

Dr. Clive Bethel



Dr. Steven Tsao

To My Dear Patients,

Hello again, this letter follows my earlier communication planning for my upcoming retirement. It is with mixed emotions that I will be retiring from my dental practice at the end of July 2025. I am very excited to start this next chapter in my life with many travels, projects, interests and times with family and friends to look forward to. At the same time, I know I will miss all of you very much. It has been an honor and a privilege to be your dentist all these years. I thank you for putting your trust in me. I know even more I will miss being a part of your lives, our talks, our laughs and our moments together. I can reflect on the past 35 years and remember the challenges, the fun and all the amazing people I met and worked with along the way.

As was stated in my previous letter, the transition to retirement will require much thought and planning to ensure it is a smooth process for you, my patients, and our staff. I would like to outline what changes you can expect between now and July 2025. I will continue to work 3 days/week until the end of April. Starting May 1st I will be working 2 days/week until my full retirement. This will allow me to overlap with and introduce you to Dr. Steven Tsao (whom many of you have already met), Dr. Howard Kwan, and Dr. Melody Lu. It is with confidence I can assure you they will maintain an excellent standard of care for your dental needs. While in the office I will continue to do some of the recall exams and treatments, however, due to my limited time most treatment will be done by one of the other dentists. This time of overlap between myself and the other dentists allows me to be available for any consultations, questions or concerns about your dental history and care. I feel this will allow for the continuity of care, which is important. Be assured that my remaining time will also be spent finishing up the cases and treatments already in progress.

Please know, Ida and Tracy, together with all the staff, will be doing their very best to meet everyone's needs and questions during this transition. I ask for your patience to help them make this as smooth as possible.

I look forward to seeing you over the months ahead.

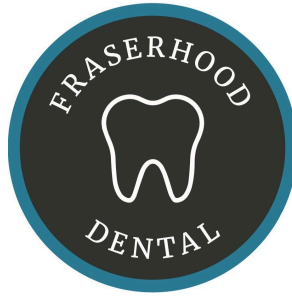
With gratitude and appreciation,

A handwritten signature in blue ink that reads 'Clive Bethel'.

Dr. Clive Bethel

PS: It has come to our attention that Griffin's retirement profile was too heavily invested in dog treats and consequently you may see him from time to time at the office making a little pocket money. 😊

Dr. Clive Bethel



Dr. Steven Tsao

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Dear Patients,

My name is Dr. Melody Lu. I completed both my undergraduate studies and dental school at UBC. For nearly four years, I've had the pleasure of working at Fraserhood Dental. My journey with the clinic began when I met Dr. Bethel, who invited me to shadow at Fraserhood. After speaking with Dr. Bethel and Dr. Tsao, I quickly realized that we shared the same core values in dentistry—prioritizing what is best for our patients. That alignment made my decision to join the team an easy one.

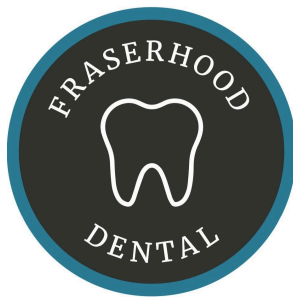
What I love most about dentistry is the ability to provide immediate solutions to my patient's concerns, whether it's relieving a toothache, repairing a chipped front tooth, or restoring a broken crown. I also believe that patient education is essential to improving oral health, and I strive to empower my patients with the knowledge they need to care for their smiles.

A little more about me—I have a Pomeranian named Wall-E, who many of you may have already met. Wall-E and I love exploring the great outdoors, from scenic hikes to camping adventures throughout the seasons. When I'm not out in nature, you can often find me on the court, enjoying a game of badminton or pickleball. Whether it's staying active or spending time with my pup, I always appreciate the balance between adventure and play.

I hope to see you soon.

A handwritten signature in blue ink that reads "Melody Lu". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Dr. Melody Lu



Dr. Clive Bethel

Dr. Steven Tsao

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Dear Patients of Fraserhood Dental,

Please allow me to introduce myself - my name is Dr. Howard Kwan. As many of you already know, Dr. Bethel will be retiring soon, and I will be joining the practice. I look forward to meeting you & possibly seeing some of you for your dental needs.

I was born and raised in Vancouver, trained at the UBC Dental School, and have been in practice for the past 29 years. During this time I worked mainly as the owner of a dental practice in Surrey. When the opportunity came up to join Fraserhood Dental, I gladly agreed, as the clinic is closer to my home in Vancouver.

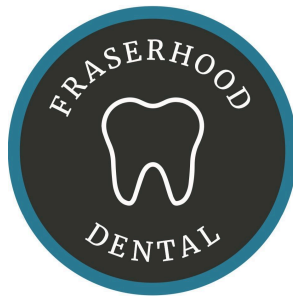
Understandably, there may be some apprehension and uncertainty about seeing a new dentist. Let me assure you that I will do my best to get to know you and to take care of your dental needs. In doing so, I will strive to provide you with the highest level of care.

Throughout my years of practice, I have dedicated my time to continuing dental education. I have participated in many study clubs and have taken courses locally and in the U.S. from some of the best educators in the profession. I have a particular interest in restorative dentistry, orthodontics and implant surgery.

Thank you for your trust. I look forward to meeting you all in the near future.

Sincerely,

Dr. Howard Kwan, DMD



Dr. Clive Bethel

Dr. Steven Tsao

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Dear Patients,

My name is Dr. Steven Tsao, owner of Fraserhood Dental. Dr. Clive Bethel and I started this office together in 2017 and now with his retirement, it is time for us to continue on without him. However, I will not be alone. I will have the help of 2 other dentists in the office, Dr. Howard Kwan and Dr. Melody Lu. Going forward, the 3 of us will be here to take care of your dental health.

I've already met many of Clive's patients throughout the years either working on you or your extended families. For those of you who haven't met me yet, I'd like to share a bit of background info on me. I started as a patient of Dr. Bruce McAlpine, Clive's predecessor. When Clive took over Bruce's practice, he also took over my care as my dentist. I've been privileged to receive my dental care from 2 amazing practitioners as well as 2 outstanding people. I've modeled the way I practice to the way I was treated when I was their patient. My goal is to continue the quality of care that both of them provided and continue their legacy until I retire.

I practice general dentistry and have participated in study clubs for root canals and restorative dentistry. I am also a certified Invisalign provider.

I look forward to continue providing the same quality of care that you have been accustomed to at Fraserhood Dental

Sincerely,

Dr. Steven Tsao