

Dynamic Dentistry Newsletter

December 2020



We looked forward to 2020 with great anticipation and what a year it's been! Things were going along quite nicely until mid-March. On Sunday, March 15 we received an email informing us we had to shut down due to Covid-19. All of the scheduled patients were contacted to cancel appointments and then suddenly we were all unemployed. The clinic was closed for 4 months and everyone had to go through plenty of adjusting to our 'new lives'. It turned out to be a time of evaluating life and discovering what's important. Some of the staff made some life changing decisions, as you'll see further on.

Clinically, the information that was coming in was constantly changing. When it looked like we were going to be allowed to go back, the initial guidelines made it close to impossible to reopen our clinic. However, as the days went by, the restrictions changed and things became more reasonable. We had to do a lot to meet the guidelines, and had to change the way we practice. We researched all of the safety protocols and got back up and running on July 13th.

There've been many changes since reopening and for those of you who've been in, you're aware of some of them. The team really came together to make it all work. At first it was a bit unsettling, but now we're pretty much in the groove, and making the best of the current situation. I'm proud of how careful we're being, and how safe dentistry is for both patients and staff.

To start off with, Becky returned in January from her maternity after the birth of her 2nd child, Ronnie. She is now 3 days a week and has really gone all out to help us get ready for the Covid-19 guidelines in the hygiene area and helped the new hygienists settle into our office routines.



Nancy, when faced with the College of Dental Hygienists of Ontario (CDHO) restrictions that she would have to work under decided this was a good time to retire from being a hygienist. Sadly, she's no longer with the Dynamic Dentistry team and is missed by both staff and patients.



To replace Nancy we hired Lucy, who grew up in North Bay. She graduated from the hygiene course at Canadore College and was working in Southern Ontario. She wanted to move back north so we are very fortunate to have her join our team. She's always upbeat, loves her patients, and is very much enjoying being back in North Bay area.



Tina also did some soul searching during the shutdown. She enjoyed not commuting from the South River area to North Bay, loved all the time with her family and decided to accept a position at an office close to home. We really missed her, and she missed us, so returned to our practice at the end of August. She will primarily be assisting but will fill in for hygiene if needed. We're over the moon to have her back!



Jasmine was off for 6 months, as she wasn't sure she could work under the new Covid restrictions set out by the CDHO. Shortly after returning to work in September, Jasmine was diagnosed with breast cancer and will be away from work for treatment. We wish her all the very best!

To take over for Jasmine we've hired Victoria, who also graduated from Canadore College. She was actually taught in some of the clinics by our own Dr. Ross. She was commuting daily to a clinic in Parry Sound, so is enjoying being closer to home. She's a great team member, and we're very glad to have her filling in!



Kim is here faithfully as always, doing many things behind the scenes in the office as well as assisting, always in her quiet and wonderful way. She's considering retiring, but after speaking to her friends and asking them 'When do you know it's time?' they've assured her that when the time comes 'she'll know'. We really appreciate her being here 3 days a week now, and just don't know how we'd survive without her!



Brit continues to save us daily solving computer problems, and is still somehow managing to assist and be everywhere at once. She was just moving into her newly built house at this time last year. They've now had a year to get it finished and have even managed to do some landscaping and gather enough fire wood to keep them warm this winter!

Tracy, my wife, has been coming in 3 days a week since the clinic reopened. With the new sterilizing procedures and the Covid guidelines, the assistants really needed some extra help. Initially she came in to train so that there'd be a backup in case someone became ill. After a day, Kim asked if she'd come in every day. Prior to the shutdown, Tracy was working as the Executive Director of Crime Stoppers but with Covid restrictions, her position has changed so she was available to help us out!



Kelly has been handling the front desk pretty much single-handedly over the past year. With all the surprising changes due to Covid, not only has she kept our schedules full, but has also arranged to find and interview the new staff this year, allowing the clinic to keep moving forward smoothly. Every day we just have to 'mention' how amazing she is!



Ali is a face from the past you will likely remember. She moved to Australia for a couple of years to care for her mother. She recently moved back to North Bay, just in time to take over the treatment coordinating position that Tina used to do. We are very glad to have her back, and it's been wonderful not having to train someone new for this vital position.



Zahra was here working as an assistant even though she was trained as a dentist in Iran. Her plan was to take the qualifying exams to become a dentist in Canada, but with the delays due to Covid, she decided to move back to Iran to be with her husband and is now working as a dentist. We keep in touch with her and she says the main adjustment she's had to make is driving. 'The drivers are all crazy here!' she says. Apparently she has now become one also!

In the 4-1/2 years that Dr Ross has been with us he's become incredibly adept at doing the variety of procedures that we perform at the clinic. At the end of the season last spring Mike purchased a new skidoo, just as all the snow melted. He's hoping for a cold winter with lots of snow, while the rest of us (especially those of us who can't go south for a holiday) are hoping for a nice warm winter with NO snow!



I'm still very much enjoying doing dentistry 3 days a week and am amazed at how well we have all adapted to the 'new normal'. Every day is fun and I really appreciate how each member of our team has given more than 100% this year to make our clinic run smoothly. And a big thank you to you, our patients for being understanding and for supporting us through this 'interesting' time! Dr. J

*All the best in 2021
from the Dynamic Dentistry Team!*

