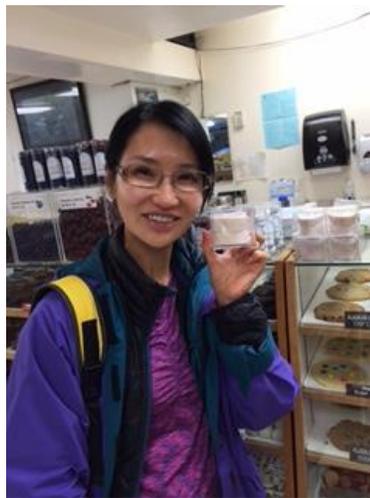


December, 2016

Dear Friends,

Welcome to the 2016 **Annual Christmas Newsletter**, written by me, **Dr. Lily Lo**, to provide to our clients and friends alike, the current office news, updates, and an insight into the busy lives of us, your dental health care providers, hygienists, and staff members. Hi, it's me, Dr. Lily Lo, and I have had the privilege of writing the Annual Xmas e-newsletter since its inception 20 years ago because, well, no one else has volunteered to do it. LOL, just kidding... even though I feel I have Writer's Block, I love writing this letter yearly because many patients have told me how much they enjoy reading it, and also, it is a good way to update my patients on office events during the past year, and to give news of things to come in the New Year. As always, I thank you for choosing me and my associates to be your primary dental care provider, and I hope you will read this e-newsletter during your spare time, while eating dinner or sitting on the "loo", but please, not while driving your car...

Dr. Lily Lo, at a candy store in Juneau, Alaska:



"I love teeth, especially ones made of white chocolate!"

For new patients, let me introduce myself as Dr. Lily, the butterfly-collector and principle dentist at **Lawrence Avenue Dental** (which opened in 1993) and **16th Avenue Dental** in Richmond Hill (which opened in 2010). With each passing year, I am more grateful and appreciative that I have so many amazing loyal patients, associates, hygienists, and staff. Thank you all, for supporting me and my offices for such a long time. With regards to dentistry, please be assured that my associates (Drs. Chan, Cesnik, Zins and Hidayat) and I are doing our very best to provide a high level of care. We make sincere efforts to connect with each patient on a personal and professional level because we feel it is important in a long-standing doctor-patient care relationship.

Ok, let's begin this newsletter, with news about my family. What a year this has been! Notwithstanding the unusually warm extended fall season we have had, and the US election results which forecasts a crazy year ahead, I have had a very challenging year personally with taking care of my stubbornly

independent 86-year-old mother, who, suffered not one, but two, extremely serious falls that could have (and should have, according to her doctors) ended her life. Since last March, my mother has broken her neck in 2 places, 6 ribs and a collarbone, but has slowly healed with a lot of pain, after spending many months recovering in various rehabilitation hospitals. Due to her mild dementia and inability to negotiate stairs, she has recently moved out of her house of 45 years, in into the new Mon Sheong Retirement condo in Markham. It will not be an easy road ahead since my mother is still stubborn inspite of her dementia, and insists on making her own decisions, poor though it may be. However, I think that she has become accustomed to her new home which is like a hotel (I have no problem living there!) I thank all my patients and family members who have given me advice and encouragement through these difficult times.

On to better news... my daughter, **Kaitlyn**, at 23 years old, has begun her studies in her first year of medical school at UofT, following the footsteps of her dad, who is an Alumni of the Faculty of Medicine, 1987 (Man, that's almost 30 years ago! My hubby feels old now). It is with humbleness and gratitude that Katie has accepted her calling, having graduated with a Bachelor of Medical Science degree, and then a Masters degree in Public Health at the U of Western last June. It has taken a lot of studying, hard work, tears of disappointment, and personal perseverance to follow her dreams, but in the end, it was worth the sacrifice. Now, although still working hard and not sleeping very much, Katie is enjoying the medical school curriculum, learning the basics of examination and patient communication. She still loves baking, and being a "foodie", is enjoy life downtown living in a rented condo which she shares with a female nursing student (not a boyfriend yet, thank God). I know, I know...the time will come perhaps... Katie does come home about once a month (to eat Chinese food and sushi, and to pick up more clothes to move to her downtown suite).



"Ken, Kaitlyn, me, & Tyler at Kaitlyn's Induction Ceremony Night, UofT, Faculty of Medicine, 2016"

My son, **Tyler**, is 19 years old and is in his 2nd year of Engineering at Waterloo, alternating between work and study terms. Unlike the rest of us in the medical sciences field, Tyler has always been, well, different... like Edward Scissorhands, (and especially now, since he stands at 6 ft+... unusually tall for having rather short-statured Chinese parents). He was the laid-back, cool and calm dude, Type B

personality, while the 3 of us were Type A+'s, running around trying to do things perfectly and on schedule. Not Tyler. You cannot hurry him, worry him, or scurry him. Due to the fact that he has always been a very quiet, thoughtful and inhibited child, I never really felt that I understood what Tyler was all about. As a result, I was always quite pleasantly surprised when he excelled academically, or did well in sports or found that he had a witty sense of humour (refer to my previous newsletters). Even though Tyler moves slowly and methodically, which I find to be somewhat frustrating when I want him to clean up his room, I am relieved that he is doing well at Waterloo U. Recently, he designed an entirely new website for my medi-spa (see www.mdlaserskin.com), and has been hired in the next work term, by Flipp, an internet "app" business that searches and compares flyer sales and informs the shopper of where to buy any given product in any given day for the lowest price. It is a young and exciting new company that Tyler can learn and develop new skills for the future. As well, since he no longer has a meal plan at residence to rely on, he is definitely developing domestic skills in doing laundry, cooking eggs, frying chicken breasts, boiling rice and broccoli for dinner while living at a student condo in Waterloo. Poor guy, he has lost a bit of weight this year. (See our photos later in this email).

Enough about my family... Let's move onto the **important office news**:

1. At last, we now have, at the Lawrence Office, our new **iTero Scanning** technology that will digitally take images of your teeth to provide superior fitting crowns, bridges, and Invisalign aligners. This technology is the way of the future... no more messy putty impressions that can distort with transit, and the speed of information transfer is within minutes. Unfortunately, it is not available for every restorative procedure (like implants), but ask us! It's really, really cool.
2. We offer advanced **Invisalign** orthodontic therapy at our office— Not just a cosmetic service, we are focusing on helping our patients achieve optimal health and smile by promoting realignment of crooked teeth through the modern science of INVISALIGN for adults. So many patients have already seen the benefits of this appliance which can finally give the smile you've always wanted, without metal braces. Please book an appointment with Dr. Lo for a consultation. We can send an estimate to your insurance company to see if your plan pays for a portion of this life-changing treatment. Life is short...YOU DESERVE a nice smile!
3. We welcome back **Ella**, our dental assistant/ receptionist, who is easing back into work from having her 4th child, a baby boy, named **Ezra Jace**. Now, tell me, is that not a name deemed for movie-stardom? We shall see... We all applaud her for having the "chutzpah" to have so many children, and yet be so calm and collected at all times (she has been "temp-ing" for us on occasion during her mat leave).



"Just call me E J..."

4. We also welcome back from her maternity leave - **Eva**, our medical laser aesthetician at the **MD Laser Skin Clinic** (the medi-spa on the 2nd floor of Lawrence Avenue Dental which my husband, Dr. Ken Lam, MD, and I opened in 2005, as an extension of cosmetic services focusing on skin health.) Eva's daughter, Casilia, is 18 months old and looks like a perfect little Asian baby doll. However, according to Eva, the little princess is quite demanding and Eva is happy come back to work and introduce our new skin rejuvenation procedures like advanced chemical peeling and skin tightening through micro-needling and laser technology. Having been in business for over 10 years with experience in laser hair removal, and skin rejuvenation treatments like Botox and Filler (provided by Dr. Lo or Dr. Lam), we are pleased to offer our expertise in this field. Referrals to dermatologists and cosmetic surgical specialists will be made if needed. Call Eva at **416-445-7546** to book a consultation. As well, we thank **Olive**, who has been our laser consultant from Day 1 and she was on hand to take care of clients during Eva's mat leave. She will continue her association with us as a skin and laser consultant and to provide medspa services at the 16th Avenue Dental location.



"Casilia & Eva"

5. **Raffles** – we congratulate all the winners from our various Raffle & Marketing events this year (Refer a Friend, Back-to-School Backpack, Annual Botox/Filler Open House, Invisalign Information Day)... As a thank you to our patrons, we will be offering more events in the new year either on our website or for in-office participation. We hope that you will enjoy and take advantage of our free information/Open House days and maybe be a winner of more free prizes for Sonicare toothbrushes, and restaurant gift certificates in the future! Remember, we appreciate your referrals!

6. Congrats to **Karen**, my trusty office manager, on the birth of her first grandson, Timothy (congrats to her son, Sam and his wife, Victoria, too!) Now, her 2 dogs and hubby will have to take 2nd place to the new love of her life – as it should be!



“My little Tim-Tim!”

7. **Associates’ Family update:** It is customary that each of my associates to write a sentence or two and donate a photo to get a glimpse of their interests – here they are!

Dr. Adriana Cesnik:



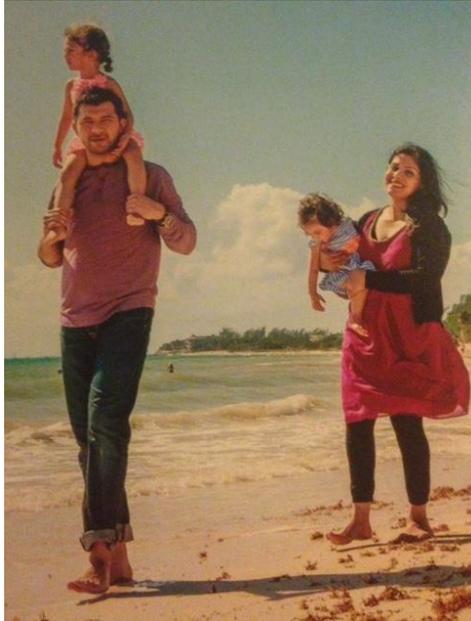
“This is a day out with the family in Tottenham; visiting the South Simcoe railway. Julian is Age 2 and Nicole is Age 5 and my hubby, Jude, is hiding in the back.”

Dr. Sook-Yee Chan:



“When I am not at work, I am busy looking after my two daughters - Leanna (in her 2nd year co-op at UofT Psychology) and Allison (in Grade 12), my cats and my orchids! I am actively involved with cat rescue, rehabilitation and relocating them for new homes. The gingerbread sleigh pictured, is from our Rescue Christmas fundraiser -Yum!”

Dr. Abid Hidayat:



“Annie, me, Sakina (age 4) and Insia (age 2) in Mexico this year”

OMG, everyone, is that not “THE most” artistically composed, emotion-evoking, museum-quality, beautiful family photo ever? Frame this one gallery-size, Dr. Abid!!

I cannot top Dr. Abid’s photo above, but to end things off, here are a couple of final pics of my family:



“The Way We Were... 10 years ago on Caribbean cruise (please notice there were small sharks around us, but we were totally oblivious!)”

And now...



“The Way We Are...now! Please note - Tyler did not shrink, Ken manipulated the camera position to his advantage to look taller...hee-hee”.

Time truly does pass by in a blink, doesn't it? Due to the length of this newsletter and extra photos included this year (which I hope you enjoyed), I will not be publishing a Top 10 list this year which I was in the process of making. Rather, I will postpone it to next December (please give me a one-year extension.) Over the holidays, I will be leaving on a 10-day visit to Hong Kong with my family to visit the grave of my father (who passed away when I was just 7 years old), and to acquaint my children with their remaining relatives in Hong Kong and China. Truth be told, I cannot call it a “vacation”, but rather, it is a must-do journey.

In the meantime, have a very **Merry Christmas, Happy Hanukah** and Holiday Season! May God bless you and your families with good health and happiness... Best wishes from all the doctors and staff at Lawrence Avenue Dental and 16th Avenue Dental!



“Hello, I'm Maisy, Dr. Chan's favourite cat, but let me tell you, I don't get paid enough for this gig!”

Happy 2017!!!