

Team Member Spotlight!

Meet hygiene extraordinaire Kim! Kim has been part of PFCD's Hygiene Team for nearly 5 years and has been a huge part of the PFCD Family. Not only is she an asset in the office, but she has a huge heart and has offered up her house for PFCD family fun days where we take over her house and property for a day of fun and Team bonding. And one thing we love about going over to Kim's house is the opportunity to play with Goldendoodle puppies! She often has a litter of puppies and some of our Team Members and their families have benefitted from this hobby! Keep reading to find out more about Kim:



How did you come to work for PFCD?

One of my long-time dear friends Stacy had recommended that I come and work here. Whenever she asked me to come onboard I was occupied and whenever I was looking PFCD didn't need somebody. Eventually, the stars lined up and I started working here 4 1/2 years ago.

Kim, you have been a hygienist for 30 years. You have patients follow you to our practice. What's your secret for keeping patients happy?

Be gentle and thorough. Make them feel special and really share my heart with them and love on them.

What does "Patient-Centric" mean to you? How do you live it out daily at PFCD?

I don't have a difficult time with patient-centric because that's been something that I've focused on my whole career, trying to create a win/win atmosphere where the patient is comfortable. And oftentimes it's not an enjoyable thing to have your teeth cleaned, so if I can make them comfortable doing something that they're not really excited about, that's me living out patient-centric on a daily basis.

What is your favorite thing about working for PFCD?

I love the family atmosphere and how everyone really cares about each other; not just on a business level but really on a personal level. Especially our Management Team.

Service, Love, Integrity, Pride, and Commitment are PFCD's Core Values. Which is your favorite Value of the 5 and why?

My favorite is Love because we're called, as human beings and in my case as a Christian, to love one another the way Christ loved the church which is sacrificially and totally. So I love Love!

What sound or noise makes your heart sing?

Puppies barking!

Where is the most interesting place you have traveled to and why?

I traveled to Italy with my husband, his cousin, and his cousin's wife, and I loved how the regional flavors of one country can vary so much from north to south and even from village to village. I liked the passion of the people too.

What is your favorite thing to do when you're not working?

I really love to exercise and I love high-intensity interval training; in particular F45. I do it almost 6 days a week most weeks. I love it!

In an alternate universe, if you hadn't become a hygienist, what career would you have become?

Well, it was always my intention to become a dentist but I couldn't grasp physics in undergraduate school and so hygiene was my backup plan but it has been the best plan for me. I've loved 30 years of it!

What is your favorite memory about working for PFCD?

It's a favorite memory on an ongoing basis. At our Team meetings, Dr. Huynh-Le will do acts of generosity for the whole Team. My favorite memories are when new Team Members are there and how blown away they are because they've never experienced that kind of generosity in the workplace and often in life. That's precious to me.

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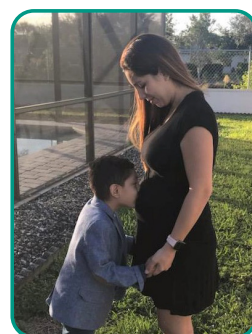
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Bundle of Joy! INTRODUCING BABY ZION!

Baby Zion joined our PFCD family on June 6th and Nancy was able to stay home with her bundle of joy this summer and enjoyed every minute of it! And great news! PFCD is expecting another munchkin to join the family as Lorena is expecting in March! Their 43 honorary Aunts and Uncles look forward to showering these precious munchkins with love!



Tooth Booth Reviews!

"Amazing service! Every employee was very empathetic, very caring, very helpful and genuine. They treat you like family and make you feel confident that you will be taken care of well regardless of how minor or how major your needs might be. As a brand new patient I was in pain and needed help asap. They accommodated me in a very short notice, took care of me efficiently, had all of the tools and resources at their disposal to perform a dental surgery right on the spot, and while doing their work they made me feel secure, top priority. The doctor portrays experience, confidence and trust, exactly what you need to see in a doctor! I hope not to have any dental emergencies in the near future, but if and when the need arrives I have definitely found my new dental office and I would highly recommend it! Plus with Covid19 going on the office went up and above all of the measures to keep everyone safe." — Olga Miljkovic

"We thoroughly appreciate the time your team took with our family, and I highly recommend the talented dentists and entire team at this practice. They help you feel comfortable from the very start of the appointment, from the cleaning, to the kindness of explaining details of how to maintain your teeth in a healthy manner. They go above and beyond to help you feel comfortable throughout the appointment. Thank you!" — Greg Pacter



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December Newsletter COVID IMPACT!

I think it's safe to say that 2020 was a year of learning and going with the flow. With the arrival of COVID, the plans we had for 2020 were challenged as we had to change our strategy.

As essential workers we were able to operate on a limited basis to protect not only the patients but the Team members as well. We often communicated via mass emails or texts with the Team Members. It was a challenge as we and the rest of the world navigated the unknown, with information constantly changing, sometimes hour by hour.

Our COO, JoAnn Toppin, had a private, secure and HIPAA compliant home office where she was able to attend to our patients' needs in the early days when our hours were limited. During this time, JoAnn was constantly learning and following all the developments throughout the quarantine by watching as many webinars and reading as much as possible from the Centers for Disease Control, the American Dental Association and from the State of Florida. After hours and hours of learning, JoAnn briefed the Management Team, who then in turn reached out to their own Teams to disperse what we knew and what PFCD is doing to keep everyone safe. We then asked our Team Members what concerns they had about returning.

After reaching out to Team Members, PFCD's Training Specialist, Michelle Steven created a 37 page COVID Manual, complete with simple as well as complex information such as proper hand washing (including an eclectic list of songs which can be sung to ensure the required length of time has passed) donning and doffing the required PPE for each type of dental procedure. Team Member and patient screening protocols and many other safety procedures set in place for everyone's well-being.



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COVID IMPACT! CONT...

Zoom was a huge part of keeping the Team connected! We had a 2 hour Zoom COVID training prior to reopening. This included a slide show presentation of the newly created COVID Manual, briefing everyone on the protocols prior to returning to the office. Not only was Zoom used for meetings and trainings, but we also had a 30-minute happy hour at 5:00pm every day for whoever wanted to hop on and say hi! It was a great way for everyone to keep in touch or reconnect after such a long hiatus!

Initially we worked in Teams consisting of 1 doctor, 2 dental assistants and 1 administrative Team Member. Each Team was scheduled for 3 days working and then 14 days off before their next shift to ensure Team Members were symptom free. And by keeping people in the same Mini-Team, we kept the Entire PFCD Team and patients safe! As the Pandemic evolved, so did the State's regulations allowing dental offices to operate on a normal basis providing the office had the proper precautions in place.

The safety of our patients and Team is always our priority and many changes were implemented around the office. A full time Custodian was hired to ensure everything was squeaky clean and sanitized! Upon arrival all Team Members must wear mask. Their temperatures are checked, and a wellness screening is performed. After being screened Team Members proceed to an area of the building where we converted an area into 3 changing rooms. There the Team Members place their "street clothes and shoes" in containers and put on our uniforms (laundered on site by our Custodian) as well as our work shoes. Hand sanitizer was and still is a constant part of the Team's routine these days!

The reception areas as well as our patio furniture have been arranged to accommodate social distancing standards. There are fans outside to help keep you cool should you wish to view the beautiful orchids or watch the dolphins (yes, they're back!) swim along the waterway.

If you would prefer to wait in your car until your appointment time we can certainly accommodate your needs and we will call you in your car when it's time for your procedure. As mentioned before, we have a hired a full-time custodian to keep you safe! PFCD's Sterilization Team is using virucide solutions and soaking hard, non-porous surfaces for the instructed amount of time to ensure the chair you're sitting in, the door handle you just touched, the pen you just used, were all sterilized and safe! Hand washing is a must as we ask all our patients to wash their hands before they even sit in their comfortable massage chair and you'll see us doing the same thing when we enter your dental suite! And speaking of your dental suite, you will notice every suite as well as all our common areas have medical grade air purifiers. Rest easy knowing your health is in safe hands!

Even though the Team was separated, Drs. Long and Huynh-Le were creative in showing their support to both the community and our Team! Delicious meals purchased from Two Guys Kitchen and Catering, including Chicken Parmesan, Spaghetti and Meatballs, Stuffed Peppers, Penne Primavera, Pulled Pork, Cajun Chicken Alfredo, Chicken Piccata, Eggplant Parmesan and Rosemary Chicken were delivered to our Team Members and their families! A month later, the doctors and their children prepared Pho (the most delicious Vietnamese soup) and Pho Hoagies! It's truly a labor of love and we were able to drive up to the doctors' house and receive our dinner in "to go bags!" Each included a note which expressed the Huynh Family's gratitude to the Team which was touching and heartfelt.

COVID affected us all in different ways. We at PFCD chose to see the good, grow the good and be the good during the Pandemic. We are a truly a Family and we treat our patients as family. And as Family, we are so grateful to be able to ride out this Pandemic with you!

COVIDcation!



"It really gave me time to humble myself and see the things we easily did get on a normal basis and how we don't have them anymore. Simple things like going out to the stores, meeting with friends, coming to work; all those things. It allowed me to see how good we have it. That's the truth." – Angel

"I had more time to reflect upon myself and do some self-improvement. I exercised more and journaled more. I became grateful for the things I did have and not pout over the things I didn't have. And I learned to be content. I think [COVID] was kind of a good thing in a way. [At work] I had the opportunity to work with other Team Members that I didn't work with before and learn to admire them for all the skill that they have!" – Jojo



"It helped me reprioritize certain things in my life that should be at the top of my importance list which in the past I have overlooked. And [COVID] gave us time to sit down with my family and have breakfast. There was time to go out and grow things and see things bloom and develop in my garden. There was enjoyment actually working the Earth with my hands. And it gave me the opportunity to do things like work on my book and do my YouTube cooking videos. Things that I had been putting on the back burner because I was focusing on work that made money, not work that make memories." – Terrie

"I got to spend more time with my family. I got to start a beautiful garden that was very productive for about 3 months. We got baby goats and chickens and ducks! We started a little farm! We kept ourselves really busy outside appreciating that we have some acreage with a place that we could feel comfortable. We have our family in and out without being on top of each other. Got some projects done and really got some rest and relaxation. So it was a long extended vacation that I don't think I have ever had in 60 years of my life. I kind of liked it!" – Linda S.



"Something good that came out of COVID are that the donuts at Wawa are now individually packaged! I also had time to reflect upon my retirement and make plans. I spent a lot of time with my parents and a lot more time with Jim. We kind of rediscovered our relationship!" – Linda P.

"I was able to spend more time with my daughter. I don't really get to see her a lot during the day due to working, so I was able to just enjoy that moment with her. Actually I got to experience new things about her that I didn't know about before so that was good for me. Also, just taking that time to rest and catch up with my body. I just feel like I'm always on the "go, go, go" so it was nice to be able to just take a moment and breathe. And even though there were days I would lose my mind I was grateful to have that rest. I saved money! I didn't really have to go anywhere or spend money on things I didn't have to spend money on, so financially it opened my eyes to things that are not always so important. So that helped me a lot. And for me religiously, it helped me strengthen my religion. I was able to focus more on certain things I didn't think I had time for before." – Rachel



Though COVID 19 may have turned some of our lives upside down, many of our Team Members chose to grow and make the best of the COVID Quarantine! Check out how some Team Members spent their COVIDcation!



"My parents are really hard working and it was the first time in forever that they were off longer than a week. And I got to spend the entire month with them. At first we didn't really know what to do but then we ended up cleaning the entire house. It was just nice to wake up and have them there and just not worry about anything and have that family time." – Jeannie

Charity Corner

Just because COVID is here, doesn't mean our Charity Committee stops! We are so passionate about giving back that we used our creative thinking skills to mastermind a safe way to continue serving our community during the shut down. Our Hygiene Coordinator and Event Specialist Terrie Kleinberger organized a food drive for Meals of Hope to help feed families who would normally rely on the school meals as their main food source. In order to keep the donations coming in a safe way, Terrie created a drop off space on her front porch for food items where she could retrieve them at a safe distance. It was a great way to visit safely and do a great thing for others! On a weekly basis, Terrie would drop off the donations to Meals of Hope. Team Member Jojo Lloyd had an "in" at the Post Office, where the Postal Workers were able to gather donations as well! In the end, 5 weeks of drop-offs and \$1000 were donated to Meals of Hope during April and May!



In September, we collected items for the PACE Center for Girls. This year, the Center was lacking many of the things we take for granted and therefore we collected items to help the girls with their day to day activities such as soap, shampoo, conditioner, hair ties, essentials for school and many other items! PACE benefits girls 12 to 17 years old who are at least on year behind in school and have several risk factors including but not limited to domestic violence, foster home placement, abuse and others may enroll in the PACE program. Once enrolled these girls will receive education and counseling in a safe and nurturing environment. They were grateful to receive several boxes of items collected between our amazing patients and our Team Members!

For our October Charity, PFCD has provided 4 months of storage for Bikes for Tykes! A storage unit has been secured and paid for and now all we need are bikes to fill it for local children in need! We are still collecting bikes through December 23rd! If you would like to donate new or gently used bikes to help brighten a child's life, you may bring them directly to the office and our amazing Team Member Dawn will transport them to the Bikes For Tykes drop off location! As of mid-November we have collected over 10 bikes from patients and Team Members!

Meals of Hope is one of PFCD's favorite charities to work with and this year PFCD wanted to support them in a different way this Holiday Season! Starting in November and ending New Year's Eve, every week a basket sponsored by a local business or Team Member will be placed in our reception area. Each basket will contain a variety of items and will be themed differently each week! We are selling raffle tickets to whomever would like to stop in and donate \$5 for 1 ticket or \$45 for 10 tickets! You get a chance to win some awesome prizes and all that money you donate goes directly to Meals of Hope! If you haven't bought your ticket yet, stop on by!



Keep your eyes open for your upcoming opportunities to join us in serving our community! Follow us on Facebook for future events!

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