PRESIDENT’S MESSAGE

It is hard to believe, but summer is upon us. The weather is looking up and I am sure all of us are looking forward to a great stretch of warm weather. I know I am. I encourage all of us to get out there and get some exercise in when possible. I know our life is in the lab and getting the work out is important, however, we also need to take care of ourselves and enjoy some of the simpler things that the summer has to offer.

As I look back and reflect upon the Lab Forum, I can say that it was a great success. The speakers were awesome, the sponsorships were great, and the feedback from the attendees was positive. I feel that anytime we can get together as an organization and share ideas with our peers all of us benefit from the experience. It is a great time to reacquaint ourselves with technicians that we may only see once a year and exchange ideas and technologies that will add to our knowledge base that we may be able to incorporate into our daily activities in our various laboratories. I am already looking forward to next year’s forum and I know that the chair and co-chair are on track to putting on a great event.

To keep you updated on current affairs, we are still moving forward with the registration process of dental laboratories in the state. We are still working very closely with the WSDA to ensure that anything that we asking for in our registration process is supported by the WSDA. I met with the Executive Director and the legal counsel of the WSDA at the Pacific Northwest Dental Conference that was held in June and they are willing to continue their support and give us any help and guidance we need to move forward with our registration process.

Continued on Page 2
Continued from Page 1

We will have additional meetings with their board as thing move forward and will eagerly take any advise and/or suggestions that they may have moving forward.

We are also moving along nicely in the organization process of our 2016 Roundtable Retreat meeting. This year the meeting will be held in Kirkland, WA. The chair and co-chair of the event have done an excellent job. It looks to me that this year’s roundtable will be a resounding success! Speakers have been lined up, the venue is taken care of and it should prove to be an excellent meeting. For those interested Nakanishi Dental Lab will sponsor an open house in the evening. It will be a social event and will be a nice time to meet with other managers and owners in a relaxed social setting. We are hopeful many will attend and enjoy the evening.

I encourage everyone to be active participants in the technology “boom” that is impacting our industry. The digital technology is filtering into all aspects of the dental laboratory world. We can virtually design just about anything that we need in the laboratory today. It may be a PFM coping, monolithic zirconia crown, a bridge substructure, a partial framework, a full denture, or implant abutment. The point is, there is a new way to do things today that in many ways may be more cost effective and add to the bottom line by reducing labor to sales ratios and purchase to sales ratios. Everything may not work for all laboratories, but we should all be looking into these new technologies and incorporate the systems that work for you. You do not want to be left behind in this digital world. Embrace it and allow your business to move forward.

In closing, on behalf of the entire board of the WSDLA, we hope you have a safe summer and look forward to seeing you at the Roundtable Retreat in October. As always, let us know your concerns so we can address them and help us make your association a successful one.

VOLUNTEERS NEEDED!

Seattle/King County Clinic Key Arena at Seattle Center 305 Harrison St, Seattle, WA 98109 (206) 684-7200

It’s not a secret. Spread the word. Join other Dental Technicians from Washington State who are volunteering to participate in the Seattle King County Free Clinic this year. For more information and to register, visit seattlecenter.org/volunteers.

If you would rather sign-up over the phone, please call Chelsea Cooper at 206-615-1835 or e-mail her at cooper@seattlecenter.org .

It’s loads of fun to share the camaraderie while working with your friends, co-workers, employers, suppliers and accounts to perform the services needed by the underserved individuals of our community who come to be seen by a professional.

If you have any time on, Thursday, Friday, Saturday and/or Sunday, October 27-30, 2016 the event will be held at Key Arena. This will be the third year dental laboratory procedures will be performed on site to support the dental segment of the clinic.

The individual technicians who participated in the past came away with smiles on their faces telling everyone about their experiences. It is not often a dental technician has a chance to observe the effects of their work on the patients and these patients, some of whom have never visited a dental office are visibly grateful for the attention they receive at this free clinic.

All volunteers need to be pre-registered.

Need for Volunteers:
- Technician to make flippers
- Model pouring
- Check in patients
- Dental Assistant
- Take Impressions
2016 Board of Directors

President
Bob Lathrop, CDT, MBA
(425) 822-2245

Vice President
Matt Chapman
(253) 565-1432

Secretary/Treasurer
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Gary Smothermon, CDT
(425) 432-0503

Educational Representative
Kris Merriman, CDT
(253) 680-7312

Manufacturer Representative
JD Huleen
(425) 457-9108

2015 President’s Gavel Plaque

Kleve Hansen, CDT of Edgewood Dental Laboratory in Mukilteo, WA was presented with an appreciation plaque for serving as WSDLA President during 2015. This President’s Plaque extends WSDLA’s deep appreciation for exemplary service and dedication to the Washington State Dental Laboratory Association. Kleve will serve as past president during 2016.

Please welcome WSDLA New Members!

Student Members:
Oleg Chekota – Bates Technical College
Jonathan Garcia – Bates Technical College
Richard Gordon Hall – Los Angeles City College Dental Technician Program
Ken Hoskins – Bates Technical College
Marie Catherine Reed – Bates Technical College
Nakanishi Dental Lab Team Clims 69 Flights of Stairs to Raise Money for Dr. Colin Craig and the Leukemia & Lymphoma Society

Nakanishi Dental Laboratory participated once again in The Big Climb on Sunday, March 20. Megan Nakanishi, along with 20 other Nakanishi Dental Laboratory employees, climbed up 69 flights of stairs at the Columbia Center in downtown Seattle, in support of The Leukemia & Lymphoma Society’s (LLS) fight against blood cancers.

We were climbing in honor of one of our dear friends and colleagues Dr. Colin Craig, who several years ago was diagnosed with a rare form of Lymphoma. Dr. Craig was fortunate enough to be accepted into a clinical trial in 2013, and after six cycles of treatment, he is classified as “in remission.” He believes strongly in the work that the LLS is doing to fight blood cancers, and we are happy to climb with him.

Thank you to everyone that attended or donated to this cause.

SHARE YOUR STORIES!
Send human interest stories, technical articles or any updates from your laboratory to Megan Nakanishi at megan@nakanishidentallab.com
Congratulations! Becoming a CDT is an accomplishment, maintaining your certification is a commitment. Being a CDT takes tremendous dedication and we applaud you. You are an inspiration to other dental technicians by continuing to raise professional standards.

### 2016 Milestone CDTs

#### 25 Year CDTs
- Naoki Aiba, CDT, CA
- Claudette Boulware, CDT, CA
- Shaun Keating, CDT, CA
- Kent Kuentzel, CDT, CA
- Wayne Mito, CDT, OR
- Barry Rozelle, CDT, CA
- Aurel Saveanu, CDT, CA
- David Weber, CDT, CA

#### 30 Year CDTs
- Robin Bartolo, CDT, CA
- Anita Bobich, B.A., CDT, CA
- Danny Croft, CDT, WA
- Constantino Gabrie, CDT, CA
- John Heitz, CDT, WA
- Sin Yee Hung, CDT, CA
- John Littlefield, CDT, CA
- Greg Nash, CDT, CA
- Mikhail Sverdlov, CDT, CA
- Roelof Van Solinge, CDT, CA
- Uriel Yarovesky, CDT, CA

#### 35 Year CDTs
- Richard Brown, CDT, WA
- Mark Elliott, CDT, TE, WA
- Bryan Feik, CDT, WA
- Steven Hoofard, CDT, OR
- Frank Lloyd, CDT, WA
- Mike Robertson, CDT, CA
- John Rook, CDT, OR
- Gregory Schubert, CDT, CA
- Gary Sexton, CDT, TE, CA
- Kurt Tennyson, CDT, CA
- James Thomas, CDT, CA
- Barbara Tomory, CDT, CA
- Loren Wallin, CDT, OR
- Elsie Woo, CDT, CA
- Glen Yamamoto, CDT, CA

#### 40 Year CDTs
- Vernon Breckenridge, CDT, CA
- Thomas Darke, CDT, CA
- Dean Eggen, CDT, CA
- James Glidewell, CDT, CA
- James Gundelach, CDT, CA
- Rian Hatcher, CDT, CA
- Paul Herbst, CDT, CA
- John Lawson, Sr., CDT, CA
- Robert Minami, CDT, CA
- Mathew Raio, Jr., CDT, CA
- Galo Rey, CDT, CA
- David Roberts, CDT, WA
- Howard Sato, CDT, CA
- John Sullivan, CDT, CA
- Robert Tapie, CDT, CA
- Byron Wade, CDT, WA
- Ronald Yamaoka, CDT, CA
- Richard Yeagley, CDT, CA

#### 45 Year CDTs
- Maurice Gress, CDT, FNBC, WA
- Thomas Lawson, CDT, CA
- Wilma Peterson, CDT, CA
- Edgar Robinson, CDT, WA

#### 50+ Year CDTs
- Dennis Dahlin, CDT, OR
The Foundation for Dental Laboratory Technology Announces 2016 Spring Pillar Scholarship Winners

Foundation for Dental Laboratory Technology (The Foundation) is proud to announce the 2016 Spring Pillar Scholarship winners:

Betty Keller-Zal – Olympia, WA
Priscilla Zal – Olympia, WA

The Pillar Scholarship is designed to allow qualified dental technicians the opportunity to sit for the three examinations that comprise the Certified Dental Technician (CDT) examination process. Scholarship recipients will have their application and testing fees covered for them to take the written comprehensive examination, the written specialty examination and the hands-on practical examination, one time each. The scholarship amount awarded varies upon the individual’s current certification process, but could potentially reach up to $1,000.00.

Pillar Scholarship applications are accepted year round. Those interested in applying for the fall award date (September 15, 2016) can access the application at www.dentallabfoundation.org/resources/pillar-scholarship.
Forum Wrap-Up

See More Photos on Page 14
“Education is the Key to Success” at the 2016 NW Lab Forum

We hope you were able to join us at the 2016 WSDLA NW Lab Forum, March 11-13 in Bellevue, Washington! The meeting was filled with learning, brainstorming and fun among lab owners, technicians, sponsors and exhibitors.

Overall, the session evaluations were very positive and everyone was able to bring ideas back to their lab. We would like to thank the speakers for their expertise and time, which help made our program a success. We would also like to thank the sponsors who made it possible for WSDLA to have such high quality speakers at the forum this year.

Speakers and Sponsors:
Bracken Killpack, WSDA
Anton Woolf, Argen Corporation
Eric Thorn, Esq., NADL
Mark Montana, DDS, DENTSPLY Implants
Phillip Roe, DDS, MS and Hasan Dbouk, DDS, MSD, Nobel Biocare
Ken Kais, DDS
Leon Hermanides, CDT
Gary Morgan, CDT, Safelink Consulting, Inc.

Event Sponsors:
Argen Corporation
DENTSPLY Implants
Garfield Refining Company

Also a big thank you to our exhibitors! There was a full house for the trade show hall this year!

Please make sure to support those companies that exhibited this year at the Forum. Not only do they have great products and services, but they are huge supporters of our association.

Exhibitors:
American Denturist College
Argen Corporation
Aspen Dental
Bates Technical College
CardConnect
Carestream Dental
DENTSPLY Implants
DENTSPLY Prosthetics
Dentsply Sirona
EMS & Sales, LLC
ETI Empire Direct
Garfield Refining Company
GC America, Inc.
Heraeus Kulzer
Ivoclar Vivadent, Inc.
NADL
Safelink Consulting, Inc.
VH Technologies Ltd - DiaShine
WSDLA
Zahn Dental

WSDLA association staff would like to thank Bob Lathrop, Forum Chair and Chris Delarm, Forum Co-Chair for all of their help in the planning process. We would also like to thank the entire board for their help onsite, facilitating sessions, greeting members and helping wherever needed.

We’re very excited for a NEW location for the 2017 Northwest Laboratory Forum. It offers lots of options for WSDLA with the first being location!

Mark your calendars for March 10-12, 2017 at the DoubleTree Suites by Hilton- Seattle Airport/Southcenter! We look forward to seeing you there!
WSDLA is excited to host the 2016 Roundtable Retreat at a new location; the beautiful Woodmark Hotel & Spa in Kirkland, WA on October 21-22, 2016!

The Woodmark Hotel & Spa is the perfect venue to bring the whole family. The Woodmark Hotel is the only hotel on the picturesque shores of Lake Washington. Just 15 minutes east of Seattle, this urban waterfront hotel combines personalized service, luxury lifestyle amenities, and a serene lakeside setting.

With two signature lakeside restaurants, both with distinct atmospheres and flavors, and access to a full-service day spa, the Woodmark waterfront adventures and extra lakeside perks provide endless recreational options.

Along with the one of a kind venue, this year’s Roundtable Retreat features numerous speakers discussing Innovation, New Labor Laws, Growing Your Business and much more!

This year’s Roundtable Retreat will also have a few added benefits; Friday night open house tour at Nakanishi Dental Laboratory and a Business Management Seminar on Saturday morning. (Optional - no additional fees required but you must RSVP; limited to the first 40 registrants)

To register for this event, complete the registration form included in this issue of the Fall Contact! If you have any questions about the 2016 Roundtable Retreat, please feel free to contact the WSDLA Office.

To make your reservations, contact the hotel at 800-822-3700 and let them know you are with the WSDLA to receive the discounted rate of $184 per night. Additional fees required; $15.00 resort fee which includes: high speed internet access, daily newspaper, coffees and teas, “Raid the Pantry” late night snacks and beverages nightly from 10:30 p.m. - 1:00 a.m., unlimited local and domestic long distance in-room phone calls, access to fitness facilities at Fly Fitness.

Reservation deadline: September 21, 2016

We look forward to seeing you in October as we move “Together Towards Tomorrow”!

Hotel Information:
Woodmark Hotel & Spa
1200 Carillon Point Kirkland, WA 98033
http://www.thewoodmark.com/

Please register today using the form on Page 12.
2016 Roundtable Schedule

Friday, October 21st
7:00 a.m. – 8:00 a.m.  
Registration & Continental Breakfast

8:00 a.m. – 9:30 a.m.  
“The Innovation Imperative: How to Drive and Sustain Innovation”  
Steve Brilling – Dragonfly Ventures

9:30 a.m. – 9:45 a.m.  
Break and Networking

9:45 a.m. – 10:45 a.m.  
How to Enhance your Laboratory through Employee Satisfaction  
Luke Campbell – Legal Concerns & Chris Free - Rappart Benefits Group

10:45 a.m. – 11:00 a.m.  
Break and Networking

11:00 a.m. – 12:00 p.m.  
“How to Grow Your Lab by 20% with NO New Clients”  
John Donnelly–CEO TravelFlo Group

12:00 p.m. – 12:15 p.m.  
Break and Networking

12:15 p.m. – 1:30 p.m.  
Lunch  
• Annual Meeting and Election of Officers  
• Recognition of Sponsors/Sponsor Presentations  
• Chet Claus Award

1:30 p.m. – 3:00 p.m.  
Tips and Tricks in Technology Panel

3:00 p.m. – 3:15 p.m.  
Break and Networking

3:15 p.m. – 4:15 p.m.  
Hot Topic Interactive Session

4:15 p.m. – 4:45 p.m.  
Networking Reception  
Champagne/ Apple Cider / Light hors d’oeuvres included

(Travel to Nakanishi Lab)

4:45 p.m. – 5:45 p.m.  
Nakanishi Lab Tour  
(Optional – No fee required. RSVP Required)

Saturday, October 22nd
8:00 a.m. – 12:00 p.m.  
Business Management - No Man’s Land Workshop  
Complimentary to WSDLA Roundtable Attendees- RSVP Required  Limited to the first 40 registered.  
(Breakfast included)
WHAT is a No Man’s Land Workshop?
The seminar is a case management workshop for owners, CEO’s, COO’s and general managers of small businesses. The core of the program leads attendees through a series of case-study exercises based on principles in the book, “No Man’s Land.” The interactive case study will address 4 operational categories “The 4 M’s” - Market, Management, Model and Money.

• Market – Is your business properly aligned with your MARKET?
• Management – Do you have the professional MANAGEMENT needed to thrive?
• Model – Do you have the right MODEL for success?
• Money – Do you run MONEY through your business like an investor would?

WHY Should You Participate?
The workshop is an opportunity to gain insight from your peers through engaging interaction and data generated by over 600 small businesses around the country. Attendees will receive Strategic intelligence about their business that they can use to make better decisions, prevent a growth stall, and regain control of their company’s agenda.

In addition, they will leave with practical next step decisions to apply over the following 90-120 days that will contribute to their company’s sustained momentum.

Finally, attendees will gain free access to an online assessment tools for CEO’s, Benchmark Button. The website will equip you with strategic intelligence you can use to make the right decisions and prevent a growth stall. The report results are based on growth issues surfaced in over two decades of field experience and academic research with thousands of growth companies.
# 2016 WSDLA Roundtable Retreat
## October 21 - 22, 2016
### Registration Form

Please print legibly. Please make copies of this form for additional registrants.

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<th>Name</th>
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**Email**  
(Please include email even if you have given it in the past.)

### REGISTRATION FEES:

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<th>Pre-Registration (by 10/20/16)</th>
<th>Onsite</th>
<th>TOTAL</th>
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<tr>
<td>Full Registration</td>
<td>$275.00</td>
<td>$300.00</td>
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*Includes all events and continuing education on Friday & Saturday. Limit to 40 people on Saturday.*

- Check if you will be attending the Business Management Course on Saturday, October 22, 2016. Registration is complimentary to registered attendees that are current WSDLA members. This seminar is geared towards owners and managers and limited to 1-2 per company. *Breakfast on Saturday is included*

### PAYMENT INFORMATION:

- Check enclosed. Check # __________ (Please make checks payable to WSDLA.)

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<th>American Express</th>
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<th>Exp. Date</th>
<th>CVV#</th>
<th>(VI/MC users: 3 digit number on back of card. Amex users: 4 digit number on front of card.)</th>
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<th>Authorized Signature:</th>
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### OPTIONS TO REGISTER:

- Mail this form with payment to WSDLA, 325 John Knox Rd, Suite L103, Tallahassee, FL 32303
- Return this form by FAX to 850.222.3019 (payment must be received prior to event)
- Scan and email this form to wsdla@executiveoffice.org
- Register over the phone by calling (800) 652-2212

### CANCELLATIONS:
Refund requests received prior to October 14, 2016 will be given less a $25.00 administrative fee. No refunds will be given after October 14, 2016.

### ADA:
Any special accommodation requests must be received in writing no later than September 1, 2016.

For more information on the Roundtable Retreat, visit the WSDLA website at www.wsdla.com or contact our office at 800.652.2212.
Why did I choose to be a Dental Technician?

Dhay Awadh

When I was in Iraq, I wanted to be a part of the dental field, but it did not work in that time. I came to the U.S. 2012. I planned to achieve my dream that I was not able to do in my home country. I worked on my English.

Also, I started to search for programs related to dental work. Since I like to work with my hands and I did crafting before. Dental Lab technician is great option to me. Also, Bates Technical College is the only college that has this program near my home. My friend graduated from Bates, and she encouraged me being part of it, so I enrolled to the program.

My first quarter was last spring; I found the study and the handwork interesting, and it has creativity touch. Each student has different way to work on projects. On the other hand, our professor trains us to work on projects that will help us to succeed in real life work.

Finally, I’m glad to step up to reach my dream career and create the smile of happiness for many people.

HELP WSDLA  
SUPPORT BATES

Bates Technical College is always looking for donations of equipment, funds, and knowledge that will better aid the learning of their students.

If you are interested in donating, or if you would like to have a student intern at your laboratory, please contact Kris Merriman or Robert Criss at Bates Technical College.

Kris Merriman  
(253) 680-7312  
kmerriman@bates.ctc.edu

Robert Criss  
(253) 680-7313  
rcriss@bates.ctc.edu

Thank you for your support!

Bates Dental Technology Program  
1101 South Yakima Ave  
Takoma, WA 98405  
www.bates.ctc.edu
Forum Wrap-Up
Small businesses providing healthcare in Washington State have had some hardships in the last few years. The federal healthcare reform, the Affordable Care Act (ACA), eliminated a number of options for a small business. In Washington State; small business is defined as 1-50 employees. There are currently four options to choose from in Washington State for a small business to provide healthcare.

The options are:
• Buy directly from an insurance agency, or go thru a broker
• Buy thru Washington State’s Exchange, Healthpath finder
• Association Health Plan
• Don’t buy any health plan, employees can purchase their own individual health plan

A small business providing a healthcare plan is an added value to attract employees, yet the small business market to choose from can be a hardship for the employer. Health plan insurance premiums are based on claims experience numbers. The larger the group, the more accurate the claims experience. One large claim in a small group can skew the numbers greatly. One large claim in a group of 10 may consume a large share of premiums for an entire year and cause an insurance company to increase premiums. The same claim in a group of 1000 would not nearly have the impact since it is spread over a much larger group. A small business with 1-50 employees choosing options 1 or 2 above would be charged a flat rate with a lot of room built in since it is difficult for the insurance company to accurately predict claims.

In contrast, option 3 provides small businesses an opportunity to join other small businesses in an Association Health Plan (AHP). Association is defined as a group of people organized for a shared purpose. Associations have a larger pool of people based on all the companies that belong to the Association. More people in the pool allows the insurance company to better predict claims experience, usually resulting in better rates. Washington State has the highest concentration of Association Health Plans in the nation.

Washington State Dental Lab Association is exploring the option of having an Association Health Plan. Dental Laboratories that are members of the Association would have the benefit of receiving rates based on a larger group with more accurate claims experience. This should produce lower premium rates. Currently WSDLA is developing a survey to put to the laboratory owners and managers to gather the information necessary to gain a proper quote for an Association Health Plan.

WSDLA encourages you to please support an Association Health Plan and take the time to complete the survey.

WSDLA is an organization with the vision of assisting our members in preparing and planning for the future of your business to help you be more successful. WSDLA will continue to grow only through the involvement of its members. WSDLA is always seeking new members to join in the shared camaraderie of the business we all share. If you are a small business in Washington State please join us in our efforts to create an Association Health Plan (AHP) to alleviate some of the hardships of providing healthcare.

Please contact WSDLA and voice your support for an Association Health Plan. WSDLA would sincerely want to hear any comments, questions, and or concerns regarding Association Health Plans.

www.insurance.wa.gov/your-insurance/health-insurance/business-owners/
www.rapportbenefits.com/association-health-plans-what’s-going-on/

The above was written with a collaboration posse with input and editing as follows, C Miller, R Jones, D, M, and C Gibb, and L Walker.

To learn more about Association Health Plans, join WSDLA at the 2016 Roundtable Retreat on October 21st to hear Chris Free present on “How to Enhance your Laboratory through Employee Satisfaction” from 9:45 a.m. - 10:45 a.m.
WSDLA is currently collecting articles for “The Contact” newsletter.

If you have any articles or ideas for an article please reach out to the WSDLA Office at wsdla@executiveoffice.org.

The deadline for submission for the Spring 2017 issue is January 9, 2017 with a publication date of Friday, February 17, 2017.