

EVERY YEAR IS YEAR ONE

As we start 2022 together, we have a much better understanding of our environment than we did one year ago...

There are Known Knowns.

It's been a very difficult two years. We aren't done yet, but we are certainly closer.

Patience with the situation is wearing thin.

We are blessed to be working in the dental industry where we can leave the eco-system of the home, and socialize with our patients and each other in a very safe work environment. That daily human interaction and performing important work, serving the oral health needs of others is worthwhile.

We know we will continue to innovate the collaborative specialty of periodontics and redefine the patient experience in 2022 with our Heads, Hearts & Hands.

We know the world will continue to change and we will need to adapt again, but just knowing that, gives us power over the situation. There are Known Unknowns.

If you have ever been in a canoe, you know that the path you chart is not always the path that leads you to your destination. Sometimes the route is challenging and sometimes, often, you can only make the journey with the help of those on your team. You get through the weather together and its easier to travel that way.

Hope and patience are two soft cushions we can lean on during this adversity.

There are two futures as we contemplate our path out of the adversity; the unavoidable and the disputable future.

The unavoidable future is like the perfect weather forecast: it will be dark tonight and light again tomorrow. But the disputable future is different.

There are so many exciting things happening in this moment of known unknowns. It is a very interesting place and we explore it together with objective foresight and subjective insight and we approach this situation with a strategic point of view to make sure we make quality decisions together, as a team, as a profession and as a society.

So we explore, then we can ideate to refine our strategy and make a game plan. Starting in our own backyards before moving to a national or global platform.

With these ideas, we can validate, incubate and scale our operations and choose to do the right things. We can plan, roadmap and execute. We can be wise with our time and resources, with the eventual goal of making a global impact.

We have to learn, learn to unlearn, relearn, unlearn again and relearn.

THERE ARE UNKNOWN UNKNOWNS

Right now there are many unknown unknowns and that can be overwhelming.

Scientists are explorers, philosophers are tourists. Every great advance in science has issued from a new audacity of the imagination (John Dewey). And it is without doubt, scientists will lead us to a solution. In the meantime, while we wait for that to get sorted out, take some time to enjoy the beauty that surrounds us - not on the tiny computer screen, but on walls and in Nature. Nature does nothing uselessly and in the eyes of Nature, we are just another species in trouble (Lionel Tiger, Robin Fox and Aristotle). Creativity is allowing yourself to make mistakes. Art is knowing which ones to keep. If you want to see the rainbow, you gotta put up with the rain (Dolly Parton).



Science helps us solve problems, art helps us cope with them- John Ruskin.





RIPPLE EFFECT

Much like a canoe paddle dripping softly onto a still lake, everything we do has momentum and touches everything and everyone around us. We must choose our actions very carefully. I heard someone say that had we been kinder to animals, we might not be in a pandemic.

My friend Dorji Wangchuk, explained the Ripple effect this way: The universe is timeless, everyone is interdependent and no one or nothing is inconsequential. We all matter.

Thank you for taking the time to read these observations. Wishing you unlimited hope and patience for 2022.

Yours,

Dr. Peter Fritz



OUR 2021 VISION

We started as a team of 5 in 2005, and grew to 37 team members in 2021, serving the Niagara community's periodontal needs.

Changes in protocol due to COVID, the desire to elevate our skills and care for our patients also ignited change.

However, a critical area that has seen the most significant evolution is our Hygiene Team and how they care for our patients.

And so began the planning stages for our hygiene clinic of the future! The final stages of planning and design with contractors and architectural drawings were ready in March 2021.

In April, the studs were up, the walls, plumbing, electrical, and HVAC systems took shape. June brought in our state-of-the-art dental equipment. It also brought beautiful stained glass pieces by Abby Stained Glass and Floyd Elzinga art. By the end of July, we welcomed our first patients to the new space.

HYGENIE REFRESH

The idea of an expansion has been incubating for some time. It became concrete for Dr. Fritz in 2020 when we partnered with the McMaster University School of Biomedical Engineering.

The goal was to analyze the number of particles in the air in an operatory before, during, and after our dental procedures. In addition, the study quantified the time it took for the particles to be cleared from the air in our negative pressure operatories.

Now the air exchanges throughout the office, are higher than required in a hospital operating room!







NEW AND IMPROVED FOR YOU

Features of the new hygiene clinic include five additional negative pressure rooms, with 82 air exchanges per hour, which is 328% more than required in a hospital operating room. A new relaxation room and reception desk dedicated to our hygiene program, increases our team's ability to manage and maintain our patients with greater space and comfort.

NEW TECHNOLOGY ALERT

We all know that technology can significantly enhance our experience with almost anything in life. Our digital scanner replaces the traditional impressions done with alginate or as many patients will call it, "the goop that sets in your mouth"

It has improved the impression experience in many ways:

-It brings us one step closer to low touch digital dentistry,

-The ability to stop our impression at any time during the appointment to allow our patients to have a break and then begin where we left off.

-It allows for greater accuracy in acquiring the impression

-Smooth electronic delivery to the dental lab. Environmentally we are no longer adding alginate and stone material into the landfill.

-In addition, the Dental lab only has to make one trip to deliver the finished product instead of two or three.



CA 3



"Taking care of yourself is the most powerful way to begin to take care of others." — Bryant McGill To help our team deliver our mission, Dr. Fritz made the LifeWorks Program available to all team members.

This program has an extensive list of one-on-one and self-directed resources for anything from family, health, work, financial, and any life issue one can experience. It includes online resources and reading. In addition a 24/7 hotline, we can call and be re-directed to a professional in whatever area we need support.

Gallup Strengths Coaching

Our organization is a strengths based organization, founded on the leadership principles developed by Don Clifton, who created the CliftonStrengths assessment, which has been completed by more than 26 million people.

The concept is that unlocking your top strengths themes, is akin to unlocking your talent DNA. These strengths help explain the ways you most naturally think, feel and behave. They're the innate, natural abilities one can productively apply to all aspects of life.

Research shows that people who know and use their CliftonStrengths are:

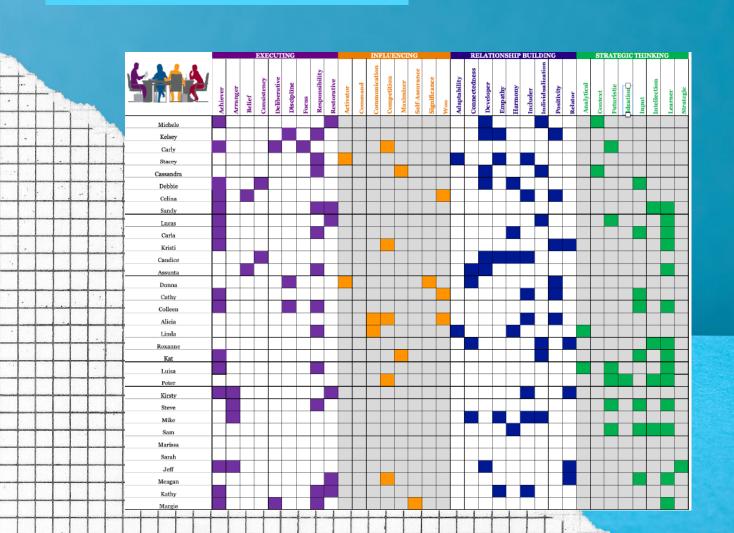
- more engaged at work
- more productive in their roles
- happier and healthier

Fun Fact! Our top
3 skills as an
office are:
Achiever,
Learner, and
Responsibility!

As everyone on our talented team is a lifelong learner and driven to improve, it is critical we use our strengths daily to maximize performance. To turn those talents into strengths, one must invest in them -- practice using them and add knowledge and skills to them.

With this in mind Carly has recently completed the Gallup Global Strengths Coach certification. Part of her role is to help our team maximize its infinite potential and to help each team member understand not only who they are, but who they can become.





The Missing Pieces

WELCOME TO OUR NEWEST ADDITIONS



Carly Administrative Team



Celina Administrative Team



Stacey Administrative Team



Carla Certified Dental Assistant



Alicia Registered Dental Hygienist



Kristi Certified Dental Assistant

Our clinic provides a unique learning environment for graduate students from Brock University to work with our clinical team to find answers to research questions that can ultimately help improve patient outcomes.

During the pandemic we have been busy writing up studies for publication in scientific journals while also contributing to communications for health professionals and our patients.

In March 2020, the COVID-19 pandemic caused all dental clinics across Canada to shut down temporarily. As a result, our office cancelled appointments, closing our doors.

Our patients are on an individualized schedule created explicitly for them and their oral needs. Disruption to this schedule caused severe disruption to their oral status and the need for periodontal maintenance.

Therefore, we have partnered with researchers from the Faculty of Applied Health Sciences with Brock University to determine whether or not this disruption to regularly scheduled care affected periodontal health.

Other goals of this study are to determine the long-term outcomes and overall periodontal health of patients who attend our clinic for routine care. The participants will be followed over time to track their periodontal health.

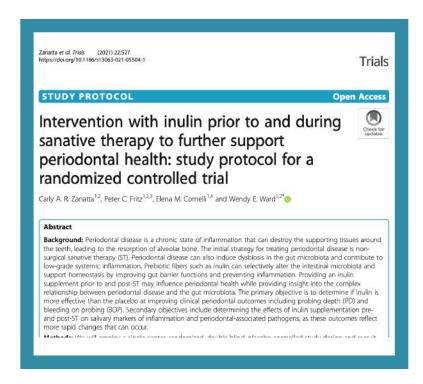
Responsible Graduate Student: Larissa Rowdon



PERIO IN THE PENINSULA



Hannah Young published a study in the journal Nutrients and is titled, "Improved healing after nonsurgical periodontal therapy is associated with higher protein intake in patients who are nonsmokers". Dietary protein has an essential role in maintaining tissue health such as peridontium such that we wondered if individuals with higher intakes might also experience optimal healing of tissues after sanative therapy. Our study showed that consuming protein at a level slightly higher than the recommended level was associated with better clinical outcomes after sanative therapy. Findings from this study provide a foundation for intervention studies in which protein supplementation can be studied as an additional support for improved clinical outcomes after sanative therapy.



Did You Know?

Hannah Young published the study on the topic of protein intake and healing after sanative therapy in collaboration with two previous MSc students who conducted research at the clinic (David Dodington – now an MD and a resident in Pathology at the University of Toronto, and Jennifer Beaudette, pursuing a PhD at the University of Alberta)

You may recognize Carly Zanatta as our Treatment Coordinator but what you may not know is that she completed her MSc thesis research with our team in 2021! Carly designed and published a clinical trial protocol in the journal Trials that will determine how a prebiotic fiber (inulin) may be used to optimize healing after sanative therapy. Prebiotics are known to favourably modify gut microbiota and recent data suggest that these changes may indirectly benefit oral health. We will test this hypothesis in an upcoming clinical trial set to begin once we are through the pandemic!

BACK TO SCHOOL

As a team, we believe learning never ends. Therefore, we challenge ourselves to become better clinicians and broaden our knowledge and skills based on our mission statement.

These last two years have given us even more time, and we have strengthened those beliefs and values.

Many of our team members continually seek to broaden their knowledge of dentistry and stretch their minds learning new things from meditation to Indigenous studies. Of note, some of our back to school team members include:

Dr. Schuldt has returned to the University of British Columbia, Department of Prosthodontics, to complete a second dental speciality as she is pursuing her Canadian certification in Prosthodontics. She previously led a high performing prosthodontics team in Mexico for over 15 years and is excited about offering both prosthodontic and periodontal specialty services to our patients

Dr. **f**ritz **f**as returned to the University of Toronto once again! This time he is pursuing a Master of Laws degree (LLM) with a focus on Innovation and Technology. He is also enrolled in a second law degree, an LLB in London, UK to begin in September 2022. Of course, Dr. Fritz will continue to see patients 180 days per year in Fonthill. He lives by the motto, "Never stop learning because the world around you never stops teaching."

Our Finance Manager, Michele, has completed her Human Resources Diploma with McMaster University Business School.

Floyd Elzinga

Feature Artist

You may notice the touches of art throughout the office. Dr. Fritz has always been a great admirer of the Group of Seven and the original seven operatories of the clinic were named after a specific member. When designing the expansion for the clinic, Dr. Fritz decided to display the work of his favourite contemporary Canadian artist, Floyd Elzinga. Elzinga's work merges iconic imagery from the Canadian landscape - the maple leaf, pine branch and pine cone - with Pop art to create works that are both playful and inspiring. From his studio on the Niagara Escarpment, Elzinga creates unique indoor and outdoor steel and bronze sculptures that resonate with a distinctly Canadian perspective. Each of the new operatories features an original piece by Elzinga and a new pine cone installation is found in the reception area.





Elzinga has exhibited across Canada, the US and internationally including a branch and leaf that bends in the wind which was commissioned by Global Affairs Canada for the APEC Park in Da Nang, Vietnam. His corten and stainless steel sculptures can be found in the Lacombe, Alberta, Kings Christian Collegiate in Oakville, Loretto College, Toronto, The Groves Welcome Center in Humble, TX, the Air Canada Lounge at Heathrow Airport and the Ritz Carlton Hotel in Toronto to name just a few.



"There was an unexpected evolution as we navigated toward the unknown of the Pandemic. The digital lowtouch dentistry transformation of our clinic was balanced and grounded with a strong analog art display. It is very helpful for both patients and team members to have something around them that can make cognitive connections. Art does that. Great art creates an intimacy and connection that is future proof. "

Peter Fritz





To learn more about Floyd and his work visit:



ACLS

Patient safety is a priority in our office. Dr. Fritz and Dr. Schuldt are licensed to practise conscious sedation. This license requires specialized training and yearly renewal of skills. Our doctors and expert nursing staff renew their Advance Cardiovascular Life Support (ACLS) annually. As a result, our facility and staff are prepared and equipped to handle medical emergencies.

All of the nurses have extensive experience working in Emergency Rooms throughout Niagara. We are very fortunate to have such skilled and caring nurses on our team to aid in the safest and most comfortable experience for our anxious patients.

IN THIS TOGETHER

Since the beginning of the pandemic, our team eagerly anticipated the roll-out of the vaccine. In February 2021, Dr. Fritz was the first on the team to receive the dose.

The team quickly followed. By December 2021, all team members had been double vaccinated and most have already been boosted, or are scheduled to be soon!

We often get asked if everyone in the office is vaccinated. The answer is a resounding "of course".

"Everyone needs two mosquito bites to work at our campsite."

Clearly stated, all team members need to be fully vaccinated to belong to our team.





"Hope Is The Thing With Feathers"

-Emily Dickinson

"Hope" is the thing with feathers That perches in the soul And sings the tune without the words And never stops - at all -

And sweetest - in the Gale - is heard And sore must be the storm That could abash the little Bird
That kept so many warm -

I've heard it in the chillest land And on the strangest Sea Yet - never - in Extremity,
It asked a crumb - of me.



