

Perfecting Your Practice®

CONFERENCE



Taking Care of Business Itinerary

June 15-17, 2017
Hilton Mississauga/Meadowvale

Prize Details

Prize Eligibility

Any paying 2017 PYP registered DAO/DAC member or Board member is eligible for all prize draws. Staff are eligible for limited prizes.

Non-paying PYP Committee members and DAO staff are excluded from draws.

Winners must be present at time of each prize draw, including the Grand Prize draws. No exceptions will be made.

When will the draw take place for the prizes?

The Grand Prizes and other prizes will be drawn on Saturday, June 17 in Graydon Ballroom. Winners must be present at the time of each draw. No exceptions will be made.

Grand Prize Vita Trip Conditions

Sponsored by Vita North America and the Denturist Association of Ontario – this prize is for DAO Denturists only.

TRIP VALUE approx. \$3,500

- Includes Vita course, lodging and economy airfare (up to \$1,500 value) for one person from Toronto Pearson International Airport to Zurich, Switzerland airport.

- Dates and times for the trip are to be co-ordinated with Vita North America and confirmed with the DAO office.

- Non-refundable

- Non-transferable

- No cash value

- The DAO does not assume any responsibility and is not responsible for: (i) the incorrect or inaccurate capture of registration information; (ii) any loss, damage, or claims caused by the awarded Prize or the Contest itself; or (iii) any other matter whatsoever.

How can I get more chances to win?

Each Denturist could have several chances to win:

- 1) One ballot for each draw is allotted automatically as part of your PYP registration (received with name badge)
- 2) One ballot for each draw is allotted if you registered for PYP on or before May 6, 2017 (ballots will be received with name badge)

It is the Denturist's sole responsibility to legibly fill out your name on your ballot and deposit each of your ballots into the designated ballot box prior to the draw.

If your name cannot be read, it will become void and another ballot will be drawn. Marked or folded ballots intended to change the outcome of the draw may be considered invalid. Determining the legibility and eligibility of a ballot is at the discretion of the President and Directors of the DAO who are present at the time.

Delegate is responsible for depositing ticket into correct ballot box. In the event the wrong ballot is deposited and drawn as the winner, the draw will be declared null and void and another draw will occur.

Ballot boxes will be situated at the DAO Registration booth.

Lost or stolen ballots cannot be replaced.

THANK YOU TO OUR GENEROUS SPONSORS

GOLD



SILVER



BRONZE



Conference General Information

Parking

Parking is free for all registered hotel guests and all delegate/tradeshow participants. If you are not staying at the hotel, YOU MUST give your licence plate number at the DAO Information Booth to ensure free parking.

Loss or Theft

The DAO is not responsible for loss, theft or damage to materials, equipment or personal belongings.

Exhibitor Forum

Delegates are encouraged to visit the Exhibitor forum, located in the Graydon Ballroom on Friday, June 16 from 12:30-4:30 pm.

This is the premier time in which the sponsors and exhibitors – who contribute significantly to our success at this conference – have an opportunity to demo new products, materials, equipment and dialogue with delegates. Denturists have the reputation in the dental profession as kind, appreciative and loyal customers to the companies from whom they purchase; continue to let our generous sponsors and exhibitors know how much their presence is imperative to the success of this conference.

We could not do this without them!

Seminars/Lectures

Please arrive on time to prevent disruption to speakers and attendees.

About the Conference

The Hilton Mississauga/Meadowvale is offering free WiFi for all PYP delegates.

- Families/children welcome.
- Dress is casual

Photographer

There will be a photographer on-site, taking photos of public areas, sessions, the tradeshow and other aspects of Perfecting Your Practice®. If you do not wish to be in the photo, please advise the photographer.

Official Disclaimer

The DAO does not endorse speaker content or products presented at the conference. Any claims, statements and opinions expressed by speakers or exhibitors about products, equipment and techniques refer to their beliefs and not those of the DAO.

While this information is correct at the time of publishing, we reserve the right to make changes to the program, location, speakers or other without prior notice. Such alterations may occasionally be necessary due to circumstances beyond our control. We are not liable for any consequential loss arising from such changes.

We do our utmost to ensure the accuracy of the enclosed information; however, we do not assume any liability for errors or exclusions that may occur.

Cellphones

As a courtesy to the speakers and your colleagues, please turn off your cell phone, or set them to vibrate before entering each session.

Special Food Requirements

Unfortunately the DAO is unable to guarantee that special food requirements are met.

We are sorry for any inconvenience this may cause.

BADGE PICK UP:

Registration Desk located in Hotel Lobby

Pre-registered delegate badge pickup:

- **Wednesday, June 14**

from 7:00 pm-10:00 pm

A delegate may pick up his/her badge only, unless picking up a spouse's or child's meal wristband.

Registration Desk located outside of Graydon Ballroom

- **Thursday, June 15**

from 7:00 am-10:00 am
and

- **Friday, June 16**

from 7:00 am-10:00 am.

A delegate may pick up his/her badge only, unless picking up a spouse's or child's meal wristband.

Conference Badges

All attendees must wear their badge/wristband to gain entrance to any seminar, meal, PYP event or the Exhibitor Forum.

No exemptions – everyone must wear a conference badge.

Lost Badges

Replacement cost for lost badges is \$15. Please go to the DAO registration desk for replacements.

Delegates are required to show proof of purchase and photo I.D. to receive a badge replacement.

**ALL ASPECTS OF PYP ARE SUBJECT TO CHANGE.*

THURSDAY AT A GLANCE

7	BREAKFAST	REGISTRATION AND BADGE PICK UP
8	WELCOME REMARKS Dentsply Sirona Sizzle	
9	KEYNOTE LECTURE: High Impact Pourable Acrylic Innovations and Production of Removable Prostheses Unplugged Mark Chan DD & Chantal Shugaa RDT This is a technical lecture for education purposes, NOT a hands-on session.	Sponsored By  Dentsply Sirona  CANADIAN RED CROSS Sponsored By  THE DENTURIST ASSOCIATION OF ONTARIO
10	Managing Conflict and Disagreement Sherine Clarke	
11		
12	LUNCH	
1	Case Acceptance for One More Yes Lisa Philp RDH	Sponsored By  ZAHN CANADA A DIVISION OF/UNE DIVISION DE  HENRY SCHEIN® *
2		Sponsored By  ZAHN CANADA A DIVISION OF/UNE DIVISION DE  HENRY SCHEIN® *
3	The 4 Stages of Business Lifecycle Michael Liu	Sponsored By  straumann® simply doing more™ This is a technical lecture for education purposes, NOT a hands-on session.
4	NATIONAL BANK Powering your ideas™	Sponsored By  THE DENTURIST ASSOCIATION OF ONTARIO
5		
6	GOLD SPONSOR DINNER Dentsply Sirona	Entertainment by Comedian James Cunningham starts at 8:00pm (Not Suitable for Young Children; May contain adult language and content.) 

Thursday, June 15

7:00 am-11:00 am
Graydon Ballroom Foyer

Badge Pick Up and PYP Information Desk

7:00 am-8:00 am Graydon Ballroom	Breakfast
8:00 am-8:15 am Graydon Ballroom	Opening Remarks / Welcome Frank Odorico, President and Nancy Tomkins, PYP Co-Chair
8:15 am-8:25 am Graydon Ballroom	Gold Sponsor Sizzle  Dentsply Sirona
8:30 am-10:30 am Graydon Ballroom	KEYNOTE LECTURE: High Impact Pourable Acrylic Innovations and Production of Removable Prostheses Unplugged Mark Chan DD and Chantal Shugaa RDT



Overview: This is a technical lecture for education purposes, NOT a hands-on session.

High Impact Pourable Acrylic Innovations There is increasing pressure on labs to be fast, efficient, and maintain profitability. Expedited timelines and product constraints make producing a quality denture restoration challenging. For too long you've been limited to a durable heat-cure acrylic that takes time to pack and cure, or a pour acrylic that is faster to make, but doesn't have high impact strength. Look no further! Learn about the innovation in pourable acrylic denture base materials, Dentsply Sirona's Lucitone® HIPA (High Impact Pour Acrylic). This pourable acrylic denture base has the impact strength of traditional heat-cured bases. Lucitone® HIPA, the "pour with more" is fast, efficient, and durable. Also learn how to add individualized characterization with Genios Denture Teeth for that unique "one of a kind" patient, utilizing Lucitone® Intensive Colors, a new denture base characterization system, that allows the user to have endless options to create a highly characterized denture base.

Production of Removable Prostheses Unplugged This lecture shows the procedures that involve the use of light-curing composite resins (UDMA) in combination with Genios Denture Teeth. These procedures can completely replace cold and hot cure resins, methyl methacrylate based (PMMA) and light-curing composites in all operational areas where they are used. This lecture will give you the opportunity to interact with resins that can be cured in the Enterra VLC, and Eclipse Processing Unit to make clear base, full dentures, clear dentures, splints, custom trays, and more!

About the Speaker: **Mark Samuel Chan DD** received his diploma from Denturism in Toronto at George Brown College with honours. Currently Mark is practicing in Ontario with a main focus on high-end removable prostheses and implant prosthetics. With a passion for both technical and clinical techniques he is certified in both BPS and SDC denture concepts, also works with the ZunstZhanWerk "Art of Denture" award winning Denturist, he is a sought after consultant and is an opinion leader in the Toronto Denturist and Lab community, Mark currently is a KOL for Dentsply Sirona Canada in the Removables division.

Chantal Shugaa RDT's passion for dentistry began in 2008 when she applied for the Dental Assisting program at George Brown College, graduating as a Certified Level II Dental Assistant in 2009. Chantal's interest in the dental laboratory prompted her to further her education and in 2012 Chantal graduated the dental technology program. Chantal then became a registered dental technician in 2014. As an RDT, Chantal began an academic career and became a teacher assistant for the dental technology program at George Brown College. Since joining the PA team, Chantal continues to utilize her skill and experience as a dynamic member of the dental laboratory team. Her teaching experience allows Chantal to lecture on behalf of PA demonstrating advanced techniques and materials utilized by the PA lab.

8:30 am-12:30 pm
North Studio 3



C.P.R. RE-Certification SESSION 1

Pre-Registration required.

Terri Mellors RPN

Overview: The Red Cross Level C- CPR re-certification course is for those whose certification has not yet expired by the time of the conference training. This course includes instruction on the prevention of heart attack, recognition of heart attack and other causes of sudden death, CPR for adults, children and infants, recognition and assistance of a choking adult/ infant & child who is conscious or unconscious and Automated External Defibrillation (AED).

Thursday, June 15

10:45 am-12:30 pm
Graydon Ballroom

Managing Conflict and Disagreement

Sherine Clarke



Overview: This session will help you to recognize and identify the specific behaviors you are dealing with; take steps to even out the power balance; set behavior goals for every new encounter; deal with difficult people with greater confidence, success, and effectiveness; and face difficult people in the future with the tools to act capably and constructively.

Core Competencies:

- Interpersonal communication skills
- Conflict-management skills
- Controlling emotions
- Constructive confrontation
- Recognizing and managing a variety of personality types

Core Objectives:

- Minimize the negative effects of difficult behavior.
- Turn confrontations into constructive stepping-stones instead of obstacles.
- Become a catalyst for changing difficult behavior.
- Anticipate the negative actions of others to avoid being caught off-guard.
- Understand what really triggers difficult people to behave negatively.
- Overcome the fear of confrontation.

About the Speaker: During her varied professional career, Sherine Clarke has owned and operated a mail-order business, performed voice-overs for video documentaries, written advertising copy and excelled as the most successful salesperson ever for a high-fashion retail clothing store. As the owner of two demanding businesses, Sherine understands the challenges and pressures that leaders face on a daily basis. Sherine has extensive experience as a facilitator and trainer. She has facilitated workshops and been a training manager at several companies, delivering workshops to a wide variety of organizations including Fortune 500 companies, universities, government agencies and healthcare facilities.

12:30 pm-1:30 pm
Graydon Ballroom

Lunch

1:15 pm-1:25 pm
Graydon Ballroom

Silver Sponsor Sizzle

Zahn Canada



1:30 pm-3:30 pm
Graydon Ballroom

Case Acceptance for One More Yes

Lisa Philp RDH



Overview: Case Acceptance is the most critical achievement for a denture clinic to thrive and survive with eighty-five percent of your patient's decision to say YES being a direct reflection of how the team understands each patients needs and connects their oral health to their life. Learn simple systems to track acceptance rates and communication skills that build trust and increase the patient's perception of value for oral care.

Learning Objectives:

- How to track case acceptance for growth
- Maximizing the Treatment Coordinator role
- How to build rapport and effectively interview
- Steps to case presentation
- Adapting to traditionalists
- Overcoming objections
- Financial options for acceptance

About the Speaker: Lisa Philp RDH is the President of Transitions Group North America, a coaching company for dentistry. She graduated from East Tennessee State University as a RDH. Her career began with clinical hygiene and the creation of a periodontal disease management program in which she coached thousands of dental professionals. She is an author, coach and highly sought after North American speaker. Lisa is committed to being an eternal student in the areas of personal growth, leadership, change management, advanced training techniques and communication skills. Her mission is to assist dental professionals to achieve personal and professional fulfillment in the workplace.

Thursday, June 15

1:30 pm-5:00 pm
Hazel McCallion Ballroom



Straumann Novaloc Retentive System Technical Lecture

Dr. Donald A. Somerville, B.Sc., D.M.D., M.S., F.R.C.D.(c)

Overview: This is a technical lecture for education purposes, NOT a hands-on session.

As the treatment of edentulism is a significant priority for Denturists, and the standard of care elevated to implant supported dentures, patients can benefit from prosthetic outcomes that enable them to have enhanced quality of life. This program will begin with a review of the International Team of Implantology (ITI) consensus statement on clinical documentations of implant therapy with notations from peer reviewed publications and case examples of removable therapies. This topic will be followed by a discussion of proper case selection, loading protocols, team approach and prosthetic procedures. In concert of these topics, new materials will be presented, that allow Denturists to gain understanding of recent advances in dental implant restorative componetry, with focus on Novaloc retentive system. These advances in componetry allow angle correction, gingival height correcting, while offering low maintenance with enduring long term solutions for your patients.

Learning objectives:

- Review relevant case selection, clinical protocols, and prosthetic procedures needed for removable case treatment
- Understand ITI consensus statement on edentulous therapies in maxilla and mandible
- Highlight the interdisciplinary approach to planning and treatment on implant patients, with emphasis on team approach
- Discuss implant therapies to improve functional outcomes and meet patient demands.

About the Speaker: Dr. Donald A. Somerville, B.Sc., D.M.D., M.S., F.R.C.D.(c) is a native of Toronto he received his D.M.D. from the University of Connecticut School Of Dental Medicine, and completed a G.P.R. at the Brigham and Women's Hospital in Boston, in the Harvard-Wide General Practice Residency. He received a M.S. and Certificate in Prosthodontics from Texas A & M University Health Science Centre, Baylor College of Dentistry in Dallas, Texas. He is a former full time faculty member and director of the Advanced Education in General Dentistry Residency program (AEGD) at Harvard School of Dental Medicine and is a former Director of the Center for Implant and Reconstructive Dentistry at the University of Connecticut. Dr. Somerville maintains a private practice in Toronto focusing on Esthetic, Implant and Reconstructive dentistry and is a Certified Specialist in Prosthodontics. He is also a Fellow of the ITI (International Team for Implantology) and Royal College of Dentists of Canada.

1:30 pm-5:30 pm
North Studio 3



C.P.R. RE-Certification SESSION 2

Pre-Registration required.

Overview: See Overview on page 4.

3:45 pm-5:00 pm
Graydon Ballroom



The 4 Stages of Business Lifecycle

Michael Liu

Overview:

- Where are you at? Where do you want to be? What are involved in each?

National Bank has a comprehensive offering for Denture professionals! The only bank to actively support Denturists in their practice! Learn how you can receive up to 100% financing at Prime + 0.5%* (*Restrictions may apply) No deposit fees for POS payments (Debit, Visa, MasterCard) which could save you tens of thousands of dollars every year!

About the Speaker: Michael Liu, SME Manager obtained a Bachelor of Commerce majoring in Marketing (1999), as well as a Bachelor of Arts in Economics (2000), both from McMaster University. With his studies and over three years of experience in business and market development, he has an in-depth understanding of the realities that businesses face today, by offering you services adapted to your specific needs.

6:00 pm-8:00pm
Graydon Ballroom



Gold Sponsor Dinner

James Cunningham

Corporate Comedian | Emcee | Host of Eat St.

James Cunningham has proven, time and again, that he's among the most skilled corporate emcees and comedians in the world. He has hosted a series of sold-out events across Canada for "The Power Within," where he had the pleasure of sharing the spotlight with such luminaries as former US President Bill Clinton, Sir Richard Branson, Martha Stewart, Barbara Walters, Andre Agassi, Suze Orman, and Hilary Swank. In addition to his work as a corporate emcee and entertainer, James is the hilarious host and associate producer of the TV series Eat St., which airs on Cooking Channel USA, Food Network Canada, and in more than a dozen other countries around the world. He is the author of the bestselling cookbook of the same name (Eat St.), wherein he shares recipes from the most daring, delicious, and inventive street food that can be found anywhere. James can also be seen regularly on The Marilyn Denis Show on CTV. James has been featured on many national and international network television shows including Last Comic Standing, Just for Laughs, and Comedy Now.

Not Suitable for Young Children; May contain adult language and content.



FRIDAY AT A GLANCE

7	BREAKFAST	REGISTRATION AND BADGE PICK UP
8	Vita North America Sizzle	
9	The Five Behaviours of a Cohesive Dental Team	Workplace Hazardous Materials Information System
10	Sandie Baillargeon	Pat Evangelisto  Sponsored By
11	Sponsored By  Dentsply Sirona	High Impact Pourable Acrylic Innovations and Production of Removable Prostheses Unplugged for Students and Technicians Mark Chan DD & Chantal Shugaa RDT Sponsored By  Dentsply Sirona This is a technical lecture for education purposes, NOT a hands-on session.
12	LUNCH	
1		
2		TRADESHOW
3		
4		
5		
6	SILVER SPONSOR DINNER  VITA NORTH AMERICA	Entertainment by It's a Mystery to Me: "Big Al's Boitday" starts at 6:00pm <i>(Not Suitable for Young Children; May contain adult language and content.)</i> 

Friday, June 16

7:00 am-11:00 am
Graydon Ballroom Foyer

Badge Pick Up and PYP Information Desk

7:00 am-8:00 am
Hazel McCallion Ballroom

Breakfast

8:00 am-8:10 am
Hazel McCallion Ballroom

Silver Sponsor Sizzle



8:30 am-12:00 pm
Greenwich Room

The Five Behaviours of a Cohesive Dental Team

Sandie Baillargeon, Practice Management Advisor



Overview: *The single most untapped competitive advantage is teamwork!*

THE FIVE BEHAVIORS OF A COHESIVE TEAM is an assessment based learning experience that helps reveal what it takes to build a truly cohesive and effective team in the most approachable, competent, and effective way possible. Bringing together everyone's personalities and preferences to form a cohesive, productive team takes work, but the payoff can be huge—for individuals, the team, and the organization. To gain this advantage teams must:

- **Trust One Another** – When team members are genuinely transparent and honest with one another, they are able to build vulnerability based trust
- **Engage in Conflict Around Ideas** – When there is trust, team members are able to engage in unfiltered, constructive debate of ideas.
- **Commit to Decisions** – When team members are able to offer opinions and debate ideas, they will be more likely to commit to decisions.
- **Hold One Another Accountable** – When everyone is committed to a clear plan of action, they will be more willing to hold one another accountable.
- **Focus on Achieving Collective Results** – The ultimate goal of building greater trust, conflict, commitment, and accountability is on the achievement of results.

About the Speaker: Sandie is a leading authority on how to increase the effectiveness of medical and dental business systems. Ms. Baillargeon is author of two text books, *Dental Office Administration* and *The Canadian Dental Office Administrator*, published by Nelson Canada. She created the first Certificate Course in Dental Practice Management at the University of Toronto, Faculty of Dentistry. Sandie has lectured at dental faculties across North America and has had articles published in the *Journal of the Canadian Dental Association*. As owner/operator of Dental Office Consulting Services, Sandie specializes in dental practice management consulting, hiring and coaching dental teams, implementation of in office programs, dental business and operational plans.

8:30 am-10:00 am
Britannia Room - (Lower Level)

Workplace Hazardous Materials Information System (WHMIS Certification)

Pat Evangelisto CHRP



Overview: Participants will gain knowledge in the following areas: Introduction to the Occupational Health and Safety Act; What is the purpose of WHMIS; Identification and exclusion of products covered by WHMIS; Different classes of hazardous materials and how to identify them; Purpose of Labelling – supplier and workplace; Material Safety Data Sheets, including How to read them; Identifying the relevant information; Using the MSDS to protect the worker; What to do in the event of an emergency; and, First Aid considerations.

This course has been customized for people who provide denture/dental services, highlighting products they use on a regular basis. We will discuss the health and safety hazards of these products along with ways the manufacturers recommend that workers be protected.

Testing is mandatory under law and a test will be conducted at the end of the program, which complies with the legislation. Each participant will receive course material and a certificate of participation recognizing that they are trained as per the Occupational Health and Safety Act.

About the Speaker: Pat Evangelisto CHRP started his working career in the manufacturing sector in the field of Labour Relations/ Human Resources. During that time, he always had a keen interest in health and safety. Fifteen years ago he decided to change career paths and start his own health and safety consulting business. Since then, Pat has worked in a variety of different environments; manufacturing, construction, health care, landscaping, and many more. Pat has been associated with the Denturist Association of Ontario since 2011. Since then he has made presentations at the 2011 PYP, 2012 PYP, as well as attending the Nova Scotia Annual Conference in 2013. Pat has customized his materials and presentation for the Denturist industry.

Friday, June 16

8:30 am-12:00 pm
Hazel McCallion Ballroom



Physiologic Complete Dentures: From Conventional Overdentures to Fixed Implant Support

Dennis Purinton CDT

Overview: This is a technical lecture for education purposes, NOT a hands-on session.

Many patients with missing natural teeth believe implant dentures will be a better solution to their chewing problems and pain. And as a denturist and/or removables technician, you have encountered challenging conventional and implant denture cases requiring complex set-up and processing techniques to address a functioning yet esthetic outcome. Fabrication of dentures can be precise and methodical when provided jaw relationship measurements via Face Bow, Arch Tracings, or Facial Analyzer information. But what happens when the information is lacking or just not communicated? The ability to manually treatment plan for the edentulous patient becomes critical and theory of rehabilitation becomes reality to have success. This program addresses the fusion between patient desire, jaw relationship needs, occlusal function, ridge and/or implant supported dentures and proper treatment planning to create long-term successful dentures. Common issues of chewing difficulties, breakage of denture base material, tooth fracture and retention elements every few months will also be discussed.

Learning Objectives:

- How the anatomical features and ridge form and arch classification help dictate tooth position
- Understand the concept of where teeth go in space.
- Proper case planning and how to prevent and/or correct common implant denture set-up mistakes.
- Treatment planning for implant esthetics and function.
- Why the choice of denture tooth cuspal inclinations make a difference.
- Understanding of how the right denture tooth form helps minimize complications
- Learn proper tooth arrangements and occlusal schemes fitted for implant dentures

About the Speaker: Dennis Purinton CDT has been a dental technician for more than 36 years. He owns his own lab in eastern Kansas, and has concentrated on Implantology and dentures for the past 20 years. As a consultant for the Vident Corporation, he is actively involved in research and development for implant and denture related products and has trained at VITA in Germany. Dennis teaches courses across the country, lectures both nationally and internationally. He holds a Mastership with the American Academy of Implant Prosthodontics.

10:15 am-12:15 pm
Britannia Room - (Lower Level)



STUDENT AND TECHNICIAN LECTURE: High Impact Pourable Acrylic Innovations and Production of Removable Prosthesis Unplugged

Mark Chan DD and Chantal Shugaa RDT

Overview: This is a technical lecture for education purposes, NOT a hands-on session.

High Impact Pourable Acrylic Innovations There is increasing pressure on labs to be fast, efficient, and maintain profitability. Expedited timelines and product constraints make producing a quality denture restoration challenging. For too long you've been limited to a durable heat-cure acrylic that takes time to pack and cure, or a pour acrylic that is faster to make, but doesn't have high impact strength. Look no further! Learn about the innovation in pourable acrylic denture base materials, Dentsply Sirona's Lucitone® HIPA (High Impact Pour Acrylic). This pourable acrylic denture base has the impact strength of traditional heat-cured bases. Lucitone® HIPA, the "pour with more" is fast, efficient, and durable. Also learn how to add individualized characterization with Genios Denture Teeth for that unique "one of a kind" patient, utilizing Lucitone® Intensive Colors, a new denture base characterization system, that allows the user to have endless options to create a highly characterized denture base.

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Friday, June 16

12:00 pm-1:00 pm Hazel McCallion AND Greenwich Room	Lunch
12:30 pm-4:30 pm Graydon Ballroom	Tradeshow
6:00 pm Hazel McCallion Ballroom	Vita North America Silver Sponsor Dinner and Murder Mystery Entertainment

VITA
NORTH AMERICA

PAID DINNER – NAME BADGE MEAL TICKET REQUIRED
Dinner paid for at time of PYP Registration; Meal/entertainment ticket cannot be purchased on site.
Entertainment will begin at 6:00 pm SHARP
(Not Suitable for Young Children; May contain adult language and content.)

SATURDAY AT A GLANCE

7	BREAKFAST
8	The College Buzz with the CDO Registrar Dr. Glenn Pettifer, Registrar
9	Sponsored By  domtrak Dental Management Software
10	Employment Standards Act and Human Resources Sandie Baillargeon
11	Sponsored By  Central Dental The laboratory and denturist supply specialist.
12	LUNCH, CLOSING REMARKS & PRIZE DRAWS
1	
2	

Saturday, June 17

7:30 am-8:30 am
Graydon Ballroom

Breakfast

8:30 am-9:30 am
Graydon Ballroom

The College Buzz by the CDO Registrar

Dr. Glenn Pettifer, Registrar



9:45 am-12:00 pm
Graydon Ballroom

Employment Standards Act & Human Resources

Sandie Baillargeon, Practice Management Advisor



Overview: The MINISTRY OF LABOUR is conducting random audits to ensure that all employers in Ontario are compliant with the ESA. Making a mistake when managing your Human Resources could be very costly to your practice. This seminar could save you thousands of dollars by ensuring that your practice is compliant with the ESA.

WHAT YOU WILL LEARN:

- Cover what Denturists need to know about the ESA and why compliance with this Act is mandatory
- What is new for 2017 when hiring employees
- What is the difference between Employment Standards Act and Common Law?
- What is an Employee Policies manual and do you need to have one?
- How will Employment Agreements/Contracts protect your practice?
- Should you have Job Descriptions?
- How often should you do Performance Reviews, and why they are important?
- What happens to your employees when you sell your practice and what are your obligations to them?

About the Speaker: Sandie is a leading authority on how to increase the effectiveness of medical and dental business systems. Ms. Baillargeon is author of two text books, *Dental Office Administration* and *The Canadian Dental Office Administrator*, published by Nelson Canada. She created the first Certificate Course in Dental Practice Management at the University of Toronto, Faculty of Dentistry. Sandie has lectured at dental faculties across North America and has had articles published in the *Journal of the Canadian Dental Association*. As owner/operator of Dental Office Consulting Services, Sandie specializes in dental practice management consulting, hiring and coaching dental teams, implementation of in office programs, dental business and operational plans.

12:00 pm-2:00 pm
Graydon Ballroom

Lunch, Closing Remarks, Prizes

Don't miss hilarious
Just For Laughs comedian
James Cunningham
8:00 pm Thursday evening
following dinner
in Graydon Ballroom

Sponsored by

 **Dentsply
Sirona**

(Not Suitable for Young Children; May contain adult language and content.)

**A
MURDER
MYSTERY**

6:00 pm SHARP
Friday evening
Hazel McCallion
WWW.MYSTERYTOME.COM

This is a pre-paid dinner

(Not Suitable for Young Children; May contain adult language and content.)



Big Al's Boitday



You'll die laughing!

VITA
NORTH AMERICA

Bring your family!

The Hilton Mississauga/Meadowvale Hotel offers many fun activities:

- indoor salt water swimming pool
- 3-storey waterslide
- squash and tennis courts
- yoga
- full fitness centre
- scenic walking trails
- FREE in-room WiFi
- FREE parking

Use of the facilities are complimentary with the exception of a nominal charge for squash and tennis



Indoor pool and three-story high waterslide!

The saltwater indoor pool is open from 5:30 am - 11:00 pm (Monday – Sunday)

Big Blue Waterslide is open Friday from 6:00 pm to 10:00 pm and Saturday from 10:00 am to 2:00 pm.

For the adventurous delegates and their families, take a ride on Greater Toronto's longest indoor waterslide! **Big Blue** is 165 feet long, three stories high and gives kids fun-filled rides down through twists and turns that will provide endless fun and enjoyment for families. (Minimum height restriction is 48 inches or 4 feet or 1.22 metres tall).