



Shams Merchant, British Columbia

I am an adult living with Autism and have a lot of challenges, but Shams is the only one who understands my triggers and doesn't judge me for my disability. She also has a child with Autism and that's gives her patience to answer all my questions. I love researching on dentistry and send her all the links. At every appointment she explains to me the things that I didn't understand in the article and we discuss the summary. No one has ever taken so much interest. I love talking to her, she books md right before her lunch time so she can spend time after appointment with me as she does not want to push me out of the chair when I am not ready and when other patients are waiting. She knows I get uncomfortable with bright light and sudden noises. She knows my favourite fluoride, she keeps all instruments in proper sequence and has my favourite show on tv. I wish more people understood autism spectrum disorder like her.

She has been my hygienist for over a decade and the relationship we have built is amazing. I wanted my husband to see her as well as he has been dodging dental visits for 7 years. Shams did a thorough job explaining everything and showed and recorded all the findings including pigmentations in his mouth. She encouraged him to see a specialist and it turned out it was a rare kind of melenoma. She was persistent and thorough and doesn't quit. She is gifted and talented

She makes me feel comfortable during the appointment and knows about my dental phobia. I trust her opinion and judgment more than anyone in the office.

Shams is an excellent hygienist with a very gentle touch and caring approach. I have a severe gag reflex and she is always patient with me and makes sure that I am doing fine and comfortable during the entire appt. Along with being an excellent hygienist, she is an amazing person as well

Shams helped me maintain my gums, I had very sensitive gums and they were weak due to diabetes and I started seeing her every 3 months as recommended by her and followed home care routine and my gums are really stable and I can see the difference. She takes special interest in her job and very professional.



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I would love to nominate my hygienist for this award as she is the most deserving candidate and the best hygienist I ever had. I was told to get all the teeth taken out and get full mouth denture 10 years ago, I asked her can we try to delay it and she sounded positive that we should try our best. I quit smoking, 3 months visit, home care plan and still got all my teeth to enjoy. Thanks to Shams for being part of my dental journey.

I have seen many hygienist in last 5 years but my last appointment with Shams was a learning experience. I can understand better why it is so important to take care of my gums rather than being told to brush and floss only. She showed me my charts with gums reading and today I got my gums evaluated and I can see such a big improvement and the areas that I can improve even more. She gave me homework to take care of teeth

I was impressed that she is so through that she noticed slight colour change in my tooth and explained to me. On xray, there was a problem of my tooth eating away my tooth, it was not painful but if she didn't notice than I would have lost my tooth. She is very good

My hygienist Shams is very professional, through, likes educating and giving feedback, encourage me to keep up the good work. I am seeing her for 8 years now and she knows all about my teeth even when I forget she always remember and check everything

Shams is a gifted hygienist, detailed oriented, very through. I get root caries easily but she pays so much attention and never misses a thing

I used to super sensitive to even brushing my teeth with heavy gum bleeding, Shams encouraged me to try various things and gently cleaned my teeth and now in a year I can see a big difference, It feels great

Shams is a great hygienist, honest in opinion but respectful. I had been told how I am going to lose all my teeth but Shams told me that we must work together to keep them for life or at the least maintain them rather than giving up on them. She is the best hygienist ever. She cares and it shows. Very hardworking and dedicated. I am cavity free for years b/c of her encouragement.



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Shams comes to work with such a positive attitude. She loves what she does and it shows. When she has the time she enthusiastically will help the assistants sterilize, set up or flip a room. She is also eager to help the dentists administer LA. I have been working as an assistant since 2001 and never worked with a hygienist that is such a team player.

Shams is a very talented, amazing, caring and a great person with outstanding skills. I am so relaxed when I am seeing her. I love my clean teeth at the end of my visits and I enjoy going to my dentist office and look forward to it. People think it's weird that I love dental visits but my hygienist helped me to feel this way.

Shams and I worked together and she is an excellent team member, friend and co worker. I learned a lot about dentistry from her as she is also a foreign trained dentist. It gives her an eye to screen soft tissues and she continuously explains to patients the urgency to see a specialist for oral pigmentations which have turned out to be malignant.

Her passion for her work is so obvious, she is proud of her role in preventing dental disease and her attitude so motivating. She is truly inspirational

Shams is a very knowledgeable person with a very motivating attitude. She can change the way patients see dentistry. She makes it an appointment they always look forward to. She can deal with patients with dental phobia and make them so calm that they develop long term clinician/client relationships.

Shams is an expectation hygienist who goes above and beyond to research and answer my questions and solve my issues. She works with Dr Rob one day in a week so my family makes sure we get her appointment way in advance. She found me all different dry mouth product samples to try until I found the right one.

Shams is incredibly gifted, gentle and thorough, she made appointment so much fun that I look forward to it

I would love to nominate my student (in 2005) and now my colleague Shams. I was always impressed with her knowledge and attitude. She was my student but I always learned something from her. I was always confident in her skills and understanding of dental hygiene concepts, I can't be proud enough



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Sham is an excellent hygienist with soothing calming voice and humble mannerism. She does a very thorough job and helped with maintain my teeth and gum health by encouraging me. I hope she wins the title of super hero

Shams always goes above and beyond with her patients ! She is a wonderful co-worker who is always ready to help others in need.

My dental caretaker is my hygienist and my dentist. I started at Station square 10 years ago and now it's like having my family. Shams pointed out my swollen neck 3 years ago and dentist encouraged me to see my family doctor, it's was thyroid gland cancer. I had no symptoms or pain. Thx to regular dental visits that saved my life.

Shams is my hygienist since I moved to Canada, I never had any teeth cleaning in 45 years of my life and I was told it's a bad procedure to be considered. My dental team helped me to understand the importance of it and i can see how important healthy teeth are for my health. Please consider her for a reward for her hardwork.

Of any dental hygienist I've had in the past, Shams has to be the most informative and caring. Instead of feeling anxious or embarrassed about going in for my checkups or cleanings she makes me feel better and more confident about taking care of my smile. There are never any negative feelings leaving appointments, only a feeling of happiness that I have someone to comfortably walk me through dental health.



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