments for the entire family. However, by maintaining open communication, you can help your child make adjustments to ease them into their school routine.

Here are some tips from our Members' Assistance Program (MAP)* provider, Shepell to help make this transition as smooth as possible.

Prepare your child mentally for the transition back to school

Returning to school and reuniting with friends after lockdown may be exciting to your child, but it may also make them feel like they are suddenly being plunged back into an intense situation. Talk to them about how they are feeling and what concerns they may have about being back at school.

Act as a sounding board. Try to listen without immediately offering opinions or advice. Sometimes just talking about a problem or issue can help children come up with solutions of their own.

Take your child's concerns seriously. Remember how demanding academic and social pressure can be even without the additional stress of returning after a lockdown. Be careful not to belittle their concerns nor trivialise them.

Share some of the feelings and experiences you're going through where appropriate. Speaking in an age-appropriate way about your own worries about the relaxation of lockdown rules and what you are doing to help you cope may create an open environment to help your child share their own thoughts and concerns.

Keep talking to your child about anything and everything. Grab opportunities to discuss important issues, but also ask simple questions like, "How was your day?" Do everything you can to maintain a strong bond and keep the lines of communication open so they feel that they can discuss things with you honestly.

Make it a priority to motivate them to learn. Now that they have returned to the classroom, show that you are as curious and interested in what your child is learning as you were about their home-schooling work. Encourage them by giving specific, concrete praise such as "I really like your detail in this project," rather than a general comment of "You're such a great student." This indicates to your child that you have noticed their efforts.

Work with your child's school. Don't be afraid to ask for help. Let the school know if you're worried about anything in particular, or if your child could benefit from extra help in making the transition back from home to school.

Rebuilding your child's confidence and motivation after the time away will be a gradual process. Take it at their pace and build on any small steps made. By talking things through together in an age appropriate manner, you can support and help them understand that working hard in school is a worthwhile investment for their future career and life.

We understand that the transition back to school can be difficult for you and your children. Remember that your CD-SPI Members' Assistance Program (MAP)* is here to support you. It's available 24/7, 365 days a year. CDSPI is pleased to offer this at no cost to dentists, dental staff, and their families and can help with a number of concerns, including mental and physical health, family crisis and counselling, and more. You can contact MAP at 1.844.578.4040 or visit workhealthlife.com for help dealing with the effects of social isolation.

**The information in this article is provided by Shepell, the largest Canadian-based Employee and Family Assistance provider in the country and the provider of CDSPI's Members' Assistance Program (MAP). Available services vary by region. Use of MAP services is completely confidential within the limits of the law.*

AGM highlights

BUSINESS MEETING

On Saturday morning, July 11th the annual meeting took place via zoom. The first AGM in 130 years to be held via Zoom.

NEW LIFE MEMBERS

The following received their Life Membership at the 2020 Annual Meeting:

- Dr. Deborah C. Winslow
- Dr. Victor Ferguson
- Dr. Van W. Worthen
- Dr. Joseph E. Savoie
- Dr. Ronald A.M. Buckley
- Dr. Jean-Guy Violette
- Dr. Dusty Rabatich

COMMUNITY SERVICE AWARD

- Dr. Andrew Smyth
- Dr. Andrew Halford

HONORARY MEMBERSHIP

- Dr. Joy Carmichael



2021 AGM
Fredericton, NB
June 5, 2021



VOLUNTEER OF THE YEAR



*Dr. Daniel Violette
Volunteer of the Year*

The award for Volunteer of the Year is recognition given by the New Brunswick Dental Society to members who have demonstrated exemplary service in the line of internal volunteerism on NBDS committees. This award is designed to recognize a member's sustained and outstanding contribution to the Society at the provincial and/or Regional level. The nominated member has achieved prominence due to the credit they bring to the Society and our profession. It is our pleasure to award Dr. Daniel Violette for this distinct honor for the year 2020.

Dr. Violette, chairman of our Board of Directors, is a Past President of the NBDS. He dedicates immeasurable hours to the Peer Review Committee, Personnel Committee, has just completed six years as New Brunswick's Representative on the Canadian Dental Association, and is Team Lead on the Healthy Public CDA Task force. Dr. Violette is actively

engaged with his local society having last year organized an outstanding Annual General Meeting for the NBDS in his home town of Edmundston.

Dr. Violette devotes so much personal time to organized dentistry it is hard to put into words his dedication and service. During the Fall of 2019, during a time of great change and flux within the NBDS, Dr. Violette sat on the Executive Director Transition Committee assisting in the hiring of our new Executive Director. Beyond that, during the time lapse between Executive Directors he was a constant support to the President, the remaining staff of the NBDS and our Registrar. His commitment and dedication to service in organized dentistry is unparalleled. Dr. Violette holds himself to a high professional standard and is an outstanding steward for the profession of dentistry. Congratulations Dr. Violette!

2021 Suggested Fee Guide

Dear Colleagues:

The Economic Committee is hard at work in developing the 2021 Suggested Fee Guide. Our fee guide is an important tool in determining the fees that we charge for our services. A fee guide that reflects the practice of dentistry in New Brunswick can only be created if it is based on accurate data from New Brunswick dentists. Therefore, NBDS (as well as the dental associations of PEI, NS, SK and BC) have partnered with Impact Consultants, an independent economic consulting firm that specializes in the confidential collection and analysis of anonymized data as it relates to dental offices. In order to get a meaningful result, it is vitally important that you participate in the surveys. Earlier this year, many of us participated in the 2019 Procedure Frequency Survey conducted by Impact Economic Consultants. Since the COVID-19 related office closures and additional office expenses brought on by the pandemic, we are being asked to participate in a number of surveys to gauge the extend of the economic impact. In return, you will receive a valuable report that shows how your production and expenses compare with other practices in New Brunswick—something that can help you improve your practice. I hope you will take the few minutes required to respond favourably to this request for your practice information. Further details and instructions will be included in the survey package by Impact Economic Consultants, who will be pleased to answer any questions you may have.

Sincerely,

Dr. Thomas Priemer
Chair, Economics Committee



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TAKING CARE OF YOUR ORAL HEALTH: YOUR DENTIST IS READY TO SEE YOU

On July 7, 2020 the Canadian Dental Association (CDA) issued a press release to launch the national “Take Care of Your Oral Health: Your Dentist is Ready to See You” campaign. As dental clinics have re-opened, the campaign is designed to encourage people to get back into see their dentist.

“Oral health is part of your overall health and well-being, and it’s important to stay on top of it,” says Dr. Aaron Burry, CDA Associate Director of Professional Affairs.

Protecting the health of patients and dental staff is a top priority for Canadian dentists. Oral health care provision during the COVID-19 pandemic is based on enhanced guidelines of provincial health officers and provincial dental regulatory bodies. “Patients can rest assured that dentists are infection control experts, and dental offices strictly follow provincial guidelines and regulations that protect the health of patients and dental staff,” adds Dr. Burry.

“Taking good care of your teeth and gums is a lifelong commitment - one that includes a good oral hygiene routine at home between regular dental visits,” says Dr. James Armstrong, CDA President. “As dental offices re-open we want to remind the public of these five important steps to good oral health:

- Visit your dentist regularly;
- Eat a well-balanced diet;
- Check your mouth often for signs of gum disease and oral cancer;
- Limit alcohol, and avoid smoking, smokeless tobacco and vaping; and
- Brush your teeth twice a day, and floss once a day.



Your dentist is ready to see you.





Guiding the Future *of Canadian Dentistry*

It is with great pleasure and enthusiasm that I have assumed the role of New Brunswick representative on the CDA Board of Directors. I would like to thank Dr. Dan Violette, our CDA representative for the past six years, for all of his help in the transition into my new role. Since the outbreak of Covid-19 the CDA has had weekly meetings and I have gotten to know my other Board colleagues 'virtually' very quickly. Being new to the CDA I have had a lot to learn in a short time, but what has impressed me the most is just how dedicated the CDA Board and Staff are to working on behalf of corporate members and individual dentists.

The Covid-19 pandemic has affected every dentist in New Brunswick and the CDA took swift action in the following areas:

- Establishment of the Return to Practice Task Force, which developed the Return-to-Practice Office Manual that was used by the New Brunswick Dental Society to help establish the NBDS Covid-19 Operational Plan. The Return to Practice Task Force continues to meet on a regular basis to help address medium- and long-term issues related to Covid-19.
- Establishment of the Infection Control Enhancement Working Group. The CDA also continues to advocate with government for the increased availability of PPE.
- Over 140 TripleGuard Insurance Pandemic claims in New Brunswick have been settled. It is interesting to note that New Brunswick dentists have one of the highest subscription rates in Canada.
- The CDA Board approved new codes in the USC&LS for the provision of additional personal protective equipment required by the COVID-19 pandemic. The NBDS has adopted codes for both aerosol generating procedures and non-aerosol generating procedures.
- The CDA has been advocating for dentists with the Federal government for financial support programs such as the Canada Emergency Wage Subsidy (CEWS), Canada Emergency Commercial Rent Assistance (CERCA), Canada Emergency Response Benefit (CERB), as well as the more recently announced Safe Restart program.
- The CDA has taken steps to mitigate the financial risks to CDA resulting from the COVID-19 pandemic. A leaner operating model has been employed for the purpose of ensuring the long-term viability of the CDA.

For the foreseeable future all CDA meetings will continue to be held virtually. In addition to helping control costs during these uncertain times, this approach allows the board to meet more frequently than they have done in previous years.



DR. KIRK PRESTON
CDA Board Director



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NEW BOARD MEMBER

*Dr. Andrew Smyth
Fredericton Representative*





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