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3rd Quarter 2019

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The Year Ahead

I would like to say thank you for the trust you have instilled in me for the president's position. I feel very honored and humbled to be the president of the FDLA for the current year.

We are facing extremely exciting, while also very challenging times, in our industry and it is getting more exciting and challenging day by day. Our industry has changed during the last 10 years so dramatically and it is going to change even faster in the future.

As your association, we will support you during this time. In order to be an effective and successful team, we will need your support as well. You can be most effective by being an active member of the FDLA and taking advantage of our many benefits.

For those of you who know me, you are aware of my passion and drive to push education to next level in all areas of the dental industry. This is my vision as president, so we can support our dental colleagues and drive team communication between clinicians, industry partners and technicians. I would love to see an increase in the number of students enrolling in our dental colleges and an improvement in the equipment utilized by these institutions to be able to teach the latest standards and innovations.

Seeing and experiencing the technical developments facing our industry, I know we have to keep up with technology and resist the urge to close our eyes. It is a circle in which we are moving and we have to go with it to sustain the momentum. I think it is very important to face these new progressive technologies and materials. This brings us back to education. These developments definitely require more knowledge and training than ever before.

I also would like to focus specifically on our smaller laboratories in Florida who may feel pressure. There is a place for every lab. As long as we are delivering top-notch quality and service, we have a place and will be busy delivering the best results.

Therefore, I am looking forward to a wonderful year as your president and will assure you I'll do my best to stand for the interest of our dental community, even outside the borders of Florida.



Thank you.

Alexander Wünsche, CDT

FDLA President

Our industry has changed during the last 10 years so dramatically and it is going to change even faster in the future.

FDLA Mission

Serving Florida's dental technology professionals as a valued part of the dental team enhancing oral health care.

FDLA Vision

Advancing the individual and collective success of Florida's dental technology professionals in a changing environment.

Values Statement

FDLA's board of directors and professional staff are guided by these principles:

- Integrity
- Leadership
- Recognition
- Safety
- Acceptance
- Innovation

focus

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Approximately 800 dental laboratory technicians, dentists, dental team members, manufacturers and suppliers attended the 2019 Southern States Symposium & Expo in Orlando. They had access to unparalleled continuing education, numerous networking opportunities and a tradeshow floor filled with innovative products used in stellar technical demonstrations. A huge thank you to everyone who attended and the many who helped make the symposium and expo a success. We can't wait to see you all again next year!



Above: Friday Night Reception



Above: Opening Keynote Jessica Brustad with brave FDIA member



Above: Installation of 2019-2020 FDIA Board of Directors



Above: Golf



Above: Trade Show Buzz



Above: 25-year CDT Milestones



Above: 30-year CDT Milestones



Above: 35-year CDT Milestones



Above: 40-year CDT Milestones



Above: FDLA President Tim Stevenson, CDT, presents Outstanding Student award to Mona Farcas



Above: FDLA President Tim Stevenson, CDT, presents Outstanding Student award to SueAnn Pearson



Above: Donnie Bridges, CDT, from Argen Corporation

Right: Special Presentation for the family of David Giompalo, II, CDT



Above: Friday Night Reception



Above: VITA North America wins Best of Show Award



Above: Gavel Club Luncheon



Above: Friday Luncheon



Above: Friday Luncheon



Above: Trade Show Buzz



Above Row: Trade Show Buzz



Above: Trade Show Buzz



Above: Golf



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FRAUD AWARENESS ALERT — BUSINESS EMAIL COMPROMISE

The financial services industry continues to see a significant increase in clients falling victim to the efforts of fraudsters through a scam known as business email compromise (BEC). The Internet Crime Complaint Center (IC3), a task force comprised of the Federal Bureau of Investigations and other agencies, stated in June 2016 that BEC has resulted in more than \$3 billion in exposed dollar losses between October 2013 and May 2016.



FRAUDSTERS
MONITOR AND
STUDY THEIR
SELECTED
VICTIMS PRIOR
TO INITIATING A
BEC SCAM

BEC is a combination of methods used by fraudsters to trick victims into moving money by disguising their efforts as legitimate. The BEC scam targets companies that regularly make wire transfer payments to foreign suppliers and businesses. Fraudsters monitor and study their selected victims prior to initiating a BEC scam, accurately identifying the individuals and protocols necessary to perform wire transfers within a specific business environment.

THERE ARE THREE BASIC TACTICS:

1. **Email compromise** – a known email account is hacked and used to send fraudulent requests that appear to be genuine.

2. **Email spoofing** – emails are sent from fake, but realistic-looking, email accounts with similar-looking characters to make them harder to spot. For example: “0” (zero) for the letter “O,” and capital “I” for a lower case “l.”
3. **Phone/mail spoofing** – a phone or mail request is sent by fraudsters, instructing a company to send their payments on invoices to a fraudulent account.

The primary variations of these tactics, each intended either to divert existing transactions or to generate new transactions to a fraudulent account are:

- A supplier's payment information is changed to a fraudulent account, causing future invoice payments to be sent to the fraudulent account.

- Emails appearing to originate from high-level executives (e.g., CEO, CFO) are sent to staff responsible for payments requesting an urgent wire transfer to be sent to a fraudulent account.
- Emails appearing to originate from an employee's personal or business email are sent to customers requesting invoice payments to a fraudster-controlled bank account(s). Emails are usually sent to many different customers found in the employee's contact list.

COMMON CHARACTERISTICS OF EMAIL COMPROMISE EVENTS INCLUDE:

- Businesses and their personnel who use open-source email are the most targeted.
- Hacked emails are often associated with personal, web-based email accounts.
- Hacked IP addresses are frequently traced back to free domain registrars, according to victims' reports.



**SEGREGATE
ACCOUNTS
FOR BETTER
CONTROL.**

FRAUD PROTECTION: Best Practices Checklist

GENERAL

- ➔ Conduct background checks on new hires and vendors.
- ➔ Separate and rotate financial responsibilities such as payment initiation and account reconciliation to assist with preventing collusion.
- ➔ Safeguard systems and passwords, and do not share passwords or user IDs.
- ➔ Keep bank authorization lists up to date with personnel changes.
- ➔ Establish, enforce, document and train security procedures and payment policies—review them annually.
- ➔ Conduct surprise audits of your payment processes and review activity reports.
- ➔ Shred sensitive information such as financial reports and employee data.
- ➔ Do not send confidential or personal information by email outside your company.
- ➔ Know your business partners. Fraud can occur when an organization believes the perpetrator is legitimate.
- ➔ Mask or truncate account numbers and tax ID numbers in your correspondence.

CHECK FRAUD PROTECTION

- ➔ Purchase check stock from known vendors.
- ➔ Store check stock, deposit slips, bank statements and cancelled checks in a secure location.
- ➔ Follow secure check and check stock destruction processes.
- ➔ Implement dual controls over check stock, check issuance and account reconciliation.
- ➔ Utilize available check fraud protection solutions, such as positive pay with payee name verification and reverse positive pay.

ACH AND WIRE FRAUD PROTECTION

- ➔ Segregate accounts for better control. For instance, collection vs. disbursement activity, high-volume accounts vs. low-volume accounts, or ACH debits vs. ACH credits.
- ➔ Monitor and reconcile your transactional accounts daily.
- ➔ Protect your accounts against incoming unauthorized ACH transactions by taking advantage of ACH fraud control products to block all debits, authorize single transactions, or authorize recurring transactions (requests that do not meet your criteria are rejected).
- ➔ To protect your receivables accounts, use a UPIC (Universal Payment Identification Code) – a dummy account number you give to trading partners so they can pay you by ACH, with debits automatically blocked.
- ➔ Separate wire and ACH initiation and approval responsibilities, and establish transaction limits for each employee.
- ➔ Establish repetitive wire templates, and review the list on a regular basis.
- ➔ Employ all available security features, including dual administration, dual approval, user entitlements, and authentication devices.
- ➔ Consider using the reporting and monitoring capabilities of online services.
- ➔ Review wire and ACH details—including advices and alerts—related to each transaction immediately.

Source: SunTrust



YOUR BUSINESS CONTROLS ARE YOUR BEST PROTECTION AGAINST LOSS FROM BUSINESS EMAIL COMPROMISE.

SCAMS ARE HIGHLY TAILORED TO THE TARGET:

- Individuals responsible for handling wire transfers in a specific business are targeted.
- Spoofed emails very closely mimic a legitimate email request.
- Fraudulent email requests for a wire transfer are well-worded, specific to the business being victimized, and do not raise suspicions to the legitimacy of the request.
- Fraudulent wire transfer amounts requested are business-specific, with dollar amounts requested resembling normal business transactions to avoid raising doubt.

- Fraudsters are aware of executives' travel schedules. Some fraudulent email requests coincided with business travel dates for executives whose emails were spoofed.

So what can happen if you find your dental laboratory has been targeted? Simply put, you can be tricked into sending your money to a fraudster overseas, in a way that makes the funds virtually unrecoverable. Your business controls are your best protection against loss from business email compromise. By establishing strong controls and practicing vigilance, you have the ability to prevent your money from being taken by fraudsters.

ACH SECURITY Checklist

Security is key to preventing fraudulent electronic funds transfers between bank accounts using a batch processing system. These transfers are known as ACH transactions and fraudulent ACH transaction can have a massive negative impact on your dental laboratory.

By implementing all of the available security layers and following best practices, you can help mitigate the risk of fraudulent and unauthorized ACH transactions. Use this checklist to assist with your dental laboratory's risk assessments.

1. Maintain a list of systems and computer files containing protected information used to initiate, process, or store ACH entries.
2. Establish data security policies and procedures for protecting consumer information from unauthorized use.
3. Review data security policies and procedures at least annually, and update as necessary.
4. Review access to systems used to initiate, process, and store ACH entries to ensure protected information is accessible only to individuals who need the information for their job duties.
5. Destroy records containing protected information when no longer needed for business purposes.
6. Use alphanumeric passwords to protect documents or files containing protected information
7. Set up security challenge questions and answers that would be difficult to guess.
8. Review system security administration User Activity and User Setup reports to audit user entitlements and activity.
9. Ensure that all computers have the most current virus protection software.
10. Delete user IDs when an employee leaves the company or changes roles as part of your employee exit procedures.
11. Disable online access when employees go on vacation or for those who do not sign on frequently.
12. Implement dual administration to help reduce the risk of an unauthorized user being added to the system or a user's permissions being changed—including granting access to additional accounts or functions—without secondary approval.
13. Segregate duties and ensure that the company security administrator user IDs do not have payment initiation or approval entitlements.
14. Never share or divulge passwords, other sign-on credentials, or account information payments security.
15. Use online treasury manager and online cash manager dual approval to help reduce the risk of fraud and prevent keying errors. With dual approval, payments remain in a pending status until they are approved by a second user.
16. Import ACH files rather than keying them into the system.

BUSINESS PROCESS CONTROLS INCLUDE:

- Require two people to approve the movement of large sums or make changes to information that impacts the movement of funds, such as recipient information.
- Verify any requests to change recipient information with the appropriate contact prior to making the change.
- Verify important or large transactions through a method other than email, such as a telephone call or face-to-face discussion.
- Do not reply directly to emails requesting movement of money. Instead, use the forward option and either type in the correct email address, or select it from your email address book to ensure the intended recipient's correct email address is used.
- Work with your financial institution(s) to implement additional security controls, such as phone verification. Phone verification will not stop a transaction you believe to be genuine, but the extra check may cause you to notice something is wrong.



**NEVER USE
FREE, WEB-
BASED EMAIL
ACCOUNTS
FOR BUSINESS
PURPOSES**

17. Segregate duties between users and implement dual approval for template creation, maintenance, payment initiation and payment approval functions.
18. Set approval limits at the user level, by template, or by transaction type.
19. Limit user access to the online treasury manager ACH third party/preferred recipient list to help prevent ACH recipients from being modified by an unauthorized user.
20. As an alternative to web-based ACH initiation, upload formatted files into online treasury manager or send them directly through secure data transmission to help protect against online fraud and reduce keying errors.
21. Use online ACH control to review potentially unauthorized incoming ACH transactions before they post. Debit and credit blocks and filters can also be established for specific originators.
22. Establish Universal Payment Identification Codes (UPIC) to collect ACH payments from your trading partners without divulging sensitive account information.
23. Pre-note zero dollar ACH transactions to verify the recipient routing number and account number prior to sending a live dollar transaction. Pre-noting transactions can help prevent keying errors and protect against fraud.
24. Designate ACH batch templates as confidential so that only entitled users have access to confidential templates.
25. Establish additional ACH Company IDs as needed to limit user access to specific templates, accounts, or reports.
26. Take advantage of intraday ACH debit alerts through online courier.
27. Do not disclose consumer receivers' account numbers or routing numbers to any third party for use in initiating a debit entry that is not part of the original authorization.
28. Reconcile accounts frequently in order to help protect your accounts against online fraud. Business accounts are subject to specific timeframes for returning or disputing potentially unauthorized transactions.
29. Designate a computer(s) for online banking activities. This computer(s) should be used exclusively for online banking, not for other activities such as email, web browsing, or file sharing.
30. Avoid conducting online banking business activities on home computers or at publicly shared locations, such as those at hotels, airports, coffee shops, or shared business centers.
31. Exercise caution when using networking and account aggregation sites since they may be used to fraudulently obtain sign-on credentials and account information.
32. Report any suspicion of viruses or computer performance issues to the appropriate authority at your company.
33. Do not click on links or respond to requests for information in unsolicited emails.

Source: SunTrust Bank



IF POSSIBLE,
CONDUCT ALL
BANKING ON
**A DEDICATED
MACHINE**
USED FOR NO
OTHER TASK.

CREATE A SENSE OF AWARENESS AT YOUR LABORATORY BY:

- Cultivating an environment that empowers employees to question abnormal requests.
- Carefully reviewing the email address of the sender of any requests to move money.
- Training your processing staff to question any requests for secrecy, bypass of normal procedures, or pressure to take action quickly.
- Being aware of sudden changes in business practices. If you are suddenly asked to contact someone through their personal email address, the request could be fraudulent. Always verify through channels (other than email) that you are still communicating with your legitimate business partner.

KEEP YOUR LABORATORY UP TO DATE ON INFORMATION SECURITY SUCH AS:

Never using free, web-based email accounts for business purposes. Establish a company website domain and use it to create company email accounts. If a free, web-based email must be used, select a provider who offers multi-factor authentication.


Limiting the amount of information available to the general public about job duties and descriptions, company hierarchy, and travel details. Any discoverable information can be used to help a fraudster determine where you are most likely to be vulnerable.

Employing good network hygiene practices, including, but not limited to, keeping your software patches up to date, using anti-virus software, and restricting entry points into your network.

If possible, conducting all banking on a dedicated machine used for no other task. Create a dedicated virtual operating system (OS) for the sole purpose of providing a secure environment.

If your laboratory falls victim to a business email compromise, there are steps you should take. The first is to call your financial institution. The only chance of recovering your funds is an immediate recall by your bank. The policies of foreign financial institutions vary. Not all recalls are successful. Money is usually moved out of the destination account within minutes of arrival. Once the money has been moved, there's nothing left to be recovered. The second step is to file a complaint with the Internet Crime Complaint Center (IC3) at www.ic3.gov. The IC3 will route your case to the appropriate local law enforcement bureau. It is at the discretion of that bureau as to whether to move forward on your case. The third step is to review your business processes to identify the gap that allowed the transaction to be submitted. Once you find the gap, close it and provide training to your staff.

As financial institutions continue to enhance their controls, fraudsters are shifting their focus to target end users more than ever. You are in the best position to protect your money against their efforts through awareness and business controls.

And remember, once a fraudulent international wire transfer has been completed, recovery of funds is extremely unlikely. 

Source: SunTrust Bank





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Full Mouth Rehabilitation

Using the One-Bake Technique Protocol

Due to technology and research improvements, many new materials are used as substrate for feldspathic porcelain layering, such as zirconia and lithium disilicate. Feldspathic porcelain can also be used alone, built on a refractory model or platinum foil for laminate veneer fabrication. Increasing the number of firing cycles seems to affect the microstructure, the physical and mechanical properties and the optical behavior of feldspathic porcelain with changes occurring in the opacity, translucency, value, hue and chroma. Additionally, with zirconia frames, numerous firing cycles may affect feldspathic porcelain bonding due to the cooling rate and the coefficient of thermal expansion mismatch at the stages of heating and cooling.



Figure 1:
Patient's initial situation of the upper jaw.



Figure 2:
Patient's initial situation of the lower jaw.

In this article, I'll provide an example of implementing the one-bake veneer porcelain technique (**Figures 1, 2, 3, 4 and 5**). I developed the protocol for the one-bake technique as a veneering process to solve the issues listed above and to create esthetic long-term restorations. However, it is important to note that there is a learning curve for this technique. It demands delicate handling and dexterity from the dental technician in order to position different ceramic in the right place and in the right quantity at a single building stage.



Figure 3:
Patient's initial situation on occlusion.



Figure 4:
Initial patient's portrait.



Figure 5:
Initial patient's profile view. The reduced vertical dimension of occlusion is visible.

The treatment plan for this case originally required a gold palladium framework in the lower jaw as well as on the upper jaw for the 45-year-old patient. However, a zirconium oxide framework was constructed so as to avoid distortions, porosities, high weight and costs (**Figures 6, 7 and 7a**).

Materials and Methods

The one-bake technique begins with a special framework design. The anatomical shape of the framework, developed at the stage of waxing or milling, is important in order to properly support the ceramic that will be layered onto it. The special anatomical design utilizes the main developing crests of each tooth, which leads to a homogeneous layer of ceramic material (**Figures 8, 9, 10 and 10a**).

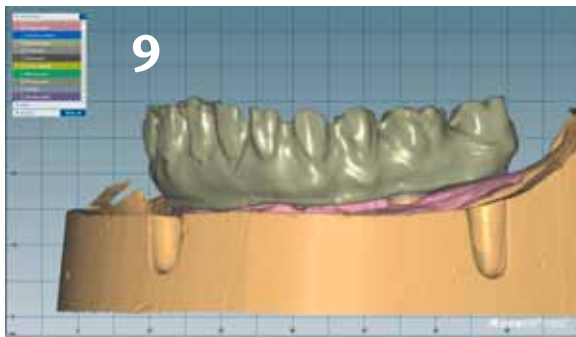
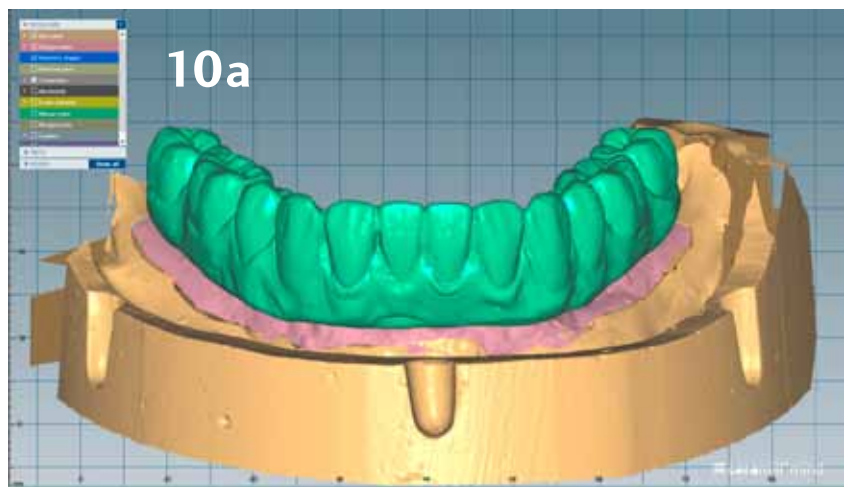
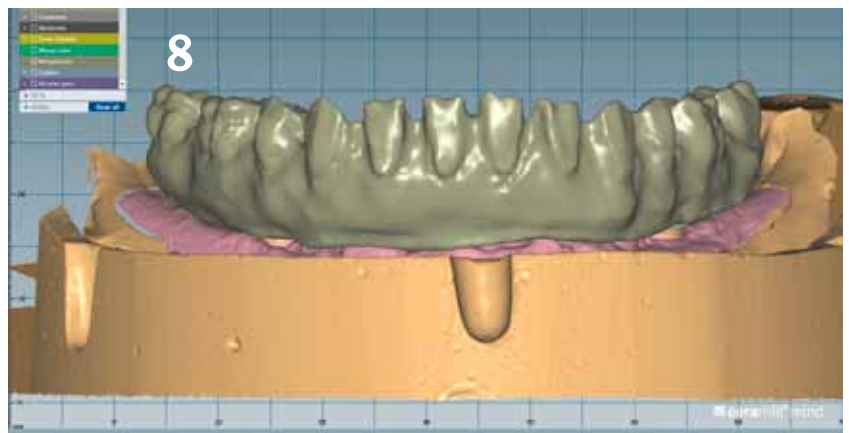
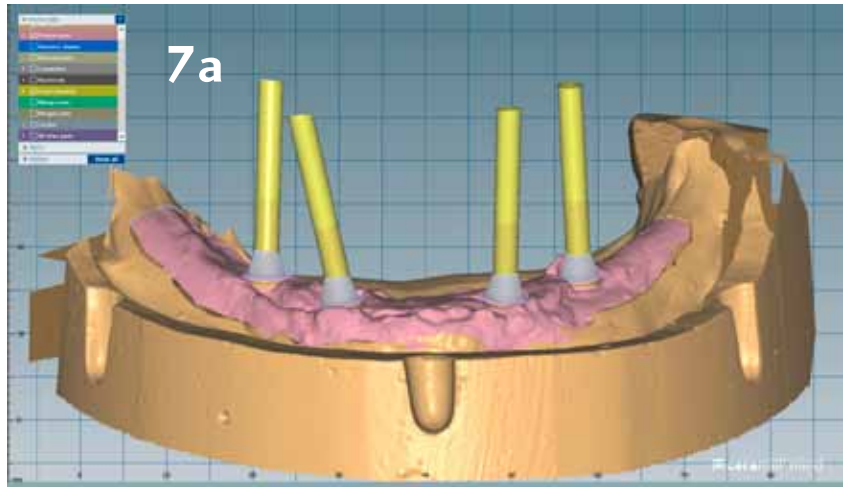
The aim is to achieve a constant ceramic thickness and to develop a strong framework. The homogeneous ceramic thickness substantially reduces the fracture susceptibility of porcelain. In this type of design, concavities are mandatory for esthetics and convexities for controlling the shrinkage stresses that are created from the single firing cycle of porcelain. Also, this type of design requires the technician to properly apply the different layers of porcelain so that he or she follows the morphology of the framework.



Figure 6:
Mandibular model.



Figure 7:
Zirconia screw retained framework on four implants.



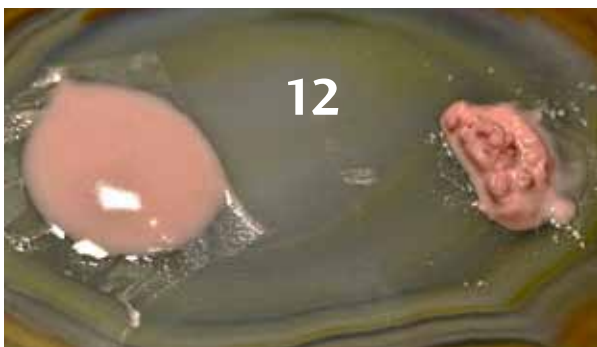
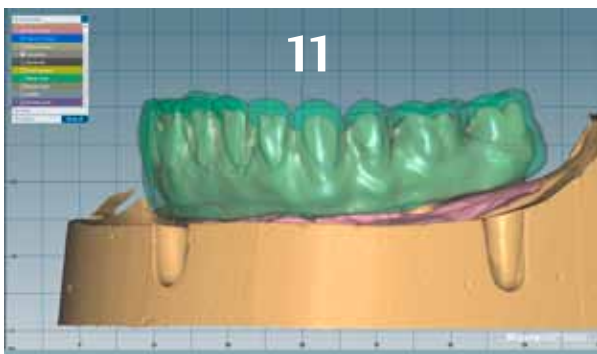


Figure 12:
The porcelain masses
(mixed and not mixed)
right after mixing.



Figure 13:
The porcelain masses
(mixed and not mixed) 30 minutes
after mixing.



Laboratory stages for this technique include the digital design and construction of the mandibular zirconia structure, as well as the construction of three bridges and two crowns of the maxillary.

For this case, Noritake EX-3 feldspathic material was used for the layering stratification of the upper gold palladium framework and Noritake CZR ceramic material for the layering of the zirconium oxide lower framework (**Figures 11 and 11a**).

The second and most important step of the one-bake protocol is the consecutive layering of all selected porcelain and the single-firing cycle applied at the end. The stratification follows the hierarchy described below.

It is important that the technician avoids air bubbles in the porcelain when combining it with liquid. Porcelain powder should only be allowed to absorb the necessary quantity of liquid using the principle of osmosis. The baked porcelain should have no air entrapped, resulting in a superior esthetic outcome. In addition, the restoration's volumetric contraction will be minimal (**Figures 12 and 13**).

The stratification begins by applying the opaque dentin at the cervical and incisal areas to primarily manage the opacity and color value. Building of the dentine follows with the selected shade and the correct form so as to give the right hue, but also to ensure adequate and proper space for the transparent and translucent materials. Dentine powders in different color, density and light transmission may also be used at this stage.

Dentin modifiers act as growth mamelons, cervical slides, illusion of depth zones and areas of greater color concentration and stains. Translucent modifiers are applied to the proximal areas and areas with increased color value (such as the transition lines). They are placed with extremely delicate and careful handling. Dentin modifiers and translucent modifiers are carefully covered with a thin layer of translucent enamel, so the properties of the dentin-enamel junction are visually assimilated and the internal color morphology can be rendered three-dimensionally. Translucent enamels are applied externally, so that the ceramic restoration obtains color depth, develops the correct optical properties such as diffusion, scattering and reflection, and so that color value to correct levels are preserved. (**Figures 14 and 15**).

The work is then removed from the model, porcelain is placed at the contact points and the technician utilizes careful hot air vibrations for moisture removal. There will be minimal overall shrinkage, which allows the technician to finish the job in less time and with fewer firings.

Finally, the proper selection of firing cycle will provide the most esthetic results and proper bonding of the porcelain to the frame. Small corrections at the same firing cycle may be made during the glaze firing (**Figures 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 25a**).



Figures 16, 17 and 18:
Mandibular final restoration.

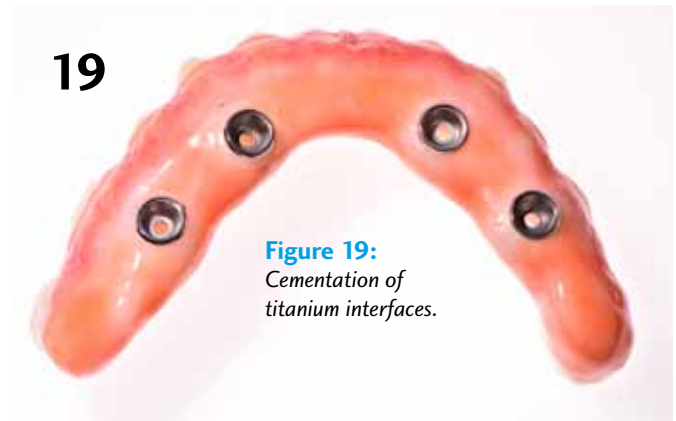
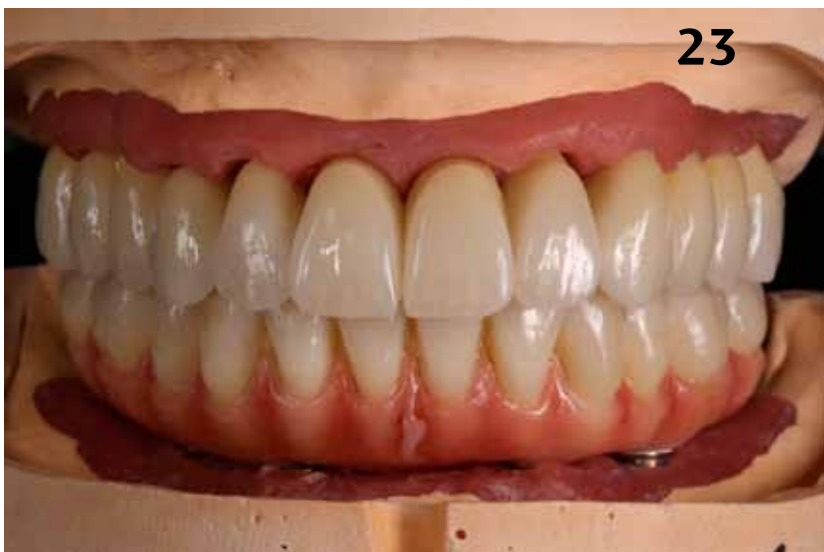


Figure 19:
Cementation of titanium interfaces.

Figures 20, 21 and 22:
Control of contacts during the functional movements.



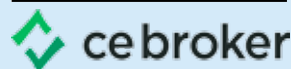
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Results and Conclusions

The one-bake technique ensures predictable and minimal shrinkage of the veneering porcelain. In this way, the time of the whole procedure is reduced in one firing cycle without having to add new porcelains. The optical properties of the ceramic are left unchanged and colored porcelains are diffused in a natural way. The special design of the framework provides the direction and an inspiration for dental technician during construction, as well as ensures predictable and controlled shrinkage coupled with avoidance of prolonged mixing of ceramic during their preparation. Moreover, the use of the one-bake technique reduces the pyroclastic flow of porcelain, and thus, better preserves the shape, esthetic and morphological details and occlusal contacts. The right degree of opacity, correct shade, color value, transparency and overall optical properties are achieved at the first firing. ①

Acknowledgement

Dentist: Dr. Stuart Schelkopf

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About the Author:

Nondas Vlachopoulos was born in Toronto, Canada. After moving to Greece, he graduated from the school of dental technology in 1985. He then acquired a BSc Hons from the School of Dental Technology of the Technological Educational Institution of Athens (1989).

In 1990, he established his own dental laboratory AestheticLab in Athens. Since 2001, Mr. Vlachopoulos has been an opinion leader for Ivoclar Vivadent, Noritake Dental and MPF Brush Co. in Greece. Since May 2014, he has been an editorial reviewer at the AACD's Journal of Cosmetic Dentistry.

Mr. Vlachopoulos specializes in esthetic all-ceramic and implant restorations and collaborates with the Dental School of the National and Kapodistrian University of Athens and its postgraduate programs of dental prosthodontics and dental surgery. Mr. Vlachopoulos has organized many seminars in Greece, the U.S., South America and many countries within the European Union. He has participated with presentations to congresses, and he has also published articles. He is a member of the Hellenic Dental Technology Praxis and Pan-Hellenic Federation of Dental Laboratories.



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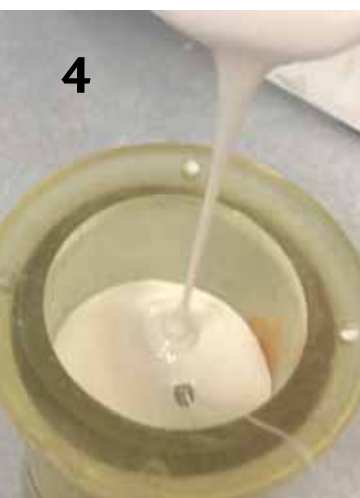
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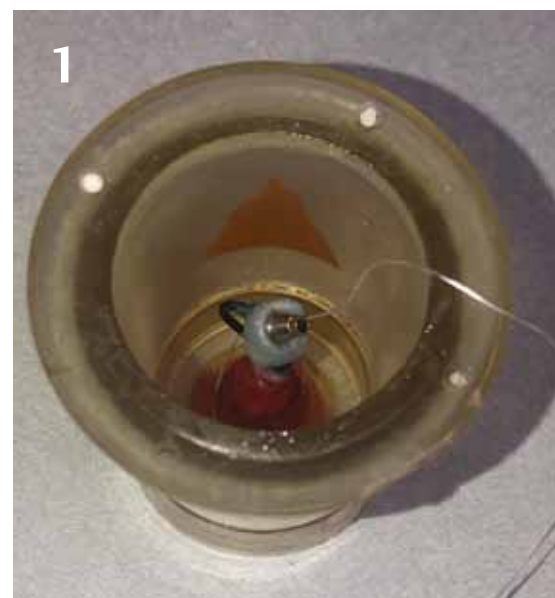
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the abutment with about 10mm-15mm extending beyond the bottom part of the unit. As you pour the investment and it rises into the ring, draw the floss out to pull investment through the chimney, then finish the pour. Use your burnout, casting and finishing procedure to complete the restoration. ①

About the Author:

Doug Jackson, CDT, is an FDIA board member and owns Touchstone Dental Laboratory in Altamonte Springs.

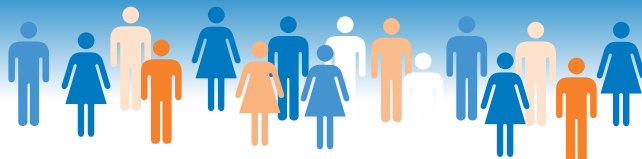




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FDLA Supports the Foundation for Dental Laboratory Technology

At the 2019 Southern States Symposium & Expo, FDLA joined together with the Foundation for Dental Laboratory Technology (FDLT) to increase awareness of the opportunities for enhancing education in the industry. Members and vendors were encouraged to donate to the FDLT. Also, there was a Wine/Liquor Toss in the expo hall to help raise funds. A check in the amount of \$1,405 was presented to the Foundation for Dental Laboratory Technology at the conclusion of the event.

Photo Above, from left to right: Bryan Johnson, FDLA secretary; Nick Azzara, FDLA supplier representative; Jenny Peterson, FDLA director; Lynette Wiggins, FDLA supplier representative; Dory Sartoris, president-elect; Doug Jackson, CDT, FDLA director; Chris Peterson, CDT, treasurer; Tim Stevenson, CDT, FDLA past president and Alexander Wunsche, FDLA president.



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Meet The New FDLA Board Members

At the Southern States Symposium & Expo, the 2019 FDLA board was installed—including three new board members: director Bart Cothran, CDT, with Winter Springs Dental Lab, director Kevin Krumm, CDT, TE, and supplier representative Sherry Wilson Altman, RDH, BS, with VITA North America. Recently, we sat down with Cothran and Altman to find out why they're FDLA members and what they hope to bring to the organization as board members.

What do you hope FDLA is able to accomplish while you're on the board?



Altman

Cothran: I could say that I hope during the time I am on the board that we will see an increase in membership and that we will make the Southern States Symposium & Expo better than it has ever been. But those things are inevitable if we show dental technicians in the state of Florida the value that FDLA offers them personally. Often people see associations as nebulous entities that are out there, but don't really do anything. I hope we show technicians that nothing could be farther from the truth. In a time when dental laboratory schools are closing, the FDLA offers excellent educational opportunities to make technicians better at their jobs and add value to their personal careers. Moreover, the FDLA sponsors educational programs in different parts of Florida to make them accessible to everyone. The other thing the FDLA does for them is to give them a voice whenever changes to our industry are proposed by government—changes that will impact their lives and their

families. In effect, by supporting the FDLA, dental technicians are supporting themselves. I hope that we can be more effective in carrying this message.

Altman: Develop and implement ideas to enhance membership and serve as a positive voice for the profession.

What has been your favorite part about being an FDLA member?

Altman: The synergy of working together and professional growth.

Cothran: My favorite part of being an FDLA member is staying informed. I have been a dental technician for over 40 years. Early in my career, I may have been too absorbed in operating a small laboratory to pay attention, but I do not remember there ever being so many pieces of legislation that directly affect dental laboratories. I like that the FDLA keeps me informed about what is going on in government and what the FDLA is doing on my behalf as a part of this industry. ●



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Krumm



Right: 2019-2020 FDLA Board of Directors

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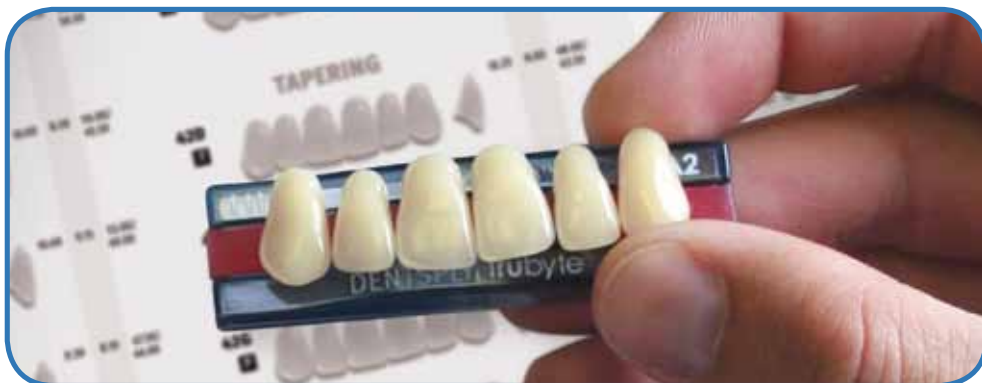
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