

MDA Bulletin

Fall 2026 Volume 46, Issue 3

tobaDentist.ca



TOOTH FAIRY SATURDAY:

Advancing Oral Health Awareness Through
Community Connection and Education

2026 Welcome to the Profession Dinner
Welcoming the next generation
of dental professionals

Building Trust in Oral Healthcare
Listening, Learning, and Providing Care
in Indigenous Communities

2026 Environmental Scanning Report
from the Canadian Dental Association



Supporting dentists at every career stage

Through the Scotiabank Healthcare+ Dentist Banking Program, our specialized team provides comprehensive advice and financing solutions geared to the needs of busy dentists. From paying for dental school to running your own practice, we can help you achieve your career goals.



Find out more at
scotiabank.com/dentists

® Registered trademark of The Bank of Nova Scotia.



**Manitoba
Dental
Association**

The MDA Bulletin is published on a quarterly basis; submission deadlines are: February 20, May 20, August 25 and November 20.

- Full colour, 8½" x 11", published quarterly.
- Circulation is approximately 1,000 to Manitoba dentists and dental professionals.
- Published online at ManitobaDentist.ca.

Advertisements may be submitted by email or CD/thumbdrive accompanied by hard copy.

Please email submissions to the Manitoba Dental Association:

office@ManitobaDentist.ca
202-1735 Corydon Avenue
Winnipeg, Manitoba R3N 0K4

Phone: 204-988-5300
Fax: 204-988-5310

ON THE COVER:
The 2026 Tooth Fairy Saturday Event



**Manitoba
Dental
Association**



If you're a dentist in your first five years of practice in Manitoba, this is your opportunity to meet, eat, learn and share while earning free continuing education points.

To register or find out more, contact Greg Guenther at: gguenther@manitobadentist.ca

WATCH FOR EMAIL UPDATES FROM THE MDA REGARDING LECTURES AND HANDS-ON COURSES.

GPSC IS OPEN TO DENTISTS IN THEIR FIRST 5 YEARS OF MDA MEMBERSHIP AND GRAD YEARS 2022/23/24/25/26

SEPT. 23 - 6pm Dinner • 7pm Lecture
Dr. Ana Schettini
Collaboration in Interdisciplinary Dentistry
Piazza De Nardi

OCT. 3 - 9am - 3pm (Lunch Included)
Dr. Rodrigo Cunha
Shaping, disinfection and packing the root canal system
Brandon - Victoria Inn

NOV. 5 - 6pm Dinner • 7pm Lecture
Dr. Stella Korowski
Orthodontics - Topic TBC
Piazza De Nardi

Proudly
supported by



JAN. 6 - 7pm
Dr. John Tsourounakis
Topic TBC
ZOOM Lecture

FEB. 11 - 6pm Dinner • 7pm Lecture
Dr. Natasha Holder
Oral Surgery - Topic TBC
Piazza De Nardi

MAR. 20 - 10am - 3pm (Lunch Included)
Dr. Paul Klassen
Implant Placement & Soft Tissue Healing
Location TBC

APR. 3 - 10am - 1:30pm (Lunch Included)
Panel of Specialists
Moderated by Dr. Ken Shek
Piazza De Nardi



Pursuit of Dental Excellence Through Knowledge and Community

**2026-27
Lecture
Series**

**All Taking Place at the
CMHR Winnipeg**



SAVE THE DATES FOR 2026-27!

SEPT. 18 — DR. SUNNY VIRDI, THE ADULT HSC DENTAL TEAM,
DR. MOHAMAD KADHIM

OCT. 23 — DR. DAVID CLARK

NOV. 27 — DR. EVAN SHAW

FEB. 5 — DR. AISLING WHITAKER

MAR. 12 — DR. LUIS GONZAGA

Register at: WinnipegDentalSociety.org



President's Message

Dr. Rodrigo Cunha
President, MDA

As summer draws to a close and we begin another busy fall, I hope you have had an opportunity to spend time with family and friends and to recharge. The months ahead will bring important changes and challenges for dentistry, and I want to update you on the work underway to support Manitoba dentists, protect patient access to care, and strengthen the future of our profession.

Supporting CDCP Preauthorization Submissions

I want to remind Members that we are listening to your concerns about the administrative demands of the Canadian Dental Care Plan (CDCP), particularly the preauthorization process. Recent Health Canada data reinforce how important complete documentation is to timely adjudication. Across electronic and paper submissions, only 37% of all preauthorization requests have been approved. When incomplete submissions are excluded, however, the approval rate rises to 50%.

Between November 1, 2024, and July 25, 2026, approximately 60% of processed incomplete requests outside Quebec involved five codes: porcelain, ceramic or polymer-glass crowns; bonded cores associated with crowns or fixed bridge retainers; porcelain or ceramic crowns fused to metal; and maxillary or mandibular free-end cast partial dentures.

The most common problems were missing radiographs, insufficient clinical details, or missing documentation needed to assess the treatment plan.

“Support Manitoba dentists, protect patient access to care, and strengthen the future of our profession.”

I encourage every practice to review the CDCP Dental Benefits Guide and the preauthorization checklists in the Oral Health Provider Toolkit, especially those for crowns, partial dentures, and additional units of scaling. Please ensure that your entire team understands the documentation requirements before a request is submitted. This will not eliminate every denial, but it can reduce avoidable delays for patients and unnecessary administrative work for practices. Members should also note that Health Canada has begun a limited post-payment and post-treatment verification process. Approximately 20 dentists and 20 patients across Canada may receive verification letters each month. The CDA has committed to providing us with further details as they become available.

Protecting Access for EIA Patients

The MDA remains actively engaged with the Province regarding the transition of Employment and Income Assistance (EIA) recipients to the CDCP. We have urged the government to adopt a coordination-of-benefits model in which the CDCP is the primary payer and the Province remains the secondary payer, allowing eligible services to be reimbursed at the full MDA fee guide rate.

This approach would enable the Province of Manitoba to realize substantial savings from federal funding while protecting vulnerable patients from financial barriers.

Under the current transition, EIA patients may be responsible for balance billing of 5% to 30% of treatment costs, while some medically necessary services, sedation, and hospital-based dental care remain inadequately funded. The impact could be especially serious for approximately 15,400 Manitobans in the Medical Barriers to Full Employment category, many of whom have medical, physical, cognitive, or functional challenges and require complex care. If treatment is delayed or forgone because of cost, the result may be greater pain, more advanced disease, and increased pressure on emergency departments and hospitals.



Incoming class of 2030 and 2028 IDDP at the 2026 Welcome to the Profession Dinner

We will continue to advocate for a solution that protects access, respects the realities of delivering care, and uses public funds responsibly.

Building the Future of the Profession

At the Canadian Dental Leaders Forum in 2026, provincial dental associations presidents and CEOs from across the country advanced the Future of the Profession initiative. The work is organized around three connected goals: supporting successful dentists, building a robust care system, and strengthening public confidence.

Priorities include mentorship, ethics and professionalism, business and practice-management education, wellness, emerging technologies such as artificial intelligence, dental human resources, access to electronic health records, and stronger third-party dental benefits.

Manitoba is contributing directly to this national work. Our experience with mentorship, access to care, workplace resources, and patient communication is helping shape practical solutions that can be shared across jurisdictions. For members, the value of this collaboration is straightforward: less duplication, better tools, and a stronger collective voice on issues no province can solve alone.

Watching Tariff-Related Cost Pressures

The CDA is also monitoring the Canada–United States trade dispute and its potential effect on dental practices. The preliminary national assessment indicates that finished dental and medical devices are not broadly or explicitly targeted by Canada’s counter-tariffs scheduled for September 8. Direct impacts therefore appear limited at this stage. The larger risk is indirect: higher steel and aluminum input costs, shipping surcharges, border delays, and rising prices for clinic infrastructure such as cabinetry, chair bases, HVAC and ventilation systems, electrical equipment, information technology, appliances, furniture, packaging and infection-control supplies.

There is currently no verified dental-specific percentage for expected cost increases, and members should be cautious about applying estimates from unrelated industries. Please retain supplier notices and invoices and report unusual price changes, freight charges, or product disruptions to the MDA. Practice-level information will help us and the Canadian Dental Association identify patterns and advocate from evidence rather than speculation.

Welcoming the Next Generation

I was delighted that the MDA recently welcomed 29 first-year dental students and six international students and introduced them to their MDA mentors at the annual Welcome to the Profession event this past August. My sincere thanks to Mentorship Committee co-chairs Dr. Carolyn Robertson and Dr. Michelle Jay, to every dentist volunteering as a mentor, and to Scotiabank and CDSPI for supporting the event. Your generosity helps these new dental students build confidence, professional judgment, and a lasting connection to organized dentistry.

Finally, thank you to all members who serve on MDA committees, mentor colleagues, share information from their practices, and engage in our advocacy.

These contributions allow the MDA to respond to immediate pressures while keeping sight of the profession we want to build: sustainable, trusted, collaborative, and centered on excellent patient care.

As always, I welcome your comments at president@manitobadentist.ca.

Respectfully,
Dr. Rodrigo Sanches Cunha
DDS, MSc, PhD, FRCD(C)
President and Board Chair
Manitoba Dental Association



Registrar's Message

Emergency Dental Care: Reviewing Your Practice Arrangements

Dr. Arun Misra
Registrar, MDA

The MDA Code of Ethics outlines members' professional responsibilities when a dental emergency arises. It is good practice to periodically review the arrangements within your practice to ensure patients know how to access emergency care when they need it.

Most dental practices already have emergency arrangements in place. However, practices evolve over time. Office hours change, websites are updated, staffing changes occur, and vacation schedules vary. These changes provide a good opportunity to review how patients access emergency care and whether your arrangements continue to meet patients' reasonable expectations.

The MDA occasionally receives inquiries related to access to emergency dental care, particularly where patients are uncertain about how to obtain assistance when a practice is closed or a dentist is unavailable. Clear communication and advance planning can often prevent these situations.

The Code of Ethics recognizes that dentists have an obligation to consult and provide treatment in a dental emergency or, if unavailable, to suggest alternative arrangements. It encourages dentists to have alternative emergency care arranged when their office is closed, when they are unavailable, or when they are away from the office for a period of time. Taking time to periodically review your emergency arrangements helps ensure they remain effective as your practice evolves.

Practices that advertise emergency dental services should also consider the expectations those representations create. A member of the public searching for an emergency dentist is often in pain, anxious, and looking for prompt assistance. When a practice advertises emergency dental services, the public is entitled to expect that those services will be available to a reasonable extent, consistent with the representations being made.

“A small investment of time can help ensure patients receive clear information when they need it most and that your practice continues to meet the expectations it has created.”

The focus should be on ensuring patients have a clear pathway to emergency care when it is needed. Depending on the circumstances, this may involve providing care directly or directing patients to appropriate care

through established arrangements. Periodically reviewing your website, voicemail messages, office hours, and after hours arrangements can help ensure your practice's communications accurately reflect the emergency services you provide.

No two practices are the same, and the arrangements that work for one practice may not be appropriate for another. Whether you practise on your own or as part of a larger group, periodically consider whether your emergency arrangements remain effective, whether staff know how to respond to emergency calls, and whether patients can easily determine how to obtain assistance when your office is closed.

As part of your regular practice review, I encourage you to take a few minutes to look at your website, voicemail greeting, office signage, and after hours arrangements through the eyes of a patient seeking emergency care. A small investment of time can help ensure patients receive clear information when they need it most and that your practice continues to meet the expectations it has created.

Respectfully,
Dr. Arun Misra
Registrar
Manitoba Dental Association



MDAA President's Message

Navroop Randhawa
President, MDAA

Another summer is already coming to a close! I hope you all had a wonderful summer and had the opportunity to enjoy some of the beautiful weather, sights, and experiences Manitoba has to offer.

The Manitoba Dental Assistants Association has been working on several initiatives the past few months.

In May, Tess Peter and I had the pleasure of attending Red River College Polytech's Dental Assisting Awards Luncheon, where we presented two awards to members of the Dental Assisting graduating class. A huge congratulations to the Class of 2026! Your journey has been inspiring, and we were thrilled to celebrate this important milestone. Special congratulations to Brooke Rugg and Jonabelle Ann Pavia, who were recognized for their outstanding professional conduct and the qualities that exemplify a true Dental Assisting professional.

The luncheon also included a touching tribute to Chantal Roeleveld, a Dental Assisting instructor at Red River College Polytech whom we sadly lost far too soon. Chantal had a genuine passion for caring for others and took great pride in both her work as a Registered Dental Assistant and her role as an instructor.

She was dedicated to mentoring future professionals, sharing her knowledge, building confidence, and lifting others up. Her kindness and encouragement left a lasting impression on both her colleagues and students, and she will be deeply missed.

We are also proud to share highlights from this year's Tooth Fairy Saturday, held on June 13, 2026. This wonderful community initiative is dedicated to helping children across Manitoba smile brighter by providing access to oral health support, education, and compassionate care. We were especially excited to see several of our recent graduates volunteering their time and talents. Their enthusiasm and commitment to community care truly reflect the spirit of our profession. We would also like to recognize Dr. Hamideh Alai-Towfigh for generously volunteering her time and supporting this meaningful event. It is through the combined efforts of dental professionals, volunteers, students, and community partners that Tooth Fairy Saturday continues to make such a positive impact.

As we look toward the fall, please keep an eye out for information about our next virtual Continuing Education season. We have two excellent speakers lined up and look forward to sharing more details with you soon.

Finally, the MDAA has been busy behind the scenes having some exciting conversations about the future of Dental Assisting in Manitoba. There are some very promising discussions underway, and we believe the future of our profession is bright. While there is still work to be done, we are excited about what lies ahead and look forward to sharing more with our members when we are able.

Thank you, as always, for your continued support of the MDAA and for the passion, professionalism, and care you bring to our profession every day.

I look forward to connecting with many of you throughout the fall!

Respectfully,
Navroop Randhawa
President
Manitoba Dental Assistants Association



Economics Message

Dr. Alex Pappas
Chair, MDA Economics Committee

Administrative Challenges in Dental Insurance and Business Implications for Dental Practices

In this edition of the Bulletin, I have chosen to examine a significant challenge confronting dental practitioners across the industry: the escalating administrative demands imposed by dental insurance companies throughout the claims process. These requirements now encompass pre-determination submissions, approval procedures, and post-payment verification protocols, creating substantial operational burdens for dental practices of all sizes.

Beginning in 2024, member organizations within the Canadian Health and Life Insurance Industry initiated the implementation of artificial intelligence (AI) systems designed to analyze and evaluate data patterns across claims submissions.

These sophisticated algorithms are programmed to identify dental providers whose billing patterns deviate from established statistical norms within their specialty and geographic area. When such anomalies are detected, the system can automatically initiate a comprehensive review of all claims previously submitted by that particular provider.

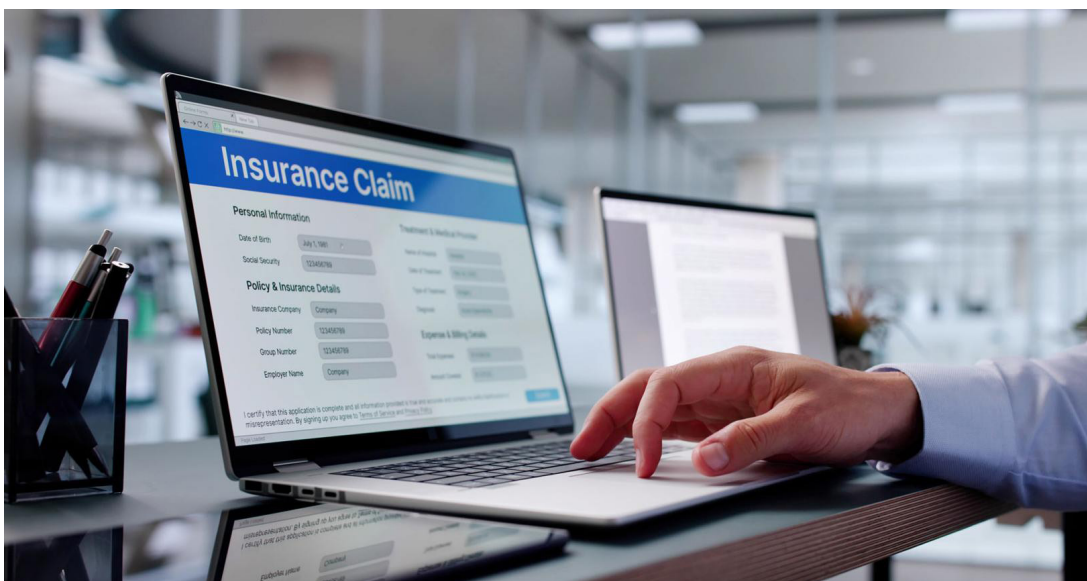
The consequences of such reviews can be severe and far-reaching, potentially including demands for repayment of previously disbursed funds, removal from preferred provider networks (delisting), and in particularly serious circumstances, the filing of formal complaints with provincial or territorial dental regulatory authorities.

Understanding Assignment of Benefits

The practice of accepting assignment of dental benefits—an arrangement whereby insurance companies remit payment directly to the dental office rather than to the policyholder—offers certain advantages that can enhance the patient experience. This approach often reduces financial barriers for patients and may increase treatment acceptance rates, particularly for more extensive or costly procedures. However, it is essential for practice owners and administrators to recognize that accepting assignment fundamentally alters the financial dynamics and contractual relationships among the patient, the insurance provider, and the dental practice itself.

Under traditional payment arrangements, the practice collects fees directly from the patient at the time services are rendered, ensuring immediate revenue and maintaining a straightforward provider-patient financial relationship. In contrast, when a practice accepts assignment of benefits, it voluntarily assumes the responsibility for securing payment from a third-party entity—the insurance company—whose payment obligations, coverage limitations, and reimbursement rates are governed entirely by the terms of the patient's benefit contract. This contract, to which the dental practice is not a party, may contain provisions, exclusions, and limitations that can significantly impact the practice's ability to collect payment in full or in a timely manner.

Therefore, the decision to accept assignment of benefits should be approached as a strategic business consideration rather than merely as a patient convenience feature or marketing tool.



Practice owners would benefit from conducting regular, systematic evaluations to determine whether the potential advantages of accepting assignment—including enhanced patient satisfaction and potentially increased case acceptance—genuinely outweigh the associated financial risks and administrative complexities. These assessments should account for factors such as delayed payments, claim denials and appeals, increased administrative workload, potential payment shortfalls, and the opportunity cost of capital tied up in accounts receivable.

Delayed and uncertain payment

Under an assignment model, the practice provides treatment and incurs its costs before receiving payment. Although many electronic claims are processed promptly, payment may be delayed because of eligibility questions, missing information, requests for radiographs or clinical notes, coordination-of-benefits issues, plan limitations, claim reviews or insurer audits.

During this period, the practice must still meet payroll, laboratory invoices, rent, equipment payments and other operating expenses. A claim recorded as revenue does not provide cash flow until payment is received.

“A claim recorded as revenue does not provide cash flow until payment is received.”

Insurers may also deny a claim, reduce the amount payable, substitute an alternative procedure, or determine that a service is not covered. Assignment transfers the collection risk to the dental office even though the dental benefit contract is between the patient, the plan sponsor and the insurer.

Practices should clearly inform patients that they remain responsible for fees not paid by their plan. This should be documented in the practice’s financial policy and acknowledged by the patient.

Growth in accounts receivable

Assignment can produce a substantial insurance accounts-receivable balance. Small delays across hundreds of claims can collectively tie up significant working capital.

Older claims also become more difficult to reconcile as staff investigate EOBs, resubmit documentation, contact insurers and communicate with patients about outstanding balances.

Practice owners should monitor insurance receivables separately from patient receivables and review aging reports at least monthly. Useful indicators include:

- Total insurance receivables and their percentage of monthly production;
- Average number of days from treatment to payment;
- Claims outstanding for more than 30, 60 and 90 days;
- Frequency and value of denied or reduced claims; and
- Staff time devoted to follow-up and resubmission.

A growing receivables balance may indicate that the practice is effectively providing interest-free financing while carrying the cost of collection.

The hidden administrative burden

Insurance administration consumes time that may not be fully visible in the practice's financial statements.

Staff may spend hours confirming eligibility, preparing predeterminations, attaching records, interpreting EOBs, coordinating multiple plans and explaining coverage limitations.

As we are all aware dental offices do not know every detail of a patient's plan. Good practice is to direct patients to their plan booklet or benefits provider. Even so, patients frequently expect that our dental team to know what their insurer will pay.

This can put staff in the difficult position of appearing to interpret a contract to which the practice is not a party. The practice should assist with claim submission while consistently explaining that the treatment recommendation is based on clinical need and that coverage is determined by the patient's plan.

A predetermination can estimate the reimbursement available, but it should never be presented as a guarantee of payment. Eligibility, annual maximums and available benefits can change before treatment is completed.

Insurance audits

Audits are a recognized component of claims administration. They may be triggered by claim patterns, coding profiles, unusually frequent procedures, complaints or random selection. An audit may require charts, radiographs, laboratory invoices, appointment records and proof of patient payments.

The insurer may seek repayment where documentation does not support the submitted claim—even where treatment was clinically appropriate.

The dentist remains responsible for claims submitted under their provider number, including claims prepared by employees.

Strong documentation is therefore both a clinical obligation and a financial safeguard. The patient record should demonstrate the diagnosis, relevant findings, treatment options, consent, service provided and clinical rationale. Claims must precisely represent the services performed. Codes, dates, tooth numbers and treatment descriptions should never be modified merely to obtain coverage.

Records related to claims should also be retained systematically. This would include predeterminations, EOBs and insurer payment records until an account is finally settled.

The potentially severe impact of delisting

The most significant assignment risk is delisting. An insurer may decide that services provided by a particular dentist will no longer qualify for reimbursement under its benefit plans. Delisting is an insurer's administrative or contractual action; it is not professional discipline and does not, by itself, mean that a dentist is unlicensed or clinically incompetent.

Nevertheless, its consequences can be profound. Patients may be unable to use their benefits at the practice, direct billing may be unavailable, and coordination of benefits may become difficult.

If the delisting insurer is the first payer and does not issue an EOB, a second plan may be unable to adjudicate the remaining amount.

Existing patients may transfer to another practice, and communications from the insurer may create reputational confusion.

The financial effects can be especially serious in smaller communities where a large proportion of patients are covered by the same insurer and alternative providers may be limited.

Reducing the risk of delisting

In January of 2025, then MDA President, Dr. Jeffrey Hein, messaged members on the delisting issue and best practices to reduce the risk of delisting. Here are the best practice elements as listed in that President's Message:

- Maintain comprehensive clinical records supporting every service billed.
- Submit claims that accurately reflect the treatment provided—no more and no less.
- Never allow benefit limitations to determine clinical recommendations or coding.
- Establish written billing protocols and provide ongoing staff training.
- Restrict and monitor access to dentist identification and provider numbers.
- Reconcile insurer payments, EOBs, adjustments and patient balances promptly.
- Conduct periodic internal audits of randomly selected claims and charts.
- Respond to insurer inquiries professionally and within the stated deadline.
- Preserve copies of all submissions, correspondence and supporting documents.
- Contact the MDA and obtain legal advice promptly when an audit request, repayment demand or proposed delisting raises concerns.

Reassessing the assignment decision

Assignment is not an all-or-nothing proposition. A practice may accept assignment selectively, establish financial thresholds, require deposits for major treatment, or adopt a non-assignment model in which patients pay the practice and seek reimbursement directly.

Each approach affects patient convenience, access, collection risk and administrative cost differently. The appropriate model will depend on the practice's patient population, cash reserves, staffing capacity and concentration of revenue among particular insurers.

Whatever model is chosen, patients should receive a clear written financial policy. Clinical decisions must remain grounded the patient dental needs and professional standards—not in the design of an insurance plan. For private practices facing rising operating costs, regularly evaluating the true cost and risk of assignment is an essential part of responsible practice management.

Respectfully,
Dr. Alex Pappas
Chair
MDA Economics Committee

References:

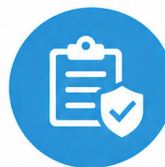
1. Manitoba Dental Association. Delisting Memo to Members (January 2025).
2. Canadian Dental Association. Understanding Your Dental Benefits.
3. Canadian Life and Health Insurance Association. Fraud is Fraud—Information for Healthcare Providers.
4. Oral Health Group. Is AI to Blame? Dentists Face Rising Audit and Delisting Insurance Scrutiny (June 29, 2026).



“Clinical decisions must remain grounded in the patient dental needs and professional standards—not in the design of an insurance plan.”



PATIENT
CARE FIRST



CLEAR
FINANCIAL POLICY



ETHICAL
PRACTICE



CONSIDER
PRACTICE IMPACT



CDA Report

Dr. Daron Baxter
CDA Board Representative

W

hat a summer it has been! I hope all of you enjoyed leisure, family time and long, Manitoban summer days despite floods, heat warnings and the army of mosquitoes that ensued. It's been a varied season, but as Manitobans, we certainly know how to make the best of our warmest months.

It's even possible that over cool drinks and tasty BBQs the odd conversation erupted about what the future of dentistry looks like in our province, the country and across the globe. Over the past years, there have been many developments and changes that affect the delivery, the access and the development of oral healthcare. As practitioners, we all have experience with these factors, but it can feel difficult to hone in on how they influence each other, how they influence our individual day-to-day operations and how they affect the future profession as a whole. Our BBQ discussions are helpful, there is camaraderie in shared experiences amongst our colleagues, but reliable data is key to deeper understanding. In this article, I want to introduce MDA members to a resource that has gathered and analyzed this data in an invaluable way for individual dentists to access.

The Canadian Dental Association (CDA) is pleased to share the 2026 Environmental Scanning Report, a comprehensive resource examining the political, economic, social, technological, health, and dental trends shaping Canada's oral health landscape.

The report identifies key factors expected to influence the profession over the next five to ten years,

including the continued evolution of the Canadian Dental Care Plan (CDCP), workforce challenges, affordability pressures, advances in artificial intelligence, and the growing integration of oral health within the broader health care system. It draws on data, research, analysis, and emerging trends, providing valuable insights to support informed decision-making across the dental profession.

**“Reliable data
is key to deeper
understanding.”**

Environmental scanning isn't new, and the CDA has used this method in the past to understand megatrends in dentistry over several years. What has changed in recent years is an increase in uncertainty across external environments - health, political, economic, social, and technological - as well as regulatory and environmental indicators. The purpose of environmental scanning is to identify key information, trends, changes, and emerging issues to assess how they may impact the profession and the oral health sector, either positively or negatively.

Ultimately, the process tries to answer the questions: “What?” and “So What?” to help the profession decide how to react— “Now What?”.

In the report, readers will find an overview that identifies key factors anticipated to impact dentistry over the next 5-10 years, considering the current socioeconomic landscape. The report provides a summary of three scan sections: PEST (political, economic, societal, and technological), Healthcare, and Dentistry environments. Each section is then described in detail, including key realities, system reconfiguration, outlook, and ultimately, implications for dentistry.

As of 2026, the CDA environmental scanning report is published every two years. In the interim year, a condensed report highlighting updates and changes to the previous full scan are released.

As a resource, it aims to be a single, accessible repository for data and analysis of elements with direct or indirect relevance to dentistry as a profession and the oral healthcare sector in Canada. Dentists have full access to these reports through their MDA membership and the MDA's participation as a corporate member of the CDA.

No matter your area of focus or the details of your last dental conversation with colleagues - it's likely touched on in the CDA environmental scanning report. I strongly encourage all of our members to take a look, find an area of interest to them and take some time to review the report. Although maybe not a cover-to-cover read, there is valuable content for all of us, and so much of it overlaps with influencing factors both inside and outside of our profession. The environmental scan can be found on the member portal of the MDA website.

The Canadian Dental Association (CDA) is a trusted national voice for dentists and a leader working to improve the oral health of all people living in Canada. We promote oral health, support our members, and advance the dental profession. We represent over 21,000 practising dentists nationwide and are a trusted brand and source of information about oral health and the dental profession on national and international issues. Because the MDA is a corporate member of the CDA, all MDA members are CDA members. Together, we all benefit from the work of the CDA.

As always, I would love to hear from members. This report, in particular, is a unique and rich resource. If you have any comments or questions regarding the CDA 2026 Environmental Scanning report or questions related to the CDA in general, please feel free to reach out to me anytime.

Respectfully,
Daron Baxter
dbaxter@cda-adc.ca



INTERNATIONAL DEVELOPMENTS
ORAL HEALTH STATUS OF CANADIANS
REGULATORY AND LEGAL DEVELOPMENTS
TRENDS IN DENTAL TECHNOLOGIES
DENTAL DEMOGRAPHICS

CDA Meetings/Joint Conventions

- 2027 Joint Convention with the Ontario Dental Association Annual Spring Meeting
May 10-15, 2027 • Toronto, ON.
- **CDA will be celebrating its 125th anniversary.**
- 2028 Joint Convention with the Dental Association of Prince Edward Island
August 9-12, 2028 • Charlottetown, PEI

PRACTICE
PROTECT
PREVENT



AMD Medicom
Nationally Approved PACE
Program Provider for FAGD/
MAGD credit.
Approval does not imply
acceptance by any regulatory
authority or AGD endorsement.
7/1/2024 to 6/30/2028.
Provider ID# 399126

The Scare Factor & Beyond: Practical Infection Prevention and Control for Today's Dental Practice

A two hour, PACE Approved lecture provided by Medicom.



Cost is
\$250/hour
(if divided into 2 sessions),
or **\$350/2hour**
presentations.



Contact
Kathy Purves
to schedule your
in-office CE session.

Invest in a safer, healthier practice.

Need help with your dental IPAC processes?

Consultation and guidance for all areas IPAC related.



Dental Unit
Waterlines?



Environmental
Hygiene?



Medical Device
Reprocessing
(MDR)?



Sterilizer
Monitoring?

Contact
Kathy Purves, BA, BSc.
for individual rates and packages.



204.995.5394



purveskg@gmail.com

Gearing up for Fall with

CFIB
In business
for your business.



Save on technology, workwear, and financial solutions with exclusive offers from trusted CFIB partners.

Plus, enjoy access to select offers available to your employees and family members.

Member benefits include

DELL
Technologies

LG

Canadian
LINEN & UNIFORM SERVICE

Meridian

[Click here](#) OR scan the QR code to explore all of your savings!



PACIFIC TRAINING INSTITUTE
for FACIAL AESTHETICS & THERAPEUTICS

Therapeutic Botox® in Dentistry

Treat pain while protecting aesthetics.



Botox® is more than cosmetic, it's a powerful therapeutic tool helping patients find relief from TMJ disorders, bruxism, myofascial pain, chronic headaches, migraines, and facial pain when traditional treatments fall short.



Dentists are uniquely qualified to provide these treatments through advanced knowledge of facial anatomy, injection precision, and pain management. Therapeutic Botox can improve clinical outcomes, increase patient satisfaction, and expand your practice with a valuable new service.



Patients suffering from chronic jaw tension and headaches are finally experiencing lasting relief - often after years of unsuccessful therapies.

WHY ADD THERAPEUTIC BOTOX®

- ✓ Effective relief for TMJ & bruxism
- ✓ Treat headache & chronic migraines
- ✓ Reduces muscle tension & facial pain
- ✓ Enhances patient loyalty & referrals
- ✓ Expands treatment options & revenue
- ✓ Positions your practice as a modern pain-management provider

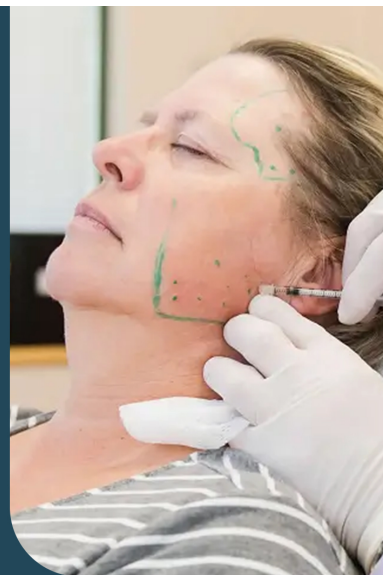
THE PTIFAT TRAINING ADVANTAGE

Train to the highest Canadian Standard of Practice with PTIFAT. Learn safe, proven techniques designed specifically for achieving predictable results.

Transform lives. Elevate your practice.

JOIN US IN AN UPCOMING COURSE

MANITOBA Sept 11/12	VANCOUVER Sept 25/26 or Nov 30/21	TORONTO Oct 23/24 Apr 2/3	SASKATOON Nov 4/7	MONTREAL Feb 26/27
------------------------	---	---------------------------------	----------------------	-----------------------



EDUCATION. EVIDENCE. CONFIDENCE.



LEVEL 1 ONLINE 25 CE

Build your anatomical foundation before hands-on training.
Learn at your own pace. Start anytime.

SAVE \$500
WITH CODE
BULLETIN



LEVEL 2 HANDS-ON 33 CE

Live patient clinical hands-on.
Integrative cadaver + proven clinical protocols.
MAINITOBA SEPT 11/12 2026

MORE DATES
AVAILABLE
MONTHLY IN
MAJOR CITIES
ACROSS CANADA

TRUSTED BY OVER 8,000 HEALTHCARE PROFESSIONALS ACROSS NORTH AMERICA

PTIFA.com | 1-855-681-0066

WELCOME TO THE
Profession
DINNER

Welcoming the class of
2030 & 2028 IDDP



Manitoba
Dental
Association

CONNECTION. COMMUNITY. LEADERSHIP.



United Way
Winnipeg

HERE FOR WINNIPEG

A thriving Winnipeg doesn't happen by accident—it's **built by people like you.**

United Way Winnipeg works with partners across the city, like the incredible members of the Manitoba Dental Association, to help people access the life-changing support they need.

By teaming up with United Way Winnipeg, you're investing in a network of over 125 agencies and programs that provide essential services such as food, housing, mental health supports, senior resources, and much more to Winnipeggers every day. Join the many workplaces, including dental practices across Winnipeg, that come together to build a stronger, more connected city.

Start a workplace campaign or make a donation today to create lasting change in our community.

unitedwaywinnipeg.ca



Thanks to support from the Government of Manitoba, every dollar you give to United Way Winnipeg's annual campaign goes directly into the community, not to fundraising or administrative costs.

GENERAL PRACTICE FOR SALE



Mid-sized general practice
in South Winnipeg



FOUR OPS



CT SCANNER



LONG-TERM
PATIENT BASE



WITH BOTH
RECALL AND
REFERRALS



Please send questions to: midsizedwinnipeg@proton.me

Wellness Corner

The Mental Health Risks of Dentistry:

Insurance That Gives You Peace of Mind

Dentistry is a deeply rewarding profession, but it's also one of the most mentally and emotionally demanding. A recent study¹ found that nearly half of Canadian dentists surveyed (44%) reported struggling with mental health concerns such as anxiety, depression, and symptoms of Post Traumatic Stress Disorder (PTSD). Gender plays a significant role in shaping these experiences with female dentists reporting higher rates of mental health issues (50% compared to 37% of men), often a result of the stress from juggling professional duties with caregiving responsibilities. Many women pointed to caretaking as a key source of personal strain. Professionally, dentists face a range of pressures. Practice owners report ongoing staffing issues and the stress of running a business, while associates often felt powerless in decision-making and described tension with office leadership. Across the board, dentists reported feeling weighed down by the demands of patient care, and many described a sense of isolation in their day-to-day work.

Mental Health: A Growing Concern in Dentistry

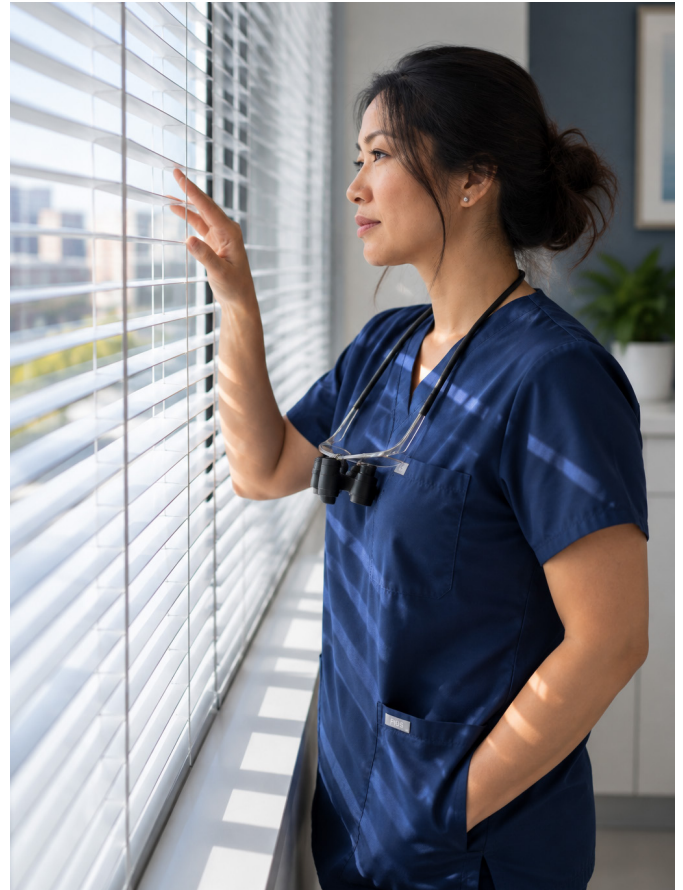
It is recognized that dental professionals experience higher-than-average rates of burnout, substance use, anxiety, and depression.

The profession's high demands — from financial pressures and clinical precision to staffing challenges and patient expectations — can accumulate over time, taking a serious toll on mental health.

Mental health struggles can manifest in many ways: fatigue that doesn't go away, loss of motivation, difficulty concentrating, or an increasing sense of dread about going to work. Left unchecked, these symptoms can lead to burnout or serious mental health conditions that require time away from practice.

44%

of Canadian dentists surveyed reported struggling with mental health concerns.



Members' Assistance Program (MAP): A Lifeline When You Need It Most

Managing stress in dentistry can be isolating but you don't have to face it alone. CDSPI sponsors the Members' Assistance Program (MAP), a confidential support service at no cost for dentists, their immediate families, and practice staff.

MAP offers 24/7 access to professional counselling and a wide range of wellness resources, so help is always available. Whether you're dealing with work-related stress, anxiety, burnout, relationship issues, grief, or simply feeling overwhelmed, MAP connects you with experienced mental health professionals who understand the pressures that come with a high-performance, patient-focused career.

You can choose the manner of support that suits you, including phone consultations, video sessions, live online chats, or in-person appointments. MAP is completely confidential and available at no cost to you or your immediate family members.

Beyond clinical counselling, MAP also offers a range of tools and resources to support you, your family, and your staff:

- Nutrition counselling to support healthy habits and lifestyle changes
- Legal and financial consultations for personal matters
- Self-guided mental health programs for anxiety, stress, sleep, and more
- Stress management tools and interactive self-assessments
- Support with life challenges and transitions, including addiction, parenting, eldercare, and grief
- Health and wellness resources for everyday wellbeing and resilience

Accessing MAP is easy and discreet. Whether you prefer to call, chat online, or schedule a session later, support is always just a click or call away.

To get started or learn more, visit CDSPI.com/MAP or call 1.844.578.4040.

Proactive Planning: Preparing Before You Need It

Taking care of your mental health doesn't just mean recognizing the signs, it means setting up support systems before you need them. Having the right insurance in place can create space to recover, get help, or make long-term changes without fear of financial collapse.

Knowing that your income is protected, your family is supported, and your business can keep running provides peace of mind that allows you to care for yourself as thoughtfully as you care for your patients.

Here's how some of the products offered through CDSPI can help support you and your practice:

Disability Insurance: Protecting Your Income When You Can't Work

CDSPI's DisabilityGuard™ Insurance provides monthly income replacement if you're unable to perform your clinical duties due to physical or mental health conditions that meet the policy's definition of disability. This financial support allows you to step away from practice and focus on recovery, without the added pressure of lost income.

CDSPI's DisabilityGuard policy includes own occupation coverage, meaning you may receive benefits if you can no longer perform the specific duties of your job—even if you could work in a different job. This distinction is crucial for dentists facing burnout or mental health issues that make it unsafe to continue hands-on patient care.

Office Overhead Expense: Keeping Your Practice Running

If you're the sole practitioner or a key decision-maker in your practice, your temporary absence—even for a few months—can create serious financial and operational strain.

Bills keep coming, even when you're not able to see patients.

CDSPI Office Overhead Expense Insurance helps cover the fixed costs of your practice, such as rent, utilities, staff salaries, and lease payments, while you recover.

**“Care for
yourself as
thoughtfully as
you care for
your patients.”**

This means you won't have to deplete personal savings or rush back to work before you're ready. It offers an extra layer of protection that works together with disability insurance, especially if you are away for an extended time.

Putting Your Well-Being First

Prioritizing your well-being is one of the most important choices you can make for yourself, your family, your practice, and your future.

If you or someone you know is struggling, please don't hesitate to seek support. Help is available through MAP - visit CDSPI.com/MAP or call 1.844.578.4040.

¹ Maragha T, Atanackovic J, Adams T, Brondani M, Bourgeault I. Dentists' Mental Health: Challenges, Supports, and Promising Practices. *JDR Clin Trans Res.* 2025 Apr;10(2):100-111. doi: 10.1177/23800844241271664. Epub 2024 Sep 20. PMID: 39301941; PMCID: PMC11894879.

DisabilityGuard Insurance and Office Overhead Expense Insurance are underwritten by The Manufacturers Life Insurance Company (Manulife), PO Box 670, Stn Waterloo, Waterloo, ON N2J 4B8. A full description of coverage and eligibility, including exclusions, restrictions and limitations can be found in the Certificate Booklet containing the terms and conditions governing each policy.

CLOSE THE GAP

Has your disability insurance coverage kept pace with your income?

DisabilityGuard™ Insurance is built for dentists — with exclusive features designed to address your specific professional needs.



Non-cancellable coverage



Guaranteed step and level premiums



Built-in dentist-specific features, including own-occupation protection



How much disability insurance do you need?

Calculate your recommended disability insurance coverage based on your earned income.



 **CDSPI** **ADVICE.
INSURANCE.
INVESTMENTS.**
1.800.561.9401 cdspi.com/disability

A Benefit of Membership



**Manitoba
Dental
Association**

 **Manulife**

DisabilityGuard™ Insurance is underwritten by The Manufacturers Life Insurance Company (Manulife) PO Box 670, Stn Waterloo, Waterloo, ON N2J 4B8. A full description of DisabilityGuard™ coverage and eligibility, including restrictions and limitations is contained in the certificate booklet, which sets out all the coverage terms and conditions.



Manitoba
Dental
Foundation

SMILES IN THE CARDS CHARITY POKER TOURNAMENT

FINALE: NOVEMBER 14

2:00PM START | DINNER BUFFET AT 5:00PM

The Grand Ballroom at Fort Garry Place

Located behind the hotel

**\$252.50
per player**

Includes entry fee
& dinner buffet!



**Scan here
to register!**



EVERY CHIP SUPPORTS BETTER ORAL HEALTH

LGCA Licence No. 6617-TH-51967

Understanding Grey Market and Non-Compliant Dental Products: What Dentists Should Know

Dental practices are increasingly navigating cost pressures while striving to maintain high standards of patient care. In this environment, discounted dental products promoted through non-traditional sales channels may appear attractive. However, some of these products may be non-compliant or lack authorized traceability (grey market), which may present a significant risk to the dental professional and patient. This should be an important consideration for dental professionals when sourcing supplies or servicing equipment.

What Are Grey Market Dental Products?

A grey-market dental product is a legitimate branded product that has been diverted from the manufacturer's authorized distribution channel, sold without manufacturer approval, warranty, or regulatory assurance. These products are often intended for sale in different geographic regions and may be imported and sold in Canada without the manufacturer's authorization.

Grey market products differ from counterfeit or non-compliant black-market products, which are typically unauthorized imitations and may not meet quality or safety standards. However, grey market products may still present risks because they are not always traceable and/or screened and/or required to meet Canadian regulatory requirements or distribution standards.

What are Non-Compliant Dental products?

These are medical devices, natural health products, and drug products that are brought to the Canadian market through illegitimate unauthorized channels and have not been tested or approved for use in Canada. Often these can be variations of legitimate, authorized or approved Canadian products, including similar or the same brand trade names but lacking specific testing or claims.

Why Are Grey Market Products Less Expensive?

Grey market products are often priced lower due to:

- Variations in regulatory and compliance requirements
- Lower distribution and support costs
- Products intended for regions with different economic conditions
- Short-dated or returned product
- Differences in pricing structures across global markets

While lower prices can be appealing, the total value of a product extends beyond its purchase cost.

Potential Risks and Considerations

Regulatory Compliance

Dental products sold in Canada must meet Health Canada regulatory requirements. Products sourced through unauthorized channels may not fully comply with Canadian licensing, labelling, or documentation requirements. This can create compliance challenges for dental practices.

Storage and Handling

Authorized distributors follow strict standards for transportation, storage, and environmental controls. Products entering Canada through unauthorized channels may not have been stored or transported according to the manufacturer or regulatory specifications, which can affect product performance and safety.

Product Traceability and Recalls

Authorized supply chains allow manufacturers and regulators to quickly trace products during safety alerts or recalls. Grey market products may be more difficult to track, potentially limiting access to recall notifications or safety updates.

Warranty and Technical Support

Manufacturers may restrict warranties, training, and technical support for products purchased outside authorized distribution networks. This can impact troubleshooting, equipment servicing, and product replacement.

Patient Safety and Clinical Performance

Variations in packaging, formulation, or instructions may exist for products designed for different global markets. These differences may influence product performance, infection control protocols, or clinical outcomes.

Best Practices for Dentists

Dentists can take several steps to help ensure product quality and regulatory compliance:

- Verify authorized distributors through manufacturer websites or by contacting manufacturers directly
- Review product packaging and labelling carefully
- Maintain documentation of product sourcing and purchase records
- Ask suppliers about storage, transportation, and regulatory compliance
- Consult manufacturers or trusted distributors when evaluating unusually low pricing

Cost and Quality

Cost management is an important consideration for dental practices. Working with authorized distributors and manufacturers can often provide opportunities to discuss pricing, bulk purchasing options, or alternative product solutions while maintaining confidence in product quality and compliance.

Supporting Safe and Reliable Dental Care

Reliable supply chains play an important role in maintaining patient safety, regulatory compliance, and clinical effectiveness. By understanding the potential risks associated with grey market products, dental professionals can make informed purchasing decisions that support both practice operations and high standards of patient care.



NIVERVILLE HERITAGE CENTRE

DENTAL OFFICES NOW LEASING



Join a thriving community.
Grow your practice in Niverville.

PREMIER DENTAL OFFICE SPACE IN THE HEART OF NIVERVILLE

The Niverville Heritage Centre offers exceptional dental office space in a modern, professional setting—ideal for established or growing practices.



PRIME LOCATION

High-visibility,
easily accessible
in a growing
community.



BUILT-IN PATIENT BASE

On-site seniors
housing, supportive
living and community
amenities.



MOVE-IN READY

Well-designed
clinical space
with existing
infrastructure.



CONVENIENT & WELCOMING

Ample parking and
a warm, professional
environment.



AN OPPORTUNITY TO GROW. TO SERVE. TO THRIVE.

Be part of a vibrant campus
and make a lasting impact.

INTERESTED?

Let's talk about how your practice
can thrive at the Niverville Heritage Centre.

☎ 204-388-4714

✉ info@heritagecentreniverville.ca

🌐 www.heritagecentreniverville.ca

Exceptional care. Strong community. Bright future. Right here in Niverville.



Starting the Conversation

What oral health professionals should know about emerging nicotine products and accessible cessation support

By Cynthia Carr, MPA (Health Policy), MSc (Community Health & Epidemiology), Cert. Health Law, ICD.D (corporate director)

Executive Director, Manitoba Nicotine & Tobacco Reduction Alliance (MANTRA)

Dental professionals already know the impact smoking and other forms of nicotine use can have on oral health.

Many of you are already asking about tobacco and nicotine use, identifying signs, and raising the subject when appropriate. Still, we know appointment times are short, and a practical resource is not always easy to find in the moment.

This article is meant to point you and your patients toward cessation resources in Manitoba, and to offer a primer on nicotine pouches, a product we receive frequent questions about as the research continues to evolve.

The numbers show why these conversations remain important:

- An estimated **1,500 tobacco-related deaths** occur in Manitoba each year; **Manitoba's smoking rate is 14.2%**, compared with a national average of 13.5%.
- Vaping is also part of the picture: **10.2% of Manitobans report vaping**, rising to **23.4% among youth**.
- The nicotine landscape continues to change: a long-time cigarette smoker may need a different approach than a young person who recently started vaping or experimenting with nicotine pouches.

Nicotine pouches: small product, big oral health questions

Nicotine pouches are small fibre pouches placed between the lip or cheek and gum, where nicotine is absorbed through the oral mucosa. They contain no tobacco leaf, which can make them seem lower-risk, discreet and easy to miss in a routine history.

What you need to know

- **Authorization is narrow:** Zonnic is authorized by Health Canada as a natural health product/NRT for adults quitting smoking—4 mg/pouch only.
- **Evidence is limited:** Authorization does not mean strong real-world evidence of effectiveness as a cessation tool.
- **Online access is easy:** Unregulated higher-dose pouches in candy and fruit flavours are easily found online.
- **Youth use is emerging:** About 5% of Canadian youth and 9.1% of young adults reported ever use in 2024.
- **Oral health relevance:** Pouches sit directly against gingiva and mucosa where concentrated nicotine and localized irritation may matter clinically.

Chairside check: pouches

- **Ask specifically:** "Do you use nicotine pouches? Where do you usually place them?"
- **Record details:** Brand (it should be Zonnic, but as noted, online access is easy), nicotine strength, pouches per day, minutes per pouch, duration of youth, and purchase location.
- **Examine the site:** Look for wrinkling, white or keratotic change, erythema, soreness, ulceration, dry mouth, gingival inflammation, or localized recession.
- **Connect findings to behaviour:** "This change is right where the pouch sits. Would you be open to talking about options?"
- **Escalate when needed:** Reassess after discontinuation; refer or biopsy persistent, suspicious, or unexplained lesions.

Bottom line: Pouches may reduce exposure to combustion-related toxins compared with smoking, but they are not risk-free. For dental teams, the practical response is simple: ask, inspect, document, advise and connect.

Cessation supports at a glance

Manitoba has a few different cessation programs, each suited to where a patient is at, whether they're ready to set a quit date or just want to talk to someone. Here's a quick way to match a patient's needs to the right resource.

If the patient...	Consider...	Access
Is ready to set a quit date	Quit Smoking with Your Manitoba Pharmacist quitsmokingmb.ca For Manitobans 18+ who smoke cigarettes. Includes up to nine counselling sessions and a \$100 NRT subsidy.	No referral needed; quit date required. Enrollment open until March 31, 2027; continuation not confirmed.
Needs help covering NRT costs	Manitoba Tobacco Quit Card & Counselling sharedhealthmb.ca/TQCC For low-income Manitobans 18+ who smoke or vape, lack other NRT coverage, and are ready to quit or reduce within 30 days.	Referral through a <i>My Health Team</i> provider; dental offices cannot refer directly. Counselling may still be available if Quit Card criteria are not met.
Wants phone, text, or online support	Smokers' Helpline smokershelpline.ca For anyone wanting help with smoking or other nicotine products. Call 1-877-513-5333 or text iQUIT to 123456.	Both delivered by the Canadian Cancer Society. Scheduled to discontinue March 31, 2027; no replacement confirmed.
Would benefit from culturally tailored support	Talk Tobacco talktobacco.ca For First Nations, Inuit and Métis people seeking support to quit vaping or commercial tobacco use. Call 1-833-998-8255 or text CHANGE to 123456.	
Wants structure, planning, and group support	Commit to Quit wrha.mb.ca/groups/commit-to-quit/ Five-session live online program for reducing or quitting tobacco or nicotine. Call 1-877-979-9355 or email wellness@ierha.ca to register.	2026 starts: September 21, October 20, and November 12.
Needs a low-commitment starting point	Packing It In wrha.mb.ca/groups/packing-it-in/ Single-session introduction to stopping and staying quit; can lead into <i>Commit to Quit</i> . Call 204-938-5536 to register or view online.	2026 sessions: September 16 and November 18.

Note: NRT - Nicotine Replacement Therapy

Resources for you

Training, tools and resources for dental professionals who want to strengthen tobacco, vaping and nicotine conversations.

- **CAMH TEACH** offers tobacco and nicotine intervention training for health-care providers, including *Fundamentals of Tobacco Interventions for Dental Professionals*. Learn more at teach.camh.ca.
- **BC Tobacco Use Disorder Guideline** provides current Canadian clinical guidance on screening, brief intervention, motivational interviewing, vaping and treatment options. Visit gov.bc.ca and search “Tobacco Use Disorder guideline.”
- **Quitline referral resources for oral health professionals** offer practical tools for integrating brief advice and referrals to cessation counselling into dental practice. Visit naquitline.org and search “oral health.”



Motivation Meters: A simple tool for starting the conversation

These simple handheld tools help patients identify their own reasons for change, from health, to finances, to social reasons or the environment. Smoke-Free and Vape-Free versions are available at no cost for Manitoba dental practices through mantrainsc.ca.

Before you go: two quick asks

Your input helps MANTRA advocate for better resources, identify gaps, and strengthen supports for dental professionals across Manitoba.

1. Tell us what you need

We ask this of all professionals because it helps us understand what you need and where MANTRA should advocate for new resources or research to find the best resources for you.

Have five minutes? Scan the QR code to answer a few quick questions.



2. Help us find an oral health representative for our Board of Directors

MANTRA has long benefited from having a dental professional voice on our Board of Directors. We now have a vacancy for the next two-year term beginning September 2026, and self-nominations are welcome.

The commitment is modest: five evening meetings per year, mostly virtual, the AGM and occasional consultation with the Executive Director as needed.

Learn more

Contact Cynthia Carr at executivedirector@mantrainsc.ca or visit mantrainsc.ca.

Have a question, looking for more resources, or would like to request Motivation Meters for your practice? Please reach out.

Visit mantrainsc.ca or email Cynthia Carr directly at executivedirector@mantrainsc.ca.

MANTRA



Three years. Three wins. **One clear leader.**

**CDSPI Segregated Fund Family rated #1 in Performance
for the third consecutive year***

- May include creditor protection**
- Expert advice from salaried CERTIFIED FINANCIAL PLANNER® professionals at CDSPI Advisory Services Inc.
- Low fees on a diverse range of funds

Created by dentists, CDSPI is a not-for-profit that helps
you protect what's important and grow your wealth.

Contact an advisor



1.800.561.9401
cdspi.com/investments

* Joel Kranc, A golden year for seg funds, April 8, 2026, Investment Executive. Past performance is not indicative of future results.

** Segregated funds are governed under life insurance regulations and when there is a preferred beneficiary named may provide protection from creditors.

04/26



TOOTH FAIRY SATURDAY!

A HUGE THANK YOU
to our amazing
volunteers!

♥ Smiles, fun & a little bit of magic! ♥



PROUDLY SPONSORED BY

Scotiabank.
Healthcare+

Creating **healthy smiles**, one little smile at a time.

Pacific Dental Conference

save
these
Dates!

March 4-6, 2027

Join us in
Vancouver, Canada

- A varied selection of open sessions and hands-on workshops to support your continuing professional development
- Lunch and reception beverages while you explore the over 300 exhibiting companies (Thurs/Fri)
- Reserve your hotel through the PDC website and take advantage of our exclusive rates
- Fantastic shopping, beautiful seawall access within blocks of your hotel, and great spring skiing, golfing and cycling

Online registration opens October 15th, 2026 at...

pacificdentalconference.com

Featured Speakers



Nate Lawson
Clinical



Lois Banta
Communication

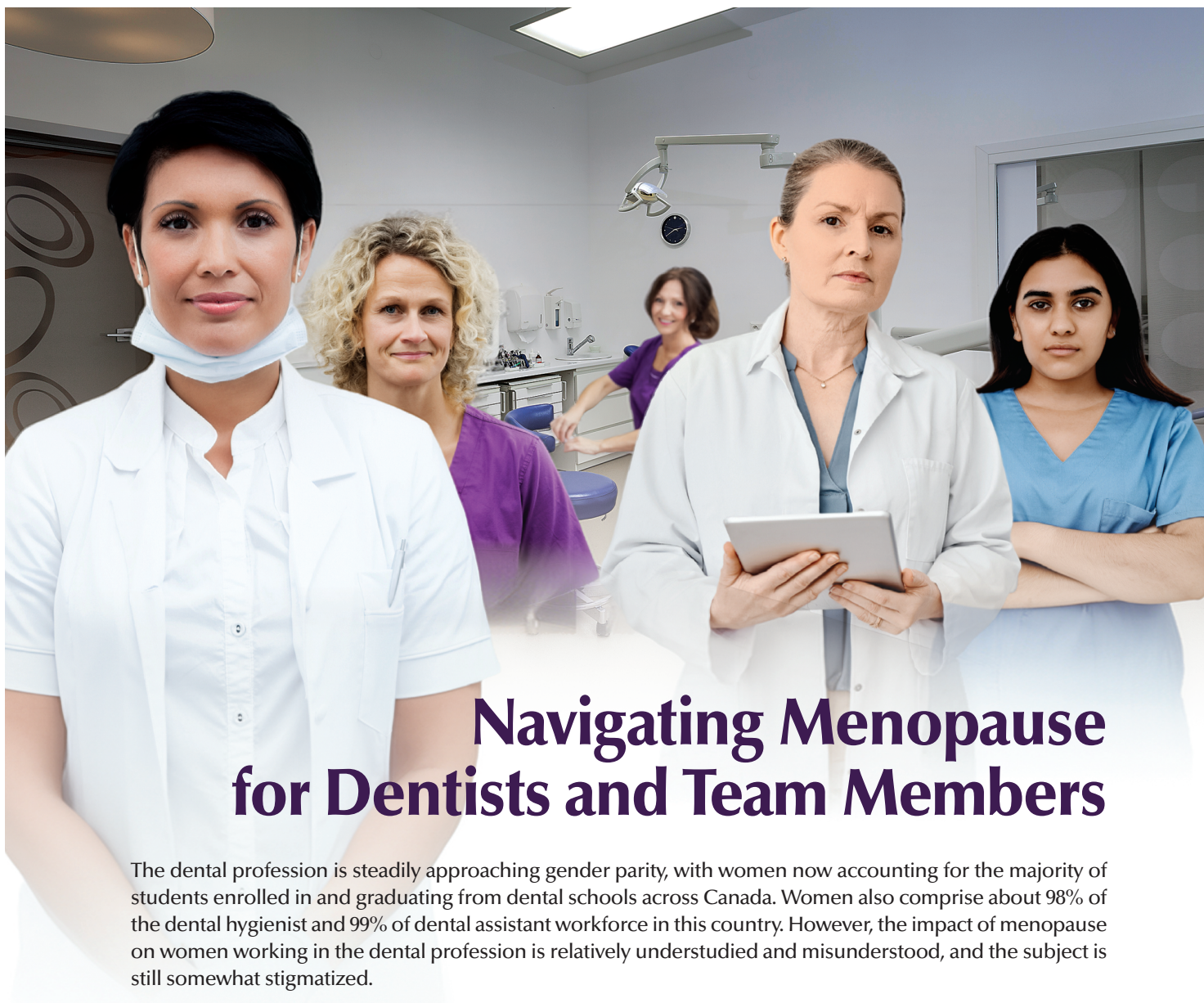


Kevin Henry
Teamwork



David Galler
Wellness





Navigating Menopause for Dentists and Team Members

The dental profession is steadily approaching gender parity, with women now accounting for the majority of students enrolled in and graduating from dental schools across Canada. Women also comprise about 98% of the dental hygienist and 99% of dental assistant workforce in this country. However, the impact of menopause on women working in the dental profession is relatively understudied and misunderstood, and the subject is still somewhat stigmatized.

This article aims to raise awareness in the dental community about the realities menopausal women encounter in the workplace and to provide dentists and dental team members with ways to support their colleagues during this stage of life.

Women's lives are marked by many physiological milestones. Hormonal changes can have a major impact on body and soul, and menopause is one of these natural phases. As women transition through this biological process, they may experience physical and emotional changes that can impact various aspects of their lives, including their professional life.

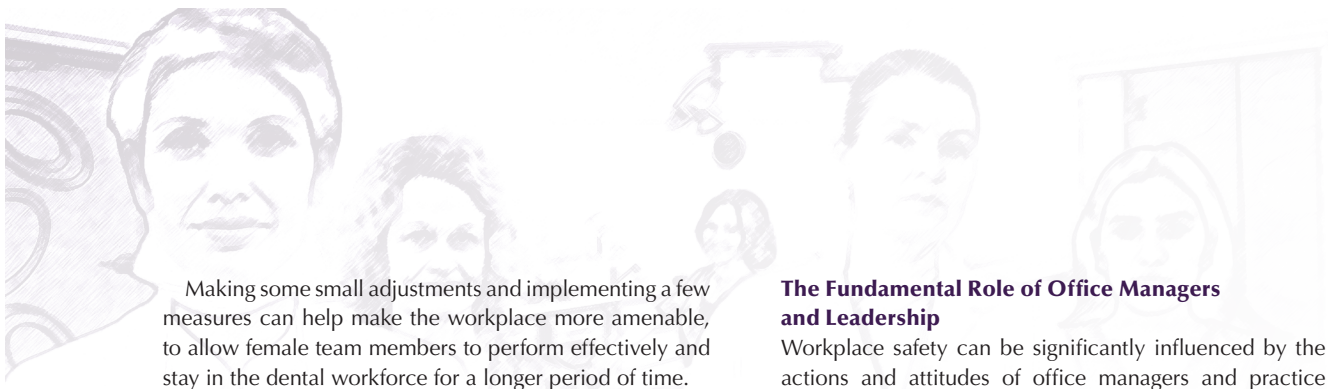
A range of symptoms may appear in menopause, such as excessive perspiration, irritability, weight fluctuation, fatigue, difficulty falling asleep, hot flashes, mood swings or low morale. A better understanding of these factors can help women handle them more effectively, and to arm themselves with coping mechanisms to accompany them through these changes.



Female dentists and team members at the dental office are not exempt from the physical and emotional changes associated with this life transition.

Female dentists and team members at the dental office are not exempt from the physical and emotional changes associated with this life transition. Creating a supportive and empathetic environment at the dental office for those going through menopause is crucial for ensuring their well-being and maintaining a positive workplace culture.

This article originally appeared in CDA Essentials, Issue 3, 2026, p. 29-31. This article is reprinted with permission from the Canadian Dental Association.



Making some small adjustments and implementing a few measures can help make the workplace more amenable, to allow female team members to perform effectively and stay in the dental workforce for a longer period of time.



Menopausal symptoms can vary widely among women and what truly transforms a workplace culture is the presence of psychological safety.

Education, Communication and Culture

Although menopause is a natural part of a woman's life, it is sometimes considered a taboo subject to talk about. Providing education about menopause for both men and women in the dental office can enhance understanding and empathy. Training programs or workshops can cover the specific challenges that female dentists may face during menopause, including how these symptoms might impact their performance at work. Educating the entire dental team ensures a better understanding of the unique needs of female dentists during this life transition.

Fostering open communication about menopause helps to break down the stigma surrounding it. By normalizing such discussions, women may feel more comfortable sharing their experiences and needs with colleagues and supervisors. Creating a culture that acknowledges menopause as a natural part of life helps dispel myths and fosters a supportive atmosphere.

"Menopause is an inevitable milestone that every woman will experience. It unfolds in midlife, whether she is at the peak of her career or stepping into a new chapter. And she navigates while she continues to lead, create, care, and contribute," says Dr. Seema Agarwal, associate dentist at Dentistry at the Mill in Brampton, Ontario, and an emerging speaker about researching the effects of menopause on the oral cavity.

Menopausal symptoms can vary widely among women and what truly transforms a workplace culture is the presence of psychological safety—spaces where women feel heard without judgment and supported without pressure to disclose more than they wish.

"A safe space is not necessarily having a formal staff meeting on the subject of menopause," says Dr. Agarwal. "It's knowing that if someone needs to say, 'I didn't sleep at all last night,' or 'I'm not myself this week,' it will be received by the dentist and colleagues with understanding, not skepticism." A workplace culture of attentiveness, where colleagues notice changes and respond with empathy, strengthens the entire team.

The Fundamental Role of Office Managers and Leadership

Workplace safety can be significantly influenced by the actions and attitudes of office managers and practice leaders. Policies alone are not enough; tone and responsiveness also have an impact. Office managers are fundamental to this process, as they are often the first to notice subtle changes in a team member's scheduling needs, energy or stress levels. Their initial response to these variations can either create a sense of safety or lead to silence.

"When a manager says, 'Let's see how we can adjust this,' instead of 'This is just how it is,' it can have a profound effect," says Dr. Agarwal.

Office managers can make some practical adjustments such as offering shift flexibility, temperature control, uniform alternatives, and private break spaces. These can also help foster a feeling of trust among the dental team. "Knowing that your leadership sees you as a whole person, not just a part of the dental team, helps to create loyalty and longevity," adds Dr. Agarwal.

By cultivating respectful dialogue, encouraging peer support, and modeling empathy, managers help ensure that discussions about menopause can take place with dignity.



Creating a culture that acknowledges menopause as a natural part of life helps dispel myths and fosters a supportive atmosphere.

Workplace Adjustments That Matter

Menopausal symptoms can vary widely. Hot flashes are not merely uncomfortable because of the heat sensation; they can sometimes cause significant perspiration. For dental professionals working in close proximity to patients and colleagues, this can lead to self-consciousness and anxiety about body odour.

Insomnia is another common symptom of menopause. Poor sleep can impair concentration, increase irritability, and reduce resilience. Women frequently open up to each other about feelings of low mood, and at times, episodes of having a panic attack.

Flexible work arrangements, such as adjusted schedules, later start times after sleepless nights, or shift modifications, can provide meaningful relief, if these are operationally feasible.

Team uniform design is another consideration. Ones that are lightweight and made of breathable fabrics may offer greater comfort to your team members. Providing

alternatives to trousers and reconsidering white uniforms during unpredictable perimenopausal cycles can reduce unnecessary stress.

Office climate and environmental adjustments such as improved ventilation, access to fans or air conditioning, and private spaces for short restorative breaks significantly enhance comfort.

Changes to Implement in Your Dental Practice to Help Team Members Navigate Menopause



Magnifying glass at medication stations



No-interruption zones for medication areas



Visual and written checklists



Morning coverage review meetings



Detailed cupboard organization



Individual desk fans



Cooling cloths in the fridge



Hydration reminder signs



Hygiene products in washroom



Warm lighting in staff room



Blue-light filters and anti-glare screens



Reset zone near a window



Shoe allowance in uniform budget



Digital task lists per appointment

The Importance of “Building Your Village”

“A professional woman wears many hats. Beyond being clinicians, mothers, daughters, wives, many are business owners,” says Dr. Agarwal. “Just as we are experts of the oral cavity and yet we continue to take CE courses to stay current clinically, there are other courses and experts in related fields that can help support women team members through menopause. Be sure to build that village as well.”

She shares a significant realization about the importance of having a village after an unexpected foot surgery: “I came to understand then that just as I depended on crutches for physical aid, there were occasions when I needed comparable support systems in my life,” she says.

Dr. Agarwal’s personal “physiology village” now includes a multidisciplinary support team. Sleep, balanced nutrition, exercise, yoga, meditation and breathwork are central to her resilience.

“Parts of me are the same and parts of me are very different. Therefore, things have changed. But a book with only one chapter repeated over and over would be very boring. Menopause should not be seen as a decline; rather it is an evolution,” says Dr. Agarwal.

Many women today are balancing menopause with active parenting and caregiving responsibilities. Formal and informal support helps determine whether women recalibrate or withdraw.

A workplace that fosters understanding and openness must always be balanced with respect for individual choice. How much a woman team member reveals are part of how she is handling her menopause journey. Some women find such open dialogue liberating while others prefer discretion. A supportive workplace allows for both.

Prioritizing the health and wellness of female dentists and team members strengthens the profession. By fostering safe spaces, encouraging open yet respectful dialogue, empowering office managers, supporting women’s peer groups, and promoting the intentional building of personal “physiology villages,” dental workplaces can ensure that experienced professionals remain engaged, confident and valued. ✦



Dr. Seema Agarwal,
is associate dentist at
Dentistry at the Mill
in Brampton, Ontario.



yourmouthandmore.com



[yourmouthandmore](https://www.instagram.com/yourmouthandmore)



Manitoba
Dental
Foundation

The Manitoba Dental Foundation
announces the
2027 ALL-DENTIST MUSICAL!

A CO-PRODUCTION WITH

**MINUS
FORTY**
THEATRE



DISASTER!

A 70s DISASTER MOVIE...MUSICAL!

★
**BRING YOUR
DENTIST
FRIENDS!**
NEW FACES ARE
ALWAYS WELCOME!

**NO EXPERIENCE
necessary!**



AUDITION DETAILS

For all audition details
please visit:

www.minusfortytheatre.ca



SHOW DATES

MAY 12 – 16, 2027



**PERFORMANCES AT
THÉÂTRE
CERCLE MOLIERE**

Questions?

CONTACT BONNIE ANTEL
bonnieantel@me.com



Love to sing? Love to perform?

★ **WE'D LOVE TO SEE YOU THERE!** ★

Bring your dentist friends and audition together!

Building Trust in Oral Healthcare

Listening, Learning, and Providing Care in Indigenous Communities



By Grace Willmer
*Administrator of Communications
and Public Events, MDA*

A

young boy sat nervously in the dental chair. He was only three or four years old and needed extensive treatment. Like many children, he was frightened.

With patience, encouragement and a few games to ease his fears, Dr. Scott Leckie helped him through the appointment.

Years later, that same little boy returned — not as a patient, but as a source of reassurance for other children. He would hold their hands and repeat the same words of encouragement that had once been given to him.

“He was their safety blanket,” Dr. Leckie recalled. “He knew what they were going through, and he wanted to make sure they knew they weren’t alone.”

Today, a picture of the boy sits on Dr. Leckie’s desk — a reminder of the lasting impact a moment of compassion can have.

Stories like this remind us that dentistry is about far more than restoring teeth. Oral healthcare is built on relationships grounded in trust, compassion and respect.

As the Manitoba Dental Association recognizes through its Reconciliation Strategy and Action Plan, reconciliation is an ongoing commitment. It calls on healthcare professionals to build meaningful relationships with First Nations, Inuit and Métis peoples through cultural humility, mutual respect and equitable access to care. While reconciliation can involve broad initiatives and systemic change, it also takes shape in everyday interactions: listening before speaking, seeking to understand a patient's experiences, and creating spaces where people feel safe, valued and heard. It means walking alongside the communities we serve, continuing to listen, learn and adapt along the way.

Across decades of providing care in northern Manitoba, several dentists described remarkably similar experiences. While each story is unique, a common message emerged: trust is not assumed — it is earned. And when trust is built, it has the power to influence not only oral health, but relationships that can span generations.

Meeting People Where They Are

For Dr. Karen Sedor, who grew up in Thompson and has spent much of her career providing care in northern communities, earning that trust often comes down to something practical: meeting people where they are.

That can mean arranging an interpreter for an Elder whose first language is not English, being flexible when transportation or childcare becomes a barrier, or simply taking the time to explain what is happening and why. "I never place blame," she said. "It's not my place to judge."

Rather than entering a community with assumptions about what patients should be doing, Dr. Sedor looks at what is realistic within their circumstances and works from there.

When discussing diet, for example, she considers limited shopping options and household budgets before suggesting small, achievable changes. "What can we tweak?" she asks.

That approach recognizes that oral health advice is most useful when it takes into account the realities of a patient's everyday life. Dr. Sedor has also found that taking the time to explain disease and treatment — showing patients their X-rays, answering questions and providing the same depth of information she would offer anywhere else — helps strengthen the relationship between patient and provider. "I'll explain everything. Ask me anything," she said.

Dr. Christina Attallah, whose experience providing care in northern communities spans over 25 years, described a similar philosophy. She believes culturally respectful care starts with acknowledging the individuality of each person sitting in the dental chair.

"Every patient who comes to the office has a unique life journey," she said, "and they bring with them their own experiences, priorities, fears, and circumstances."

Dr. Attallah views part of her role is to educate, listen and offer treatment options while respecting a patient's autonomy. "I listen carefully to each patient's concerns and preferences so together we find the right path forward."

She emphasized that, "trust is built when we truly listen, show empathy, and meet the patient where they are — beyond just delivering treatment." It's about creating a space where their voice matters, inviting partnership with kindness.

Sometimes that means slowing down an appointment. For example, if a frightened patient hesitates at the doorway, Dr. Attallah meets them there to honour their feelings and build trust, before they sit in the

dental chair. For children who need a little extra support, calmly explaining what will happen next in small manageable steps, and using a gentle "tell, show, do" approach before proceeding, helps the child feel more in control and reduces fear.

"Trust is built when we truly listen, show empathy, and meet the patient where they are — beyond just delivering treatment."

The details differ from patient to patient, but the principle remains the same: care begins with the person, not the procedure.

Relationships That Last

The importance of those relationships becomes particularly visible over time.

Dr. Sedor remembers standing in line at a Tim Hortons in The Pas when a young man tapped her on the shoulder. He recognized her as the dentist who had worked in South Indian Lake years earlier and asked her to come back.

The last time she had seen him, he had been about nine years old. The encounter was simple, but it stayed with her. "To know you're making a difference" was deeply meaningful, she recalled.

CONTINUING THE PATH FORWARD

Dr. Sedor's experience echoes Dr. Leckie's story of the young boy whose photograph now sits in his office. In both cases, the impact of care became apparent years later, not through a chart or treatment plan, but through a relationship that had been remembered.

Over time, relationships built on trust can also support broader efforts to improve oral health.

Dr. Leckie has seen childhood decay decline over his 35 years of travelling north, something he attributes to sustained communication with families, schools and communities.

Dr. Sedor has seen encouraging changes as well through her more recent work alongside dental therapists and school-based programs, including fewer young children arriving with extensive decay in their teeth.

Still, these dentists see room for continued progress.

Dr. Sedor would like to see greater emphasis on prevention, including school brushing initiatives, improved access to fluoride in drinking water, and oral health education led by Indigenous people themselves. She also emphasized the importance of encouraging Indigenous youth to pursue careers in dentistry and other healthcare professions.

Dr. Leckie pointed to the need for continued early-childhood education and improvements to the Non-Insured Health Benefits program, as well as greater awareness among dental professionals of how that program has evolved. He believes reducing barriers for providers could encourage more dental teams to serve communities where access remains limited.

Dr. Attallah emphasized the value of mentorship and firsthand experience as positive factors to encourage dentists to work in Indigenous communities in Northern Manitoba.

Their experiences show that there is no single formula for providing care in Indigenous communities. Each community, patient and situation is different. What matters across those differences is being willing to listen, communicate without judgment and recognize that there is always more for a provider to learn.

Trust is built slowly through consistency, respect and the everyday moments when patients feel heard and cared for.

Perhaps that is one of the most important lessons reconciliation asks healthcare professionals to carry forward: meaningful change does not begin with having all the answers.

It begins with showing up, listening and being willing to learn.



10th ANNUAL

ORAL CANCER SCREENING DAY

EARLY DETECTION CAN SAVE LIVES



*Be Aware.
Make a Difference.*



SCREEN
FOR CHANGE



SUPPORT
OUR COMMUNITY



SAVE
LIVES

OCTOBER 17th

Garden City Shopping Centre



**VOLUNTEERS
NEEDED!**

SCAN THE QR CODE
TO REGISTER



VOLUNTEER ROLES
MORE INFORMATION HERE
SCAN THE QR CODE



Manitoba
Dental
Association

IN PARTNERSHIP WITH



Manitoba
Dental
Association

MDA Supply Hub

Buying power for member savings

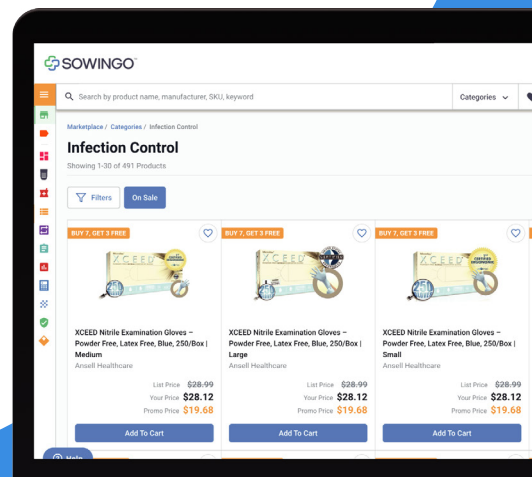
Powered by SOWINGO

Another Member Benefit: the MDA Supply Hub

- ✓ Completely free to join
- ✓ Over 12 trusted suppliers and 300 manufacturers
- ✓ Price comparison shopping
- ✓ Exclusive promotions, discounts, and sales
- ✓ No grey market products, ever



Scan the QR code to sign up
sowingo.com/mda



Obituaries

The Manitoba Dental Association wishes to honour and remember the following members of our dental community:

Harold Diamond 1935 — 2026



Harold Diamond passed away at the age of 90 on May 12, 2026, at the Simkin Centre in Winnipeg, Manitoba.

Born in Winnipeg in 1935, Harold spent his childhood in Fort William, Ontario. He attended the University of Manitoba, earning a Bachelor of Arts in Political Science before graduating from the Faculty of Dentistry in 1963.

Harold established a successful dental practice in Windsor Park and became a respected leader in Manitoba dentistry. He served as President of the Winnipeg Dental Society in 1975–76 and later as President of the Manitoba Dental Association. During his tenure as MDA President in 1980, he advocated for improved access to dental services in rural Manitoba.

During his university years, Harold met the love of his life, Paula Roseman. They married on August 4, 1960, and built a life filled with love, family, and adventure. Their daughter Maureen was born in 1964, followed by their son John in 1967. Harold was deeply devoted to his family, especially Paula. He was an exceptional student with a brilliant mind, a champion chess player, and a lifelong lover of politics, history, music, and learning. Later in life, he became an accomplished bridge player and was known for his warm smile and generous spirit. A devoted husband, loving father and grandfather, cherished uncle, colleague, mentor, and friend, Harold was deeply loved and will be profoundly missed. He is survived by his wife, Paula Diamond; daughter Maureen Diamond (Andrew Marquess); son John Diamond (Heather Diamond); and grandchildren Samantha, Daniel, Benjamin, Matthew, Alex, and Jake. Donations may be made to the Harold and Paula Diamond Fund at the Jewish Foundation of Manitoba.

Edward Stanley Debeuckelaere 1944 — 2026



It is with great sadness that we announce the passing of Ed Debeuckelaere, aged 81, on January 23, 2026, at St. Boniface Hospital in Winnipeg.

Ed will be lovingly remembered by his wife of 57 years, Veldine; children Sean (Darcy), Tricia, and Jay (Sarah); grandchildren Kolby and Vaughn; and extended family and friends. He was predeceased by his parents, Gerard and Yvonne Debeuckelaere, and sister Donna.

Ed grew up in Ste. Rose du Lac before moving to Winnipeg to attend Red River College, where he completed the Autobody and Collision Repair program in 1963. After working in the industry, he joined Red River College in 1973 as an instructor and spent 31 years mentoring young technicians. He was highly respected and valued the many friendships he made throughout his career.

Ed and Veldine moved to Warren in 1975, where they raised their family and became deeply involved in the community. Ed enjoyed curling, scouting, the Warren Hall Board, Warren United Church, and operating a small autobody and towing business. He loved the outdoors, winter camping, summers at Spruce Sands, travelling, and winter getaways to Puerto Vallarta. Above all, Ed was devoted to his family, friends, and community. He had a heart of gold and will be dearly missed. A Celebration of Life will be held June 6, 2026, at Warren United Church, with lunch to follow. Cremation has taken place, with private family interment at a later date.

In lieu of flowers, donations may be made to Warren United Church or a charity of your choice.

Frank Earnest Short

1935 — 2026



Frank Earnest Short in Victoria, British Columbia passed away on August 1, 2026. Frank, born on April 24, 1935, shared life alongside family, friends, and others. Leave a sympathy message to the family in the guestbook on this memorial page of Frank Earnest Short to show support.

Frank will be remembered for the impact he had on the lives of those around him. Friends, family, and colleagues will cherish their memories and the time shared. Those who knew Frank will remember moments of kindness, warmth, and presence. Though words cannot fully capture his life, the legacy of connections and experiences remains. Frank's absence will be deeply felt by those who valued his companionship.

He was predeceased by: his parents, Eva Short and Sam Short; and his grandson Jesse Short-Gershman. He is survived by: his wife Doreen; his children, Howard (Heather) and Erin; his grandchildren, Hannah and Chandler; and his great grandchildren, Triniti and Journi Callender. He is also survived by many extended family, friends.

In lieu of flowers, donations may be made to BuddyCheckForJesse a Canadian Charity Organization for Jesse Short-Gershman buddycheckforjesse.com.

Dr. Arnold Kapitz

1940 — 2026



Dr. Arnold Kapitz was a beloved husband, father, grandfather, dentist, and friend whose warmth, optimism, and genuine interest in others touched countless lives. Born and raised in Winnipeg, Arny remained deeply connected to the city and the many friendships he formed throughout his life.

Arny enjoyed a remarkable 52-year career in dentistry and was deeply loved by his staff and patients, many of whom remained friends long after they left his practice. He was also a passionate golfer, tennis player, traveller, music and arts lover, and an avid sports fan.

In 1962, Arny met the love of his life, Doreen. Their 63 years together were filled with love, laughter, family, friendship, and adventure. Together they raised their daughters, Sheryl (Aaron) and Francie (Alan), and cherished their grandchildren, Ben, Sarah, Hannah, and Laura.

Above all, Arny will be remembered for the way he made people feel. He listened, connected, welcomed, and made everyone feel valued. His infectious smile, love of life, and remarkable ability to bring people together will be deeply missed and forever remembered.



EXCLUSIVE OFFER FOR MB DENTAL ASSOCIATION MEMBERS

Calm Air is delighted to offer a 55% discount on flights within Manitoba and Nunavut.

HOW TO BOOK: Contact our Corporate Travel Team at **1-800-839-2256 (option #3)** or email us at corporatetravel@calmair.com.

Use account number **700082** when booking.

FOR FLIGHT AVAILABILITY, VISIT CALMAIR.COM

