

December, 2011.

Dear Friends,

Welcome to the **2011 Christmas Newsletter!** I hope that all is well with you and I wish you a very safe and festive Holiday Season! The X-mas newsletter provides an opportunity for me, Dr. Lily Lo, to update you on news, to inform you of new services and most importantly, and to thank you for allowing me and my associates to take care of your dental health. It is a pleasure for us to serve you and we work very hard to provide excellent dental care to you and your family. As most of you know, I have two dental office locations...my main office at **1200 Lawrence Ave.** and my second clinic in Richmond Hill at **16th Avenue Dental.** Your kind referrals to either location are greatly appreciated and BTW, I will now be awarding a \$10 gift card to you (either Starbucks or Subway) as a small "Gracias!" for any new patients who book at either of our clinics.

As I have mentioned in my previous newsletters of years past, I have been striving to eliminate paper waste and to be more environmentally conscious. Therefore, our Christmas newsletters will now be delivered via our email electronic Christmas card. Patients who have given me their **email address** will have received a cool E-Christmas card along with this letter (unless you chose not to open it). For those who did **not** receive my card, we may not have your email address in our computer system, so please call us to give us to rectify this! FYI, you can always access my newsletter at www.smilestoronto.com just in case you want to re-read it at a later date (or share it with your friends at a wine and cheese party or something). In any event, we would like to make use of emails in the future for appointment reminders and as the major means of communicating with you (instead than calling you at dinnertime and having you hang-up on my staff.) So PLEASE... give us your email in the near future for our mutual convenience.☺ OK, the annual Christmas Newsletter usually starts with a story about my kids...so let's begin!

Kaitlyn, my 17 year-old daughter just began her first year of studies at the University of Western Ontario in London and is doing well majoring in Biomedical Science. She lives in residence and now knows how to do laundry, make Mr. Noodles, and fry up a small steak on her stovetop. Of course, she does have a meal plan but she is fortunate to have a suite-style dorm where she has her own bedroom and a small kitchenette to share with her pre-assigned roommate, a girl nicknamed "Pennywise". Pennywise (most people have forgotten her real name) is a 2nd year student in the same Biomedical Science program. However, that may be all they have in common. Let's just say that my daughter is slowly getting used to the clutter and dirty dishes left in the sink, which is totally unacceptable in my household where I have an obsessively neat nanny who freaks out if there is dust on the window shutters. (BTW, I later found out that Pennywise is the name of a psychopathic serial killer clown portrayed in the Stephen King movie, "It"... Very reassuring indeed) Seriously, Pennywise is a very nice girl. So far.

Tyler, my son who is 14 years old, is growing faster than a _____ (Fill in your own word/phrase). He has just surpassed me in height and eats like a _____ (Give me another simile). His face is still cute and boyish, but his feet look way too big for his current size, which is why I call him "Frodo" (the hobbit from Lord of the Rings). His favourite sport is still tennis, which he plays 3 to 4 times a week at the local club, Mayfair. I have to admit that I can no longer take advantage of him on the court. Gone are those days when I used to hit overhead smashes at him and he would jump out of the way as only a 9-year old kid would do.... But now, Tyler not only has power, foot speed and a serve that has suddenly become a weapon, he can also fake a deadly drop shot that has me cursing like a _____ (Go ahead, gimme a good one)! **CONTEST!** Submit your 3 words/phrases for the blanks above for a chance to win a new **TRIUMPH Oral B power toothbrush** valued at \$135!! (Aw come on, don't say Whoop-dee-do!?) It's a great toothbrush and you can re-gift it! The most original entry will win, and I will be the official judge...along with my hair dresser. Please enter and see details at www.smilestoronto.com. Deadline: **Jan 15th, 2012**. The Winner will be notified by email. It's just for fun, and you may be the only contestant, so enter and good luck!

Now back to my story. At home though, Tyler's no speed demon. My toughest job is waking him up every morning and getting him to move marginally faster than a sloth so that he's not late for school. Frankly, I don't know how he keeps up with his school work since it must take him 5 minutes to take a pencil out of his knapsack...but I guess his mind and computer skills aren't so slow. I believe this generation of kids can type before they can talk! The keyboard sounds like a semi-automatic rifle under those nimble fingers! Their text lingo, short forms and acronyms (which I have somewhat mastered...BTW, FYI, TTYL) can very well make the English language become archaic (like Latin) by the next century. SWIM? (See What I Mean? That's my original text acronym, unless you thought of it first) LOL.

Seriously now, let's go onto other **office news**. Yes, there must be a fertility drug in the water system at my office. In the past 2 years, we have had 6 pregnancies within my dental staff. Congratulations to **Dr. Adriana Cesnik**, who just came back from her maternity leave (on a part-time basis) having had Nicole, her baby daughter. Congrats to **Cynthia** (our hygienist), who is still on maternity leave having had Lauren, her baby girl. Congratulations to **Evelyn** (our receptionist), who has just left for her maternity leave the day before giving birth to her son named Caden. I know that's only 3, but I have to conserve space. There may be more pending pregnancies to announce very soon...but I will have to leave that for my next newsletter. As a result, I have some new faces in the office, especially at the front desk where we are training several new receptionists all at once. However, one familiar friendly face you will still see is my trusty office manager, **Karen**, who definitely is not pregnant and she is always available to look after any insurance or financial concerns you may have. In general, I hope that you will lend us your patience with my new staff since I know that mistakes will be made (and heads will roll) but I do hereby apologize in advance for any inconvenience or problems that may arise in the next decade. Please rest assured that we will do our best to make the transition as smooth as humanly possible.

Last July, I introduced a new associate, **Dr. Abid Hidayat**, into the Lawrence practice to take over Dr. Cesnik's hours as she departed on her maternity leave (BTW, she's back already 2 days a week!) I am very pleased to have Abid join me permanently in providing quality dental care. Dr. Abid (as we call him since we have trouble with saying his last name...) is a highly skilled dentist with a gentle demeanor. I know those of you who have met him will agree that he is a very caring and genuine person with a great sense of humour. He graduated from the University of Toronto (as did I and Dr. Cesnik), and I believe that he is an excellent addition to our dental team. Dr. Abid is very experienced in root canal therapy and extractions, having worked in a northern community for three years after graduating from dental school. He is an excellent fit into my practice where I know his skills will add to the quality of care. I hope that you will all have an opportunity to meet him at a recall check-up in the future, or at a subsequent dental appointment.

Dr. Adriana Cesnik is doing well with her 4-month old daughter, Nicole. Other than suffering from occasional sleep deprivation from playing "Who's the Boss" with her "never wants to sleep" baby, she has returned to work on a limited basis on Saturdays and Wednesday afternoons (just to get some rest!!) My other part-time associates, **Dr. Sook-Yee Chan** and **Dr. David Zins**, are still working some days to add to the services and convenience of my dental practice. I am really fortunate to have such a great group of dental associates who are also my friends to help me take care of my patients.

Since the opening of **16th Avenue Dental** in Richmond Hill 2 years ago, I now divide my time equally between the two offices and let me tell you, working approximately 50 hours a week is no small feat. Fortunately, I can do it because I am in relatively good physical and mental health (at least I think so.) I play tennis on my day off, plus I take my gummy bear vitamins everyday. Also, I love performing my work in cosmetic dentistry, veneers, implant dentistry, **Invisalign** and comprehensive orthodontics. However, due to my inability to work more than 50 hours-a-week, I am scaling back on taking new patients, so I hope that you will let my associates, Dr. Cesnik and Dr. Abid, continue to give you quality dentistry so that we can provide a team approach to your dental care. Let's face it, I may not be on the planet as long as you, so I would like you be comfortable with other dental providers to maintain your oral health... I'm planning to retire on the moon.

Finally, I would like to touch on the "accessory" cosmetic services which my husband, **Dr. Kenneth Lam** and I provide through the medspa, **MD Laser Skin Clinic**, situated on the 2nd floor of the Lawrence dental office. The Laser Clinic has been in business for over 6 years despite the "group-on's and deal finders". MD Laser offers reliable, modern laser hair removal, photo rejuvenation, scar and acne resurfacing, chemical peels, facials, skin care products and much more. **Dana**, whom many of you have met, has been my Laser Medical Aesthetician for many years. She is experienced, highly knowledgeable, and very fashionable (she wears True Religion jeans...) As well, additional laser services are offered by the **16th Avenue Medispa** director, **Olive**, who you may see from time to time working at our clinic (yes, she is the "older" blond lady, who incidentally, can compete in the "So you think you can dance" and win.) Our latest treatments include Botox Therapeutic for TMJ myofacial pain, excessive sweating, Cosmetic Botox and Juvederm fillers which Dr. Lam and I perform routinely. I should let you

know that our Fractional laser has been extremely effective in fading and remodelling surgical/acne scars, and stretch marks. Did I mention that we sell a product (Latisse) that grows amazingly long eyelashes too? I am using it and it works! If you have any questions about anything, please book a consultation appointment with me and I will try to give you some advice and information. Or we can just snack on some peanuts.

Oh my, I have gone over my 3-page limit (ah, who's counting since you can just change the font size on your computer) All kidding aside, I must bid you a temporary farewell, and wish you and your family a very lovely Christmas and a healthy, Happy New Year! I hope that you have enjoyed reading this light-hearted newsletter! Laugh lots and hug your family everyday in the new year!

Remember, the best gift to someone is to give of your time... Take care!

Best wishes from all the Staff at Dr. Lily Lo and Associates...Cheers!

P.S. Please see attached some vacation photos of my family. I'm the short one.

PPS. Don't forget to enter the "Fill in the Blanks Contest!" You may be the only one to enter... If so, I'll take you out to a Dim Sum lunch too. And give you my Audi.