

— 36th ANNUAL —

**WESTERN STATES CONFERENCE  
OF DENTAL LABORATORIES  
JOHN ASCUAGA'S NUGGET • SPARKS, NEVADA  
April 30 — May 2, 2009**

**WESTERN  
STATES**

Arizona  
California  
Hawaii  
Nevada  
New Mexico

Alaska  
Idaho  
Montana  
Oregon  
Utah  
Washington



**CONFERENCE**

**WESTERN STATES CONFERENCE**  
CDLA • 39270 Paseo Padre Parkway, #730  
Fremont, California 94538  
(800) 532-2352 • Fax: (360) 666-8645  
E-mail: [cbaez@cdla.org](mailto:cbaez@cdla.org)  
[www.cdla.org](http://www.cdla.org)  
[www.wsci.us](http://www.wsci.us)



## OF DENTAL LABORATORIES

### “Reno Meeting”

Alaska  
Arizona  
California  
Hawaii  
Idaho  
Montana  
Nevada  
New Mexico  
Oregon  
Utah  
Washington

coordinated by

### CDLA

39270 Paseo Padre Parkway  
#730  
Fremont, CA 94538  
800-532-2352  
Fax: 360-666-8645  
www.cdla.org

sponsored by

### Western States Conference Inc. \*

\*a federation of eleven  
western states' dental  
laboratory associations  
www.wsci.us

## WELCOME TO THE 36th ANNUAL WESTERN STATES CONFERENCE OF DENTAL LABORATORIES

Welcome to the “Reno Meeting”! As annual sponsors of this meeting, WSC, Inc.\* a federation of the eleven Western States, proudly presents another fine array of seminars and exhibits. The Conference participants have opportunities to attend business and technical clinics and to earn CDT continuing education credits. The “hot” topics, techniques and products featured on this program are sure to peak the interest of all technicians regardless of your position or experience level in the laboratory. This year especially learn how to drive your business growth and adapt to the changing business environment. **Join your colleagues and be challenged into new ways of thinking to thrive-not-just survive in the new economic state.** The conference is featuring “Digital Dentistry” and Marketing/Business classes to help you accomplish this goal.

We encourage you to register early as some class sizes are limited. We know that as technicians, we spend a lot of time at the bench. Periodically we need a break from the daily routine to network, discuss common interests and problems, and just relax and have some fun. **The Welcome Reception/Social Hour** on Friday evening offers an additional hour for networking and socializing. The Argen Corporation is graciously sponsoring this event. At this reception a drawing will be made for a winner to play **WSC BIG CHANCE** and to continue the tradition there is an additional **WSC BIG CHANCE** just for the exhibitors.

As always, many exhibitors will offer TRADE SHOW SPECIALS to those attending the meetings. Labs often save enough money through the show specials to pay for their registration and to save even further we offer a discount for attendees coming from the same laboratory. The committee extends a thank you to the speakers and the exhibit companies- we couldn't do it without you! Please be sure to visit each booth in the exhibit hall to see the new products they are offering.

---

### WESTERN STATES CONFERENCE COMMITTEE

Steve Simon, CDT (California)  
David Bridgham, CDT (Oregon), Scott Dyer, CDT (Nevada), Doug Horton, CDT (Oregon),  
Charles Lemke, CDT (Alaska), Eric Hoota, CDT (Hawaii), LaVar Swensen, CDT (Utah),  
and Carol Baez (Conference Coordinator)

---

### Reno/Sparks

Welcome to America's Adventure Place. There are mountains to hike, rivers to run, lakes to scout, deserts to discover, courses to golf, streams to fish, trails to bike, and the night sky to explore. For those who haven't been to Reno in a few years, the new look and feel of the city may come as a big surprise.

When your work day is done, Reno/Sparks offers “take your breath away” scenery, heart-pumping adventures and great night life that never stops as well as world-class casino action. Because Reno is just an hour or so from the sparkling waters of Lake Tahoe you can easily take advantage of all that offers.

#### Hotel Information

Join us at JOHN ASCUAGA'S NUGGET HOTEL  
1100 Nugget Avenue, Sparks Nevada

**FOR RESERVATIONS PLEASE CALL 1-800-648-1177**

We have negotiated a **NEW Affordable** Hotel Room rate \$80.00 (Wed. & Thurs.)  
and \$90.00 (Fri. & Sat.)

# Welcome Members & Guests!

## 36th Western States Conference-General Information

### **FLY INTO THE RENO AIRPORT AND CATCH THE FREE AIRPORT SHUTTLE!!!!!!!**

The Nugget Hotel is a most unique family owned hotel casino resort and has more of what you're looking for. From the moment you arrive, you are welcomed to the luxury resort with a smile and a promise of first class accommodations and service. On the fifth floor you will find a spectacular indoor-outdoor pool and spa in a beautiful atrium setting. The pool features tropical temperatures year round, eight bubble pools, a 16 foot Jacuzzi and glorious views of the Sierras. There are eight award winning restaurants featuring Restaurant Orozko, the Mediterranean style restaurant, the Steakhouse Grill featuring mahogany broiled steaks, and Trader Dick's with authentic Polynesian cuisine and fresh fish daily.

#### **Exhibit Hall**

The Exhibit Hall is open from 3:00 pm to 6:00 pm on Friday. We have featured the latest in digital technology and have manufacturers, and suppliers who can answer all your questions.

Saturday's Exhibit Hall hours are from 10:00 am to 2:00 pm with a **"Lunch on the Run"** served in the hall.

See the latest products and newest technologies. We thank all the exhibitors who provide support of the WSC and assist us in providing educational clinics.

#### **Earn CDT/RG Professional Development Credits for Visiting Booths in the Expo Hall**

You can earn 1/2 point professional development credit from NBC for every six Exhibit Hall booths you visit during the 36th WSC. Use the form available at the WSC registration area to list each booth you visit, and have one of the booth representatives sign your form. Once completed, return this form to NBC with your next CDT or RG renewal invoice. WSC, Inc., will not be collecting these forms.

#### **CDT/RG Credits**

NBC bubble sheets for CDT/RG credits will be distributed at the beginning of each clinic session. The NBC course approval number will be announced at the end of each clinic by a WSC volunteer. The bubble sheets MUST be completed using Pencil Only. In order to receive credit, you MUST complete the entire form and completely fill in the bubble under the corresponding numbers for your CDT/RG number and the course approval number.

Important-Bring your Certified Dental Technician/Recognized Graduate (CDT/RG) card with you to record your CDT/RG number on the Continuing Education form.

#### **DRAWINGS FOR FABULOUS PRIZES -Three Chances to win!!!!!!!!!!**

Wouldn't it be great to participate in random drawings for door

prizes, **WITH YOUR REGISTRATION YOU WILL RECEIVE ONE TICKET GOOD FOR A DRAWING PRIZE AN ADDITIONAL 5 TICKETS INCLUDED WITH A DRAWING PACKAGE PURCHASE AND TICKETS FOR PRIZES WILL BE AVAILABLE ON SITE.**

Each year, WSC exhibitors donate many valuable prizes to the door prize drawing that is held in the Exhibit Hall. Two of the drawings are for the W.S.C. **BIG CHANCE** win from \$1.00 to ????? BIG CHANCE drawings will take place in the hall on Friday at **5.00 p.m.** and again Saturday at 1:00 p.m. draw. Again, the winner must be present to win. The third drawing will take place at the **Welcome Reception on Friday.**

#### **SOCIAL EVENTS/REFRESHMENTS BREAKS THURSDAY ANNUAL GOLF TOURNAMENT**

Come early to compete on Thursday, April 30, 2009 in the Modified Shotgun Start at Redhawk Golf Course. Tee time is 8:30 am. Redhawk is a top-ranked course at 6600 N. Wingfield Pkwy., Sparks. (775-626-6000).

Included with the golf fee is a sleeve of balls and a redeemable \$5.00 drink ticket. Golf prizes will be awarded on Friday at the Welcome Reception courtesy of WSC, Inc.

\*\*\*Limited to the first 50 players\*\*\*\*

Transportation is not provided.

#### **FRIDAY WELCOME RECEPTION 6:00 pm to 7:00 pm.**

Make sure you take a few moments to say hello to old friends and new. After the Exhibit Hall closes join us for hors d'oeuvres and another chance at the BIG CHANCE (Cash bar, 2 drink tickets included with purchase of Drawing Package). Sponsored by Argen Corp.

An additional hour of fun- on Friday from 6:00 pm to 7:00 pm a **"Welcome Reception/Social Hour"** with another \$100.00 for the **"Big Chance."**

#### **SATURDAY" LUNCH ON THE RUN" 11:30 am**

Enjoy the delicious buffet and then see what's new on the exhibition floor. Earn credits while you visit.

#### **Opening Keynote Presentation**

WSC, Inc. will be sponsoring a "Digital Dentistry" panel. [This presentation is free for all attendees.](#)

#### **CDT WRITTEN EXAMS TO BE OFFERED AT THE WESTERN STATES CONFERENCE - Saturday, May 2, 8:00 am**

In conjunction with the National Board of Certification once again the CDT written exams will be held on Saturday, May 2nd. We will also be offering modularization exams. You must be pre-registered with the NBC prior to the testing. Contact NBC at 800-684-5310 to sign up.

# 36th Western States Conference - Program At A Glance

## Thursday, April 30, 2009

- 8:30 am**                      **Bob McLaughlin Memorial Golf Tournament**, Red Hawk Golf Course-  
Corporate Sponsorships –Atlantic Precious Metals & Red Rock Dental  
Supply-Golf prizes sponsored by WSC, Inc.
- 4:00 – 7:00 pm**              **Component Open Forum**

## Friday, May 1, 2009

- 7:30 am – 6:00 pm**        **Registration Desk Open**

### Clinics

- 8:00 am – 9:30 am**        Opening General Session “**Addressing Digital Dentistry**”  
Doug Horton, CDT, Dennis Ouye, CDT, Dr. Lum, David Nakanishi, CDT  
and David Bridgham, CDT (moderator)  
*Free with registration.*
- 10:00 am – 12:00 pm**    **F1 “Removable Prosthetics: Products, Techniques, and Tips for  
Better Fabrication”** Tom Zaleske  
**F2 “Digital Photography: Old Dogs, New Tricks”** Dena and Dennis  
Lanier, CDT-THE LAB 2000, INC.  
**F3 “How to Build an 8 Minute Cr own”** Edward Harms, CDT-Talladium  
**F4 “Affordable Options to Place Your Laboratory into the World of  
Digital Dentistry”** Charles McClemens, CDT- Whip Mix
- 10:00 am – 1:00 pm**    **F5 “Fabricating Implant Supported and Retained Prostheses  
Utilizing Titanium Laser Assembled Techniques: The Team Approach”**  
Robert Schneider, DDS and Danny Roberts, CDT
- 12:30 pm – 2:30 pm**    **F6“Removable Prosthetics: Products, Techniques, and Tips for  
Better Fabrication – Part Two”** Tom Zaleske  
**F7 “The Essential Business Practices for Small Dental  
Laboratories”** Jan van der Poll  
**F8 “Cercon CAD/CAM Systems-Agility by Design”**  
Arlo King, CDT- Dentsply  
**F9 “The Full Service Implant Dental Laboratory”**  
Andy Jakson, Ryan Johnson -3M Espe
- 1:30 pm – 2:30 pm**        **F10“All about Zirconia: State of the Art”**  
Alessandro Cucchiaro-Zirkonzahn USA
- 2:30 pm – 3:30 pm**        **F11“Staying Out of Harms Way”** Tara Harms-Talladium
- 3:00 pm – 6:00 pm**        **Expo Hall Open**
- 6:00 pm – 7:00 pm**        **Welcome Reception - Argen Corp.**

# 36th Western States Conference - Program At A Glance

## Saturday, May 2, 2009

**7:30 am – 4:30 pm**                      **Registration Desk Opens**

**8:00 am – 12:00 pm**                      **CDT Comprehensive Exams**

### Clinics

**8:00 am – 10:00 am**                      **S1 “Precision Combination Cases for Natural Teeth and Implants”** Darwin Bagley, CDT  
**S2 “Implant Retained Dentures”**  
Ruth Bourke- American Dental Supply  
**S3 “Model & Die for New Technicians: Science and Techniques to Improve Your Skills”** Craig Pickett, CDT- Whip Mix  
**S4 “Succeeding in a Challenging Marketplace!”**  
Tim Fitzgerald- Sirona

**10:00 am – 2:00 pm**                      **Expo Hall Opens**

**11:30 am – 12:30 pm**                      **Lunch on the Run**

**1:30 pm – 4:30 pm**                      **S5 “Predictable and Profitable Removable Solutions “**  
Andy Jakson - 3M

**2:30 pm – 4:30 pm**                      **S6 “Get Out of the Stone Age with CEREC Connect”**  
Norbert Ulmer- Sirona

**S7 “Future Advancements in Removable Prosthetics”**  
Kris Schermerhorn, CDT- Pearson Dental

**S8 “Marketing, Fun, Fast and Easy”**  
Dena and Dennis Lanier, CDT- THE LAB 2000, INC.

**4:30 pm – 5:30 pm**                      **S9” Regulatory Compliance- Deal or No Deal!”**  
Gary Morgan, CDT- American Dental Supply

**5:30 pm – 6:30 pm**                      **Western States Conference Debriefing**

# 36th Western States Conference – Opening General Session

Friday May 1 8 am—9:30 am

## *Has Dentistry Really Gone Digital?*

**You can't afford to miss what laboratory owners have to say!** The panelists will address their perspective on digital dentistry and the impact on the lab industry. Each will share their views of where digital dentistry is and where it's heading.



David Brigham, CDT owns Bay Area Dental Lab in Coos Bay, Oregon. David's involvement in the dental laboratory industry started with the Oregon Association of Dental Laboratories serving two terms as OADL President. He is a Trustee of WSC, Inc. after served several terms as the President of WSC, Inc. David currently serves on the NADL Board of Director as the Component Representative.



Doug Horton, CDT, has lectured, trained and directed hands-on workshops worldwide on the fabrication of Porcelain Laminate Veneers. He received a research grant from OHSU to teach and provide all-ceramic restorations to the Senior Dental Students and study clubs lead by Dr. Bill Dugan. His lab, Precision Dental Arts, Inc. has followed the evolution of the all-ceramic restoration for over 25 years. Today they find themselves deeply immersed within the innovative world of digital dentistry. Doug understands the benefits that CAD-CAM technologies offer to the future of their business. Utilizing the efficiency of Sirona's Inlab Milling System allows full control of the restorations they design, increased production and optimal aesthetic products he can offer his doctors.



addition in 2008, Dr. Lum became the facilitator for the Fairfield Study group.

David Nakanishi, CDT is President of Nakanishi Dental Laboratory in Bellevue, Wa. His career as a dental technician began in high school when he worked for his father's laboratory. For more than 25 years, David has worked to foster excellence in dentistry and is dedicated to supporting the best education possible for dentists and technicians. He serves as a Trustee on the NBC Board.

Dennis Ouye, CDT, is the President of LDL Designs, Inc. a dental laboratory in Berkeley, California. As a certified technician, he lectures and conducts hands-on courses to various study groups and state associations. He has given courses with Dr. Harry Albers for dental technicians at UCSF and UOP dental schools. He has also taught ceramics a Diablo Valley College in Pleasant Hill, California. For fifteen years he published a question and answer column for the magazine LMT. Recently he lectured for the Pacific Coast Prosthodontic Society in San Francisco, California. In 2005 he was asked to be a consultant and give hands-on ceramic courses for 3M ESPE.



Dr. Darwin Lum graduated from UCLA School of Dentistry in 1983. For 10 years he was responsible for organizing high level continuing education for the Napa Solano Dental Society. He is active in three study groups and has been a member of the DRS Study Group in Sacramento since 1988. He has set-up and organized a local integrated team of general dentists and specialists, which have met monthly in his office since 1996. In

# *Clinic Descriptions*

## Friday – May 1, 2009

### F1

10:00 am – 12:00 pm

#### **Removable Prosthetics: Products, Techniques, and Tips for Better Fabrication**

**Tom Zaleske**

Beyond the manufacturer's instruction, a host of techniques and tips are usually learned by trial and error. In this first of two clinics presented by Tom Zaleske, he will identify products he uses and explains his techniques for fabricating a better removable prosthetic product.

Among topics discussed:

- Technique and materials for reinforcing and eliminating troublesome denture fractures.
- Tips for using light cured composite denture material.
- Shape customizing of standard denture teeth.
- Tips for trouble free curing of heat cure denture base material.
- A look at Versacryl, an innovative soft liner material.
- A simple, inexpensive denture base colorization technique.

Topics covered will be driven by course participants and for all levels of technicians, department heads and for the single technician. (F1 and F6)

**Tom Zaleske** has been involved in removable technology for 22 years. Tom is a removable prosthetic technician, small business owner,

author, lecturer, product developer and manufacturing consultant. Tom wears many hats, which gives him a unique perspective for a single technician laboratory owner.

2 hrs. Scientific Credit

### F2

10:00 am – 12:00 pm

#### **Digital Photography: Old Dogs, New Tricks**

**Dena and Dennis Lanier, CDT**

We are all proud to be Dental Technicians and as such we are always trying to get to the next level of excellence. When we were first trained, our anatomy came from books or our mentors, but when we needed to do better we all had to go to the source "Natural Teeth". Extractions were the answer for anatomy but what about Color and characterization? This next level has come to us in the form of Digital photography. Now Dennis Lanier can build his crowns while the image is on the computer screen.

Dennis states: "We can see the teeth that we are to copy in their natural habitat, in full color and the surrounding influences needed to do truly great work."

In this program you will learn:

- (1) To send and receive e-mail digital photographs.
- (2) How to open and save them in different software's
- (3) How to adjust and manipulate

them to your specific needs.

- (4) How to archive and share your pictures and files
- (5) But most of all "Learn" as in teach all of us "Old Dogs some new tricks".

Also, Dena will show how we can use Digital Photography to help us Market our Laboratories. We all know that our Laboratories are special, but the trick is to be able to communicate this to our customers. A picture is worth a thousand words?

**Dennis Lanier** has been a Dental Technician for 39 years and is General Manager for THE LAB 2000, Inc. in Columbus Georgia. After graduating from Career Academy School of Dental Technology, he worked at J. Minor Sturgis Dental laboratory and then as a private technician for a dentist in Columbus, Georgia, before opening his own Laboratory until 1995. Dennis has been with The Lab 2000 since 1995 and is very proud to be a Certified Dental Technician. When not at the bench Dennis shares his off time between his hobbies, Digital Photography, Flying, Sailing, and Target shooting.

**Dena Lanier** is President and Owner of THE LAB 2000, INC. A dental laboratory serving a national market out of Columbus, Georgia. Dena started her career in the dental field in 1980 with dentures and partials. Then in 1995, Dena opened her own Crown and Bridge laboratory. She has grown THE LAB 2000, INC. into one of the largest female-owned laboratories in the

country. THE LAB 2000, INC. maintains its membership with the National Dental Laboratory Association, where Dena serves as Laboratory Representative, and on the business committee. Dena is the 2009 President of the Georgia Laboratory Association. Dena writes for JDT unbound each month she is Ms Marketing. The Lab 2000 was chosen as the Member Laboratory of the year for 2008 by NADL.

With appreciation to THE LAB 2000, Inc.  
2 hrs. Scientific Credit

## F3

**10:00 am – 12:00 pm**  
**How to Build an 8 Minute Crown**  
**Edward J. Harms, CDT**

Since 80 to 85% of all restorations are posterior units, this course will concentrate on posterior buildup, porcelain margins, and tips on porcelain finishing. Through consulting and interacting with some of the most successful laboratories in this country and internationally Mr. Harms has developed and refined innovative steps and techniques for porcelain fused to metal restorations. You will be taught how to build up a posterior crown in less than 8 minutes, press porcelain margins with only a technicians experience in Crown & Bridge and finish a posterior crown in less than 10 minutes. This clinic will leave you with excitement about change!

**Mr. Edward J. Harms, CDT** is a graduate of Southern Illinois University with a Bachelor of Science Degree in Dental

Technology with advanced studies in Physics and Metallurgy. Mr. Harms has, over the past twenty years, written articles and lectured internationally on improved levels of laboratory products.

In the 1970's, Mr. Harms was a partner in one of the largest ceramic laboratories on the West Coast. In the late 1970's, Mr. Harms assembled a group of Investors and Aero Space Engineers to form Talladium, Inc. Talladium, Inc. has since expanded manufacturing to include a 'dependable system' of products for the dental laboratory.

With appreciation to Talladium, Inc.  
2 hrs. Scientific Credit

## F4

**10:00 am – 12:00 pm**  
**Affordable Options to Place Your Laboratory into the World of Digital Dentistry**  
**Charles E. McClemens, CDT**

Together we will learn the optimal way to align your laboratory within the World of Digital Dentistry. Explore the available systems and how to determine the best fit for your business.

With the wide variety of systems out there, the cost to get involved and the marketing of those systems already in use all one can think of is...confusion. We all need to work with companies that we trust to provide us with the products that fit our business.

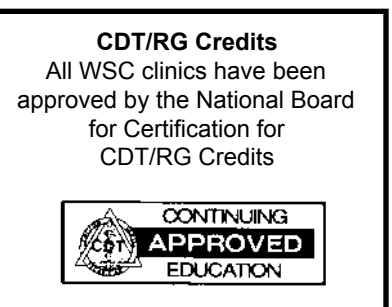
**Charles McClemens** began his career in the United States Air Force graduating from the School

of Health Care Sciences, which provided a solid foundation in the dental laboratory profession. He is a sustaining member of the American Academy of Cosmetic Dentistry as well as a member of the Florida Academy of Cosmetic Dentistry. Currently Charles is a Certified Dental Technician in Ceramics, Crown & Bridge and working towards his Master Certified Dental Technician designation. He also holds the Technologist designation.

Charles serves the Florida Dental Laboratory Association as the President Elect, is a member of the Symposium & Expo Committee and the Government Affairs Committee. He serves on the Business Management Committee for the National Association of Dental Laboratories. Charles is also a member of the Manatee Study Club, an affiliate of the Seattle Study Club.

In 14 years of owning and operating Perception Dental Studios, Charles has aspired to create the most esthetically pleasing and functionally correct prosthesis possible. He works with a wide network of General Dentists and Prosthodontists. He is truly committed to advancing the perception of the dental laboratory profession within the dental team.

With appreciation to Whip Mix  
2 hrs. Scientific Credit





# F5

10:00 am – 1:00 pm

**Fabricating Implant Supported and Retained Prostheses Utilizing Titanium Laser Welding Techniques-The Team Treatment Planning Approach.**  
**Robert Schneider, DDS and Danny Roberts, CDT**

Fixed and removable implant supported and retained prostheses have traditionally been fabricated in the dental laboratory using a lost wax technique. Technology has changed to include several other techniques that potentially are superior to the traditional methods. Titanium is a very biocompatible and versatile material and when combined with laser welding techniques can yield a very well fitting, biocompatible and strong prosthesis. Team planning and fabrication techniques will be discussed along with clinical and laboratory steps and techniques. Multiple patients treated with fixed or removable prosthesis will be presented including both clinical and laboratory considerations. Several time and money saving techniques will be presented utilizing CAD/CAM milled and laser welding techniques.

**OBJECTIVES:**

- The participant will understand the concept of implant supported and implant retained prostheses
- The participant will know how to restore implant prostheses with titanium laser welded type restorations both fixed and removable
- The attendee will become familiar with the diagnosis and treatment of the edentulous patient with these types of prostheses

- At the completion of the program the attendee will become familiar with the techniques and communications required for successful completion of these types of restorations.

**Dr. Schneider** works at the University of Iowa Hospital and Clinics, Institute of Hospital Dentistry, Division of Maxillofacial Prosthodontics and holds the rank of Professor, where he has a full time private practice treating acquired and congenital oral facial defects, trauma rehabilitation and dental implant restorations. He received his DDS from the University of Southern California in 1976 and practiced general dentistry in Arizona for five years before earning his MS and certificate in prosthodontics from the University of Iowa in 1983. He has been a board certified prosthodontist since 1987.

He has published extensively in the peer reviewed prosthodontic literature and is very active in many prosthodontic and dental laboratory organizations. He has been a section editor for the Journal of Prosthodontics and reviewer for many other journals. Additionally he lectures nationally and internationally on many subjects addressing the clinical and laboratory phases of fixed, removable and implant prosthodontics. He has been a Trustee of the National Board for Certification in dental laboratory technology. Dr. Schneider is a Diplomate of the American Board of Prosthodontics, Fellow in the American College of Prosthodontists, Past President of the American Prosthodontic Society and also served for several years as the Executive Director of the APS. He was Director of the Midwest

Prosthetic Study Club for 15 years and has over thirty-five years experience as a dental technician. He is also a Fellow in the International Team for Implantology and the Academy of Osseointegration. He has been named to the “Best of the US Prosthodontists” listing for several years.

**Danny Roberts, CDT**, has 26 years experience in the dental field. He started his dental laboratory career in 1983 and successfully completed his certification in 1989. He owns and operates Hawkeye Dental Studio of Cedar Rapids, Iowa, and specializes in aesthetic removable; laser assembled titanium bars and attachments for removable partial denture/fixed partial denture combination cases.

He is an active member of the TCKC study club of West Des Moines, IA, Mid-west prosthetic study club, ICOI, NADL, and the Iowa Dental Laboratory Association. He has recently had articles accepted to be published in the JDT and other international dental technology journals.

3 hrs. Scientific Credit

# F6

12:30 pm – 2:30 pm

**Removable Prosthetics: Products, Techniques, and Tips for Better Fabrication-Part Two**  
**Tom Zaleske**

Beyond the manufacturer’s instruction, a host of techniques and tips are usually learned by trial and error. In this second clinic presented by Tom Zaleske, he will identify

products he uses and explains his techniques for fabricating a better removable prosthetic product. Topics covered will be driven by course participants and for all levels of technicians, department heads and for the single technician.

Among topics discussed:

- Technique and materials for reinforcing and eliminating troublesome denture fractures.
- Tips for using light cured composite denture material.
- Shape customizing of standard denture teeth.
- Tips for trouble free curing of heat cure denture base material.
- A look at Versacryl, an innovative soft liner material.
- A simple, inexpensive denture base colorization technique.

**Tom Zaleske** has been involved in removable technology for 22 years. Tom is a removable prosthetic technician, small business owner, author, lecturer, product developer and manufacturing consultant. Tom wears many hats, which gives him a unique perspective for a single technician laboratory owner.

2 hrs. Scientific Credit

## F7

### **12:30 pm – 2:30 pm** **The Essential Business Practices for Small Dental Laboratories** **Jan van der Poll**

An overview of the subject matter which will be covered in the presentation.

1. Perform a SWOT Analysis. Define your Strengths, Weaknesses,

Opportunities and Threats.

2. With the information from the SWOT analysis, create a Situation Analysis for the laboratory.
3. Handing out the work. Hold people accountable to produce what they are capable of.
4. Scheduling the work according to the laboratory's capacity.
5. Make sure cases are up on time, all the time. Avoid the biggest sin, which is getting the case to the doctor's office too late.
6. Establishing a system of quality control checkpoints throughout the production process; incoming inspection being an essential part of the process; internal customers.
7. A customer communication system: proactive calling; proper phone etiquette; proper phone language; obtaining and abiding by a doctor's preferences; reading prescriptions; active monitoring of a doctor's satisfaction.
8. Measurement: sales growth; direct labor; gross profits; net profits; account activity; new account retention; existing account retention; external remakes; internal remakes; doctor remakes; productivity.
9. Think; be a leader; create time to manage the "business". Apply the "continuous improvement" philosophy. Are you happy with how things are going?
10. Hold everybody, including yourself, accountable for what they committed to.
11. Training and cross training of the technicians.
12. Hold daily morning huddles with your staff to discuss important issues pertaining to what will be going on that day.
13. Marketing and sales. Ensuring revenue growth. Clearly define where you are going to find new business and how you are going to get it. Execute your plan properly.

14. Ensuring profitability. Make sure you understand how to define profit, and how to bring it to its highest possible levels.

**Jan van der Poll** is President and Founder of Forsons & co., a well respected dental laboratory consulting firm with clients throughout the USA, Canada, Mexico and Europe. He works with management teams to identify strengths and weaknesses of the business, and helps the team to find solutions. Prior to founding his own firm he worked for various high tech and management firms in the USA and Europe.

2 hrs. Professional Credit

## F8

### **12:30 pm – 2:30 pm** **Cercon® CAD/CAM Systems – Agility by Design** **Arlo King, CDT**

With the addition of the Cercon® Eye scanner rapid manufacturing of zirconia or resin frameworks is now easier than ever. The Cercon Eye scans dies and models for crowns and bridges using a three camera system as well as a laser, for extremely precise measurements and a scan time of less than 20 seconds per unit. Design in the Cercon® Art module is also quick and easy with its Wizard technology which allows for push-button simplicity and increased machining accuracy. The presentation will demonstrate the CAD/CAM technology that allows anyone to quickly fabricate zirconia or resin substructures.

**Arlo King**, Dentsply Prosthetic's

Director of Education and Technical Services for Fixed Prosthodontics, joined Ceramco after 20 years experience in dental laboratory education with the United States Air Force. Arlo has designed and written numerous advanced dental laboratory training courses, and also taught a prosthodontics postgraduate course for six years. Arlo's experience includes a position with the United States Air Force Dental Investigation Service where he tested and evaluated dental products.

Arlo has lectured around the world, and has also been instrumental in the development and education of numerous dental materials. He has been a contributor to many dental articles including Dental Clinics of North America and Quintessence. Arlo is certified with the National Board of Certification in both dental ceramics and crown and bridge.

With appreciation to Dentsply  
Prosthetics  
2 hrs. Scientific Credit

# F9

**12:30 pm – 2:30 pm**  
**The Full Service Implant Dental Laboratory**  
**Andy Jakson and Ryan Johnson**

Implants continue to be one of the fastest growing and treatment plans in dentistry today. Doctors everywhere are looking for solid and practical technical support for the ever expanding available systems, techniques, and technologies. This course will provide a down to earth, real life approach to profitably supporting doctors with simple, predictable, and proven implant and

restorative techniques.

\*Small Diameter Implants - Developed over 20 years ago, "mini dental implants aren't just for provisional use anymore, and are quickly becoming standard issue for over denture cases in dentist's offices everywhere. We'll cover the techniques your lab will need to attract and support this rapidly growing market of dentists.

\*Small Diameter and Large Diameter Implants-Similarities and Differences

\*Partials and Small Diameter Implants: Unilateral partials, Clasp-free partials

\*Indicators for Small Diameter Implants in Fixed Restorations

\*Root Form Implants- The advantages of the Lava Zirconia Custom Implant Solution, including esthetic advice, advantages of a hybrid abutment and how to offer them for your clients. Ways to improve treatment options and the soft tissue advantages of Lava Abutments

**Andy Jakson** was born in Mérléc Poland in 1970, immigrated to the United States, and started Dental Tech Laboratory in Buffalo, NY in 1994. Renamed to Evolution Dental Laboratory, the lab has grown into Buffalo's largest full service dental laboratory with over 40 employees.

For the past 24 years, Andy has studied side-by-side with world-leading technician, Lee Culp, CDT, and several manufacturers have chosen Andy's laboratory as a beta site for the testing and development of many restorative products and techniques. In addition, he has participated in extensive training on various implant systems including Zimmer, 3I, and Nobel Biocare, and in the development of IMTEC's MDI and ENDURE systems.

Andy's laboratory has fabricated removable and fixed restorations for over 10,000 small diameter implants since 2005.

Aiming to be on the cutting edge of digital technology, Evolution Dental recently added a Cone Beam CT 3D Imaging Scanner to their services to help dentists create a new standard for implant placement and restoration. Andy works closely with the leading dental manufacturers, educators and clinicians to develop and refine dental technology. His programs are extremely well received as a result of his straightforward, light hearted and interactive presentation.

**Ryan Johnson** graduated with a B.A. in biology with a focus on genetics and biochemistry from St. Olaf College, Northfield, MN in 2002. Following graduation he has worked as a Dental Laboratory technician with experience in implants, ceramics and complex crown and bridge. He attended Marquette University School of Dentistry for a Masters Degree in Dental Biomaterials and is currently publishing his thesis on Zirconia based restoration failure modes. Ryan has served as a trainer at 3M Espe for the Lava Precision Solutions for the past year and is active in new product development with several inventions and patents to his credit.

With appreciation to 3M Espe  
2 hrs. Scientific Credit

Please note:  
WSC has engaged these clinicians as independent contractors to conduct these clinics and is not responsible for the contents of the clinics. WSC does not endorse or advocate the use of any product or techniques employed in the clinics.

# F10

1:30 pm – 2:30 pm

## All About Zirconia: STATE OF THE ART

**Alessandro Cucchiaro**

In the last years, Zirconium dioxide has proven itself as a very reliable and a very trendy material for the production of all types of dental restorations. This presentation will briefly cover: The ABC's of Zirconia, where it comes from and how it is obtained. It will introduce the MAD/MAM milling system and briefly show the original manual milling system created in Europe 2003. This method of producing Zirconia copings, from single units to full arch bridges as well as screw retained bridges, is easy to use and highly affordable for all sizes dental laboratories. Come and join us in learning more about Zirconia, the manual milling system, and all the possibilities during our lecture, "All About Zirconia – THE STATE OF THE ART".

**Alessandro Cucchiaro** is a Certified Master Dental Technician from Europe (Italy) with more than 25 years of experience out of which he owned his own lab for 20 years. He was trained by the owner of Zirkonzahn, Enrico Steger, who is one of the top dental technicians in Europe and the inventor of the manual milling system. Alessandro has been with Zirkonzahn for several years and he is an expert with regard to Zirconia and the manual milling system. Today, he is the instructor on the manual milling system at the Zirkonzahn training facility in Atlanta, GA and lectures all over the world on Zirconia and

the manual milling system.

With appreciation to Zirkonzahn  
1 hr. Scientific Credit

# F11

2:30 pm -3:30 pm

## Staying Out of Harms Way Tara Harms

Tara Harms will provide critical up-to-date information on Infection Control and OSHA guidelines. The goal of this lecture is to reach, teach and motivate people with the infection control information provided by OSHA, OSAP, and CDC. Specifically, Tara hopes to challenge members of the dental field with self-regulated practices of infection control procedures. A positive change can make a more efficient working atmosphere so it is best to keep informed with the latest advances in technology. Her personal goal is to provide technical information in an entertaining way so that each participant will take home some valuable information and stay out of harm's way.

**Tara Harms** is employed by Talladium, Inc., a family-operated company that manufactures products for dental labs. She has an A.S., in Biology, B.A. in Psychology from Southern Illinois University, Master of Business Administration, and a Master's in Educational Psychology at Northern Illinois University. Tara is an OSAP member and has earned 27 credit hours through OSAP, CDC and ADA toward Infection Control.

With appreciation to Talladium, Inc.  
This fulfills the NBC requirement for One Hour Regulatory Standards.

# Clinic Descriptions Saturday May 2, 2009

# S1

8:00 am – 10:00 am

## Precision Combination Cases for Natural Teeth and Implants Darwin Bagley, CDT

This presentation will focus on techniques for attachments indicated for natural teeth and implant restorations. The latest techniques involving immediate loading and titanium laser welding will also be presented. Many interesting cases including, precision partials, overdentures, segmented bridgework and milled telescopic restorations with locking attachments will be featured. New methods to improve implant esthetics including use of zirconia will also be detailed in a step-by-step approach stressing the interaction between the dentist and various laboratory departments. Lecture indicated for Fixed and Removable departments.

**Darwin Bagley, C.D.T., A.S.,** is Director of Education at Attachments International and has over 20 years of experience in the dental technology field. He has lectured and conducted practical training seminars on attachments and implant reconstruction for implant study groups, technicians, dentists and universities throughout the U.S., Australia, Canada, Europe, Brazil and most recently at the Dental Congress in

St. Petersburg, Russia.

Mr. Bagley is co-author of the Attachments & Implants Reference Manual and writes newsletters and technical articles published in professional journals. He is the web master for the A.I. web site and is senior technician on the technical support team at Attachments International.

2 hrs. Scientific Credit

## S2

### **8:00 am – 10:00 am** **Implant Retained Dentures** **Ruth Bourke**

As implant retained dentures increasingly become the standard protocol for all denture wearers it is important for every technician to have an understanding of design and fabrication procedures. This clinic will cover the design protocols and technical details from simple locator attachments to fixed removable hybrid and complex bar systems. Choice of implants, attachments and different scanning options currently available will be discussed.

With over 30 years of experience, **Ruth Bourke** has served as an instructor at several schools and the oral-maxillofacial prosthetic technician at the University of Washington, where she is currently an affiliate faculty member of the Department of Restorative Dentistry. She owns RE Bourke, LLC, specializing in complete denture esthetics and implant-retained removable prosthetics and lectures regularly.

With appreciation to American Dental System/Leach & Dillon Products

2 hrs. Scientific Credit

## S3

### **8:00 am – 10:00 am** **Model & Die for New Technicians: Science and Technique to improve your Skills** **Craig Pickett, CDT**

This course features new and proven techniques; science and materials to improve your C&B foundation Skills. This participatory lecture will cover the chemistry of gypsum and physical properties that define its use and product selection in the laboratory. Also the step by step process in fabricating a working crown and bridge model.

The lecture will touch on the concept of LEAN manufacturing, materials, processes, current equipment and their use in the model and die department as the foundation supplier for the entire lab. How you begin the case in MODEL & DIE can determine its failure or success. This course is great for technicians old and new, as well as a good review for management.

**Craig A. Pickett, RG, CDT**, is NBC certified in Crown & Bridge with Technologist designation. He is a Recognized Graduate of Diablo Valley College in Dental Technology and is currently attending Brigham Young University. Prior to his position as Technical Support Manager at Whip Mix Corporation, he managed in large and small crown and bridge labora-

tories, owned PICKETT FABRICATION in Vacaville, California and represented J.F. Jelenko & Co., Whaledent and Dentsply as a Technical Sales Representative.

As a 25 year CDT with over 30 years of Crown and Bridge and Ceramic experience he now is responsible for technical support to optimize product performance for customers, assist in developing and evaluating new products, and representing Whip Mix by presenting technical clinics in the US and Internationally.

With appreciation to Whip Mix  
2 hrs. Scientific Credit

## S4

### **8:00 am – 10:00 am** **Succeeding in a Challenging Marketplace: Growing Your Lab Business!** **Tim FitzGerald**

#### **Loyal Clients, Eager Prospects and Higher Profits!**

Come join national speaker Tim FitzGerald and his Successful Business Series!

- Remain Focused on Important Activities
- Maintaining a Positive Attitude
- Standing out from the Competition
- Build a solid foundation for the future
- Strengthen Client Relationships

Do you know peers that spend all of their time focused on the negatives in today's business world? Come and learn how to focus on the positives, strengthen your current client relationships and build a

solid foundation for now and the future!

**Tim FitzGerald** is a renowned national speaker, trainer and business consultant. He is a certified Dale Carnegie Instructor and works with businesses of all sizes to build strategies, drive growth and grow profits. Tim has been quoted in Dental Lab Products Magazine and has spoken across the country on Communicating Effectively.

Tim has delivered his programs across the country to Individual Businesses, State and Regional Associations. His high energy style and enthusiasm reflect his commitment to your success!

With appreciation to Sirona  
2 hrs. Professional Credit

## S5

**1:30 pm – 4:30 pm**  
**Predictable and Profitable**  
**Removable Solutions-A**  
**Comprehensive Modern Day**  
**Removable Program**  
**Andy Jakson**

The demand for dentures, implant retained dentures, and other removable appliances continues to grow dramatically. Is your lab benefiting from this trend? Today's Doctors have less clinical removable experience than ever before. Are you prepared to support this generation of dentist? It's just a matter of time before CAD/CAM, CBCT, and Digital Workflow Technologies begin affecting Removable Prosthetic fabrication, are you positioning your lab to take advantage of this reality? Come learn how to

use simple proven techniques to grow your business big in 2009, while also getting a sneak peak into the techniques that will be effecting how we all do business tomorrow.

- The Celara Denture Technique-eliminates preliminary impressions, custom trays, and traditional wax rims, and results in a custom occlusal rim after one patient visit. Enables doctors and laboratories to communicate more precisely and to predictably deliver quality dentures in three appointments, with increased patient satisfaction and minimal post insertion adjustments.
- Ivoclar Vivadent offers you practical and simple steps that can give you consistent and predictable results for your partial and complete dentures. Capture the opportunity with premium, implant retained dentures utilizing the Ivoclar Processing System. Trio Posterior Denture Teeth, a new dimension in posterior occlusion providing accurate and predictable setups in less time.

- Implant Retained Dentures- Developed over 20 years ago, Small Diameter Implants aren't just for provisional use anymore, and are quickly becoming standard issue for over denture cases in dentist's offices everywhere. Techniques your lab will need to attract and support this rapidly growing market of dentists.

- Surgical Guides/Scanning Appliances
- Removable Prosthetics and Digital Dentistry- Where are we now?

**Andy Jakson** was born in Mérélec Poland in 1970, immigrated to the United States, and started Dental Tech Laboratory in Buffalo, NY in 1994. Renamed to Evolution Dental Laboratory, the lab has grown into Buffalo's largest full service dental laboratory with over 40 employees.

For the past 24 years, Andy has studied side-by-side with world-leading technician, Lee Culp, CDT, and several manufacturers have chosen Andy's laboratory as a beta site for the testing and development of many restorative products and techniques. In addition, he has participated in extensive training on various implant systems including Zimmer, 3I, and Nobel Biocare, and in the development of IMTEC's MDI and ENDURE systems. Andy's laboratory has fabricated removable and fixed restorations for over 10,000 small diameter implants since 2005.

Aiming to be on the cutting edge of digital technology, Evolution Dental recently added a Cone Beam CT 3D Imaging Scanner to their services to help dentists create a new standard for implant placement and restoration. Andy works closely with the leading dental manufacturers, educators and clinicians to develop and refine dental technology. His programs are extremely well received as a result of his straightforward, light hearted and interactive presentation.

With appreciation to 3M Espe  
3 hrs. Scientific Credit

## S6

**2:30 pm – 4:30 pm**  
**GET OUT OF THE STONE AGE**  
**with CEREC Connect**  
**Norbert Ulmer, MBA**

Norbert Ulmer will show you how to drive business directly to your laboratory utilizing CEREC connects digitally fabricated models

and inlab from Sirona, the most popular laboratory CAD/CAM system available. It opens your door to thousands of CEREC dentists via the CEREC Connect web portal. With digital Impressions from your dentists, CEREC Connect and Inlab will skyrocket your laboratory to new heights of success!

- You name it with CEREC Connect you can do it: PFMs, Gold Crowns, All Ceramic Bridges and more
- Digitally fabricated models at the push of a button: Full arch and half arch, highly precise with perfectly ditched and separated dies.
- Out with the Stone Age: Tedious infection control and messy stone model fabrication become a thing of the past.

Don't settle for less than the best become part of the largest, most successful digital dental network ever with inLab and CEREC Connect!

**Mr. Ulmer** earned his Bachelor's degree in International Marketing from the University of Cooperative Education in Ravensburg, Germany. He started his career in the dental industry with KaVo over 17 years ago. He has since then gained extensive marketing and management experience in various roles in Europe, Southeast Asia, China and North America. He worked for Sirona Dental Systems from 1999-2008 and was instrumental in the development, the introduction as well as the growth of CEREC inLab, infiniDent and CEREC Connect. He is the co-founder of DENTATRUST, the first dental company focusing on digital dentistry by providing restorative and consulting services. Mr. Ulmer holds a Master's degree in General Management from the Berlin School of Economics and serves on

the ADA Standards Committee on Dental Products, Ad Hoc Group on CAD/CAM Dentistry as well as on JDT's Communications Advisory Board.

With appreciation to Sirona  
2 hrs Scientific Credit

# S7

**2:30 pm – 4:30 pm**  
**Future Advancements in**  
**Removable Prosthetics**  
**Kris Schermerhorn, CDT**

As we go further into the 21st century there is a higher demand for removable prosthetics. The baby boomers are getting older and are in need of partials and dentures. Although we have more demand for removable prosthetics, there are fewer qualified technicians to make these products. The equipment is getting better and removable materials are more cosmetic, comfortable, easier to work with and faster to finish. If you take all these things into consideration, it is evident that a change for the better is coming to the removable industry.

This course will talk about the thermoplastic options to replace metals and conventional acrylics in such cases as partials, fixed temporaries, night guards and orthodontics. The course will show how thermoplastics can be used in every department in a full service laboratory. Kris will discuss the different lines of thermoplastics that exist for your lab and show how to process those materials. Everything from basis cases all the way to cad cam produced attachment dentures will be discussed. The materials discussed

will be Acetal resins, multi-polymers and nylons.

This course will also discuss ways to eliminate the headaches associated with duplicating dentures when the patient is comfortable with their existing denture, but is need of a new one. The Celera system will allow the technician to match the patients existing denture, speed up setting the teeth and replace two appointments. Kris will show how to create a new denture and incorporate Imtek mini implants during the Celera process.

**Kris Schermerhorn, CDT** has been active in the dental laboratory business for more than 20 years. While still in his youth, he worked for his father, owner and founder of Northern Virginia Dental Lab. This experience provided Kris with invaluable expertise in performing dental laboratory procedures. In 1996, Kris began working with acetal resins and other thermoplastic dental materials. In 2000, he became a consultant to CDM Dental, performing research and development testing, as well as training. Kris worked extensively developing new materials, instruments and techniques for removable prosthodontics. As a result of that work, Kris now holds several patents in the dental industry and has more patents pending. In 2007 he earned the NADL's Harry Hagman Inventor of the year award. His ideas have led to products that were voted best new product by the readers of LMT in 2005 and again in 2007. Kris is dedicated to dentistry and continuously looks for new and unique solutions to problems. He is determined to make dentistry better for dentists, technicians and most importantly for patients.

With appreciation to Pearson Dental Supply

2 hrs. Scientific Credit

## S8

### **2:30 pm – 4:30 pm** **Marketing/Fun, Fast and Easy** **Dena Lanier**

Dena Lanier has taken her award winning Two day course and skillfully condensed it into a dynamic Two hour presentation by providing the **Keys** to a treasure chest of tips, techniques, and templates.

**EASY** - This will include a step by step Eight week guide that has eight individual sales packages. All you have to do is to pick a day (we use Monday) and use one of the eight packages each week until you have all of the accounts that you want. This presentation will contain all of the tools needed to have the best marketing Department in the Laboratory Industry.

**FAST** - Our Two hour seminar will go by very fast thanks to the fun and interesting environment created by group participation and entertaining instruction.

**FUN** -The attendees will be asked to give Questions and Answers that will benefit everyone

Basic Digital Photography and Video are two of the tools that will be used to advance this fundamental platform for sound Sales strategies. It does not take a lot of money or time to be successful in sales; let us prove it to you.  
The Goal in this presentation is to

have everyone that attends be able to capture as many new accounts as they want and to focus on the Challenges of selling to the Different Groups in Dentistry.

**Dena Lanier** is President and Owner of THE LAB 2000, INC. A dental laboratory serving a national market out of Columbus, Georgia. Dena started her career in the dental field in 1980 with dentures and partials. Then in 1995, Dena opened her own Crown and Bridge laboratory. She has grown THE LAB 2000, INC. into one of the largest female-owned laboratories in the country. THE LAB 2000, INC. maintains its membership with the National Dental Laboratory Association, where Dena serves as Laboratory Representative, and on the business committee. Dena is the 2009 President of the Georgia Laboratory Association. Dena writes for JDT unbound each month she is Ms Marketing. The Lab 2000 was chosen as the Member Laboratory of the year for 2008 by NADL.

With appreciation to THE LAB 2000, Inc.  
2 hrs. Scientific Credit

## S9

### **4:30 pm – 5:30 pm** **Regulatory Compliance – Deal or No Deal?!** **Gary Morgan, CDT**

Join Gary Morgan, CDT, SafeLink Consulting's VP and Sr. Compliance Advisor in this fun, interactive and educational one hour session covering the ins and outs and need-to-knows of regulations affecting dental laboratories

today! Subjects covered will include traceability of patient contact materials, infection control, root cause analysis of remakes, FDA registration, emergency preparedness and hazardous materials, plus more. This workshop is sponsored by our friends at American Dental Supply.

One hour NBC documented scientific credit for Regulatory Standards will be given.

After completion of studies in History and Government at the University of Texas at Austin, **Gary Morgan** worked for three years in retail business management and human resources. In 1977 Gary joined Morgan Dental Laboratory, which his wife founded in 1975. Gary became a Certified Dental Technician in 1991. Active in the Dental Laboratory Association of Texas, Gary served on the Board of Directors for eight years and as President for both 1994 and 1995. As Legislative and Legal Affairs Chairman for DLAT 1987 - 2008, Gary represented members before governmental agencies, the State Board of Dental Examiners, and the Texas Legislature. Gary was appointed by the Texas State Board of Dental Examiners to serve on the Dental Laboratory Certification Council in 2007 and was elected Chairman in 2008. Gary began lecturing on health and safety in 1989 and is an Authorized Trainer under OSHA's Outreach Program. Gary is the Senior Vice President with SafeLink Consulting, Inc. providing onsite consultation, audits, and workshops on both health and safety and quality assurance, including DAMAS.



# EXHIBITORS as of press time.....

American Dental Supply  
Atlantic Precious Metals  
Astron Dental Supply  
Accurate Metals & Refining  
Argen Corporation  
Aurium  
Astra Tech  
Babiochenko Dental Laboratory  
Bell Handengine  
Cadent  
Cora Refining  
Dentsply Prosthetics  
ETI Empire  
Fricke Dental  
GC America  
Ivoclar Vivadent  
Laserdenta  
Laboratory Solutions  
Lincoln Dental Supply  
NADL/NBC

Nobel Biocare  
Orion Dental Welders  
Patterson Dental  
Plane & Simple Denture Articulation  
Primotec  
Pease & Curren  
Pearson Dental Supply  
Pfingst & Co.  
Red Rock Dental Supply  
Renfert USA  
Shofu  
Sirona  
Smile Line  
Talladium  
3M Espe  
U Best  
Vident  
Whip Mix  
Wilkinson  
Zirkonzahn  
Zahn

## **Registration Information**

You may register in the following two ways:

- **Mail:** Complete the registration form (or download), and mail with payment to the address indicated. Check or Visa/MasterCard accepted.
- **Fax:** Please fax your completed registration form to 360-666-8645, and pay with Visa/MasterCard.

Please note-No telephone registration is available

## **Registration Discounts**

The 36th Western States Conference is offering the following discount options to fit your needs and budget. **NEW!!** In addition to our long standing policy of multiple staff discounts, this year attend 4 classes and receive a special discount.

- **Multiple staff discount-** the first person from the lab pays full price for the class and each additional person receives a \$10.00 discount for that same class.
- **Multiple class discount-** one person signs up for four classes and receives a 20% discount on all four . (the same person must attend all four classes)  
(Example: F1 \$50 + F7 \$50 + S4 \$50 +S8 \$50 = \$200 — 20% (\$40) = \$160 total due.

Please note- You must choose only one of the offered discounts.

Pre-registration Deadline is April 24, 2009. Cancellations cannot be accepted after April 24, 2009. No Show=No Refund. On-site registration is available with additional fee increases.

**Please print or type - one form per person**

Name \_\_\_\_\_ CDT ( ) Owner/Mgr. ( )  
 Laboratory \_\_\_\_\_ Phone( ) \_\_\_\_\_  
 Street \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**REGISTRATION FORM**

**Drawing Package**  
 ( 2 drink tickets, Sat. Lunch  
 Door Prize Drawings & Exhibit Hall) \$38 \_\_\_\_\_  
 Exhibit Hall with 1 Raffle Ticket \$10 \_\_\_\_\_

**FRIDAY MAY 1, 2009**

**F1 Zaleske**  
 1st Person from Lab/Office 50 \_\_\_\_\_  
 Add'l Persons same lab 40 \_\_\_\_\_

**F2 Lanier**  
 1st Person from Lab/Office 50 \_\_\_\_\_  
 Add'l Persons same lab 40 \_\_\_\_\_

**F3 Harms**  
 1st Person from Lab/Office 50 \_\_\_\_\_  
 Add'l Persons same lab 40 \_\_\_\_\_

**F4 McClemens**  
 1st Person from Lab/Office 50 \_\_\_\_\_  
 Add'l Persons same lab 40 \_\_\_\_\_

**F5 Schneider**  
 1st Person from Lab/Office 75 \_\_\_\_\_  
 Add'l Persons same lab 65 \_\_\_\_\_

**F6 Zaleske**  
 1st Person from Lab/Office 50 \_\_\_\_\_  
 Add'l Persons same lab 40 \_\_\_\_\_

**F7 van der Poll**  
 1st Person from Lab/Office 50 \_\_\_\_\_  
 Add'l Persons same lab 40 \_\_\_\_\_

**F8 King**  
 1st Person from Lab/Office 50 \_\_\_\_\_  
 Add'l Persons same lab 40 \_\_\_\_\_

**F9 Jakson**  
 1st Person from Lab/Office 50 \_\_\_\_\_  
 Add'l Persons same lab 40 \_\_\_\_\_

**F10 Cucchiaro**  
 1st Person from Lab/Office 40 \_\_\_\_\_  
 Add'l Persons same lab 30 \_\_\_\_\_

**F11 Harms**  
 1st Person from Lab/Office 40 \_\_\_\_\_  
 Add'l Persons same lab 30 \_\_\_\_\_

**SATURDAY MAY 2, 2009**

**S1 Bagley**  
 1st Person from Lab/Office 50 \_\_\_\_\_  
 Add'l Persons same lab 40 \_\_\_\_\_

**S2 Bourke**  
 1st Person from Lab/Office 50 \_\_\_\_\_  
 Add'l Persons same lab 40 \_\_\_\_\_

**S3 Pickett**  
 1st Person from Lab/Office 50 \_\_\_\_\_  
 Add'l Persons same lab 40 \_\_\_\_\_

**S4 Fitzgerald**  
 1st Person from Lab/Office 50 \_\_\_\_\_  
 Add'l Persons same lab 40 \_\_\_\_\_

**S5 Jakson**  
 1st Person from Lab/Office 75 \_\_\_\_\_  
 Add'l Persons same lab 65 \_\_\_\_\_

**S6 Ulmer**  
 1st Person from Lab/Office 50 \_\_\_\_\_  
 Add'l Persons same lab 40 \_\_\_\_\_

**S7 Schermerhorn**  
 1st Person from Lab/Office 50 \_\_\_\_\_  
 Add'l Persons same lab 40 \_\_\_\_\_

**S8 Lanier**  
 1st Person from Lab/Office 50 \_\_\_\_\_  
 Add'l Persons same lab 40 \_\_\_\_\_

**S9 Morgan**  
 1st Person from Lab/Office 40 \_\_\_\_\_  
 Add'l Persons same lab 30 \_\_\_\_\_

Multiple class payment  
 Example : F1 \$50+F7 \$50+S4 \$50+S8 \$50=\$200—20%  
 (\$40)= \$160 total due.  
 4 class total due \$ \_\_\_\_\_

**SPECIAL EVENTS**

Saturday Lunch 25 \_\_\_\_\_  
 Golf Tournament (Thurs.April 30) 95 \_\_\_\_\_

I would like to play with:  
 1. \_\_\_\_\_ 2. \_\_\_\_\_  
 3. \_\_\_\_\_ 4. \_\_\_\_\_

**TOTAL ENCLOSED \$** \_\_\_\_\_

Mail to:  
 WSC  
 39270 Paseo Padre Pkwy. #730  
 Fremont, California 94538  
 Tel: 800-532-2352  
 fax: 360-666-8645

Make check payable to Western States Conference or use your credit card.

Credit Card: Circle on Visa Mastercard# \_\_\_\_\_

Exp. Date \_\_\_\_\_ Authorized Signature: \_\_\_\_\_