



Conquering Conflict on the Dental Team, Ending the War between the "Front" and the "Back"

Mary Govoni, CDA, RDH, BS

8:30 AM-11:30 AM (3) CE

Have you ever heard members of your team say things like "if only the back office understood that our job is much more than just answering the phone"? Or "we wish the front office appreciated how hard we work back here"? Do you frequently hear team members say: "it's not my job!"? These are common signs of unresolved conflicts between the administrative and clinical teams in the practice. Left unresolved, these conflicts can negatively impact team morale, patient satisfaction, productivity, profitability and the overall success of the practice. In this course participants will learn to recognize potential areas of conflict, what causes it, and how to implement a system for conflict resolution based on shared responsibilities and accountability. Participants will also learn the importance of developing and following consistent protocols for enhancing the patient care experience and creating a team environment with less tension and stress.

BUFFET LUNCH 11:30-12:30 PM



Infection Prevention and Control Update

Mary Govoni, CDA, RDH, BS

12:30-2:30 PM (2) CE

This course will present a review of basic principles of infection prevention in dental settings, as well as updates on recent infectious disease outbreaks, vaccines and vaccine-preventable diseases, and infection prevention protocols that protect both patients and dental health care professionals. Participants will receive checklists for evaluating the effectiveness of their current infection prevention protocols in their practices or facilities and updates on OSHA standards and CDC guidelines. Upon completion of this course, participants will be able to: Describe the chain of infection and the potential for disease transmission in dentistry, identify potential risks of infectious disease transmission during dental treatment, analyze current data regarding outbreaks of vaccine-preventable diseases and the risks of transmissions in dentistry and develop updated infection prevention and control protocols for their practice or facility



An Introduction to Human Trafficking

Amy Rouleau, MPA

2:45 PM-4:45 PM (2) CE

Human trafficking is the most pervasive, yet unseen, criminal enterprise the world over. This presentation will shed a light on how to identify the signs and behaviors of human traffickers and those being trafficked; how to respond to suspected cases of human trafficking; and the forces behind the crisis of human trafficking in the United States. Attendees will discuss: Human trafficking (labor and sex) as the United States Federal Government defines it; The scope and breadth of the problem, globally, nationally, and locally; Misconceptions about what human trafficking is and is not, Different forms of human trafficking reported in the US, What human trafficking may look like in helping professions (medical, mental health, and education), Signs and symptoms associated with human trafficking, Connection between human trafficking, foster care, homelessness, pornography, and internet How to protect self, family, clients, etc. on internet and in person and How to report human trafficking.

8:30-12:30	(3ce)	AM course with Mary Govoni and Buffet Lunch	Fee: \$ 60
11:30-2:30	(2ce)	PM course with Mary Govoni and Buffet Lunch	Fee: \$ 50
2:45-4:45	(2ce)	PM Human Trafficking Course only, no meal	Fee: \$ 40
8:30-2:30	(5ce)	AM & PM courses with Mary Govoni and Buffet Lunch	Fee: \$100
8:30-4:45	(7 ce)	Full Day, 3 courses and Buffet Lunch	Fee: \$125

To register mail your name, address, phone number and include a fax number or email address if you desire a confirmation and enclose with the appropriate registration fee. Be sure and note which class you are taking as there are so many options. Credit cards are not accepted at this time. Make checks or money orders payable to GDDAS. Mail to: GDDAS C/O Lori Barnhart, PO Box 108, Lennon, MI 48449 Questions ? Contact Lori Barnhart at SLSBARN@LENTEL.COM (810) 515-6317.