



Los Angeles
DENTAL SOCIETY

Los Angeles Dental Society's mission is to serve the needs and interests of its members and lead in promoting oral health in the community.

EXPLORER

Winter 2021

A NEW YEAR, A NEW GENERATION.



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Calendar of Events

MONTH	DATE	MEETING/EVENT
January	12	LADS Executive Committee Meeting
	26	California Dental Practice Act/Infection Control – CE Course
February	9	LADS Board of Directors' Meeting
	16	Sexual Harassment Preventive Training – CE Course
March	9	LADS Executive Committee Meeting
	16	Radiographic Interpretations of CAT Scans – CE Course



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Explorer

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Los Angeles Dental Society

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EDITOR'S CORNER

By Clark A. Martin, DMD

Well, the end of quite a year is finally over and we are all trying to wrap our thoughts around what has happened since last March and what we need to do now. For me right now, it is becoming more difficult to turn on the news when I get home each day, whether it be the local news or nationally. There is not much positive to listen to. I guess I can say I have reached a little bit of 'burn out' from all the Covid-19 statistics, the prognostications about the future and all the precautions which by now we all know we need to take. Yes, I am over it. I drive to the office early in the morning passing boarded up store fronts as well as more and more homeless people huddled upon the sidewalks, inside alcoves and along the underpasses.

If you do not feel a little sense of hopelessness and start to shed a tear when you see the reality of so many lives having been shattered, well you are in the extreme minority, oblivious to the world around you or just plain emotionally detached.

So many of our local Angelenos have to deal with the cold outside, add the fears of the virus and not having enough food to feed themselves or their families. This is EVERY day for them, for so many. It sometimes can be easy to overlook this when our own stressors

are focused on maintaining a practice and hitting a breakeven/production goal each month.

I guess the point of these thoughts are to take a moment and reflect on what you have, appreciate your health right now, and the ability to help others not so fortunate.

Maybe just say hello to the pair of eyes that is peering out from above a mask, at least make eye contact, hold the door for someone behind you, show some kindness in spite of having been told to social distance. That phrase does not mean detach ourselves from the world, it does not mean focus inward to only ourselves and our families. We can still reach out and spread a moment of kindness. Maybe you can also make a donation or several, to your local food bank(s). Not just because it is 'that time of year,' but because it is the right thing to do, all year.



Life will be getting brighter for all of us and hopefully soon. For some of us faster than others so let us all help each other along the way. We are so lucky for so many reasons, let us 'pay it' forward if we can.

I wish for optimism as we start the New Year. We at LADS are doing our very best to support you and answer any questions you might have, and surely there are many.

All the best, Clark. ■



PRESIDENT'S MESSAGE

By Adam Geach, DMD, MDSc



Dear LADS Friends and Colleagues,
Happy 2021! I cannot ever remember wanting to say goodbye to a year as much as 2020. Unfortunately, I tested positive for COVID-19 at the end of the year. I never expected to contract the virus, especially since my wife and I have been extremely careful social distancing and limiting family contact. Somehow we contracted this and the symptoms are brutal. Fever, chills, night sweats, fatigue, sore throat, loss of taste, headache and congestion just to name a few. Maybe you have experienced this yourself or you know of people who have had the virus.

What's troubling is that this is not going away anytime soon for Los Angeles. According to a recent article in the Los Angeles Times, the number of COVID-19 patients in hospitals is expected to

grow through January or beyond. Los Angeles County now averages 14,000 new COVID-19 cases per day up from 4,000 cases per day over the Thanksgiving holiday. The vaccine has not been widely distributed and it has just been made available for dentists and staff members. Our Executive Director, Gregg Orloff, has been in constant communication with the Director of the Los Angeles County Department of Public Health, Oral Health Program for regular updates. So far, the process is frustrating as many dentists are having difficulty scheduling an appointment to receive their vaccination.

As a clinician in private practice, there are many challenges that present itself once you or a staff member tests positive for COVID-19. It is difficult to shut down your practice and manage

your business during this time. Having to deal with cancelled appointments, juggling staff hours, dealing with payroll issues, rescheduling patients and questions about sick leave/vacation time, the stress of COVID-19 on our small businesses can be overwhelming.

The goal for LADS for this year is to help you navigate through this rough time. We want to keep you informed with updates from the CDA and the Los Angeles County Department of Public Health. We have organized an excellent continuing education series of speakers; these CE events will be affordable and easy to access. Let's tackle this year together and make it a great year!

Sincerely,

Adam J. Geach DMD, MDSc
President



PAST PRESIDENT'S MESSAGE

By *Joan Otomo-Corgel, DDS, MPH, FACD, FICD*

2020 was a year
For L.A.D.S.
We're now in a great place
We've cleaned up a mess!

Levobvics, Feldman, Scott Kim,
It took a great team
Anson, Wang, Jacobs, Martin,
They worked like a dream.

Adam Geach now in charge
Our future is bright
Jeff Lee as his wingman
They will keep things upright.

What did we accomplish?
Let's tell you what's done.
Hired a new ED, Gregg Orloff
New office – Wilshire 3701.

Balanced the budget,
Have a brand-new website
Helped County with funding
COVID we fight.

Gave members access
For ADA/CDA PPEs
Plus, pandemic guidance
Free masks from Jeff Lee

Forge, Frawley, Molina
Delegates at CDA zoom
Your voices were heard
With our board reps in the room.

New CE courses are up
We are back with a flurry
CPR, infection control...
Sign up in a hurry.

Held a shredding event
In Scott Kim's parking lot
Plus, 2 CE courses - anterior
esthetics
And Workplace CBD and pot.

New members are active
Their voices are loud,
New Instagram and Facebook
Alexa Martin - makin' us proud.

A pandemic should make us
As dentists – take a stand
We are stronger together
Let's work hand in hand.

It has been a privilege to serve as your LADS president for the past year. I have met some incredible ladies and gentlemen who work tirelessly to help members and their patients provide the highest level of care. This is an opportunity to give a special shout out to: Roger Feldman, you are compassionate and brilliant. Scott Kim and David Anson, you are phenomenal trustees who are dedicated beyond belief. Irving Lebovics (my EF Hutton), articulate and able to bring calm to the storm with reason and understanding. AND to Sue Merrell, who LADS owes its heart and soul...I could not have up righted our ship without your sage advice...Admiral Merrell in my eyes.

To the members of LADS, you are important. Speak up, participate and remember we are essential to the total health of our patients. ■



Thoughts From Our Community

A YOUNG DENTIST'S PERSPECTIVE FROM DR. JOSHUA SHAYEFAR

I had done everything under the moon to be able to get to this point in my life. I had survived the rigorous coursework and dental training from the University of Pennsylvania, finally graduated from a prestigious periodontics residency, and was en route to getting my first paper published in a respected dental journal. And now I was headed back to my hometown of Los Angeles with a huge support network of friends and family...getting a job would be a breeze, right?

Guess again. And again.

I always envisioned my professional career to embark with finding an associateship position at a local private practice periodontist office, learning from a mentor and fine tuning my skills for a few years, and then setting up my own practice and having all the autonomy I could ever dream of.

I truly thought offices and opportunities would be lining up outside the door for my services. I truly expected to have a long list of potential job offers to choose from.

To tell you that this was not the case would be the understatement of the century. No matter how truly prepared

I felt for this new chapter of my life, the competitive and saturated dental microcosm of Southern California had different plans for me. The problem was that finding that one perfect job wasn't really going to help me. The problem lay in the fact that I had to actually find 20 jobs. 20 jobs in 20 different offices. Yup, you read that right.

As much as I didn't want to be a traveling periodontist, it became very apparent to me that I was not going to be bucking that trend.

I came to realize that in order to thrive and succeed here, I was going to have to swallow my pride and make some adjustments. My early career aspirations were going to have to take a detour. I was going to have to be patient. I was going to have to adapt. I was going to have to earn my stripes.

When life throws you a curveball, put your head down and keep on trucking along. That is exactly what I did.

I finally decided to embrace my itinerant lifestyle. I began to look at the silver lining. 20 jobs in 20 different

offices meant I had the pleasure of meeting new people every day. It meant that I was exposed to a variety of heterogenous environments full of diversity. It meant that I had the privilege to network with incredible dentists and colleagues. It meant that I had the opportunity to build connections and form long lasting relationships with patients from all walks of life.

I started transforming the negatives into positives, and I have yet to look back. Over the past 18 months, I've realized many professional and life lessons. To start off, no matter what people or the world tells you, you are always in the driver seat of your own destiny. You have complete control over the direction of your professional career. Secondly, people will only value you if you value yourself. You worked so hard to get here so keep your head up high and people will soon take note.

Lastly, the key to achieving success and autonomy is by having the right perspective. All you need is to look at life through the proper lens to transform challenging situations into ones of optimism and promise. ■

Thoughts From Our Community



A YOUNG DENTIST'S PERSPECTIVE FROM BROOKE BRANNON

As fourth-year dental students preparing to graduate in a short six months from now, many of my classmates and I are filled with feelings of excitement, adventure, and pride, but also nervousness and a feeling of “now what?”. The transition from dental school into the real world can be daunting and the learning curve steep; one day you’re getting faculty start checks and help with putting on a rubber dam and polishing and finishing the margins of your restoration and the next day you are alone in private practice, the sole provider responsible for your patient’s care. As a result, if I had to summarize in a single word what I believe graduating dentists like myself are looking for in a dental society, I would say support.

One of the best things about dental school is that you are never alone. This is true for treatment planning all the way through delivery of patient care and you always have a safety net of faculty and peer support. I think that in many ways membership in a dental society could serve a similar role so that new practitioners never feel like they are alone on an island. One way that I believe a dental society could fulfill this

role for graduating dentists would be to offer a “Practice Support Line” where members could call in and receive advice and consultations ranging from treatment planning, to help with navigating insurance issues, to help with managing employees and day-to-day business operations. Additionally, similar to teaching rounds offered in dental school, I would love to see my dental society offer opportunities for members to give case presentations about patient cases they have seen in their own office so that other members can learn from the case. This can generate conversations about what worked and what didn’t so that members are learning and growing from one another. In general, support programs like those that I have suggested, will help graduating dentists feel more comfortable and confident as they provide patient care.

In addition to support, as a graduating dental student, I am looking for a community and networking opportunities in a dental society. As we learn in basic chemistry, “like likes like,” and this often applies to human interactions as well as chemical particles. Something that excites me about

involvement in a dental society is the opportunity to meet and interact with like-minded individuals who share my love for dentistry and patient care. Therefore, I am hoping to be involved in a dental organization that provides social opportunities for networking and getting to know the other members on a personal level and as friends. Additionally, I am looking for a dental society that will provide me with networking opportunities and inform me about job openings so that I may find a good fit as an associate in a practice or as a leader in a dental organization. These social and interpersonal interactions are as important as the learning opportunities I am hoping to be privy to as a member of a dental organization.

In summary, as a graduating dental student, I am looking for a dental organization that will provide both professional and personal opportunities for my growth and will support me as I flourish into a confident and competent dental practitioner. ■

LADS NEWS



CDA Trustee, Dr. Scott Kim and Immediate Past President, Dr. Joan Otomo-Corgel.

SHREDDING EVENT

Our annual shredding event fell on Halloween this year. Thank you to Dr. Scott Kim for hosting the event in his office parking lot! Our members were able to drop off thousands of documents to shred, all in a morning's work. And thank you to our Board for making this possible.

MASK DONATIONS



Treasurer, Dr. Roger Fieldman



President-Elect, Dr. Jeff Lee.

After mailing out masks donated by Tru & Gen to LADS members, we decided to donate the remaining 1000 masks to Care Harbor, a free medical, dental, and vision clinic for the underserved in our community. At the beginning of the pandemic they gave away many of the masks they had in stock to Los Angeles Organizations that were in greater need of them than they were. Thank you for all the positive feedback regarding our mask donations! And a big thank you to LADS Board members Dr. Roger Fieldman and Dr. Jeff Lee as well as Tru & Gen for making these donations happen.

Happy to Announce LADS
New Website
Please Take A Peek!

Los Angeles DENTAL SOCIETY

NEW REPORT FROM JADA
New Study Shows COVID-19 rate among dentists was just **<1%** COVID-19 RATE AMONG DENTISTS

Welcome to the Los Angeles Dental Society!

www.ladental.com

NEW LADS WEBSITE

LADS has a new website! Visit us at www.ladental.com to see the latest news, CE courses and other exciting activities happening at LADS.

Welcome **NEW MEMBERS**

LADS welcomes the newest members to our Dental Society.
Looking forward to meeting each of you personally!

FARNAZ JAHANGIRI, DDS

New York College of Dentistry, 2020

JOSHUA KOHAN, DDS

Nova Southeastern University, 2020

MEE HYUNG KWAK, DDS

Western University of Health Sciences
College of Dental Medicine, 2016

KELLEN MORI, DDS

New York University, 2003

JAMES SUNWOO, DDS

Columbia University School of
Dentistry, 2003
Herman Ostrow USC School of Dentistry,
Oral and Maxillofacial Surgery, 2009

NIMA YAGHOBIAN, DDS

New York College of Dentistry, 2020



CLASSIFIEDS

AVAILABLE PRACTICE

Dental Staff Opportunity

Dental Assistant

Description: Dental Assistant position. Modern 3 operator office. Location; Carson 90746 area code. Bilingual preferred. Please call for information.

Contact: Wanda | 310 719 1865

Dental Assistant

Description: Job opportunity for dental assistant. Private office with three dental chairs. Please call for a job interview or send me an email with your resume.

Contact: Dr. Han Lee | 818-913-1456 | joehanlee@yahoo.com

Dental Hygienist Available

Description: I have an exceptional hygienist available for a local office, Los Angeles or the Valley. Kindly contact me.

Contact: Peter Sabolch, DMD | peterwestlake@gmail.com

Office Space Opportunity

Practice for Rent/Sublease

Description: BEVERLY HILLS - Modern 3-operator dental office available for rent or sublease in medical professional building in the heart of Beverly Hills. X-Ray unit in each operator with updated equipment.

Contact: Nicole Barkhordar, DDS | dds.drbar@gmail.com

Classified Ads are offered to LADS members at no charge. If you want to place an ad for a new associate, selling your practice, looking for a new partner, selling office furniture, or whatever else you want to see, please contact the LADS office at 213-380-7669. The Explorer is a quarterly news publication of the Los Angeles Dental Society.

WHEN TO QUARANTINE, SAFELY TREAT PATIENTS AND CLOSE THE OFFICE: CDA ANSWERS DENTISTS' TOP 5 QUESTIONS ABOUT COVID-19 EXPOSURE



Reprinted with permission from California Dental Association

QUICK SUMMARY:

CDA'S NEW TOP 5 FREQUENTLY ASKED QUESTIONS ON COVID-19 EXPOSURE ANSWER DENTISTS' QUESTIONS ABOUT QUARANTINE REQUIREMENTS, WHEN TO PAY STAFF AND FOR HOW LONG, WHEN IT IS SAFE TO TREAT PATIENTS WHO WERE DIAGNOSED WITH OR HAD CLOSE CONTACT WITH SOMEONE WHO HAD COVID-19, AND MORE.

As COVID-19 cases rise daily in California with experts warning of a surge that will continue into the new year, CDA wants to ensure member dentists are aware of all the resources that CDA's Clinical Care Workgroup and Practice Support team have developed specifically to help them practice in the current environment while complying with Cal/OSHA and other regulations.

Recent calls to CDA Practice Support reveal that dentists are unclear about quarantine requirements. Members also have inquired about when they would need to close the practice due to COVID-19 exposures or outbreaks — and those conversations indicate that some offices are closing prematurely.

In some phone calls, dentists are just learning about a new Cal/OSHA regulation that prohibits them from requiring their employees to provide a negative COVID-19 test prior to returning to work. Or that, beginning Jan. 1, 2021, they must provide to their employees a written notice of potential exposure to COVID-19 as required by state law.

Practice Support analysts are available to CDA members for one-one-one support, but resources are always available on-demand, 24/7, to assist dentists and their teams, including a new FAQ that answers the top five COVID-19-related questions members have now. Here's a quick summary of those resource and where to go to find them.

MEMBERS' CURRENT TOP FIVE COVID-19-RELATED QUESTIONS ANSWERED

Dentists can read CDA's top 5 FAQ on COVID-19 exposure for answers to all of the following:

1. What are the quarantine requirements for a dentist or staff who has tested positive for COVID-19 or has been exposed to a COVID-19-positive individual, either inside or outside



of the dental practice?

2. Do I need to pay my staff during quarantine and for how long?
3. When is it safe to treat a patient who was diagnosed with COVID-19 (with or without symptoms) or who had close contact with an individual with COVID-19 (with or without symptoms)?
4. Under what circumstances would I need to close my practice due to COVID-19 exposures or an outbreak?
5. What do we tell patients if there's been a possible close-contact exposure?

For example, an office closure will occur only when one of three conditions is met: (1) The office cannot operate due to staff or provider shortages resulting from illness or quarantine, (2) the local health department orders the closure due to a workplace outbreak defined as more than three sick employees within 14 days and (3) Cal/OSHA finds dangerous conditions exist at the workplace.

In addition to the FAQ, a new flowchart shows dentist employers how to pay employees who have contracted or may have been exposed to COVID-19 in the dental office.

COVID-19 REPORTING REQUIREMENTS, TRAINING

The Reporting Symptoms/Positive COVID-19 Test Results was published in June and includes an online training module for dental team members, a reporting flowchart and related required forms and notices.

WHEN TO QUARANTINE, SAFELY TREAT PATIENTS AND CLOSE THE OFFICE: CDA ANSWERS DENTISTS' TOP 5 QUESTIONS ABOUT COVID-19 EXPOSURE

- The training module explains key concepts and steps to take when a patient or employee reports symptoms of or exposure to COVID-19 or a positive test diagnosis. The training is intended for all dental team members who are responsible for patient and employee COVID-19 screening. The presentation combines quizzes with audio instruction to provide staff with the knowledge required to comply with regulatory requirements and reduce the spread of the novel coronavirus.

Specifically, participants will learn when to:

- Record patient and employee symptoms, exposure, test results and pertinent dates.
- Provide notice of potential exposure.
- Perform contact tracing.
- Identify close contacts.
- Direct an employee to quarantine and seek medical advice.
- Contact a claims administrator.
- Contact the local health department and Cal/OSHA.
- Follow Centers for Disease Control and Prevention guidelines for returning to work.

Identification of close contacts is a very important piece of the training, particularly when determining whether there is a need to close the practice, said CDA Regulatory Compliance Analyst Teresa Pichay.

“Be sure to collect and record certain information from the reporting party, and then to do an assessment of whether there were close contacts. If there are no close contacts, it may not be necessary to close the practice,” she said.

Most participants working at an average pace can complete the training module in 10 to 15 minutes.

- The Reporting Symptoms/Positive Test for COVID-19 Flowchart walks dentists through the steps of managing patients or employees who report symptoms of COVID-19 or exposure to a COVID-19-positive individual. The flowchart is color-coded and easy to follow with clear directions for managing positive and negative diagnoses and contacting the appropriate entity.
- The reporting form bundle includes forms for tracking employees’ and patients’ COVID-19 symptoms of, exposure to or a positive test for COVID-19, as well as the required Notice of Potential Exposure to COVID-19. ■

STAFFING DURING A PANDEMIC

Reprinted with permission from American Dental Association



We have a hygienist with small children who has decided not to come back to work. A good friend and excellent dentist had an assistant contract the virus and pass it to another assistant. I'm sure that every office has a tale or two, or knows of one, where the virus has changed the color of the practice. It's a different world that we must navigate. Here are a few recommendations that can help, and some general rules that work with or without a pandemic.

The team members in a dental practice are often a cross section of society in general. Many are young with young families. Others may be older and fall into a higher risk category. And they are pretty darn smart. They have compassion for patients and motivation to do a good job. Taking all of that into consideration, there are things your office can do to retain happy team members through the pandemic.

1. Make sure that the office is a poster child for following the CDC, ADA, state society and local component recommendations for keeping everyone safe. When my friend faced having two employees contract the virus, he had

the health department inspect his office. They were very impressed by his patient protocols. He didn't even need to contact patients about possible transmission. But his staff protocols needed strengthening. The team would regularly eat lunch together in the staff room without masks or social distancing and poor ventilation. The protocols need to be ironclad at every level. It's easy to forget how easily the virus spreads when you are around people you see all the time.

2. The remote schooling system that families with school-age children across the country are facing is causing them to make hard choices about work and school. No one wants their child to fall behind. Offices that recognize this and consider changing hours to accommodate both team members and patients, moving to afternoon and evening hours, for instance, or straight through days, or staggered schedules might keep a great team in place.
3. The hygienist who decided to take an extended leave was replaced by another employee who was not comfortable in the other office she worked in and asked if she could pick up additional hours at our office. Things aren't always that

STAFFING DURING A PANDEMIC

simple, but there is a basic tenant of team building that says, you will attract and keep the best team members if you have an office that people want to work in.

During the pandemic it's especially important that the practice follow important guidelines that attract quality team members. It's important all the time, but now especially. When looking to hire new team members, recognize that the best are always looking for certain things in a practice. They are more often interviewing us than we are interviewing them. Is the practice focused on patients or is it a sideline for other activities? Does the office strive to constantly improve its quality of care? Are the dentist and the other team members excited about practice? Does the practice have a leader who knows where the practice is going? And is there an opportunity to grow? Money is important, but won't be the biggest concern if the practice's mission is positive and inspiring.

To keep the existing team, there are also important rules. Obviously, the same things that attract the best will keep the best. But there are additional important considerations. The No. 1 benefit of working that employees (and even employers) want is to be appreciated! And yet it's not always a priority in a dental practice. Compliments that are sincere and public can

outrank money and paid time off. Tied to appreciation is ownership. Hygienists especially are often the periodontal caregivers for our patients, and should enjoy ownership over implementation of their patients' periodontal health plans of action. With the support of the practice they should be able to introduce patients to their individualized periodontal plans, chart out the appointments necessary to bring the patient to excellent periodontal health and address the continuing care needs as they change over time. And assistants should be given ownership of the supplies and sterilization, setups and patient comfort in the operatory. The front desk should own the welcome of every patient into the practice and own the financial plans for each patient. The more team members feel ownership and appreciation for their jobs, the more likely they will stay and even attract additional quality team members.

Team members are smart and want to help, but the practice needs to open its philosophy and willingness to let loose of control to bring out the best in everyone. Good job descriptions and effective regular positive reviews will also make it easy to move team members to constantly improve and allow them to grow to their full potential. In the meantime they will work with the office to keep everyone safe during this very difficult time. ■

WHAT PRACTICE OWNERS NEED TO KNOW ABOUT THE CFRA EXPANSION THAT TOOK EFFECT JAN. 1, 2021

Reprinted with permission from California Dental Association



QUICK SUMMARY:

DENTAL PRACTICE OWNERS SHOULD BE PREPARED FOR MAJOR CHANGES TO THE CALIFORNIA FAMILY RIGHTS ACT. CDA HAS YOU COVERED WITH NEW RESOURCES, TIPS TO AVOID THE MOST COMMON CFRA MISTAKES AND A COMPLIANCE CHECKLIST.

Dental practice owners should be prepared for major changes to the California Family Rights Act. The changes take effect

Jan. 1, 2021, and will impact very small businesses, including dental practices with just five or more employees, who will soon be required to provide 12 workweeks of job-protected unpaid family leave benefits to eligible employees annually.

The CFRA's provisions currently apply to employers with 50 or more employees and provide up to 12 weeks of job-protected unpaid leave that eligible employees can take for the birth, adoption or foster care placement of a child, for their own serious health condition or to care for a specified family member with a serious health condition. CFRA currently defines "family member" to include a minor child, dependent adult child, spouse or parent.

But Gov. Gavin Newsom in September signed into law Senate Bill 1383 (Jackson, D-Santa Barbara), which does the following:

- Lowers the CFRA threshold to employers with five or more employees.
- Eliminates the requirement that eligible employees work at a location where the employer has 50 or more employees within a 75-mile radius.

WHAT PRACTICE OWNERS NEED TO KNOW ABOUT THE CFRA EXPANSION THAT TOOK EFFECT JAN. 1, 2021

- Significantly expands the definition of “family members” to include siblings, grandparents, grandchildren and domestic partners.
- Expands the definition of “child” to cover all adult children, regardless of whether they are dependent, and children of a domestic partner.
- Allows 12 weeks of baby-bonding leave for both parents, even if they work for the same employer. Currently, parents have to split the leave time.
- Adds leave for certain qualifying reasons related to the active military duty of an employee's spouse, domestic partner, child or parent.

CFRA COMPLIANCE CHECKLIST

Now is the time for practice owners to review their policies and protocols to ensure they are compliant with the changes.

To get started, practice owners should:

- Read the text of California Senate Bill 1383
- Read the DFEH proposed regulations
- Draft a compliant CFRA/PDL policy or update current manual to include new CFRA provisions (Included in the 2021 updates to CDA's Sample Employee Manual)
- Become familiar with response timelines and prepare appropriate forms
- Ensure the required posters are ready to post or distribute
- Determine and prepare a method to track and document employee CFRA-related leaves
- Review all employees currently on leave to determine how SB 1383 may affect them
- Ensure at least one person in the practice is trained on leave administration
- Inform and train staff on the new CFRA provisions

TIPS TO AVOID COMMON CFRA MANAGEMENT MISTAKES

CFRA administration can be complicated. To remain in compliance and avoid common CFRA-management mistakes,

practice owners should:

- Designate CFRA eligibility in writing
- Have a policy that employees may not work for another employer while on CFRA leave
- Keep track of CFRA leaves individually
- Obtain appropriate medical documentation for medically related leaves of absence
- Not count workers' compensation leave as CFRA leave
- Not terminate an employee who has exhausted their CFRA leave or has not returned from CFRA leave without consulting an employment law attorney

MEDIATION PILOT PROGRAM ESTABLISHED FOR ALLEGED CFRA VIOLATIONS

To address concerns about the liability of small businesses if they fail to comply with the CFRA, another bill signed this year (Assembly Bill 1867) was amended to include a state-run mediation program for alleged CFRA violations.

The pilot program only applies to employers with five to 19 employees and grants an employer 30 days to request mediation through the Department of Fair Employment and Housing if an employee alleges that a CFRA violation has occurred.

Both parties will be prohibited from entering into civil court procedures unless DFEH determines they have exhausted their mediation efforts.

The program will remain in effect until Jan. 1, 2024.

NEW CFRA RESOURCES AVAILABLE TO MEMBER DENTISTS

CDA Practice Support has developed resources to educate member dentists and help them transition to the new requirements ahead of Jan. 2021, including:

- Small Employer Guide to California Family Rights Act
- CFRA Documentation Checklist
- CFRA Designation Notice
- Sample CFRA policy ■

FIVE PEARLS OF DENTAL WISDOM: WHAT I'VE LEARNED FROM 2020



By Jessica Nguyen, originally published in ADA New Dentist Now Blog

Hello, my fellow dental colleagues! I hope you all had a few wonderful months and are all doing well! During these times of uncharted territories, we have seen so much perseverance and resilience within our dental world, while learning to adapt and continue caring for our patients!

I wanted to share with you all what I have learned these past few months as we welcome 2021:

We all have our good and bad days: It's how we react to our situation that matters

I have had days where things did not go as planned, such as a procedure going overtime. Challenges do happen, but I continue to take these days as a learning experience. It was difficult for me at first, since I dwelled on the situation. But the most important lessons were: "Learn from the situation to become more efficient and that each experience will make you a better dentist and help you become stronger," and "We are compassionate and talented dentists, but we cannot make everyone happy. Do not take things personally, as long as you do your best that's what matters most."

The good days: patients are getting the care they need and the team is happy with how smoothly the day went – I then think about how I can continue to make this happen and I smile knowing that I made a difference in someone's day – the reason I got into dentistry. This was key to me. I make sure that I don't dwell on the bad days for too long, so that I don't forget about the patients where I did make an impact on their day. Not doing this can be physically taxing and emotionally toxic. If this happens, make sure you have someone that you can talk to and share your day with! Know that you are not alone.

Be kind to you: Treat yourself

I have been working hard to being a leader, focusing on making patients happy, while overthinking and critically evaluating myself. The key to this is changing my thoughts and perspective. So listen to your body, mind, and spirit. If there is a need that is not being fulfilled, it will take a toll on your body and with that you aren't able to perform your best. I focus on letting my mind rest and treating myself to whatever activity it is that makes me at peace. For me, it's singing along to music.

Is your glass half-full? Celebrate every small victory

Take the time to think about all of the positives and thank your team members each day. I am truly grateful to be working with a dental team that gives nothing but their best each day. My team has been nothing but encouraging, positive, and

supportive. It makes me happy when you come to work and see how positive and hardworking the team is, it is so humbling, and for that reason, I thank you all for those that have supported me.

Keeping up with this mindset helps you continue to stay positive and that in turn, affects your team, and patients in the long-run. Patients want to come into a practice that welcomes them and shares that positivity, so continue to represent your clinic by how you treat and care for them. Our team shows this love, compassionate every day, and that makes me continue to become a more empathetic dentist.

Work-life balance: Have other interests besides dentistry

Yes, you are definitely there for the patient, but without the balance, you can experience burnout. Know that your family and friends — your social support — makes you who you are today. Each person that made an impact in your life reflects how you treat patients, just like how they are your family. So, continue to do those fun exciting things (while social distancing, of course) that way you also connect with patients and have more things to talk about other than teeth.

Be confident and trust in your skills

Over time, the experience will come, but we must be patient, understanding and even forgiving to ourselves. We are perfectionists, so we must know and understand when function is important even when we want to create the anatomical oblique ridge on tooth #14, know when enough is enough.

I have heard multiple times that when new dentists graduate this was how they felt: "I am apprehensive to do this procedure and it makes my heart race." Others say, "I am nervous and my clinical/dental skills make me not as confident." Or "I don't trust in my diagnosing and treatment planning skills," "I can't manage this patient," etc. There are so many feelings of a new dental graduate, and it's all normal. Acknowledge that these feelings and thoughts are present, but know that you are not defined by a procedure. You are human, it's about patient education, and trust that you can do this. Think of the most experienced dentist you know. It definitely took them time to master these skills, so be patient and kind to yourself.

As we have taken an oath to be lifelong learners, be eager and continue to learn. Know your limitations, but don't be afraid going out of your comfort zone. When you do and achieve that skill, it is so much more fulfilling knowing that you did it.

Keep learning and being patient with yourself. Until next time! ■

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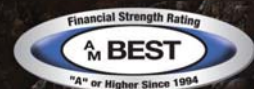
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LADS Continuing Education Course Tuesday, February 16, 2021 | 6:30 - 8:30pm Sexual Harassment and Abusive Conduct Prevention Training

Participants will learn information and practical guidance regarding federal and state sexual harassment laws, including harassment prevention and correction, how to identify different kinds of sexual harassment, how to respond to sexual harassment situations, who is considered a liable party, and more. Training satisfies California's mandatory AB 1825 Sexual Harassment & Abusive Conduct Training requirement (Gov. Code 12950.1 and 2 CCR 11024). All participants will be awarded a Training Completion Certificate.

The training will be presented as a 2-hour interactive video presentation. Throughout the training presentation, participants will be required to answer quiz questions that assess learning. Participants will be provided with an opportunity to address discussion topics and ask questions and receive answers to those questions.

Before the presentation, the presenter will discuss compliance issues in a dental practice, as well as the legal requirements, under California law, regarding what employers must do/have in order to comply with Sexual Harassment and Discrimination Prevention laws in the workplace.



Ken Schames, J.D. graduated from UCLA School of Law and founded Compliance Protection Group, where he has focused his expertise in protecting dentists by creating a culture of compliance in their dental offices. He guides dental clients in connection with the regulatory aspects of compliance audits, potential compliance violations, corrective actions, risk management, staff development, and monitoring. Compliance Protection Group protects dentists from the regulatory risks of non-compliance, helps minimize the chances of any violations and severe penalties, and makes sure that everything compliance-wise is taken care of as best as possible while delivering high quality care.

To register or obtain more information about any course, please call the LADS office at 213-380-7669.