



## Monica Maletz, British Columbia

In spite of continuing legislative challenges for Dental Hygienists in British Columbia, budget restrictions in Health Authorities, reluctance of dentists, denturists and dental hygienists to provide in-facility care and financial challenges of individual residents, Monica has been able to continue to renew her contracts for dental hygiene services program with 11 Long Term Care facilities located in 5 Fraser Valley communities for 22 years!

Superheroes do not “pack it in when the going gets tough” and Monica has been working long and hard for the good of Long Term Care residents - with a very positive attitude and often with major challenges. Her program benefits over 1400 residents annually.

When she became too busy to take on additional facilities, Monica took me on as a partner, which resulted in an additional 1000 residents receiving annual screening services for 20 years.

Lack of access to dental professionals for mouth care continues today for many Long Term Care residents. After Monica initiated her program in facilities, it did not take long for her to identify that comprehensive mouth care needs were not being met and she quickly found a way to resolve many of these deficiencies. Since she received her 365 day exemption and started working in care facilities she has formed relationships with dental health professionals that reduce these health shortcomings to this underserved part of society. Problem solving needs are constant and she meets them successfully.

Monica consults with residents, staff, families, medical professionals and dental professionals with the result that few mouth problems escalate. Before she introduced this program, the residents in the facilities only received emergency dental treatment with antibiotics and pain medication.

Her program has resulted in a reduction in mouth pain and Monica has systems to resolve dental issues quickly. As a result of relationships Monica has established with other professional mouth care providers, residents receive professional mouth care in familiar, comfortable surroundings. She is always available to work with staff and families.

Financial obstacles are reduced when Monica is able to inform families and residents about what the costs could be for treatment – often care was not accessed for these medically compromised



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



**DENTAL HYGIENE  
CANADA**

Smile! Your Total Health Starts Here



citizens due to fear of treatment costs. She has referred care to the same dentist for 22 years, 2 Denturists for 15 years and a Registered Dental Hygienist for 5 years. As a result of her relationships with them, these professionals are willing to provide services in the facilities. This is a benefit that is unmeasurable and extremely valued by the residents, staff and resident's families. For the dentist, denturists and dental hygienists her advance screening before referrals ensures that they will be attending these facilities to provide billable services thus eliminating this obstacle for in- facility care.

She also facilitates optimal mouth health for citizens in her private clinic. She participates in "Gift from the Heart" and focuses her care on those who find all facets of dental treatment stressful.

With dedicated problem solving and a commitment to professional growth Monica, who has worked in Long Term Care for 22 of her 40 years as an RDH, continuously looks for ways to fulfill the mouth care needs of her Long Term Care residents by expanding on her original services.

Monica is a member of the Care Team in the facility. Nurses and care aids (HCA's) receive assistance with identification of daily mouth care needs for dementia patients and those with complex dental care needs. Monica is known by staff and residents AND she knows them which builds trust.

Monica's program has positive results for the underserved in Long Term Care. Staff that work in facilities we both provided services in have confirmed her value to me many times. I have often observed that the Health Care Aids and Licensed Practical Nurses who attend her 3 hour modules at the University of the Fraser Valley are highly knowledgeable about mouth issues and confident in providing daily care for residents. Confidence in providing care is such a positive for maintaining and achieving resident's overall health.



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



**DENTAL HYGIENE  
CANADA**

Smile! Your Total Health Starts Here