

## Elizabeth Jones

Elizabeth has been my dental health care provider for over 15 years. From the moment that I met her she treated me more than just a client. I wasn't just another person in the dental chair, I was someone who she made as her mission to ensure that I left with the best care. But just as important as my cleaning and other dental services was what she taught me. Elizabeth is always reading and researching about dental health. She makes sure that she is up to date in her field and she then passes on her knowledge to her clients. So when I leave I don't just have a sparkly smile I also seem to leave with a better understanding of my teeth and gums. What to do and not to do to keep them healthy and long lasting. Then there's my family. Soon after my son was born, I started taking him to see Elizabeth at her advice. She wanted my son to learn to not to be scared of the dentist office and the health providers. When he was about a year old I would take him along with me to my appointment just to have him sit with me on the chair, then the next time Elizabeth would gently put her finger in his mouth (gloved of course!) and rub his gums to get him used to her and that action. Since then my son has not ever been afraid to get his teeth cleaned or have work done on them because he is so comfortable with it. It's just part of his life. He's 14 now and honestly looks forward to his appointments with her. And when Elizabeth gets on him about his build up and flossing, he listens. Never mind when I tell him (I'm just Mom...lol!), but when Elizabeth tells him then he's on it and the result is he has never had a cavity. Elizabeth has been part of my son's life since he was born and has built such trust and respect with him because she made a point to get to know him...to know all of my family...and it shows that she truly cares. And the biggest accomplishment Elizabeth has made is with my husband. He hadn't been receiving regular dental care for a long time. I had been nagging him to see Elizabeth and one day he finally went. My goodness, afterward you would've have thought he had always been so diligent with his dental care. For someone who maybe went every few years, he now sees Elizabeth 2-3 times a year, but on occasion she and I have to nudge him, but when we do he's there. Again, this reflects the wonderful person Elizabeth is. She has made herself available when on the rare occasion we've had some dental issues that needed attention right away. Yes, she is an amazing dental hygienist, but what makes her the best in addition to her skill is her ultimate professionalism, her caring, kindness and wicked sense of humour. You feel like you are visiting a friend while she scrapes your plaque. :- ) I know for a fact that many of her

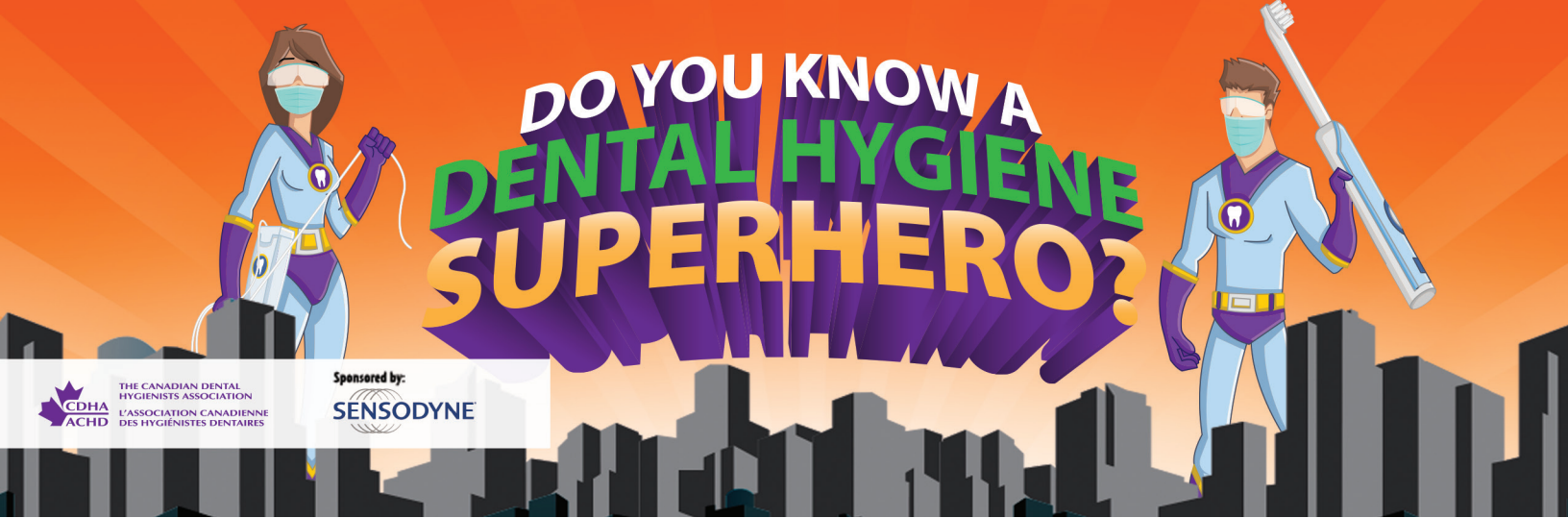


THE CANADIAN DENTAL  
HYGIENISTS ASSOCIATION  
L'ASSOCIATION CANADIENNE  
DES HYGIÉNISTES DENTAIREs



**DENTAL HYGIENE  
CANADA**

Smile! Your Total Health Starts Here



clients travel a long distance (and some by ferry) to see her. They could go to anyone in their community, but they know no-one is as good as Elizabeth. So it's my pleasure to nominate Elizabeth Jones as the next Dental Hygiene Superhero. And whether she wins or not, we already know what a great person she is and the heroic work she does.

My husband and I and my two sons having been going to Elizabeth Jones for 19 years. It is clear to us that Elizabeth does not regard what she does as just a job but that she takes a genuine pride in what she does and in us. She has always gone above and beyond and will always check in with us after she has done a cleaning to ensure that we are happy and that we have no issues. I have never met a person who is so dedicated in their profession and loves what they do as much as Elizabeth. She is always sharing tricks and tips and her knowledge to help us maintain healthy hygiene to prevent unnecessary work. Elizabeth has also personally dropped off items at our house and also given us guidance on purchasing electric toothbrushes. Elizabeth has even opened her practice on a Sunday to accommodate my son who could not schedule an appointment during her working hours. I am also aware of the fact that she gives back to the community and one example that comes to mind was for a friend of mine who was going through a very difficult time. The father and son were both diagnosed with cancer and the father lost his job and they were struggling financially. Elizabeth did not know this family but heard of their sad story when she was out at friends. She immediately reached out to the family and offered to see the whole family and clean their teeth for free and she continued to see them on regular basis. I am sure not many people can honestly say that they look forward to visiting their dental hygienist, but I can honestly say that we do. I love her sense of humour and her interesting stories but most of all I love the fact that she knows us so well, knows what is best for our dental hygiene and genuinely loves what she does. I am grateful to have such a caring hygienist who is so knowledgeable and goes out of her way for each and every client. She is one in a million. We have no hesitation in recommending such a dedicated, caring and wonderful hygienist. There is no doubt in our minds that Elizabeth Jones is our dental hygiene superhero!

Elizabeth Jones is truly a dental hygiene super hero. She's got everything but the costume and the cape! Seriously, there are a number of good reasons why Elizabeth became my dental hygiene super hero. Let me tell you a few of them. For starters, Elizabeth is friendly and easy to get along with. My daughter used to be terrified of dentists and hygienists, but thanks to Elizabeth, my wife and I watched Elizabeth transform our little girl into an eager and

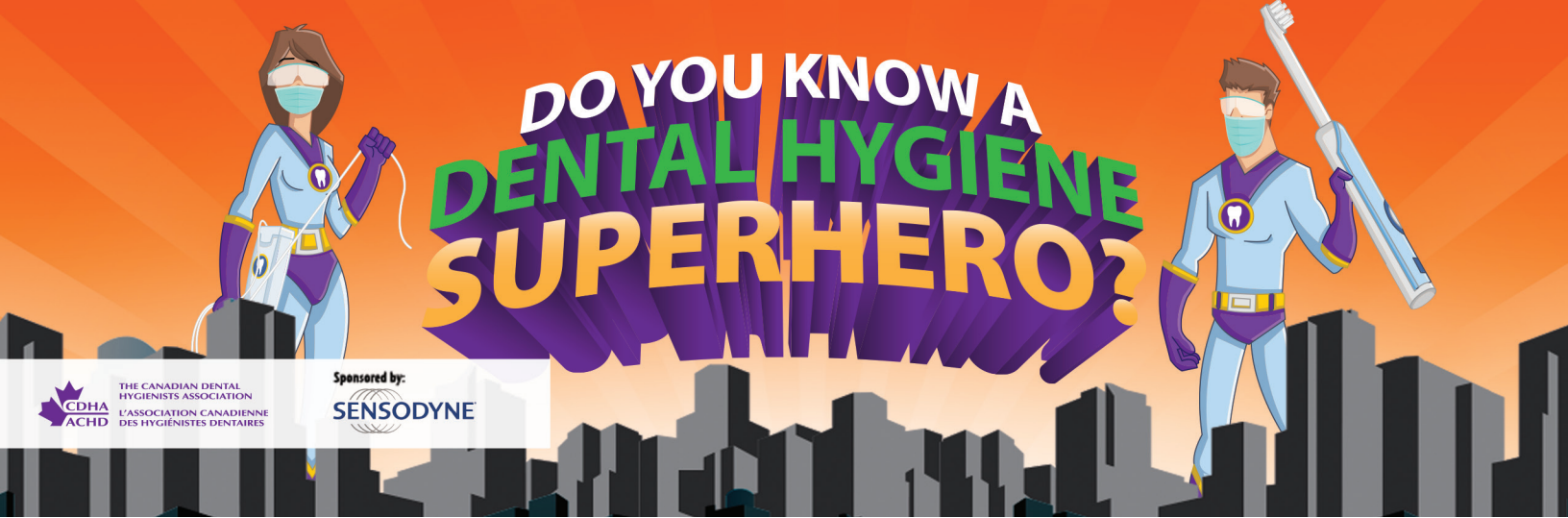


THE CANADIAN DENTAL  
HYGIENISTS ASSOCIATION  
L'ASSOCIATION CANADIENNE  
DES HYGIÉNISTES DENTAIRE

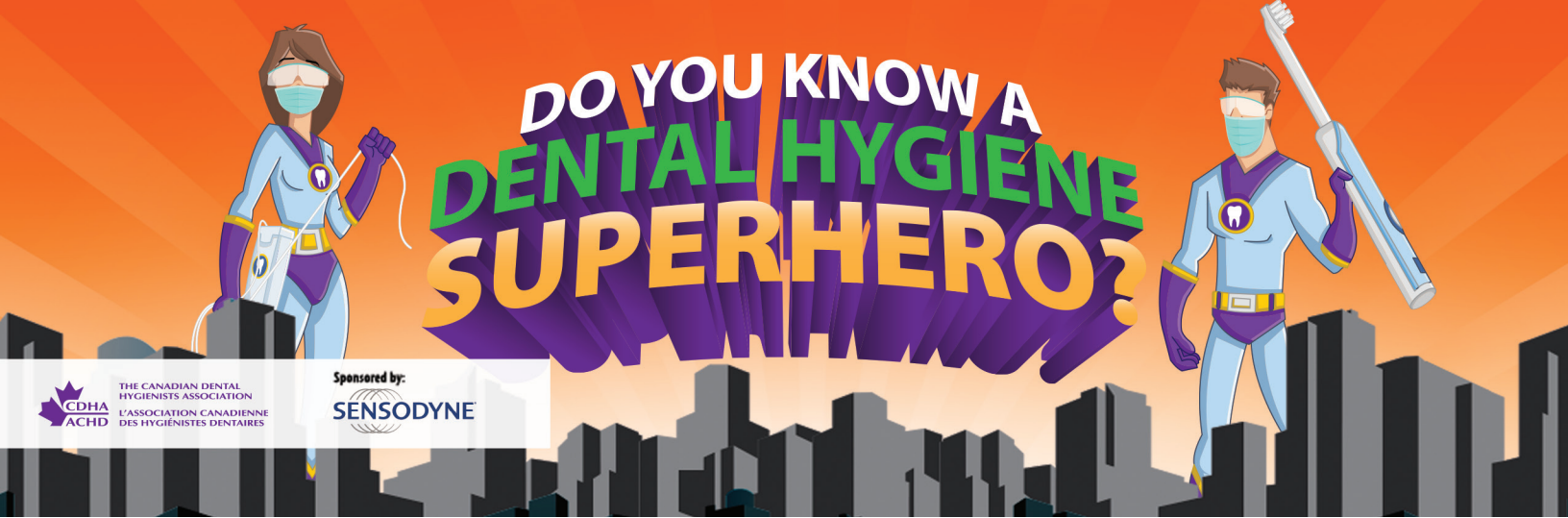


**DENTAL HYGIENE  
CANADA**

Smile! Your Total Health Starts Here



avid visitor to the hygienist. She loves and admires her to this day. She is not alone. When people leave Elizabeth's office, they smile not only to show off their pearly whites - they smile because they are happy. One reason she pleases her clients is that Elizabeth displays such passion for her profession and such compassion for her patients. It seems that all who meet her sense her earnest desire to do her best for whoever sits in her dental chair. Elizabeth has deep knowledge about oral health and current therapies and techniques (I believe she knows more than some dentists) and stays current by reading academic journals. She makes professional development a lifelong endeavour. I know because she finds opportunity to share the knowledge she acquires. I have learned much more from Elizabeth than any professional I have visited in my 60 years. She explains things to me and does not talk down to me, but instead imparts the information with the same finesse she uses with her hygienist work. As a college teacher, this impressed me and made me begin to realize that Elizabeth Jones is no ordinary dental professional. The truth is that Elizabeth Jones elevated me to a higher level of home care, and I now enjoy far better oral health thanks to her. My dental history shows bite issues, crowding of incisors, and periodontitis, but largely thanks to the overall health care I got from Elizabeth Jones, my dentist told me a few days ago that I will likely keep my teeth for the rest of my life. Yay! Not all of Elizabeth's efforts come while you sit in her chair. This wonder woman displays real courage and tact when she works with insurers to enhance the often inadequate level of preventative care they allow their members. For instance, she wrote a respectful and earnest letter to my insurer to convince them that I need extra scaling. In it she explains how the preventative work she does on her clients saves money in the long term by preventing expensive restorative procedure later on. Her commitment to quality gave her the boldness to stand up for me, and I appreciate that. Here is an example of one of the super human feats Elizabeth performs. A year or so ago, I had an abscess that hinted at trouble with the inside of one of my molars, and neither my dentist nor Elizabeth were able to see what was wrong. Elizabeth promptly referred me to a specialist. Fortunately, she knows the best endodontist on all the North Shore, and he was able to solve my problem. While I was in the endodontist's chair, I mentioned how much I appreciated Elizabeth Jones for her thoroughness and attention to detail. The doctor agreed that she does excellent work, adding that she is his hygienist also. There is a lesson inside that tale that needs no explanation! Not surprisingly, Elizabeth's practice has grown steadily since she built it, and now it thrives in Edgemont Village in Vancouver's beautiful North Shore. It seems that her very loyal clients must like to boast about their favourite hygienist, and share their experiences, because her practice has



blossomed, and without any advertisement. It says a lot when one's reputation and livelihood can expand solely through word of mouth. We tell our friends and family about Elizabeth because she delivers care that goes well beyond the industry standard. She is thorough, and even at the end of a long day on her feet, she is able to focus intently, always showing stamina and dexterity, despite fatigue. When these traits are combined with her passion, with her commitment to quality health care, and her tendency to go the extra mile, it becomes clear that Elizabeth Jones is marvellous - a real dental hygienist super hero!

Elizabeth has been caring for our family's teeth for decades - first for my husband growing up, and now our kids. I have 4 children (ages 8, 7, 5, and 4) including one with special needs (Down syndrome) and one who is an overly anxious sort of kid and everything they know about dental hygiene they learned from Elizabeth. Going to see her is a "treat" and they all argue about who gets to go first. There are no headphones, screens or toys for kids to zone out in Elizabeth's chair - she has made it clear from day one that they have "jobs" to do when they are getting their teeth cleaned. They are expected to be active participants even from a young age. They learn the names of all the instruments, and they hold a mirror to watch the process of their teeth being cleaned. They soak in every word and teaching and are never rushed in Elizabeth's chair. She takes "baby steps" with each of them and has an incredible talent for knowing just the right things to say and is able to adapt to all of my kid's different personalities. When I have had panicked parent moments (the wiggly tooth that just won't come out, the worries about tooth eruption and development, even a chronic thumb sucker and mouth breather) Elizabeth listens, comforts, educates and if she can't help she always refers me to the best in her field. The result is that I have four young children who care about their teeth, who know more about their teeth than most adults and who want to do the right things to make sure their teeth are healthy. Elizabeth is our dental hygienist hero for sure! We would love it if she could be recognized for her outstanding work, because she so deserves it.



THE CANADIAN DENTAL  
HYGIENISTS ASSOCIATION  
L'ASSOCIATION CANADIENNE  
DES HYGIÉNISTES DENTAIRE



**DENTAL HYGIENE  
CANADA**

Smile! Your Total Health Starts Here