



## Raluca Moncica, Richmond Hill, Ontario

It is my absolute pleasure to nominate Raluca Maria Moncica for the Superhero Competition. Each time I have visited the dental office, Raluca always had a wonderful smile on her face and greeted me and my son with pure joy. She is a very knowledgeable, understanding, patient and highly caring dental hygienist that carefully takes her time to ensure my/my son's needs are met...with enthusiasm. I have known Raluca for many years now and she has never shied away from hard questions or complex situations. When I think of my journey to the dental office, it brings a smile to my face, because the lengths that Raluca goes to, to ensure patient care, is a best practice that should be replicated everywhere. She is one of the most patient-centered hygienists I know. First, she always works with my schedule and is very accommodating when booking appointments - sometimes even staying later at the office to ensure I get a slot. Without fail, she will send a reminder prior to the appointment to check-in that we're a go and communicates if there is ever anything I need to do to prepare for it. When I come to the office - she is always on time and ready to see me. Raluca is careful when explaining any procedure, she will do to ensure I have minimal questions, especially when I'm spending most of my time with my mouth open and unable to talk. She is diligent in covering all information she thinks is pertinent to the procedure and offers constant re-assurance throughout. Raluca is always respectful to those around her, not just me, but also the colleagues she works with. I have witnessed many times where she not only shared her knowledge but also prompted questions to learn more. Her hunger for continuous improvement sparked many others to want to learn more, including myself. She keeps her calm even during stressful situations, such as when things don't go according to plan, and is very calculated in her steps to not only rectify but also to keep me, the patient, informed. Raluca treats everyone around her with a surreal amount of respect and understanding and is compassionate no matter the situation. I recognize now that Raluca ranks very high on the emotional intelligence scale: self-awareness, self-regulation, motivation, empathy and social skills. When my appointment is done, Raluca will always check-in to see if I have any questions and will give me information about self-care post appointment. She takes it upon herself to ensure I always leave the office with peace of mind. I am in awe of her skills and abilities, and always putting others first...including myself and my son. My son, who has seen Raluca since he was two years old, absolutely loves going to the dentist because of her and that brings me great joy because as a child I did not have the same experience. I would love to see her recognized as a dental hygiene superhero because to us, my son and I, she IS a Superhero!



# DO YOU KNOW A DENTAL HYGIENE SUPERHERO?



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Raluca is an exceptional Restorative Dental Hygienist who goes above and beyond the call of duty. Her amazing attitude coped with her impeccable know-how make her so well-deserving to win this competition. She is a Super Hero because of her amazing qualities including: 1) proven leadership skills [Raluca manages a plethora of activities while leading the team towards innovation and excellence]; 2) excellent customer service and focus [demonstrated through referrals and fabulous recommendations received]; 3) continuous education [Raluca is an avid learner who continues to improve herself both professionally and personally]; 4) demonstrated accountability [by taking the patients though the entire process with care and enthusiasm, educating them every step of the way]; 5) impeccable integrity [all her patients simply adore her because of who she is as a professional and individual]; 6) true compassion [Raluca's emotional intelligence makes all her patients come to her over and over again and refer everyone they know because she knows how to treat them with respect and inclusion]. Given all points above, Raluca is truly a Superhero who continues to make everyone smile even better, always with a smile on her face and always passionate about oral health. Extremely Highly Recommended !

She is absolutely wonderful. She has worked very hard bettering and educating herself especially during this whole pandemic. She followed up and encouraged her patients to maintain great oral hygiene during this pandemic at home sending instructions and words of encouragement. She has great attention to detail and truly loves her profession it's her passion. Thank you

Raluca has been our hygienist for the kids and me for over 10 years now. It's always a great experience whenever we come in for cleaning. She always has a friendly smile and amazing personality when it comes to interacting with her patients. But the one thing my daughter and I were impressed with the most was her knowledge and effective communication when explaining the benefits and use of our Invisalign treatments. We've never had a hygienist quite like her and we're very thankful and appreciative to have her.



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