

# So Cal Dental Quarterly

ISSUE 02 October—December 2014



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## Staying Connected.....

### “OUR MISSION STATEMENT”

To serve our patients with unparalleled excellence demonstrated through the passion and integrity of our services;

To serve our Team Members by providing exceptional working environments, competitive benefit packages, and a philosophy of empowerment and personal accountability, that can create the potential for professional growth and fulfillment;

To conduct our activities with sound social and ethical values, to better guide our growth objective to be the dental services company that our competitors strive to emulate.

## Water Cooler Chat With Sylvia Geren



## Corporate

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## From The News Room



So Cal Dental Partners Editors

Welcome to the second edition of the So Cal Dental Partners News magazine. Your editors-in-chiefs have been working really hard for the upcoming holidays in bringing us closer as colleagues and as a company. Fortunately, the Partners of So Cal Dental Partners have been more than generous in allowing us to implement some exciting new challenges, events and funding for the holiday season.

We are proud to announce our first annual companywide Halloween contest, and our first Thanksgiving charity contest.

As with every issue you will find a health and wellness section, a business section and information about upcoming Health insurance enrollment in January. Don't forget to check out our "Water Cooler Chat" with the quarter chosen employee.

It is also with heavy hearts that we announce the retirement of a person who has become not only a colleague but a friend to many of us.

**\*\*Be the first team member to find the "tooth" and email your answer, page # and description to: [deniseg@socaldentalpartners.com](mailto:deniseg@socaldentalpartners.com) (subject line: SQ Mag Tooth) and win a prize.**

### SC Q Editors-in Chief

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## *October*

Rachel Bullard  
 Kendra Chappell  
 Catherine Dang  
 Jenna Freeman  
 Beatriz Garcia  
 Kristine Garza  
 Linda Hurd  
 Jessica Kelly  
 Laurie King  
 Rosie Larrea  
 Frances Madore  
 Regina Meza  
 Sara Nguyen  
 Charito Pugh  
 Albert Rodriguez  
 Paula Zaragoza

## *November*

Sharon Bailon  
 Melissa Canez  
 Kellie Beer  
 Sabrina Martinez  
 Kim McCabe  
 Angelica Mendoza  
 Connie Phan  
 Denise Rodriguez  
 Ivette Rodriguez  
 Karina Santoyo  
 Brittani Schmidt  
 Katherine Hudgins  
 Phyllis Soltis  
 Kimberly Van Dyke  
 Linda Vaughan  
 Christine Zamora

## *December*

Cindy Alexander  
 Graciela Alvarez  
 Kelly Alvarez  
 Cecilia Arellano Gravidahl  
 Doris (Lourdes) Barrueto  
 Barbara Dooley  
 Nicole Duarte  
 Maria Erdelyi  
 Leticia Estrada  
 Paula Gauthier  
 Auriestela Gomez  
 Janet Meza  
 Romalaina Mincey  
 Veronica Villa  
 Sarah Woodhead  
 John Hernandez Lopez



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## MILESTONES

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So Cal Dental Partners recognizes that you have a choice where you spend your time, other than at home. We are proud to recognize the following employees this quarter who will celebrate their milestone anniversaries.

5 Year: \*Tanya Hanson (Peter Kimball Orthodontics)

10 Year: \*Charito Pugh (Inland Dental Center) \*Gabriella Bailon (Highland Dental)

20 Year: \*Maria Trimble (Inland Dental Center)



# HALLOWEEN COSTUME CONTEST

This is to announce our first annual So Cal Dental Partners companywide costume contest. Should you choose to participate please come dressed in your best, **work appropriate costume**, on Friday, October 31st.

Each office will individually elect its own victor. Your manager will then forward a picture of this person to the corporate office, where the partners will then select the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> place winners from all the photos which were submitted! Prizes will be awarded to the winners of

the contest as follows:

1<sup>st</sup>: 2 Movie Tickets, \$20 in concessions & gift basket of goodies

2<sup>nd</sup>: 2 Movie Tickets

3<sup>rd</sup>: \$10 Starbucks Gift Card

Office elect: \$5.00 Starbucks gift card

*Rules for the contest will be sent to your office manager!*

# DENTAL TERMINOLOGY 101

Continued from last Issue...

*Sometimes it's the simple way we convey information to our patients that is the difference between an acceptance of a case and a decline.*

*Perception is reality.*

*Below are some examples taken from Sky's the Limit Production Consulting firm that can help with some terminology that all team-members should practice.*

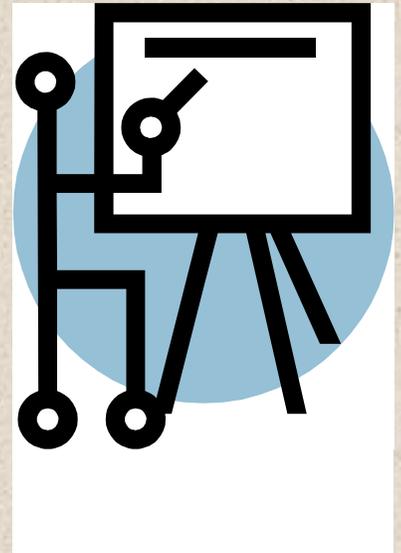
## VERBAL SKILLS FOR PRACTICE RESULTS

### TRY THIS

1. Treatment Necessary to remove the infection
2. Please Complete your pre-treatment information
3. In Dr. Smith's professional judgment
4. Be *silent*
5. Treatment Room/area
6. Considerable Decay
7. Removal / amputation
8. Prepare the tooth
9. Would you prefer a courtesy call?
10. Your Account
11. Do you prefer mornings or afternoons?
12. Thank you for calling, Ms. Smith!
13. The clinical team is prepared for (procedure) at..
14. How do you feel about...?
15. It will "blow up!"

### INSTEAD OF THIS

1. Scaling and root-planing
2. Fill out these forms.
3. The Doctor says
4. Ummm...
5. Operatory
6. Big Cavities
7. Extraction
8. Grind the tooth / drill
9. We will call to confirm/remind you!
10. Your Bill
11. When would you like to come in?
12. Thank you for calling.
13. We have an opening at...
14. Do you understand?
15. Something's going to happen...



### Leadership Wisdom

[The Swordless Samurai](#)— by Kitami Masao

*"Sheer effort enables those with nothing to surpass those with privilege and position. This is the secret of Striving: Leaders must work harder than others."*

# Thanksgiving Day

Founded in 1936, the Los Angeles Mission is a non-profit, privately supported, faith-based organization that serves the immediate and long-term needs of the homeless and disadvantaged men, women, & children. The mission is among the nation's largest service providers to the homeless. LAM's annual Thanksgiving celebration is a wonderful day, serving around 4,000 meals on this one day alone and handing out blankets and tarps in preparation of the colder winter months.

This year we would like to come together as a company and donate to the mission. Donating as little as \$5.00, can provide two meals to a person in need. The partners are going to get the ball rolling by donating \$100.00 to the mission. We will be collecting donations, until the week before Thanksgiving (Friday, November 21<sup>st</sup>). Please put your donation in a sealed envelope with your name and office name on the front and have your manager courier it to the corporate office. A memo will be sent out each week to your managers, to let you know the amount we have collected to date by office. The office that collects the highest average donation per employee will receive a prize.

*Your spare change can  
make a difference to a  
person in need this  
Thanksgiving!*





**Vivian Jimenez-SC Dental**  
Registered Dental Assistant



**Laura Akbar-Rancho Niguel**  
Registered Dental Assistant



**Angela Manzaneda Toro-Sea Country**  
Treatment Coordinator



**Brandi Darsov-Inland**  
Registered Dental Hygienist

# Welcome Aboard.....

New Employees

So Cal Dental Partners.....

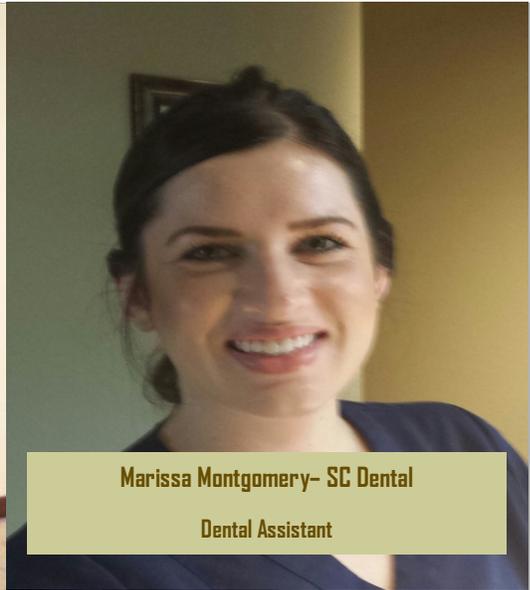
# WELCOME TO THE TEAM



**Casey Stewart- Kimball**  
**Ortho Assistant**



**Ana Lopez-Fleming- Inland**  
**Registered Dental Assistant-General**



**Marissa Montgomery- SC Dental**  
**Dental Assistant**



**Yesenia Estrada- Inland**  
**Registered Dental Nurse-DS**



**Lizett Ollarsaba- Inland**  
**Front Office-General**



**Linda Vaughan- Heritage Court**  
**Specialty Treatment Coordinator**

# Fun Facts with Mary Stay



## What is your favorite type of food?

Chicken tacos or any kind of Mexican food.

## What is your favorite candy?

Dark chocolate Milky Way is my favorite.

## When was the last time you got drunk?

About five years ago, I went to a friends party and she kept serving me apple martinis. What I didn't realize is that the apple martinis had three shots of vodka in them and since I don't drink very often, I got drunk pretty quickly. Long story short, Mike (my hubby) had to carry me out to the car.

## Who is your celebrity crush?

Fergie's husband, Josh Duhamel.

## What is your favorite movie?

Sound of Music & Pay it forward.

## What is your favorite TV show?

Breaking Bad & Dexter.

## What is the funniest injury you have ever sustained?

I have a few, but the funniest or most embarrassing was falling in the bushes at Walmart.

## Finally, tell us a fun fact about you.

The only record I ever bought was by the Beatles, who I saw in concert at the Hollywood Bowl in 1965.



## On her iPod:

- The Beatles
- Carrie Underwood
- Mowtown & Country
- Chris Daughtry



# *A Conversation with Mary Stay*

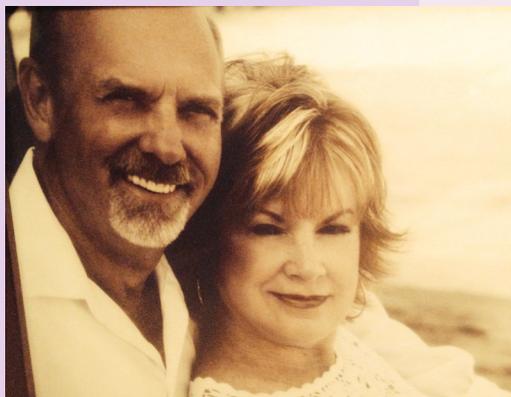
Mary was born in Los Angeles, California and grew up with her three sisters in East Los Angeles. She attended an all-female Catholic school, Sacred Heart of Mary, and later attended East Los Angeles College. During her college years she was elected homecoming princess, but the true highpoint would come when Mary was just 20 years old. This is when she agreed to accompany a friend to Camp Pendleton. This decision turned out to be life changing, since this is where she met a young Marine Sergeant named, Mike Stay, who had just returned from the Vietnam War. They went on a date to Hollywood to watch, "The Dirty Dozen" and thirty days later they were engaged to be married.

Although Mike and Mary had a short engagement, their marriage has lasted for more than 46 years. They were blessed with two children, Jennifer and Jeff, and years later would be blessed with 5 amazing grandchildren. While her children were still young, Mary was a stay-at-home-Mom and Mike worked for 10 years as an officer for the Whittier Police Department. He later owned his own Snap On Tool business and Mary assisted him with running the business. A few years later, Mary's love of clothing and fashion inspired her to create her own clothing business called, Stay in Fashion, which she ran for more than 3 years. Mary ran her fashion business from home and enjoyed doing fashion shows for various women's organizations. The transition to the dental business came when her sister-in-law offered her a job in Oxnard to manage her dental office. It was here that she was introduced to a consultant who believed she would be the perfect fit as a treatment coordinator at another dental office. She eventually applied for a position at Rancho Niguel Dental and was hired on as the treatment coordinator and six months later the owners asked her to manage the office. In April 2002, the company was expanding and opened new offices. Mary was then asked to be a partner and she happily agreed. She has now been with the company for 17 years and has built a close relationship with her partners and many of the employees throughout the company. When asked what she likes best about working for So Cal Dental, Mary replied, "I enjoy the training and showing the employees everything I can. Making them the best they can be and showing them how to have fun while doing it."

While Mary has so many fond memories of her career with So Cal Dental, she has made the difficult decision to retire as a So Cal "partner/owner" at the end of this year. Luckily though, Mary is going to continue in 2015, on a part time basis as Director of Operations. Although she is excited for this next phase of her life, she will greatly miss her day to day interactions with her partners and all of the employees. Everyone within the company has become a second family to her and she will cherish the days she's shared with each of them.

## ***A Message from Mary***

"When Dr. Boyd asked me to be the manager, my thoughts were, I hope I can make a difference in their lives, but in the end they have made a difference in mine. It's been an amazing journey and I will miss you all, but don't worry I will be back to visit!"



# There is Something About Mary!

Mary, we hope you have a wonderful retirement. You will be missed, but never forgotten.— Your friends at So Cal



Mary, it has been an extreme pleasure working with you and to have you as our partner. You are the epitome of positive thinking, a true example of a person who is passionate about her job and devoted to her co-workers. You add the element of fun to every day you are here working with us. You are the "Shirley Maclaine" to our "Rat Pack" set of partners. You helped nurture this company from its infancy to the great company that it is today. We will all miss you very much! - **Hugh Murray**

It has been a real pleasure working with you over the past 15 years. You have been amazing at incorporating the family dynamic into our organization. Your dedication and work ethic are second to none. On a personal level, you have always been there for me as a partner and in any difficult situation your wisdom was always appreciated. Your "soft touch" has helped us "guy partners" stay in sync with a woman dominated industry. I can not remember a day when you did not dress yourself to perfection! Mary, I wish you a wonderful and blessed retirement and I know you will be back in the game for brief periods of time after retirement.—**Steve Krieger**



Some 17 years ago, Rodney, Hugh and I sat in an interview with our office manager talking with a prospective hire for the position of Assistant Office Manager. After about a half hour of chatting, we decided that we would offer the job to this beautiful, professional, redheaded woman. Before she left, I asked her one final question, "Have you ever considered being an Office Manager?" Mary responded, "No, I just want to be a real good Assistant Manager." We all know what happened after that. Mary became a real good Assistant Manager at Rancho, then Manager, then Supervisor, then Big Cheese Commander in Chief, and finally Partner/Owner of SoCal Dental. I like to think I have a good instinct in recognizing quality people. Mary is proof that my instinct was spot on. Over the years, Mary became one of my closest friends. There is no limit to her kindness and patience. She has been there for me as a partner, a confidant and a friend. Mary, thank you for everything you have done for me. Thank you for taking care of me. Although I may not be seeing you on a daily basis, I know you will continue to be there when I need you. . . and I will need you. Enjoy your retirement. You deserve it more than anyone else I know. -**Gary Mar**

Here something about Mary ... I want my hair product back (*inside joke*). I first was able to get to know Mary about 15 years ago through my lil bro. Than 10 years ago the 909 merged with the 949, and Mary and I became business spouses. Like all partnerships (marriages) we have had a few bumps in the road. I've always felt like we were a little bit of each other's ying and yang. Mary is the eternal optimist I'm the eternal worrier. Mary is refined, and I'm a little rough around the edges. Over the years I have grown to deeply respect Mary's business acumen and instinct. Mary's ethics and honesty are above reproach. They say numbers never lie, and wherever Mary gets involved the numbers always step up. Thank you Mary for what you have sacrificed and taught to the So Cal partnership, the void left behind cannot be filled. Love ya Andy! -**Andy Boyd**

Mary knows the color GREEN!  
Mary knows how to call on Saint Jude!  
Mary knows how to work like a dog!  
Mary knows how to work with people!  
I will truly miss Mary!  
-**Rodney Boyd**



# Mary and Her Family





## Business Penny-Pinching Adds Up

May 23

By Andrew E. Serwer

Special to ABCNEWS.com

The American Airline olive has become business lore.

In the 1980s, Robert Crandall, then head of the airline, cleverly calculated that if you removed just one olive from every salad served to passengers, nobody would notice ... and the airline would save \$100,000 a year.

The booming economy of the '90s gave rise to bigger and better perks for both employees and customers. But, as the economy cools, companies are heeding Crandall's penny-pinching advice — looking for their own ways to cut costs.

United Airlines, for instance, recently got rid of those "refresher" towels on most short journeys, cut back on in-flight videos and removed grapefruit juice from its bar menus — it's less popular than orange juice — as part of an overall \$200 million cost cutting program. And it's not just the airlines tightening their belts. [Cost-Cutting Gets Creative](#)

Student Advantage, a direct marketing company in Boston, asked employees to use the pens and paper the company stocks in bulk, and drink filtered, not bottled, water. Total savings? About \$100,000.

At the American Standard plant in Tyler, Texas, it's the doormats in the entryways — now they just get vacuumed instead of sent out for cleaning — and that saves the company \$70,000 a year.

A broker at Salomon Smith Barney in Chicago said they used to have Starbucks coffee on English china. Now both the coffee and the china are gone. And fellow financial Goldman Sachs has been cutting back on providing cars for its analysts who stay in the office late at night.

Canon saved over \$50,000 using recycled furniture when it expanded an office. The New York Times didn't provide goody bags for girls on Bring Your Daughter to Work Day.

The folks at Xerox did the math and realized that charging a quarter for coffee could save a co-worker's job. The fancy crystal performance award is now a box of chocolates. And recently, Xerox created an "adopt a plant" program. Employees do the watering instead of a watering service, saving Xerox \$200,000 a year. Overall, employees don't seem to mind. Pamela Moses, a Xerox employee, says, "we know that we need to do these things, we want the company to turn around and we want to help in every way we can. It's as easy as that."



## SO WHAT IS YOUR PRACTICE DOING TO SAVE AN 'OLIVE'?

The following was taken from the manager meetings in both Orange County And Inland Empire Offices to reveal what we are doing to save money and resources at our dental practices.

- ◆ Reduce Paper & Ink use (not printing x-rays)
- ◆ Turn Off lights When a Room is Not in Use
- ◆ Set A/C to 72 or Higher
- ◆ Cut back on Snacks Provided by Practice
- ◆ Scan Patient Packets Online
- ◆ Try to Charge the Patient Exact Co-Pay to Reduce Refunds, Saves Time & Postage
- ◆ Turn off Floor Heaters
- ◆ Email or fax Forms to New Patients Rather than Mail Them
- ◆ Get Rid of the Postage Machine
- ◆ Re-use courier envelopes Until they are Torn
- ◆ If the Courier Company does not cross out a stamp, use it again. \$4.85 per stamp
- ◆ Troubleshoot I.T. issues ourselves before calling the Technician
- ◆ When having a Team Meeting, we try to use Coupons if Possible
- ◆ Try to use Silverware and Dishes instead of Purchasing Disposable Cutlery
- ◆ Use Napkins Instead of paper towels in Break Room (much cheaper)
- ◆ Use washable drying towels in Restroom instead of Paper Towels and we Wash Them Ourselves
- ◆ Turn off Computer Monitors when not in use, saves the useful life & electricity
- ◆ Don't leave A/C on at night
- ◆ Utilize Staples, Costco and HP Online for supplies-They have free shipping and we aren't using manpower to send someone to the store
- ◆ We clean our own office and try to recycle
- ◆ We don't give Business Cards to Solicitors
- ◆ We don't use Letterhead Unnecessarily
- ◆ No Overtime
- ◆ Rotate Products to Keep Them from Expiring
- ◆ Negotiate with Vendors on Prices
- ◆ Cut back on glove use (just by being smart and organized with our time and systems)

# The Winter Workout Blues

With the colder temperatures slowly approaching this winter, it is easy to hibernate inside and lose all motivation to get out of the house, go to the gym, and stay fit. We have found 6 smart and fun ways to keep you motivated this winter.

- 1. Change your mind.** Winter isn't just about cold weather, it's a whole new season! Embrace the time of year by sitting down and revisiting your goals, then plan out what you'd like to accomplish during the next few months.
- 2. Make it fun.** Luckily, we are very fortunate to live in sunny Southern California where the weather is not so extreme, as it is in many other areas of the country. Many activities like running, hiking, and walking can still be done just by adding a few more layers to your workout gear. If your still not feeling motivated, try taking a workout buddy to the gym, or indoor activities such as: dancing, indoor rock climbing, or a trampoline park (it's not just for kids).
- 3. Take up a winter sport.** If you're a competitive type, why not try a new winter sport? You live in California and places like Big Bear and Mountain High are only a short drive away. Activities such as snowboarding, skiing and ice skating are great calorie burners and put a whole new twist on your cold-weather workout plans.
- 4. Get creative at home.** Sure, getting to the gym can be more of a hassle when it is cold outside, but never use rainy weather as an excuse to miss your daily exercise. Instead, work out at home, where's it's cozy and warm. Whether you pop in a new workout DVD, invest in a few pieces of fitness equipment or even just use your body weight for a killer workout, exercising at home can be a convenient (and fun!) solution to staying on track.
- 5. Try something new.** There's nothing like signing up for a new class or joining an indoor sports league to get you up and moving during chilly months.
- 6. Set a big goal—and some little goals.** If the winter weather leaves your motivation to exercise colder than an icicle, heat things up with a challenging, new goal. It can be anything from losing those last 10 pounds, to running a 5K (yes, you can still run outside in the cold) or even doing a full push-up, but choose a goal that you really want and that will stretch you beyond your comfort zone to reach it. Setting a smart goal that you then break down into smaller, achievable action steps is a great way to start. Instead of focusing on simply working out this winter, this type of goal-setting allows you to focus on the bigger picture.

*\*\*Make sure to always contact your healthcare provider before starting any new workout routine.*

# Water Cooler Chat

With

Sylvia Geren



This quarter we would like to introduce you to Sylvia Geren who has worked for So Cal Dental Partners since 1993. Sylvia started working at Inland Dental Center in San Bernardino as a Registered Dental Assistant and with Dr. Andy Boyd's encouragement added back-office manager to her job title. Sylvia says that she "loves working for a company that cares so much about their employees." She describes her co-workers as a second family.

Something very interesting about Sylvia is that she was born in Vienna, Austria and came to the United States with her mother when she was only 7 years old. Although she is not fluent in German she does say that she can understand it a little. She grew up in Corona, California and later moved to San Bernardino where she raised her three daughters. She now has 5 grandchildren and loves spending time with her family on her days off. Some of her favorite movies are something you might not expect to hear Sylvia say, but horror movies such as Saw are among her favorite types of things to pop into the DVD player. Her favorite type of food is Thai Food and some of her favorite places to enjoy Thai food are at Jumbo Bowl and Table for Two. On occasion she enjoys driving up to Santa Barbara and Napa to go wine tasting. Her favorite type of wine is Moscato.

Sylvia has also acquired a passion for watching sports which are typically not considered your average run of the mill activities. Among them include crossfit, off road racing, and bicycling. For those of you who may not know this, Dr. Andy Boyd has been bicycling for many years and Sylvia credits him for her interest in watching the sport. Her years of dedication to this company are truly inspiring and when asked what inspires her to keep going and to keep pushing herself at her job she said, "Seeing Dr. Boyd and Caroline be so strong and positive with their son Chase over the years has just me so much more positive. Dr. Boyd has always taught me to push myself to the limit."



# Tis the Season

TO SIGN UP FOR HEALTH INSURANCE

Open enrollment for health insurance begins in December for January 1st, 2015 effective date. Our current Health Insurance Company is Blue Shield and enrollment forms are on the website: [www.socaldentalpartners.com](http://www.socaldentalpartners.com), Under Employee Forms: Blue Shield. Simply print and complete the form completely and legibly and courier to the corporate office.

Keep your eyes peeled for the open enrollment memo that will circulate at your practice in early December that will show rates and benefits.

What happens if I get hurt outside of work?



In Addition to our Health Insurance, open enrollment for our Supplemental Insurance through Colonial Life, will be held concurrently with our Health Insurance. For those of you not familiar with Colonial Life, it is a supplemental insurance to cover you in case of an accident, disability, cancer, critical illness, hospital confinement & Life insurance. All Premiums are paid 100% by the employee from their paycheck, pre-tax or post-tax depending on your preference.



## The Advantage of Choice

**Disability Insurance** – Replaces a portion of your income to help make ends meet if you become disabled from a covered accident or covered sickness.

**Accident Insurance** – Helps offset the unexpected medical expenses, such as emergency room fees, deductibles and copayments, that can result from a fracture, dislocation or other covered accidental injury.

**Cancer Insurance** – Helps offset the out-of-pocket medical and indirect, non-medical expenses related to cancer that most medical plans don't cover. This coverage also provides a benefit for specified cancer-screening tests.

**Critical Illness Insurance** – Complements your major medical coverage by providing a lump-sum benefit that you can use to pay the direct and indirect costs related to a covered critical illness, which can often be expensive and lengthy.

**Hospital Confinement Insurance** – Provides a lump-sum benefit for a covered hospital confinement and a covered outpatient surgery to help offset the gaps caused by copayments and deductibles that are not covered by most major medical plans.

**Life Insurance** – Enables you to tailor coverage for your individual needs and helps provide financial security for your family members. *A helpful rule of thumb to determine the amount of life insurance you may need is to multiply your current salary by five to eight years.*

***New Products and updates to existing are expected to be introduced this year!***

***Colonial's coverages share important features:***

- Coverage is available for your spouse and children with most products.
- Benefits are paid directly to you, unless you specify otherwise.
- With most plans, you can continue coverage when you retire or change jobs, with no increase in premiums.
- With most plans you receive benefits regardless of any other insurance you may have with other insurance companies.

These coverages may not be available in all states; product benefits vary by state.

# OPENING FALL 2014

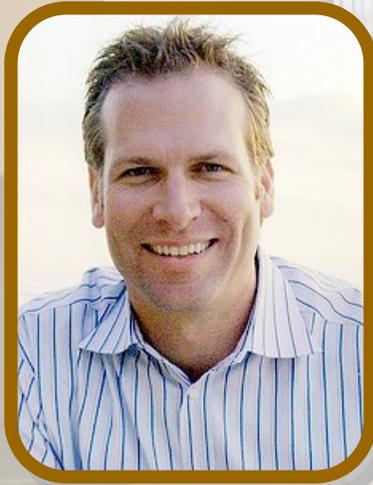
ALICIA ORTHODONTIC & PEDIATRIC DENTAL SPECIALTIES

24481 Alicia Parkway #B-3

Mission Viejo, Ca 92691

Tel: 949-586-9800

So Cal Dental Partners is proud to announce the expansion and opening of our new Orthodontic & Pediatric Specialty office. Led by Dr. Karson Kupiec and his orthodontic team and Dr. Celia Kao  
We are happy to bring our existing specialists from our Inland Empire Offices to the OC.



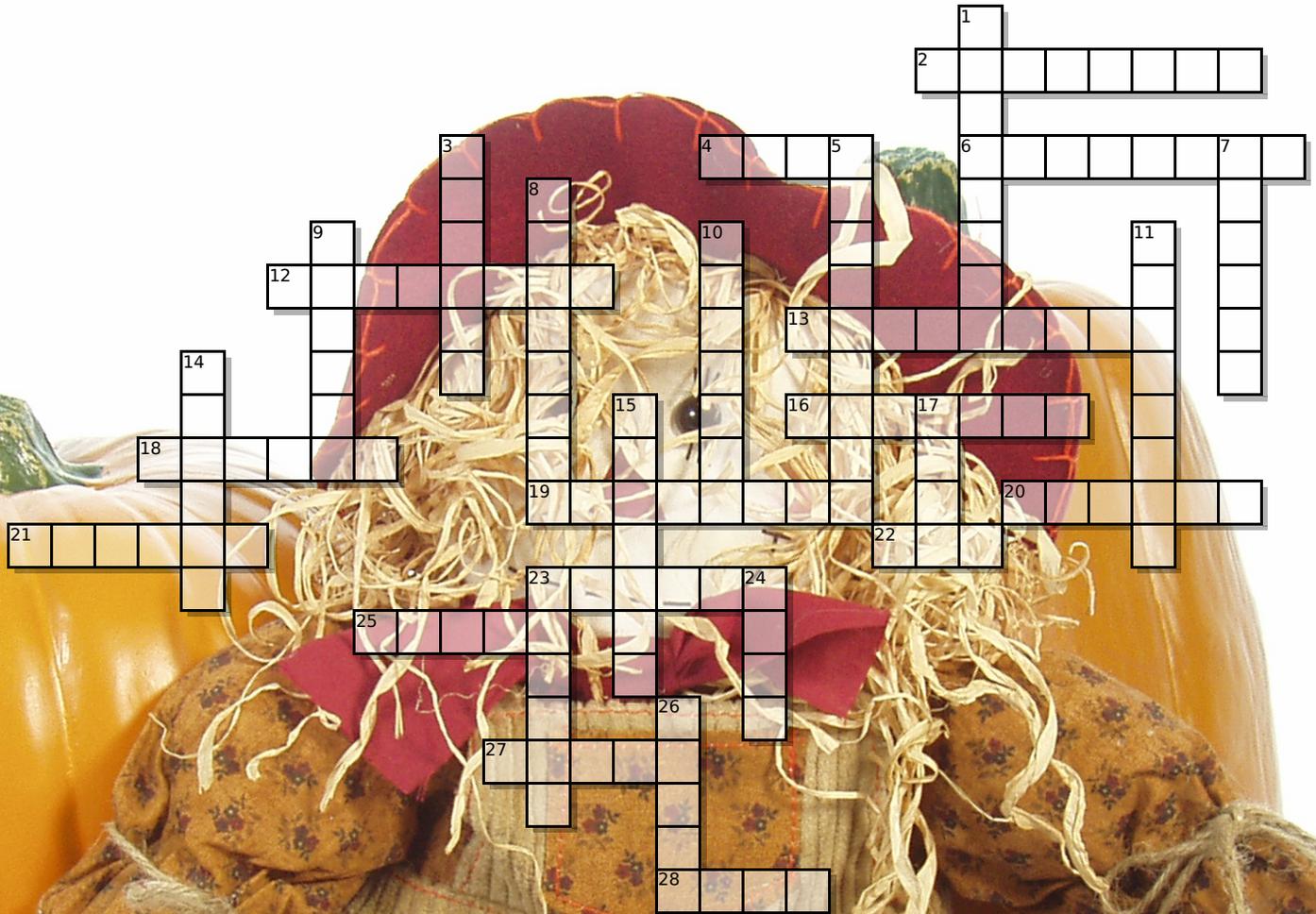
Graduating in the top 10% of his class from Creighton University, Dr. Karson Kupiec finished his residency in orthodontics at the University of Louisville. Dr. Kupiec has been with So Cal Dental Partners since January 2013 where he has been treating patients in the Inland Empire and Indio offices. He is the president of the Imperial Valley Dental Society and is an active member in the American Dental Association, American Association of Orthodontists, California Dental Association and the Pacific Coast Society of Orthodontics. Dr. Kupiec also devotes several weeks a year to dental missionary trips around the world and sponsors the sports program at the Encinitas, YMCA. Additionally, he lectures in the community to local businesses and schools on orthodontics. Dr. Kupiec is excited to bring his expertise from the Inland Empire to the OC.



Following her graduation from college in San Diego, Dr. Kao received her DDS from University of California at San Francisco. She completed her Pediatric Residency at the Loma Linda University in Loma Linda, CA, earning her Masters Degree in Pediatric Dentistry. Dr. Kao still remains on the staff of Loma Linda University's Pediatric Dentistry department as an assistant professor. She belongs to the California Dental Association and the American Dental Association and she continues to train in all aspects of pediatric dentistry including the newest technical methods as well as other philosophies of child behavior to ensure each child's visit is a positive and pleasant experience. Dr. Kao and her husband, Dr. Anderson, who is also a dentist, make their home in Loma Linda with their four children. She is excited to bring her compassion and philosophy to Alicia Orthodontic & Pediatric Dental Specialties.

# SQ MAG PUZZLER

ISSUE #2 Answers at the So Cal Dental Website. [www.socaldentalpartners.com](http://www.socaldentalpartners.com)



## ACROSS

- 2 WORD FOR LOWER JAW
- 4 INSIDE OF TOOTH THAT HOLDS THE NERVES AND BLOOD VESSELS
- 6 THE FOUR FRONT TEETH
- 12 LOCATION OF A PREVIOUS COMPANY HOLIDAY PARTY
- 13 STREET NAME THAT HERITAGE COURT IS LOCATED ON
- 16 TONGUE SIDE OF THE TEETH
- 18 OUTER SURFACE OF THE TOOTH
- 19 MONTH WITH LITTLE PRODUCTION
- 20 FIRST EMPLOYEE FEATURED ON WATER COOLER CHAT
- 21 FEATURED IN THIS ISSUE'S WATER COOLER CHAT
- 22 MARY STAY BIRTH MONTH
- 23 AWAY FROM THE MIDLINE OF THE MOUTH
- 25 WAS RECENTLY RUN OVER BY A VAN IN MEXICO
- 27 SHANNON AT CORPORATE MIDDLE NAME
- 28 ONE OF THE DR. MURRAY'S FIRST NAME

## DOWN

- 1 WORD FOR UPPER JAW
- 3 NORMALLY 6 OF THESE IN EACH ARCH
- 5 BACK OF THE MOUTH
- 7 OFFICE ON TOWN CENTER
- 8 HAD THE HIGHEST PRODUCING FRI. FOR GENERAL DEPT.
- 9 WORKS AT THE CORPORATE OFFICE
- 10 MIXTURE OF MERCURY, SILVER, TIN AND COPPER
- 11 DEBBIE'S NICKNAME FOR MONICA AT HERITAGE COURT
- 14 MAJORITY OF THE INNER SURFACE OF THE TOOTH
- 15 AREA OF BITING SURFACE OF THE FRONT TEETH
- 17 A MANAGER THAT GOT MARRIED IN 2014
- 23 MARY'S NICKNAME FOR THIS EMPLOYEE AT CORPORATE IS "ROOMIE"
- 24 A HYGIENIST AT SC DENTAL CARE
- 26 HYGIENIST THAT WORKS AT BOTH SC DENTAL CARE & MISSION DENTAL IMPLANT CENTER

# PAST CHRISTMAS MEMORIES



# PAST CHRISTMAS MEMORIES



# PAST CHRISTMAS MEMORIES



# PAST CHRISTMAS MEMORIES

