

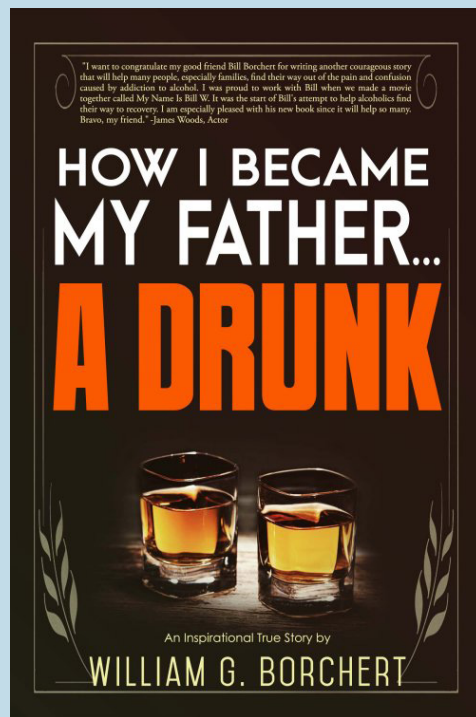
Sometimes memories sneak out of my eyes  
and roll down my cheeks

## NCCDP BOOK RECOMMENDATION FOR THE BOOK GIFT LIST

### “HOW I BECAME MY FATHER...A DRUNK”

BY WILLIAM G BORCHERT

Screenwriter of “My Name is Bill W.” The most watched television movie ever made.



The NCCDP is proud to call William Borchert a friend, and a firm believer in what the Caring Dental Professionals program offers to the dental professionals and their families that suffer from the disease of addiction.

His newest book tells the dramatic, almost unbelievable love story of one family trapped in the devastating and incomprehensible malady of addiction. They suffer from a disease that reaches into the very core of the alcoholic and the family destroying their most precious possessions—love, faith, trust, confidence and finally hope.

His journey focuses on the growing anger and hatred addiction creates between father and son. Little does Bill know that the traits of his drunken father whom he swears he will never be like are already churning inside of him.

Bill had significant success in the media world but alcohol invades his life. Like his father he drinks away every promising new opportunity that comes his way bringing pain and confusion into the life of his own family and all those around him. Every glitter of hope is lost as growing despair leads to near devastation.

When all seems lost, the miracle of recovery gradually restores torn relationships and emotional health. It shows that hope and love do spring eternal and that addicts and families can find new life in sobriety.

You can find an article about William “Bill” Borchert in the ADA News, October 19, 2015 issue. He was the keynote speaker at the State Dentist Well-Being Program Conference this year in Chicago.

## AVOID PRESCRIPTION MISUNDERSTANDING

## OFFER THE ANSWERS TO THESE QUESTIONS BEFORE YOUR PATIENTS CAN ASK!

### PRESCRIPTION PAIN PILLS:

What is the goal of taking this prescription?

When and how should I take these pills?

How long should I be taking these pills?

Are there any risks to me from these pills?

What do I do with any extra pills?



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## When You Need Someone to Care



North Carolina  
Caring Dental Professionals

Published three times yearly in Southern Pines, North Carolina by the North Carolina Caring Dental Professionals, a nonprofit organization. Our goals are to disseminate information about the Caring Dental Professionals, and to provide helpful and informative materials about chemical dependence and mental health issues.

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# CARING Connections

JUST REACH OUT

Volume 15 , Issue 3

NORTH CAROLINA CARING DENTAL PROFESSIONALS

## APPRECIATION The Most Meaningful Gift of All

by Nancy Davis, Executive Director



It is the holidays once again. Thanksgiving is the official launch of the holiday season. We start by giving thanks. We end with giving gifts. In the rush of creating the perfect holiday season, how often do we pause and

sincerely experience appreciation for the big and little things in life that often get taken for granted. Instead of just giving “stuff” for the holidays this year, what if we gave the people in our life the most meaningful gift of all: **our appreciation?** Let the people around you know what you appreciate about them and why. William James, well known psychologist and philosopher, said, “*The deepest principle of human nature is a craving to be appreciated.*”

What do you value most about your best friend? What is it about your kids you really appreciate? What do you love best about your spouse? How does your co-worker or your boss make your job and life easier and more fun?

Expressing our heartfelt and genuine appreciation for the important people in our life is magical. Showing appreciation is about more than saying the perfunctory “thank you” when someone does a good deed for us. Many times, we neglect to tell the people who enrich our lives, just how we feel about the things they do or say. We take so much for granted. We may not pay attention to the daily things we can do to light up someone else’s life. Maya Angelou said, “*I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you make them feel.*”

If we are honest with ourselves, we all want and need to feel valued for who we are and recognized for our contributions and accomplishments. It is important for us to know we have made a difference in someone’s life. Heart felt appreciation for something we have done, boosts our spirit, passion and purpose.

A few simple thoughtful ways to make someone’s day by not only noticing their good deeds but also showing appreciation for their qualities, characteristics and unique traits are:

- Send a holiday card with a special note to a friend.
- Put an “I love you” note on your child or spouse’s pillow.
- Surprise a neighbor, who takes your packages or papers when you are away with a bouquet of flowers.
- Tell someone how much you value having him or her as part of your life.
- Smile often. It not only brightens your mood, it will show others that you notice and connect with them.

This holiday season, take a few moments to pause and reflect on someone you are grateful to have in your life. Then take a minute to let them know how you feel. It is a gift the receiver will long remember.

Happy Holidays and best wishes for the New Year from the North Carolina Caring Dental Professionals to each and every one of you receiving Caring Connections.

“Three billion people on the face of the earth go to bed hungry every night, but four billion people go to bed every night hungry for a simple word of encouragement and recognition.”

Author Robert Cavett



# North Carolina Caring Dental Professionals


## WELCOME NEW MEMBERS TO THE NCCDP BOARD OF DIRECTORS

We are pleased to announce the appointment of Ms. Carla Stack, RDH and Ms. Jennifer Harmon, RDH to the North Carolina Caring Dental Professionals Board of Directors. We appreciate their volunteering for these positions. We know when someone volunteers it is an addition to the many things they already do. The NCCDP looks forward to working with them and utilizing their knowledge to address the growing number of North Carolina hygienists who are looking for assistance.

### Amazon Makes Donating to the NCCDP Easy....

*Support us when you shop this holiday*

Amazon donates when you shop at [smile.amazon.com](https://smile.amazon.com).



**AmazonSmile** is a website operated by Amazon that lets you enjoy the same convenient shopping features as on Amazon.com. The difference is that when you shop on AmazonSmile ([smile.amazon.com](https://smile.amazon.com)), the AmazonSmile Foundation will donate 0.5% of the purchase price to the charitable organization that you choose.

**AmazonSmile** is a simple and automatic way for you to support the NCCDP every time you shop (at Amazon) with no cost to you. On your first visit to **AmazonSmile** ([smile.amazon.com](https://smile.amazon.com)), you need to select the NC Caring Dental Professionals as your “favorite” charity to receive donations from eligible purchases before you begin shopping. There is a search box to use to find the NCCDP. You need to enter the whole name not just the initials. Amazon remembers your selection, and then every eligible purchase you make at [smile.amazon.com](https://smile.amazon.com) will result in a donation to the NCCDP.

To shop at **AmazonSmile** simply go to [smile.amazon.com](https://smile.amazon.com) from the web browser on your computer or mobile device. You may also want to add a bookmark to [smile.amazon.com](https://smile.amazon.com) to make it even easier to return and start your shopping at **AmazonSmile**. If you use either Chrome or Mozilla Firefox as your browser they both have extensions that automatically redirect you to [smile.amazon.com](https://smile.amazon.com) whenever you go to Amazon. Just enter a search for “SmileAlways” and download the extension.

Remember, you have to shop from the **AmazonSmile** ([smile.amazon.com](https://smile.amazon.com)) website in order to have your purchases eligible for the donation.

Disclaimer:  
The North Carolina Caring Dental Professionals program does not endorse or recommend any commercial products. Therefore mention of such products or services on the NCCDP website cannot be construed as an endorsement.

VISIT THE UPDATED NCCDP WEBSITE  
[www.nccaringdental.com](http://www.nccaringdental.com)

### PLEASE CONSIDER

Please consider making a tax deductible donation to the NC Caring Dental Professionals Endowment Fund or the Jake Thorpe Fund. This money is used to provide interest free loans to assist impaired dental professionals. The NCCDP was created for the dental team and their families with the intention of promoting a healthy recovery and lifestyle. You can be a part of this health and wellness effort by making a tax deductible donation TODAY!!!

Dr. Mark W. Johnson, DDS - Chairman, Fundraising Committee

### BURNOUT

*By Bill Claytor, DDS, MAGD, PA, NCCDP Volunteer Coordinator*

Dentists work in a high risk and emotionally charged profession, characterized by long hours, physical demands requiring stamina and enduring pain, plus self-imposed and sometimes unrealistic demands for precision and perfectionism which may lead to isolation-driven personalities, depression and burnout.

So, what is burnout? First of all, let’s define what burnout is not. Burnout is not just stress. Stress may be associated with burnout, but stress, in and of itself, is not burnout. For instance, if you were stressed out over fixing your computer or lawnmower, this probably would not lead to burnout. It may lead to anger or frustration, but eventually you would seek help for the problem or get a new computer or lawnmower. So, burnout is not just being stressed or having a real bad day. However, the most important aspect of understanding burnout is to know that it is a response to the chronic, excessive, and prolonged emotional stress of dealing extensively **with other human beings**, resulting in doubts about one’s work competence and value. However, if you are constantly having to “perform” chair side by addressing patient or staff questions that are often draining and exhausting, this situation may lead to burnout because you develop “compassion fatigue” where you just don’t have anything else to give to the relationship. You are mentally, physically, and spiritually exhausted, thus burnout insidiously becomes part of your daily existence. Burnout is a gradual erosion of the person, dominated by exhaustion (emotional, mental, and physical), depersonalization, and decreased work performance and satisfaction. Burnout is bad news and is as much a process as it is a condition. It is well to note that burnout is not necessarily age-related and is easier to prevent than to treat. We must pay attention to physical health since burnout and poor health are strongly related. Burnout is the “elephant in the room” that no one wants to talk about. Recognize your body and what you are experiencing or feeling.

Why do dentists develop burnout? Reasons include:

- Dentists are expected to remain in control in all situations
- Dentists must disguise personal vulnerability at all times
- Dentists experience confinement (isolation) in daily practice
- Dentists absorb patient anxieties
- Self-confidence issues encourage presenting compromised treatment (plans) to patients
- The stress of perfectionism
- Economic pressures
- Low self-esteem
- Time and scheduling issues
- Pay-related stressors
- Patient’s unfavorable perception of dentist
- Staff issues
- Information technology problems
- Problem patients and dissatisfaction with patient relationships
- Problems relating to the physical environment
- Uncomfortable working posture
- Unhappy marriages, resulting in higher divorce rates and higher drug/alcohol usage (including addiction) and possibly suicide

We also are required to listen as clinicians to our patient’s demands and requests, whether they are realistic or not, which may lead to us absorbing patient anxieties. This can lead to shame and guilt issues that we must address and resolve in order to function daily. Combine all of the above with the dentist’s personality traits and styles, which may preclude one to become overly stressed and malfunctioning.

- A study was performed comparing how addicts and non-addicts deal with stress. Results indicate that stress coping skills in addicts were different from those of non-addicts in most of the coping procedures. Non-addicts reported that they used problem-focused coping and emotional-focused coping strategies. In contrast, addicts have shown that they used non-useful and non-effective stress coping strategies. This data indicates that **using ineffective stress coping skills is one of the predisposing and precipitating factors in addictive behavior. It seems that stress coping skills training is necessary in prevention of addiction.**

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### DR. RANDY KIXMILLER - RECIPIENT OF THE 2015 C.V. WINTER ADVOCACY AWARD

Dr. C. V. Winter served on the North Carolina Caring Dental Professionals Board of Directors for a prolonged period of time and held Emeritus status at the time of his death in 2012. Prior to his death, the NCCDP established in his honor the C. V. Winter Advocacy Award. Criteria were established for the award based on the qualities that Dr. Winter himself exhibited:


- Commitment to advocacy
- Exemplary leadership
- Assistance and support for others in need
- Inspires others to volunteer and be an advocate
- Represents NCCDP with pride and dignity
- Outstanding contributions to NCCDP as an advocate/volunteer

Dr. C. V. Winter was the 1st recipient of the Advocacy Award in December 2011. Dr. Jake Thorpe, who recently passed away in September, 2014, was also responsible for establishing the NCCDP program and was the 2nd recipient in September 2012. Dr. Bill Claytor received the award as the 3rd recipient in September 2013. Dr. John Ludlow was the 4th recipient of the award in September 2014.

I would like to share several comments made by those who nominated our 5th recipient:

- He is known as “Dr. AA” and is always the first to invite and meet a newcomer at a Caduceus meeting and other AA meetings
- Always available to share his office for interventions of his fellow dentists and hygienists
- A huge advocate of the NCCDP, recovery and the 12 Steps
- If it has anything to do with AA and recovery, he’s there!
- Constantly giving back to those in need of hope and direction from addiction
- Eternal optimist about recovery for all
- “Yes” man to anything dealing with recovery

**The NCCDP is pleased and honored to present the 2015 C. V. Winter Advocacy Award to Dr. Randy Kixmiller.** Thank you Dr. Kixmiller for your never-ending commitment to the recovery community, your dedication to our profession, and especially your service as a Peer Support Volunteer and Advocate for the NCCDP.



Randy And Delight Kixmiller

### BURNOUT CONTINUED

Dentists are under tremendous stress and responsibility. Dr. Jerry Gropper, an addiction counselor and a dentist himself, identifies a plethora of roles dentists take on:

- The eye of an artist/sculptor
- Hands of a surgeon
- Insight of a therapist
- Tact of a diplomat
- Reasoning of a scientist
- Skills of a business person

He also notes from clinical experience dentists who suffer from burnout and addiction often times are:

- Dissatisfied with the dental career choice
- Have fear of causing pain
- Exhibit low professional self-esteem
- Display obsessive-compulsive disorder
- Display perfectionistic behavior while striving for a high need for control but feeling out of control
- Show avoidant coping style in interpersonal relationships

**Burnout is preventable!** Listen to your body and pay close attention to your physical health. Your career could be at stake. Take action before it is too late. Reach out to others if you suspect you have burnout or depression. The NCCDP is available to you for information and referral to help stop the progression of burnout and depression. Please call the NCCDP at 800-230-3934 or go to [www.nccaringdental.com](http://www.nccaringdental.com) for more information.

**Burnout Summary**

- Watch for changes in your physical health
- Ask for help when disengaged
- Watch for changes in your physical health