

3

WINTER SYMPOSIUM

SATURDAY
JANUARY 17
2026 NANAIMO

7
CE
CREDIT
HOURS



FEATURING

This year's symposium offers a diverse range of topics focused on advancing patient care, practice management, and clinical excellence. Sessions will explore enhancing the patient experience, financial strategies for a healthy practice, and key updates in infection control.

Attendees will also gain insights into managing complex endodontic cases, navigating dentistry's digital future, innovations in lab materials, the diagnostic power of saliva, full-arch implant solutions, and emerging trends in periodontal and implant therapy.

Vancouver Island
DENTAL SPECIALISTS

ADVANCED
CLINICAL EDUCATION

REGISTRATION

3 WINTER SYMPOSIUM



REGISTRATION FEES

*GST included

Prior to October 10th

Dentists, Denturists	\$157. ⁵⁰
Lab Technician	\$157. ⁵⁰
Hygienists	\$141. ⁷⁵
CDAs + Admin	\$131. ²⁵

After October 10th

Dentists, Denturists	\$210. ⁰⁰
Lab Tech's	\$210. ⁰⁰
Hygienists	\$178. ⁵⁰
CDAs + Admin	\$157. ⁵⁰

PAYMENT OPTIONS

Cheque payable to VI Dental Specialists
or etransfer to stacey@videntalspecialists.com

REGISTER

Email stacey@videntalspecialists.com
or call: 250-824-1724

DATE

Saturday, January 17th - 2026

LOCATION

Vancouver Island Conference Centre
101 Gordon St, Nanaimo, BC V9R 5J8
<https://viconference.com>

SPONSORS

3 WINTER SYMPOSIUM



1st TIER SPONSORS



2nd TIER SPONSORS



RBC
Healthcare



Garfield Refining
Precious Metals Since 1892

R.W. (Bob) Wall Ltd.
One Name - Zero Hassle

Vancouver Island
DENTAL SPECIALISTS



250-824-1724
VIDentalSpecialists.com

#102-6545 Portsmouth Road
Nanaimo, BC V9V 1A3

OUR MODERATORS

Dr. Mark Olesen [\[good cop\]](#) and Dr. Brahm Miller [\[bad cop\]](#) are not just here to keep us on time –they will help you navigate the day, welcome our speakers, and are likely to stir things up in the Q&A with their (and your) thoughts and questions.

8:00AM – 8:30AM	REGISTRATION (coffee/tea/muffins)
8:30AM – 8:40AM	Welcome and review the day with Dr. Sonia Leziy
8:40AM – 9:15AM	James Cowherd Bridging the Hospitality Gap
9:15AM – 9:25AM	Q&A
9:30AM – 9:55AM	MNP-LLP Turner Popoff and Traci Pogson The Dental Practice Wellness Plan – Everyday Financial Considerations for a Healthy Practice
9:55AM – 10:05AM	Q&A
10:05AM – 10:25AM	COFFEE BREAK
10:30AM – 10:55AM	Kim Stonehouse Improving Infection Control in the Office; Things you may have forgotten
10:55AM – 11:05AM	Q&A
11:10AM – 12:00PM	Jesse Miller (Keynote speaker) Evaluating the Online Dental Experience: Social Media Communications, Artificial Intelligence, and Digital Presence in 2026
12:00PM – 12:10PM	Q&A
12:10PM – 1:00PM	LUNCH
1:05PM – 1:30PM	Dr. Deb Szabo Beyond Routine: Endodontic Challenges in Trauma and Complex Pathology
1:30PM – 1:40PM	Q&A
1:45PM – 2:10PM	Protec Dental Laboratory (Brent Stapleton & Kevin Lee) What's New in Lab Materials?
2:10PM – 2:20PM	Q&A
2:25PM – 2:50PM	Penny Hatzimanolakis The Spit-tacular Predictor; Saliva
2:50PM – 3:00PM	Q&A
3:05PM – 3:30PM	Dr. Nathan Cain Full-Arch Implant-Supported Prosthetic Treatment Options: A Comprehensive Guide for Dental Teams
3:30PM – 3:40PM	Q&A
3:45PM – 4:15PM	Dr. Sonia Leziy – Dr. Mathieu Nault – VIDS Hygiene team (Krista & Shannon) Did You Know...? Innovations in Periodontal and Implant Therapy That Are – or Should Be – Changing the Way We Treat Our Patients
4:15PM – 4:25PM	Q&A followed by closing remarks
4:25PM – 5:15PM	MINGLE – wine/beer and cheese – raffle/prize draws

PRACTICE MANAGEMENT
JAMES COWHERD

Bridging the Hospitality Gap



“LEADING WITH HOSPITALITY IN YOUR DENTAL PRACTICE”

This course explores the core principles of Unreasonable Hospitality and its transformative impact on your dental practice. We will discover how to create meaningful, memorable connections with patients while fostering a deep sense of trust and value.

This program will explore 7 pillars that will take your dental practice from transactional to transformational.

By the end of this course, participants will:

- Understand the principles of Unreasonable Hospitality and its impact on patient relationships.
- Develop a hospitality-driven mindset that enhances trust and loyalty.
- Learn practical strategies to create memorable patient experiences.
- Build a culture of service excellence within their team.

James Cowherd began his professional journey in the United States Air Force as a dental assistant and hygienist. He founded his own audio-visual company, Aesthetic Visual Solutions (AVS), where he worked closely with internationally recognized clinicians, playing a key role in developing the 3:1 ratio format that has since become the gold standard for dental lecturers worldwide. Under Jame's leadership, AVS grew into the premier AV company serving the dental industry, providing cutting-edge support to nearly every major dental meeting in the United States. In 2024,

James shifted his focus to teaching and speaking on the power of hospitality as a transformative force in business. Today, as a certified Unreasonable Hospitality Coach, he inspires organizations to create extraordinary experiences that leave lasting impact.

FINANCIAL MANAGEMENT THE DENTAL PRACTICE WELLNESS PLAN



Traci Pogson CDA

EVERYDAY FINANCIAL CONSIDERATIONS FOR A HEALTHY PRACTICE

MNP



Turner Popoff CDA

TURNER POPOFF
TRACI POGSON

Running a successful dental practice takes more than clinical expertise—it requires a proactive, balanced approach to the business side of dentistry.

Our presentation explores how to create and maintain a financially “healthy” practice through: adopting the right technology, building a clear financial roadmap, investing in your team, and improving operational efficiencies and planning. We’ll also examine how benchmarking against industry standards can reveal opportunities for growth and stability.

Attendees will leave with practical strategies to strengthen profitability, streamline operations, and ensure long-term success.

TURNER POPOFF CPA

Turner Popoff, CPA, is a member of MNP's Professional Services team in Nanaimo. He builds strong relationships with his clients, delivering practical, timely advice based on a comprehensive picture of their needs and goals, to help them meet their financial goals with peace of mind.

Turner works one-on-one with professionals, including dentists, dental specialists, doctors, and lawyers; as well as with other owner managed businesses and not-for-profit organizations.

His services include tax and estate planning, creative and strategic planning to meet business and personal goals; business compliance and reporting, including compilations and review engagements; and personal and corporate tax filings.

TRACI POGSON CPA

Traci Pogson, CPA, CA, is a Partner with MNP's Professionals Services team on Vancouver Island. Based in Nanaimo, Traci works with professionals, such as doctors, lawyers, dentists and engineers, along with owner-managed businesses to deliver advice and solutions tailored to their unique challenges and objectives.

Her services include personal and corporate tax filings, financial statements, incorporation and strategic tax planning to minimize exposure.

Traci received a diploma in Financial Management from the British Columbia Institute of Technology in 2000 and went on to earn a Bachelor of Arts degree with a business focus from Vancouver Island University. She is a Chartered Professional Accountant (CPA) and Chartered Accountant (CA), qualifying in 2004.



INFECTION MANAGEMENT

KIM
STONEHOUSE*Instructor Certified Dental Assisting*IMPROVING INFECTION CONTROL IN THE OFFICE:
THINGS YOU MAY HAVE FORGOTTEN

Infection control is the cornerstone of safe patient care, yet even the most diligent offices can overlook critical details. This refresher addresses often-forgotten elements that contribute to lapses in protocol, ensuring both patient and staff safety remain top priorities.

KEY AREAS OF FOCUS

- Disinfectant Contact Time
- Sterilization Pouches and Wet Bags
- Saliva Ejectors and Backflow Risk
- Waterline Testing and Shock Treatments
- PPE and Hand Hygiene
- Personal Items: Apple watches, Jewelry, False Lashes and Nails
- Hair and Personal Hygiene
- End of Day Uniform Protocol

CONCLUSION

By revisiting these frequently overlooked infection control practices, your office can reduce the risk of cross-contamination, ensure regulatory compliance, and foster a culture of safety and professionalism. Regular training, checklists, and accountability measures will help reinforce these protocols daily.

Kim Stonehouse Kim graduated with merit from Bellingham Vocational Technical College and became a Certified Dental Assistant in 1990. Her career spans general and specialty practices, including Prosthodontics, Periodontics, Oral Surgery, and Pediatrics. She earned her prosthodontic module in 1997 and OMAAP (DAANCE) certification in 2007.

Kim played a key role in establishing a pediatric general anesthetic clinic in Victoria and has been active in continuing education and a multi-disciplinary study club. In 2020, she achieved a lifelong goal by completing her Instructor's Diploma and now enjoys teaching future Certified Dental Assistants, sharing her extensive experience and passion for the profession.

KEYNOTE LECTURE

JESSE MILLER

EVALUATING THE ONLINE DENTAL EXPERIENCE

SOCIAL MEDIA COMMUNICATIONS,
ARTIFICIAL INTELLIGENCE, &
DIGITAL PRESENCE IN 2026



This lecture explores the evolving landscape of communication and reputation management in dental practice. With a focus on team education, patient engagement, and social media strategy, the session offers a practical framework for building stronger relationships, improving understanding of preferred technology uses, and maintaining a trusted online presence.

The content is tailored for dental practitioners in British Columbia, incorporating regulatory considerations and best practices for digital communications and team training.

JESSE MILLER KEYNOTE LECTURE

KEY THEMES & TOPICS

1 Patient Communications in 2026

- Building trust and loyalty through clear, empathetic communication via social media tools
- Crafting consistent messaging across phone, email, SMS, and in-person interactions
- Implementing patient education strategies that support treatment acceptance and oral health literacy

2 Team Education & Internal Communication

- Training your team for consistent messaging and tone across all patient touchpoints
- Creating a culture of communication excellence within the practice
- Empowering team members to be practice ambassadors – online and in-clinic

3 Social Media & Reputation Management

- Curating a professional, patient-friendly online presence
- Engaging meaningfully with community members and patients on platforms like Instagram, Facebook, and Google Review
- Strategies for responding to both positive and negative feedback ethically and professionally

4 Compliance & Ethics in British Columbia

- Navigating BC-specific regulations around digital marketing, reviews, and patient privacy
- Ensuring social media and website content align with governing body standards
- Understanding the limits of promotion and testimonials in a healthcare setting

CONCLUSION

Attendees will leave with a roadmap for building a reputation-driven, communication-savvy dental practice. Whether improving patient retention, training the team for better engagement, or refining social media strategies, this session expands on the conversation from the Winter Symposium in 2025 and provides tools that strengthen relationships and uphold professional standards – essential for success in 2026 and beyond.

JESSE MILLER



Jesse Miller, MA, PgDip is a recognized authority on Internet safety, social media awareness and communication trends. Jesse has been featured multiple times in the dental field as a keynote at the Pacific Dental Conference in Vancouver, a featured speaker at the American Academy of Esthetic Dentistry meeting in California, and a speaker at the American Academy of Oral & Maxillofacial Surgery meeting in Chicago.

Jesse is featured in the Seattle Study Club Business Academy teaching network and has been featured by dental companies across Canada and the USA as a professional development resource.

Jesse currently hosts an online course for the British Columbia Dental Association, routed from his lecture series supporting study clubs and conferences across North America. Jesse is a sessional lecturer at the University of Victoria and an editorial board member for the Journal of Digital Culture & Education. His approach to educating the use of social media within healthcare focuses on how mobile technology impacts patient care and the health and wellness of the workplace.

Jesse and his family live in British Columbia, Canada and enjoy time on their small hobby farm growing fruits and vegetables while enjoying the beauty of the Pacific Northwest.

ENDODONTICS

DR. DEB SZABO



BEYOND ROUTINE

Endodontic Challenges in Trauma and Complex Pathology

From dental trauma to uncommon pathology, this lecture explores the unexpected presentations that challenge endodontic workflows.

Deb Szabo graduated dental school from the University of Western Ontario in 2003. After 12 years of general practice, she pursued her endodontic specialty at UBC. She currently practices endodontics in North Vancouver at North Shore Endodontics.

LABORATORY



Brent Stapleton

PROTEC
DENTAL
LABORATORY

37 Years of Dental Expertise and Innovation



Kevin Lee

WHAT'S NEW IN LAB MATERIALS

Stay ahead of the curve with a focused look at the latest advancements in dental lab materials, tailored for the practicing clinician.

ZIRCONIA & 3D FLEXIBLE PRINTING INNOVATIONS

Learn about new zirconia materials, multi-layer, multi-strength offering superior strength, enhanced translucency, and expanded case applications. We'll also explore the new 3D-printed flexible dentures and how these developments are improving patient comfort and streamlining lab workflows.

NAVIGATING CDCP WITH CONFIDENCE

As the Canadian Dental Care Plan evolves, the spotlight is shifting toward crown and bridge work. This session outlines key considerations to help you make smart material choices that align with both clinical outcomes and the realities of public dental program requirements.

TAKEAWAYS

You'll leave equipped to optimize your restorative workflows, improve communication with your lab, and make informed material decisions in light of both innovation and CDCP requirements.

BRENT STAPLETON

- Started his career in Dental Technology with Protec in 1998, specializing in early dental scanners and software.
- In 2007 was given department Head position of Protec's inaugural CAD/CAM milling centre.
- Has contributed to and witnessed the expansion of the CADICAM department grow from 2 individuals to a flourishing team of over 30 technicians spanning multiple departments.
- Has kept current through continuous education, attending courses in CAD design, digital impressions, 3D printing, milling, implant technology, and now AI.
- Dedicated over 26 years to advancing the field of Dental Technology at Protec.

KEVIN LEE

- Over 10 years of dedicated service as a Registered Dental Technician (RDT), specializing in ceramics.
- More than 12 years of experience as the CB Lab/QC Supervisor at Protec Dental Lab, demonstrating strong leadership and technical proficiency.
- Completed over 10,000 Custom Shades throughout his career, showcasing his commitment to precision and excellence.
- Recognized as an industry expert in ceramics, possessing a profound understanding of materials and techniques.



THE SPIT-TACULAR PREDICTOR

Saliva

Saliva is emerging as a powerful, noninvasive tool for predictive and preventive dental health.

This session explores the latest salivary assays approved in Canada, demonstrates how clinicians can incorporate them into evidence-informed care pathways, and discusses the ongoing debate surrounding the classification of these tools as diagnostic versus screening.

You'll gain clarity on interpreting results, deciding when and how to deploy tests, and engaging the entire dental team in shared decisionmaking.

LEARNING OUTCOMES

By the end of this session, participants will be able to:

List current salivary tests available in Canada for oral/systemic conditions.
Interpret common salivary test results and integrate them into predictive, evidence-informed care pathways.

Debate the classification of salivary assays: Understand controversies around calling them "diagnostic" vs. "screening", and outline when to use each approach.

Penny has specialized in periodontics and prosthodontics since 1994 and joined UBC's dental faculty in 2002. Currently pursuing a doctorate in Educational Leadership, she champions evidence-informed, proactive approaches to oral-systemic health. A published author and national speaker, she serves as an advisor on multiple industry boards.

Through her centre, *Elevate Oral Health and Learning Centre*, Penny provides advanced training and inclusive, individualized care, with a strong commitment to supporting underserved communities.

TREATMENT OPTIONS

DR. NATHAN CAIN

DDS, FRCD(C)

V° VANCOUVER ISLAND DENTAL SPECIALISTS - CLINICIAN



FULL-ARCH IMPLANT-SUPPORTED PROSTHETIC TREATMENT OPTIONS

A Comprehensive Guide for Dental Teams

This presentation will provide an in-depth overview of full-arch, implant-supported prosthetic treatment options, designed for the entire dental team. We will explore the key indications for treatment, the critical aspects of planning, and the various prosthetic design choices available. The session will also cover the essential surgical and restorative workflows, with a focus on referral timing and points of collaboration for general dentists.

Special attention will be given to maintenance protocols, at-home care instructions, and identifying early signs of complications—both for patients and the dental team. We will also discuss strategies for effectively communicating treatment timelines, managing patient expectations, and ensuring smooth coordination throughout the care process.

Dr. Cain is a highly skilled prosthodontist. Originally from London, Ontario, he attended McMaster University where he graduated with a Bachelors of Science with Kinesiology. Dr. Cain then went on to obtain his Doctorate in Dental Surgery from New York University, followed by his Certificate in Prosthodontics at Montefiore Medical Center in the Bronx, New York, where he gained extensive knowledge in implant dentistry, digital dentistry, and treatment of complex dental needs. He is certified by the Royal College of Dentists of Canada as a Specialist in Prosthodontics.

Dr. Cain is passionate about dental education and had held part-time positions at the University of British Columbia. He is also a consultant for BC Children's Hospital where he works alongside a team of specialists managing treatment for cleft lip and palate treatment, as well as other complex craniofacial treatment.

In his spare time, Dr. Cain enjoys spending time with family and friends, canoeing, hiking, and building his own surfboards. Having been a frequent visitor, Dr. Cain is thrilled to call Vancouver Island his home.

The VIDS TEAM

DR. SONIA LEZIY

DDS, Dipl Perio, FCDSBC, FRCDC

KRISTA LANGILLE

DR. MATHIEU NAULT

DDS, MSc, Dip. Perio, DABP, FRCDC(C)

SHANNON GERKE

DID YOU KNOW?

INNOVATIONS IN PERIODONTAL AND IMPLANT THERAPY THAT ARE – OR SHOULD BE – CHANGING THE WAY WE TREAT OUR PATIENTS

Abstract Rapid advancements in periodontal and implant therapy are transforming clinical decision-making. However, the sheer volume of emerging literature can make it difficult for clinicians to stay current.

This lecture will highlight some of the key findings from recent research that are reshaping how we plan and deliver dental care. Topics include:

- 1 Current trends in oral health: Are we seeing improvement or decline?
- 2 Clinical decision-making: Striking the right balance between tooth preservation and implant placement
- 3 Periodontal & peri-implant tissues- directions to improve treatment outcomes
- 4 Today's procedures and protocols that can improve implant therapy outcomes
- 5 Emerging technologies: What's on the horizon and how it may impact your practice.

DR. SONIA LEZIY

DDS, DIPL PERIO, FCDS(BC), FRCD(C)

V VANCOUVER ISLAND DENTAL SPECIALISTS - CLINICIAN

Dr. Leziy, periodontist- Vancouver Island Dental Specialists (Nanaimo), completed her dental degree (DDS) at McGill University, and post-graduate degree in Periodontics at the University of British Columbia. She is a Fellow of the Royal College of Dentists of Canada, a Fellow of the ICOI, and a member of the Canadian Academy of Periodontists, the American Academy of Periodontists, and the American Academy of Esthetic Dentistry.

Dr. Leziy maintains positions on several editorial boards. She is published in numerous peer-reviewed journals and text chapters. She lectures internationally on a broad range of topics including implants, digital workflows, periodontal plastic surgery, and managing peri-implant complications.

She is the recipient of numerous teaching awards and has been involved in consulting and education board positions with Straumann, ITI, and 3Shape and Aegis.



DR. MATHIEU NAULT

DDS, MSc, Dip, Perio, DABP, FRCD(C)

V VANCOUVER ISLAND DENTAL SPECIALISTS - CLINICIAN

Dr. Mathieu Nault, periodontist- Vancouver Island Dental Specialists (Nanaimo), received his dental degree from Montreal University in 2010 and subsequently completed a general practice residency program (2011) and a fellowship (2012) at the Jewish General Hospital affiliated with McGill University. Dr. Nault practiced as a general dentist in Quebec before completing his post-graduate studies in Periodontics at the University of British Columbia in 2016.

He received numerous awards in the field of dentistry, including the "Nobel Biocare Achievement Award in Osseointegration" for his clinical excellence. Dr. Nault was a clinical instructor at McGill University in 2012-2013. His research interest focused on the role of blood platelets in periodontal diseases.



KRISTA LANGILLE

- Registered Dental Hygienist

V° VANCOUVER ISLAND DENTAL SPECIALISTS - HYGIENIST

Krista graduated dental hygiene school in 2009 at Camosun in Victoria. As a clinician, she has practiced for 10 years in general dental hygiene before joining VIDS 4+ years ago.

As the lead hygienist at VIDS, she has enjoyed training new hygiene staff, having numerous students and other fellow hygienists shadow her at work and enjoys practicing with the periodontics and prosthodontics specialty team.

Recently, she joined with the Swiss Dental Academy (SDA) and Electro Medical Systems (EMS) as a Trainer, educating fellow hygienists with Guided Biofilm Therapy and the AirFlow Prophylaxis. Krista has a passion for challenging dental hygiene cases and thrives on empowering patients in their own oral care.



SHANNON GERKE

- Registered Dental Hygienist

V° VANCOUVER ISLAND DENTAL SPECIALISTS - HYGIENIST

Shannon has been a hygienist for over 12 years, practicing mostly in general practice before taking the leap into the world of Perio.

She loves continuing education, motivating patients, and trying out new tools and techniques. She loves the outdoors and spending time fishing, boating and hiking with her daughter, husband and dog.

