

SUMMER 2022

**Manitoba Dental Assistants Association**



**MDAA**

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**The Manitoba Dental Assistants  
Association Congratulates the  
RRC Polytech Registered Dental  
Assistants Grads  
Class of 2022**



- President's Message
- Special RDAs recognized
- Welcome new MDAA board members



## President's Message

Good day my fellow RDA's! I do believe summer is finally here for the most part. I know there are still residual water issues lingering for a lot of Manitobans. I noticed Ottawa had similar issues.

A few of the Board directors were in Ottawa recently for the Canadian Dental Assistants Association annual general meeting. It is always a great experience as we get to meet and interact with fellow peers from across

country. We get to listen to their stories and although they may have the same issues of staffing shortages and challenging work environments, they still enjoy the choice of work as most of us do.

I recently had an experience where a patient called the office to speak to me, to tell me how happy she was with the care she received from me and the others at our office during her visit. Those moments reminds us that we are doing our job well. While some days may not be great, those positive moments are why we choose to be an assistant; to help and assist and to make patients feel comfortable. Just like nurses we have good days and bad. And yes, I know we don't make the similar money, but we also go to school a lot less. Let's try and work together and make some changes together to make dental assisting a more respected and lucrative profession.

As I mentioned, we recently had the MDAA representing the membership for the CDAA meeting in Ottawa. It was empowering just being amongst the group. You see assistants that want to work together to make improvements. It takes a lot of time and energy; it is not an easy task and a lot of patience is required. The CDAA executive director, Stephanie Kavanagh, is such a powerhouse. We are lucky to have her as our leader. There are some great prospects on the horizon that, with some commitment to change, can give RDAs more unity as a profession across the country. Stephanie continues to speak with assistant groups on an international level, with the goal of improving the position of RDAs in Canada. .

I want to take a moment to remind the RDAs about the awards we have for student RDAs, and for RDA's. For dependants of Manitoba registered RDAs there is a school award. Details are on the [website](#) for more information about the awards.

Enjoy the summer and hopefully the mosquitoes won't carry you off!

**Trina Bourgeois**  
**MDAA President**

## From the Office

by Duncan Stokes

Hello again.

Thank you for taking time to join us here in the pages of the Manitoba Dental Assistants Association's Summer Newsletter. For me, it's been a very quick, and long three months for me, as the on-boarding staff member at the MDAA office, if that makes sense.

Being the new person on any team is always one filled with a whole lotta new...New office, new SOP (Standard Operations Procedures) but most importantly, new people.

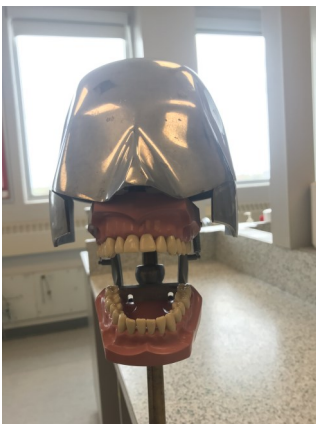
My introduction to so many Registered Dental Assistants as well as RDA students, at the Manitoba Dental Assistant Convention in April was time well spent. The conversations I had were ones I tried to absorb; taking what I learned in helping better serve the MDAA.



I was fortunate enough to be a guest at RRC Polytech's Dental Assisting Graduation Awards and Luncheon. The MDAA was able to present two students with awards for conduct and qualities that "characterize a professional and responsible RDA", on behalf of the MDAA. (see Page 10 for winners). One of the aspects I enjoy most at these events is being able to see students get a little bit of help as they navigate their way through school and into a working career.

I also want to thank June Kraushar, Instructor, Dental Assisting at RRC Polytech. I was given a tour of the classroom/lab where the dental assisting students receive their training, and June was a very informative and accommodating guide. While the rooms were empty, the walk-through did help to get a visual, which is a huge help when writing about it. The picture below, I found especially interesting.

The model pictured looks to be a great learning tool. I was more fascinated with this than I should have been.



I look forward to more such events. And meeting more of you in the coming months.

Have a wonderful summer!

## RDA of the Month - 2022



### Lindsay Mensforth of Affinity Dental

Lindsay Mensforth joined my office as an RDA several months ago after working for about 3 years in the field.

For the duration of her career as an RDA, Lindsay worked at several dental offices, searching for that elusive “perfect fit” and honing her skills, and I am beyond happy she chose Affinity Dental as her new work home.

From day one Lindsay became a true and integral part of our office team and I hope to never have to look for someone to “fill her shoes”. (Exceptions will most definitely be made for a maternity leave :))

Anyone who ever worked in the dental field knows the daily struggles of a dental office; busy schedule, unhappy or anxious patients, equipment malfunctions... and on occasion moody co-workers. Dealing with all the above can be challenging, to say the least. However, where many would give up, Lindsay perseveres and succeeds.

When Lindsay joined our office, she brought with her an invaluable set of qualities that unfortunately are getting scarce nowadays. Lindsay is a punctual and reliable employee with great attention to detail. She takes responsibility for her actions and not afraid to ask for help when things don't work out as planned. However, likely the most important quality is that Lindsay doesn't only care about her job in the direct sense of it; she cares about our office, her colleagues and our patients.

Along with excellent skill set and positive attitude, Lindsay's commitment and work ethics are beyond expectation and, from my perspective as an employer and a past RDA, make her a great role model for future generations of RDAs.

I truly believe Lindsay is a great assistant. Hope you can appreciate this through my short write up and select her to be an RDA of the month! I truly believe Lindsay is a great assistant. Hope you can appreciate this through my short write up and select her to be an RDA of the month! I truly believe Lindsay is a great assistant. Hope you can appreciate this through my short write up and select her to be an RDA of the month!

**Congratulations Lindsay on winning a  
\$100 Gift Card courtesy of Maxident!**

## RDA of the Month - 2022

**Natalie St. James**  
of Rivertrail Dental Centre



Natalie graduated in 1995 from the Tech Voc/Red River College Registered Dental Assisting Program. Throughout her career she has worked primarily with youth and special needs individuals showing a high level of commitment to her patients and fellow team members. Through the years Natalie has helped make sure dozens of student RDAs got their careers off on the right foot by mentoring them during their practicum. She also serves as a great role model of professionalism to her RDA peers.

Natalie is a Clinical Manager at Rivertrail Dental Centre where she has been a crucial part of the office's success for over 26 years. Her co-workers enjoy her positive attitude and "can-do" spirit while her employer appreciates how she can convincingly pretend to laugh at the same lame jokes she's heard many times before. Literally nothing can stand in Natalie's way when a job needs to get done – her special combination of talent and effort helps her overcome any challenges in her way.

Outside of the office, Natalie enjoys spending time with friends, family and her dogs. She is an avid sports fan and, when playing herself, a fierce competitor with a kind heart.

In the words of her employer Dr. Sul, "Natalie is the exact type of high performing– low maintenance team member every dentist dreams of. I have the utmost respect for Natalie both as an RDA and as a person. She isn't just a stellar example of what every RDA should aspire to; she's a great example for all of us."

## RDA of the Month - June 2022



**Donna Sullivan**  
Northgate Dental Centre

Donna graduated from Red River College back in 1984.

She has worked the majority of her time assisting with Dr. Joe Mezibroski at Northgate Dental. She loves spending time with her family and travelling.

She is a great example of a veteran to mentor other RDA's with her gentle chair side manor.

Her easy going, bubbly personality is perfect for the RDA role that any patient would be happy to have beside them in the chair.

**Do you have an RDA colleague/employee that you think is fantastic and you want everyone to know it?**

**Nominate an RDA to be featured as our RDA of The Month!**

**We will feature a brief write up and picture so we can share just how great your co-worker is for your workplace.**

**You can email submissions to [mdaa@mdaa.ca](mailto:mdaa@mdaa.ca). Please include a brief write up photo that we may feature on our website and in the MDAA newsletter.**

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Manitoba Dental Assistants Association  
exclusive benefits can be found [here](#).

Looking for that first RDA job? Or maybe  
you're looking to scale back,  
change location, or change the community  
where you live, work and play?  
[Check out our listings.](#)

**Looking for the Bylaw for Registration and  
Certification of Dental Assistants?**

(Scope of Practice)

[Click here](#) to find it

The Manitoba Dental Assistants Association is your member services provider and exists to assist you with continuing education opportunities which include updates on relevant health issues and changes within the dental assisting profession.

# CDAA Update

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## Message from your Canadian Dental Assistants' Association President June 2022

### Looking back and looking forward

For the past 21 months, it has been my great honor to serve as your CDAA President and as the acting representative of the Canadian Dental Assistants Association leadership team.

As we approach the upcoming 2022 AGM for the Canadian Dental Assistants Association, to be held in Ottawa June 12, 2022, we are excited that this will be the first time we are able to meet in person to conduct this important business for our profession since June 2019. We were extremely disappointed that the SARS CoV2 pandemic resulted in CDAA being forced to cancel our very much anticipated 75<sup>th</sup> Anniversary celebrations in 2020. It will be wonderful to return to our pre-pandemic annual gathering in 2022, not only to conduct the business of the CDAA but also to celebrate together the accomplishments of our association and the contributions that many individuals and organizations have made to the advancement of our profession over the past year.

When I took on the role of President during the SARS CoV2 pandemic in September 2020, we had already reopened dental practices across the country, albeit with time consuming new IPC protocols taking away from valuable treatment time. We found ourselves challenged to find reliable supply chains to provide us with the required supplies that would allow us to continue providing necessary oral health care to our patients. Now, more than 2 years into the current pandemic, most dental practices have settled into the new routines that have become our day to day normal. At this time in mid 2022, we have happily begun to return to our many of our pre-pandemic activities. This has contributed to improved mental health of our professional workforce and to increased hope for the future, both personally and professionally.

Despite the challenges of the pandemic, the CDAA has not only continued to serve our profession, but has made great strides in advocacy, research, unification, innovation, and participation in national discussions and initiatives related to health generally and to oral health specifically. I hope that you will take the time to access the Annual Reports available on the CDAA website [www.cdaa.ca](http://www.cdaa.ca) and develop a good understanding of the scope of that work that was done on behalf of dental assistants across Canada.

As much as we have already accomplished, we need to think about what will be required of us as we move into the next decade. As new technologies develop in our industry and in society at large, there will be ongoing change and therefore new challenges to be met. To meet those challenges and continue to progress as a profession, we have to be willing to put in the effort, put in the time, provide the necessary resources (both in funds and in participation), and stay focused on the projects and initiatives that are directly related to the role of the dental assistant. We must continue to encourage dental assistants across our country to be faithful members of their professional associations where they exist at every level – Local, Provincial, and National - and to be active participants in their professional future. We must make it a priority to ensure that dental assistants across Canada are supported and have a voice. We must ensure that the perspective of the dental assistant is always represented when discussions take place, when policies are written, and when initiatives are created. We must respect and consider the regional differences our profession faces and strive to do what is good for the profession as a whole.

I am thankful for the opportunity to have made my own contributions to the future of our national professional association as a member of the CDAA Board of Directors and as your President. It is a time that I will look back upon with fond memories. Of course my work with the CDAA and on behalf of my profession is not yet done. I am looking forward to serving in an advisory capacity as CDAA Past President for the coming year and to working with Dental Assistants from across Canada to improve our professional future.



In this, my final message as your CDAA President, I want to extend my best wishes to our incoming President Heather Brownlee (MB) as she takes on the mantle of leadership for CDAA. With the support and contributions of our dedicated Board of Directors, our exceptional Executive Director Stephanie Mullen-Kavanagh, and the ongoing participation of individual dental assistants from across our country, the future of the CDAA and of our profession will be one of continuing progress and achievement.

Wishing you all the best in your chosen career!

Dianne Hennig OSJ RDA MFR  
CDAA President 2020-2022



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### Book Collette's "Christmas in July" Savings Now!

Through your MDAA Member Benefits you receive **early preference and save up to 30%** during Collette's Christmas in July savings event.

Use code "JOLLYJULY" between now and Monday July 18<sup>th</sup> to take advantage of these incredible savings! In addition, Members receive an additional \$50-\$100 per person when you mention you are part of HUB Select and use code **HUBSAVE**.

You will enjoy Collette's high level of quality service that includes escorting you to and from the airport to handpicking the most memorable sites and all the seamless well thought out details to make your next trip special. Whether you're exploring the Costa Rican rainforests or sipping the best Tuscan wines, a Collette tour guide is with you every step of the way.

Collette also offers their special Travel Protection Plan that allows you to receive a full money-back refund if you need to cancel - up to 24 hours before departure. Check out these featured trips: 30% off 2022 European River Cruises; up to 15% off European vacations including Iceland and the Italian Vistas, up to 15% off South Pacific Wonders and up to 15% off National Parks of America.\*

For more information on these and other vacation tours, contact your local travel agent, visit [www.gocollette.com/en-ca/hub](http://www.gocollette.com/en-ca/hub) or call Collette direct at 1-844-303-7523. Remember to use offer code "HUBSAVE" and mention you are part of HUB Select.

\*Some exclusions and restrictions may apply, visit [www.gocollette.com](http://www.gocollette.com) or call 1-844-303-7523 for full details.



### **MDAA Attendance at CDAA Annual Conference Ottawa, Ontario June 10-12,2022**

On June 10th four RDAs from the MDAA, Sina Allegro-Sacco, Past President CDAA, Trina Bourgeois, President of MDAA and Organizational Member for CDAA, Tabatha Blais, Manitoba CDAA Board Member and myself Heather Brownlee Past Manitoba CDAA Board Member and President Elect CDAA travelled to Ottawa for the first in person CDAA Conference and Annual General Meeting in two years.

The conference was well attended with Organizational Members and Board Members from all the Provincial associations that are members of CDAA.

The conference started off with a Board Meeting on Friday night attended by the CDAA Board Members.

After the board meeting everyone meet at one of Ottawa's local social establishments that just happened to be call THE SOCIAL for a meet and great reception sponsored by PROLINK INSURANCE.

### **Saturday was a day filled with Presentations by Stephanie Mullen-Kavanagh on**

#### **- CDAA Year in Review and Upcoming Initiatives**

Which include CDAA doing a National Job Market compensation and benefits survey of dental assistants across Canada which has not been done since 2013 and working on increasing CDAA visibility with the Canadian Government on the perspective of Dental Assistants being heard as an essential contributing health care professional.

**- Discussion on Land Acknowledgements and their importance in an Organizational Context** and how CDAA is going to proceed with our land acknowledgement as an association.

**- Discussions on the current Legislation climate regarding regulation of dental team members in each province.** The main concern from the discussion was how important it is to have the RDA's Scope of Practice the same across the country to give RDA's more labour mobility to move from one province to another.

- in the late morning we were given a virtual presentation by Nolan Pike a trans gender person who founded Equity Educate on "**How to create Trans inclusive space in your dental office**" which was dynamic and educational to all.

Saturday Evening was the **CDAA President Dinner and Awards Ceremony** where I was installed as the CDAA President for the 2022-23 term. The evening was well attended by Past Presidents of the CDAA, the Chief Executive Dental Officer of Canada Dr Taylor and other invited guests. Many awards were presented to current and past CDAA members.

Sunday morning was the Annual AGM where our new board of directors for 2022-23 were voted in and many new motions were passed to help CDAA strengthen our strategic plans in our capacity building of the Dental Assisting Community.

Following the AGM, the new CDAA Board held it Board Meeting. On conclusion of the Board Meeting everyone said their good byes and were on their way home to their respective provinces.

In conclusion, I look forward to a positive term as CDAA President. CDAA has many initiatives that we hope will come to realization for all RDAs in Canada making us visible members of the Oral Health Team.

Respectfully Submitted

**Heather Brownlee RDA President CDAA**

To all the Registered Dental Assistants who took the time to complete and return the Wage Survey we mailed out to you this Spring....

*Thank you*

We are compiling the information contained in your responses and are analyzing the data to ensure we utilize the information in a manner that is practical and useful to the RDAs in Manitoba.



**RRC Polytech  
Registered Dental Assistants  
Graduation Day  
May 26, 2022**



Kyla Dayao (right) with Duncan Stokes receiving her award.



Madison Elenbaas (right) with Duncan Stokes receiving her award.

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*Congratulations to Kyla and Madison for professional conduct and qualities that characterize a professional.*

From our friends at the Manitoba Dental Association...

Effective July 1, 2022

**PATHWAY AND INTERIM IPC GUIDANCE FOR PATIENT CARE DURING  
THE COVID-19 RESPONSE**

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**MPH & PC Alert:**

Dear MDA Dentist Members and Registered Dental Assistants,

Please find attached a letter regarding "Monkeypox Update". (4 pages including cover)

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PLEASE DISTRIBUTE THIS MESSAGE TO YOUR CLINIC STAFF.

[Click here](#)

**Save the Date - MDA Convention 2023**

**April 20th - 22nd**

**Location - RBC Convention Centre Winnipeg**

If you were a 2022 Trade Show Participant, you can still keep your Global Dental Exchange Page active through the year.

Visit the Global Dental Exchange and connect with the 2022 Trade Show Exhibitors - [Click Image below](#)

**Global Dental  
Exchange**

Hosted by:

Manitoba  
Dental  
Association 

**wemissyoursmile.com**

## A big welcome to the new MDAA Directors



**C. Athena Wilford**



**Meghan Ostlund**



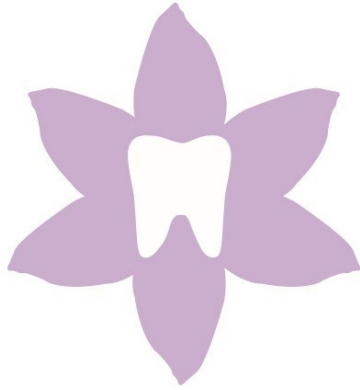
**Navroop Randhawa**

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The Manitoba Dental Assistants Association wishes to thank the following RDAs for their service to the Board of Directors.

**Bev Girouard  
Pauline Grouette  
Kelly Riley**

*“Volunteers do not necessarily have the time; they just have the heart.” – Elizabeth Andrew*



# MDAA

Manitoba Dental Assistants Association

**Trina Bourgeois**

*President*

**Heather Brownlee**

*President Elect*

**Jessica Derksen**

*Treasurer*

**Tabatha Blais**

*Director*

**Marta Bhopalsingh**

*Director*

**Pam Mikos**

*Director*

**Meghan Ostlund**

*Director*

**Navroop Randhawa**

*Director*

**C. Athena Wilford**

*Director*

**Duncan M. Stokes**

*Chief Executive Officer*

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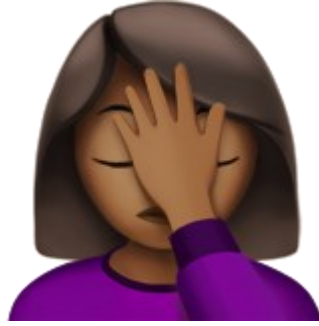
Fax: 204-489-8033

E-mail: [mdaa@mdaa.ca](mailto:mdaa@mdaa.ca)

“To advance the careers of dental assistants in Manitoba, and to promote the dental assisting profession in matters of education and professional activities that enhance the delivery of quality dental healthcare to the public.”

# What does the dentist of the year get?

A little plaque.



You may know where this is...or maybe not.  
It is one of the wonderful jewels of sight and sound in Manitoba.  
Those seemingly random letters on the pages of this newsletter...  
there are 10 of them...listed in order.  
The letters spell out the two-word location of this Manitoba Marvel.



**Have a wonderful Summer!**