

Employee Handbook

2015-2016



ADVANCED **DENTAL** CONCEPTS

Complete Family, Cosmetic, and Implant Dentistry

Tel (219)663-6878
Fax (219)663-3373

10780 Randolph Street
Crown Point, IN 46307

www.ADC4Smiles.com
supersmiles@ADC4Smiles.com

Table of Contents

Important Notice	iii
Our Mission and Vision	1
Mission Statement.....	1
Vision Statement	1
General Office Policies	2
Welcome to our Practice!	2
Distribution of Policy	2
Harassment	2
Reference Requests	3
Bonding of Employees.....	3
Terms of At-Will Employment	3
Orientation and Training	3
New Employee Performance Review.....	4
Employee Classification	4
Problems and Concerns: Resolution Procedure	5
Your Work Schedule	5
Keeping Track of Your Time.....	6
Exchanging Hours with Another Employee.....	6
Hours of Employment	6
When the Doctor is Away	7
Absenteeism	7
Tardiness.....	7
Personal Time Off.....	7
Job Abandonment	7
Wages and Salaries.....	8
Salary Adjustments	8
Payday	8
Payroll Deductions	8

Table of Contents

Change is Status	9
Wage and Tax Statement (Form W-2).....	9
Lost Paychecks	9
On-the-Job Accidents	10
Overtime Pay.....	10
Paid Holidays	10
Jury Duty - Paid	Error! Bookmark not defined.
Reimbursement of Expenses	10
Non-mandatory Office Events and Continuing Education	11
Mandatory Office Events and Continuing Education	11
Disclaimer Notice	11
Dental Benefits – Regular Full-Time and Part-Time Staff.....	11
Vacation Benefits	12
Vacation Scheduling	13
Vacation Payment upon Termination	13
Retirement Plan	14
Paid Holidays	14
Leave of Absence	14
Maternity Leave	16
Your Continuing Education	17
Re-Certification	18
Worker’s Compensation	19
Unemployment Insurance.....	20
Health and Safety	20
Accidents.....	21
Smoking.....	21
Voting.....	21
Appearance	22
Uniforms	22
Personal Data Changes	22

Table of Contents

Solicitation	23
Office Security	23
Employee Parking	23
Telephone Use	24
Outside Employment (Moonlighting)	24
Confidentiality and Non-Disclosure	24
Proprietary Information.....	25
Maintenance and Housekeeping	25
Personal Problems	25
Don't Practice Dentistry without a License	25
Patient's Needs are Paramount	26
Patient Communication	26
Report Patient's Comments	26
Understanding our Profession.....	26
Alcohol and Drug Abuse.....	26
Dating of Patients	27
Contact Information	31
Company Information	31
Acknowledgement of Manual of Policies	32

Important Notice

This manual is not a contract between the employee and employer. There is no promise of any kind by the employer contained in this manual. Regardless of what the manual says or provides, the employer promises nothing and remains free to change wages, benefits, policies, procedures, working conditions, and any other terms or conditions of employment without having to consult anyone and without anyone's agreement. Except as otherwise provided by written agreement or prohibited by law, the employer continues to have the absolute power to fire anyone with or without good cause and without prior notice.

"At Advanced Dental Concepts, we do not refer to our guests as patients...our guests are family."

-Dr. Danny L. Hayes

Our Mission and Vision

Mission Statement

Advanced Dental Concepts is committed to excellence in providing exceptional family, cosmetic, and implant dentistry as well as the highest level of customer service and gentle, comprehensive care to the members of our communities. Professionalism, honesty, genuine respect, courtesy and true compassion are the cornerstones upon which we create a dental experience for our guests that they can't wait to tell their families and friends about. As a referral based practice, our growth is dependent upon keeping our promise to exceed expectations, create value in the individualized services that we provide and enhancing the lives of our guests through education, optimal oral health and aesthetics.

Vision Statement

The vision of Advanced Dental Concepts is simple:

"Be the best full service dental practice in all of NW Indiana resulting in sustained practice growth, expansion and shared profitability."

In being the best dental practice in NW Indiana, we:

- Create value in the services that we provide through **exceptional patient experiences**.
- Build, nurture and sustain relationships.
- Market our practice 100% of the time.
- Celebrate our guests and our staff.
- Continue to grow personally and professionally.
- Diagnose, propose, educate, and treat guests based on their needs.
- Understand teamwork and operate as a cohesive unit.
- Invite and welcome new patients and feedback.
- Create a work environment that promotes growth and teamwork.
- Provide high quality, competent, gentle, comprehensive dental care.
- Implement systems for consistency, efficiency, and productivity that can be easily reproduced.
- Monitor our systems and make adjustments as needed.

“When we consider any new project, we really study it- not just the surface idea, but everything about it. And when we go into that new project, we believe in it all the way. We have confidence in our ability to do it right. And we work hard to do the best possible job.”
– Walt Disney

General Office Policies

Welcome to our Practice!

The following guidelines are designed to provide working guidelines for all of us.

Written office policies help to:

- Prevent misunderstanding and lack of communication
- Eliminate hasty, unrefined decisions in personnel matters
- Assure uniformity and fairness throughout the practice

Our practice is open to change. Changes happen as a result of internal growth, legal requirements, competitive forces, or general economic conditions which affect our profession.

To meet these challenges the practice reserves the right, with or without notice, to change, add to or delete any of the policies, terms, conditions and language presented in this manual.

Changes in personnel policies are made after considering the mutual advantages and responsibilities of both owner and staff. All of us need to stay aware of current policy and as revisions are made, new pages will be given to the staff to place in their manuals.

Remember, your suggestions are always welcome. Just notify the Office Manager whenever problems are encountered and wherever you think improvements can be made.

Distribution of Policy

The Office Policy Manual and Job Description Manual are the property of the practice. The Master Manual is kept in an appointed place in the office. All employees will be given a copy of all policies for their use, although they are expected to remain in the office where they can be used as reference material.

Harassment

The practice is committed to providing a work environment free of discrimination. This policy prohibits harassment in any form, including verbal, physical and sexual harassment. Any employee who believes he or she has been harassed by a co-worker, manager or agent of the practice is to immediately report any such incident to the Office Manager or next highest authority. We will investigate and take appropriate action.

Reference Requests

All written, oral, or informal requests for information about employees or former employees are referred immediately to the Office Manager. By establishing this policy for all reference requests, we ensure that any information we release is accurate, authorized and representative of the practice's position.

Bonding of Employees

Precautionary measures are sometimes taken to insure adequate protection of property, personnel, assets, etc. We may opt to bond certain employees with specific or sensitive responsibilities within the office.

Terms of At-Will Employment

The terms of an at-will employment agreement are not to be considered a contractual relationship between the employee and the employer. Therefore, unless otherwise defined in writing, such relationship shall be defined as "employment at will," where either party is free at any time to dissolve the relationship. The terms of at-will employment agreements address such items as compensation, wage and salary reviews, employee classification, position and responsibilities.

Orientation and Training

An Orientation and Training Program is conducted for all new employees. We'll introduce you to office policies and help you to adjust to our practice. Any time that you have a question, please ask – we are here to help. As required, you may be asked to attend continuing education (CE) classes to hone your skills.

During the initial Orientation and Training Period, you have the opportunity to demonstrate your attitudes and abilities, and decide if your philosophy and goals are compatible with those of the practice. You may leave of your own volition or be dismissed without notice during this time. You will not accumulate seniority nor be eligible for benefits. Upon satisfactory completion of the Orientation and Training Period, you are:

- Considered potentially qualified
- Reclassified as a regular or temporary employee
- Given seniority retroactive to starting date
- Enrolled in the office benefit plan (if applicable)

New Employee Performance Review

New employees will receive one written evaluation of their job performance after the first 90 days of employment. The review is conducted by the Office Manager or the Doctor/Owner. This gives both of us a chance to determine where improvement, assistance, or training is needed

Employee Classification

Our practice classifies employees according to specific terms and definitions. The employee classifications are:

New Employees:

- Are employed for less than 90 calendar days (the Orientation and Training Period). The orientation period may be extended for another 90 days at the discretion of the Doctor.
(or)
- Are former employees rehired after more than 12 months away from the practice.

Regular full time employees:

- Staff who regularly work 25-40 hours in a given workweek. Under special conditions (illness, etc.) a full time regular employee may work less than the normal work week for up to three months without losing regular full time staff member status. With mutual consent between doctor and staff member, this time may be extended.

Regular part time employees:

- Staff members who work less than the customary number of full time hours weekly, for a continuous period of 90 days.

Temporary full time employees:

- Staff members whose service is intended to be of limited duration and who work the customary weekly hours of a regular full time employee for a period of less than 90 days. With mutual consent between doctor and staff member, this period may be extended to a total of six months, after which time regular full time status is conferred.

Temporary part time employees:

- Employees who work less than the customary number of full time hours a week on an indefinite irregular work schedule. If you work a regular part time schedule for more than 90 days, you receive regular part time status. With mutual consent, temporary employee status may be extended to four months.

Exempt employees:

- Staff members who are exempt from the minimum wage and timecard overtime provision of the Fair Labor Standards Act (Wage-Hour Law) as amended. Such employees include staff members who qualify as exempt executives, administrative or professional employees, or as outside sales persons.

Non-exempt employees:

- Staff members who are not exempt from the minimum wage, overtime and timecard provisions of the Fair Labor Standards Act (Wage-Hour Law) as amended.

Problems and Concerns: Resolution Procedure

Our practice endeavors to satisfy concerns and resolve problems, whatever they may be (working conditions, policies, alleged discrimination or anything else that threatens a productive work environment.) Our resolution procedure works like this:

- The employee brings the problem to the Office Manager (OM) or immediate supervisor within 10 (ten) days of the occurrence. The OM will attempt to mitigate the situation.
- If the employee is not satisfied, the employee takes the problem in writing to the owner within the ensuing 5 (five) days, who will investigate the circumstances and subsequently return a decision to the employee within 5 (five) more days.
- The employer's decision on a given issue is not intended to set any precedent, nor bind future decisions, unless so stated as office policy.

Your Work Schedule

Patient hours may change, but are generally Monday and Wednesday 8 am to 5 pm, Tuesday and Thursday either 8 am to 2 pm or 11 am to 7 pm, Friday 8 am to 2 pm, and 1 Saturday per month, September through May, 8 am to 2 pm. All employees are expected to arrive and be prepared for morning huddles 15 minutes prior to scheduled patient time. Office requirements

may make it necessary for employees to work beyond scheduled work hours. Every attempt will be made to keep this at a minimum.

Keeping Track of Your Time

All staff members are individually responsible for punching in and out on the time clock. ***You MUST clock yourself in and out.*** No other employee is authorized to clock in or out any other employee unless specifically approved by doctor or the Office Manager.

Clocking in at the beginning of each work day is to be ***no earlier than 30 minutes prior to the*** end of each work day is to be ***no later than 30 minutes following walk out of the final patient*** unless approved by doctor or the Office Manager.

Each employee must clock out for:

- Lunch, unless a staff meeting or CE seminar is taking place during the lunch period
- Personal time off (e.g. personal errands or doctor appointments)
- Receiving personal dental treatment as part of the benefits package
- Workplace breastmilk pumping break

Overtime must be authorized in advance or as soon thereafter as possible. Overtime, changes or omissions on the time clock must be authorized by the Office Manager and initialed.

When you leave the premises, let us know. First, get permission if you have to go out of the office or the building on personal business during your scheduled hours, then clock out and back in upon return.

Exchanging Hours with Another Employee

Staff members may exchange hours with another employee of the same position, providing they have prior authorization from the Office Manager and that the exchange involves no overtime for either employee. Forms, available from the office manager, are required to be filled out and approved.

Hours of Employment

“TIME WORKED” – WHAT DOES IT MEAN?

All elapsed time, from the moment you actually begin your duties until the end of the work day is time worked. Arriving early, leaving late, or preliminary time spent in grooming, changing

clothes, eating or attending to personal matters – none of these activities is considered time worked. Employees should ONLY be on the clock during “TIME WORKED”.

When the Doctor is Away

When the doctor is out of the office and normal office hours are maintained, limited office coverage may be required. You may, with approval:

- Work in the office
- Take time off without pay
- Take time off and be charged with earned paid time off

Absenteeism

To ensure that our patients receive proper treatment, we must have adequate staff to handle the workload. If you are unable to report to work, you must notify the Office Manager as soon as you are aware of the situation. Please do this at least two hours before the beginning of the workday so that arrangements for substitute staff can be made. Repeated, or chronic, absenteeism and tardiness are unacceptable and constitute an unsatisfactory work record.

Tardiness

All staff members are expected to be ready to begin duties on schedule. Arriving late or leaving early for the workday, breaks or meal periods are considered unprofessional conduct and could result in disciplinary action, including discharge. We recognize that even the most dedicated employee can have a dead car battery once in a while! In the event that you will be more than 5 minutes late to work, please call and tell us when you expect to arrive. No pay will be given for time not worked.

Personal Time Off

An employee must obtain approval from the Office Manager before leaving the office for personal reasons.

Job Abandonment

If you are absent from work for two days and fail to contact your employer, you may be released for job abandonment.

Wages and Salaries

First, *wage and salary information in this practice is strictly confidential*. Sharing salary information with other employees is prohibited, and doing so could result in disciplinary actions including termination.

This practice maintains a salary administration program which:

- Provides for payment of salaries comparable to those paid for similar positions and services in the community
- Allows for differences in individual ability, knowledge and skill
- Provides incentive to strive for improved performance

Salary Adjustments

Your wages will be reviewed once per year. Pay raises are merit based and are determined by individual performance, increased experience (not necessarily time), contribution to the general welfare of the practice, practice profitability and growth. Pay raises will **NEVER** be based on longevity with the company alone. These reviews of wages are not necessarily done at the time of your performance review.

Payday

Wages are based upon an hourly rate, a daily rate or a monthly salary and paid according to the posted "Payday Notice".

Payroll Deductions

State and Federal payroll taxes will be withheld from your paycheck in accordance with the law. These deductions include state and federal income tax and Social Security tax (FICA). In addition and with your written request, we will make deductions for any contribution you select regarding your retirement plan (if eligible).

New employees must fill out a Withholding Exemption Certificate (Form W-4) on or before the day they begin work. If an employee fails to fill out Form W-4, the employer is required to withhold the maximum amount of tax. A Form W-4 remains in effect until a new, amended form is submitted.

Change in Status

An employee must file an amended Form W-4 reducing the number of exemptions within ten days after any of the following occur:

- The spouse for whom the employee had been claiming an exemption is divorced or legally separated or claims his/her own exemption on a separate certificate.
- The support of a dependent for whom the employee claimed exemption is taken over by someone else or no longer furnishes more than half the support for the year.
- The employee finds the income of a dependent relative is less than the legally allowable amount for the year and the employee had not previously claimed an exemption for the dependent.
- The employee or his/her spouse will reach age 65 on or before January 1 of the next year.
- The employee or his/her spouse becomes legally blind.
- Validity: The employer is required to submit the Form W-4 to the IRS for review if the employee:
 - – Is claiming 10 or more exemptions
 - – Is claiming total exemption from withholding and earns more than \$200 per week, or
 - – The employer believes an employee has claimed an excessive number of dependents.

Wage and Tax Statement (Form W-2)

Each employee will receive two copies of Form W-2 showing income taxes and social security taxes withheld for the year by January 31 of the following year. If, however, an employee requests a form before the January 31 deadline, it will be given within 30 days of the request or within 30 days of the final payment of wages, whichever is later.

Lost Paychecks

Staff members are responsible for their paychecks after they have been issued. Checks lost or otherwise missing should be reported immediately so that we can initiate the “stop-payment” process. Any bank fees for stop payment are the responsibility of the staff member whose paycheck was lost.

On-the-Job Accidents

If you are unable to complete your workday because of an on-the-job accident, you will still be paid for your total scheduled hours for that day, per Worker's Compensation laws.

Overtime Pay

Overtime premium pay (1.5 time) is paid according to the Federal Fair Labor Standards Act and the State Wage, Hour and Child Labor Laws.

Non-Exempt Employees: Employees not exempt from minimum wage, overtime and time card provisions of the Fair Labor Standards Act do not receive overtime pay.

Overtime hours worked must be authorized in advance by the Office Manager or the doctor as soon thereafter as possible. Time not worked but paid for, such as vacation and holidays will not rate or count for overtime calculation purposes.

Paid Holidays

This office observes the following paid holidays:

- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas
- New Year's Day

All members eligible for paid holidays will receive 8 hours of straight time holiday pay. In order to receive holiday pay, the employee must work the work day immediately before and the work day immediately after the holiday, unless otherwise specified.

Reimbursement of Expenses

Staff members will be reimbursed for certain expenses when performing office related business or travel. Expenses must be authorized in advance and an itemized claim submitted for payment.

Non-mandatory Office Events and Continuing Education

This practice often participates in community events (e.g. Fall Festival, Chamber of Commerce events, Dental Health Month presentations, etc.), office events (e.g. Halloween Candy Buy Back, Cookies with Santa, etc.), and continuing education for our employees. When these events are considered to be encouraged but non-mandatory, they will either be unpaid or partially paid:

- **Unpaid** – there will be no hourly wage associated with participating in the event or CE, however, all expenses related to the event will be reimbursed or paid directly. Expenses must be authorized in advance and an itemized claim submitted for payment.
- **Partially paid** – there will be an hourly wage equivalent to the Federal Minimum Wage and all expenses related to the event will be reimbursed or paid directly. Expenses must be authorized in advanced and an itemized claim submitted for payment.

All decisions regarding paid or unpaid participation of non-mandatory events will be at the sole discretion of doctor and will be relayed prior to the event. Any hours will not be counted towards overtime pay.

Mandatory Office Events and Continuing Education

If an event or CE course is considered to be mandatory, the event will be considered “working time” and attendance and participation is mandatory.

Disclaimer Notice

The employer or the insurance carrier may not be liable for the payment of any worker’s compensation benefits for any injury which arises out of an employee’s voluntary participation in any off-duty recreational, social or athletic activity which is not part of the employee’s work related duties.

Dental Benefits – Regular Full-Time and Part-Time Staff

Regular full and part-time employees and immediate family will receive free dental care (minus lab expenses and special material costs, e.g. implants and abutments, bone grafting vials, Arrestin, etc.) after 90 days of continuous employment. Immediate family includes spouse and children (under 25, only if a full time student and unmarried). The employee must pay all dental care laboratory costs and special material costs. This benefit applies to treatment

rendered during the time of employment only, and ends immediately upon termination of employment. This benefit only applies to treatment rendered in our office and does not extend to outside dentists or specialists. Conditions:

1. Staff or family members with insurance are required to use it.
2. If your insurance doesn't cover 100%, the unpaid portion will be treated as in the above paragraph (e.g. If you have a crown procedure at \$1000, lab fees \$100, and insurance covers \$950 then you will only be responsible for \$50 of lab fee unpaid by insurance. If insurance covers only \$500, you will only be responsible for \$100 lab fee not covered by insurance).
3. You may schedule treatment during or outside of regular working hours at the doctor's discretion. If you schedule during normal working hours, you must clock out during treatment time.

There will be no charge to dependents who are covered by dental insurance, provided the insurance covers the full discounted fee. Other family members may receive a courtesy discount at the Owner's discretion.

Vacation Benefits

Regular full-time staff and specified regular part-time staff get an annual paid vacation. The length of your vacation is based on the length of your continuous service with the office. Your vacation hours/vacation day will be prorated based upon your average weekly scheduled work hours during the prior year.

Length of Continuous Service:

- | | |
|--------------|--|
| 1. 0-1 year | 0 weeks paid vacation (prorated hours) |
| 2. 1-3 years | 1 week paid vacation (prorated hours) |
| 3. 3-5 years | 2 weeks paid vacation (prorated hours) |
| 4. 5+ years | 3 weeks paid vacation (prorated hours) |

Vacation pay for full and specified part-time staff members is at the regular hourly pay rate.

Vacation benefits accrue on a monthly basis. However, since vacation time is earned in 12 month increments, staff members are not eligible to take vacation time off for time worked in less than a 12 month period.

New employees do not earn vacation time during their first year, however, the number of hours worked during that first year determines the number of vacation hours earned for the 2nd year. Therefore, if employment is terminated for any reason during the first year, there are no accrued vacation hours payable.

Vacation Scheduling

Staff members may be required to take their vacation while the doctor is on vacation. If the entire staff goes on vacation when the doctor does, staff members not eligible for vacation benefits may be required to cover the office during the vacation period. All vacations will be approved at the convenience of the office so that continuous patient care is assured. Conflicting requests will be decided by a weighted random drawing that favors the employee with the most seniority (e.g. Employee 1 has 9 years seniority, Employee 2 has 3 years seniority, in a hat goes x9 employee 1 names, and x3 employee 2 names, 1 name is drawn from the x12 names and that employee is granted the conflicting vacation time). There may be no more than 1 employee from any department on vacation at any specified time unless the doctor is on vacation at the same time. Any earned and unused vacation time must be taken prior to the beginning of a leave of absence. No vacation time is earned while on a leave of absence.

If a paid holiday falls during your scheduled vacation period, your holiday pay of 8 hours will replace your vacation pay for that specific day.

Staff members are required to take their earned vacation time in the year after which it has been earned. Failure to return from vacation on the scheduled date is considered job abandonment and treated as a voluntary termination.

Vacation time cannot be carried over from one calendar year to the next.

Vacation Payment upon Termination

Employees who terminate their employment either voluntarily or involuntarily will receive payment of any unused vacation benefits. Accrued but unused vacation pay will be paid to staff who are retired for reasons of age or disability, or to the estate of a deceased employee. Since no vacation time is earned during the first year of employment, no vacation benefits will be paid.

Retirement Plan

A full-time employee with 1 (one) or more continuous years of service is eligible to participate in the company retirement plan if available and in accordance with any laws and plan rules. Ask management for details.

Paid Holidays

Regular full-time employees who are eligible for holiday pay will receive an amount equivalent to the straight time pay of 8 hours.

All staff members who are eligible for holiday pay, must be at work (or an excused absence) the day immediately before and the day immediately after the holiday unless approved by management.

APPROVED PAID HOLIDAYS:

1. New Year's Day
2. Memorial Day
3. Independence Day
4. Labor Day
5. Thanksgiving Day
6. Christmas

Holiday pay for an employee on a leave of absence: Holidays that occur during a leave of absence are unpaid

Holidays on a regular scheduled day off: If a national holiday falls on a weekend, the office may close the day before or the day after the holiday and that would be the paid day off.

Holidays during scheduled vacation: When a designated holiday occurs during an eligible staff member's approved and scheduled paid vacation period, the individual will receive 8 hours of holiday pay instead of 8 hours of vacation pay for that day.

Leave of Absence

A leave of absence is granted by the employer and is defined as an excused absence without pay. The employee's benefits may be discontinued during this time.

A leave of absence creates inequities, since not all staff members can be granted a comparable privilege. It can also create a hardship on the practice, therefore such leaves are discouraged and restricted to the following types of absence:

- **Disability:** When an extended absence is anticipated, submit a doctor's statement showing diagnosis of illness or injury, prognosis and expected date of return to work. Before returning to work, the staff member needs a statement from a physician declaring the employee is ready to resume work and whether there are any restrictions to job duties. Accrued sick leave and vacation benefits are used before the leave of absence begins.
- **Serious illness or death in the family:** Circumstances of an emergency nature that compel absence from work that does not involve an immediate family member must gain approval by management prior to taking leave. (Note: death of an immediate family member is covered below in the section on FUNERAL LEAVE.)
- **Personal business:** Circumstances of an exceptional personal nature not involving employment elsewhere.
- **Extended Vacation:** Any earned and unused vacation time must be taken prior to the beginning of the leave of absence.
If the leave of absence is not subject to government regulation, management does not guarantee that the staff member will be reinstated. Reinstatement is solely at the Owner's discretion.
Staff members who fail to return to work on the scheduled workday will be presumed to have resigned employment voluntarily.
- **Marriage:** A leave of absence without pay may be granted for a period of up to two weeks.
- **New Child Care:** Your written request for a leave of absence must be submitted as far in advance as possible, specifying the reason for the leave.
A staff member does not accrue seniority while on an unpaid leave of absence. Dates for benefits eligibility and salary review will be postponed accordingly.

Reinstatement of Work

We comply with federal and state laws regarding reinstatement for employees who must take a leave of absence for military duty, maternity leave, job-related health conditions, or other legislative reinstatement requirements.

An employee may be rehired to work in the following priority of position assignment:

- Prior position
- Equivalent position for which qualified
- Lesser position for which qualified

Involuntary Termination: A staff member on a leave of absence may be dismissed if the individual has accepted outside employment during the leave or has misrepresented the reason for the leave.

Unauthorized Leave: When a staff member requests time off that is denied and takes it off anyway, the absence is considered job abandonment and treated as a voluntary termination.

The following are all considered as a "Leave of Absence":

1. Jury Duty
2. Marriage
3. Pregnancy Disability
4. Military Leave
5. New Child Care
6. Maternity

Maternity Leave

A maternity leave of absence will be granted for a period of six weeks from the beginning date of the leave. A maternity leave may be combined with a pregnancy disability leave, to a maximum of four months.

A request for a maternity leave and pregnancy disability leave must be accompanied by a statement from the physician indicating the reason for the disability and the anticipated date of return to work. An extended leave of absence beyond the four months will be considered a request for a regular leave of absence.

Wages and benefits are discontinued during the leave of absence. Any earned sick leave and unused vacation time must be taken prior to the beginning of the leave of absence. No seniority is accrued while on an unpaid leave of absence. Benefit eligibility dates and salary review dates are postponed accordingly.

A staff member who accepts employment elsewhere while on maternity leave will be terminated without notice as of the last date of employment.

Reporting the pregnancy: Notify your employer as soon as your physician confirms the pregnancy. Your physician must indicate approval of your continuing employment and fully explain any work restrictions. The physician also must provide a reasonable estimate of the latest date you will be allowed to work. You may continue working so long as your physician says that doing so would not endanger your health.

Maternity leave for adoption: Maternity leave includes situations where the family unit is increased by adoption rather than natural birth, so the mother can be at home with the child during the initial period of adjustment.

Returning from maternity leave: Before delivery, let us know when you expect to return to work. Every effort will be made to place you in your previous position. You will need a medical release from your physician stating you are physically able to return to your normal duties. A staff member who fails to return to work upon expiration of her maternity leave will be terminated without notice as of the last date of employment and it is viewed as voluntary termination/job abandonment.

Your Continuing Education

We firmly believe educational development and keeping up to date professionally is important to the practice, you and, especially, the patients. We encourage all staff to attend courses, training programs, meetings and lectures to increase your competence in the present job assignment and to prepare for future advancement. We will pay the expenses for mutually agreed upon courses, lectures, training programs and meetings when such sessions are:

- Required by the owner and
- Conducted during your normal working hours.

In some cases, the expenses may be shared upon mutual agreement between the Owner and staff. Some expenses to be considered are:

- Travel
- Meals
- Accommodations
- Tuition

- Salary
- Supplies

To be reimbursed for expenses, you must submit the following within 30 days of the course completion date:

- Evidence that you have completed the course successfully
- A verified statement of tuition paid and other costs
- A detailed outline of information covered in the course
- Recommendations for items you would like to see implemented in the practice

Staff members receive regular pay or a training wage for courses, training programs, meetings or lectures when attended during normal working hours provided such are agreed upon in advance. Staff members are paid regular pay or a training wage for courses they are required to attend.

The training wage may be different than your normal hourly wage. If so, you will be informed in advanced by the Office Manager or Owner.

Attendance will not be counted as hours worked when:

- A staff member voluntarily attends such programs, without the mutual consent, after work hours even though they may be job related.
- The program is not directly related to the employee's job and is attended outside normal working hours.

In the event prepaid fees are lost because the staff member fails to attend a scheduled training program, the individual will reimburse the employer through payroll deductions.

Please give us at least two weeks' notice of the continuing education program you plan to attend so substitute personnel can be arranged.

Re-Certification

Registered Dental Assistants and Hygienists are responsible for maintaining a valid license by attending the necessary number of continuing education courses required for their re-certification. Such staff members are required to attend these courses during non-scheduled hours and will receive reimbursement for expenses of such courses.

The employer assumes no responsibility for staff members who become delinquent in the number of units needed for re-certification and who, as a result, lose their license. Any staff member whose certification has expired must inform the employer immediately, so the practice is placed legally at risk. All licensed professionals that require certification must hold that certification to practice in our office. Therefore, loss of certification for any length of time could lead to a loss of your position within our office due to inability to perform job duties.

Worker's Compensation

Employees are covered by worker's compensation insurance for work-related injuries or occupational diseases. This insurance is paid for by your employer. Worker's compensation benefits provide medical, surgical and hospital treatment, in addition to payment for loss of earnings that result from work-related injuries. Benefits include:

- **Cash benefits for both impairment and disability:** Disability payments cover certain physical problems, while impairment benefits cover disability and loss of wages.
- **Medical benefits:** usually provided without dollar/time limits.
- **Rehabilitation benefits:** include both medical rehabilitation and vocational training for cases involving severe disabilities.
- **Reporting injuries:** If you are injured while working, notify the Office Manager immediately, regardless of how minor the injury may be. Failure to report an accident can result in a violation of legal requirements and can lead to difficulties in processing benefit and insurance claims.

All injuries involving time loss must be reported to the Division of Labor Statistics and Research. Serious injuries, illnesses, or deaths must be reported to the Division of Industrial Safety. Injury reports will be filed by the employer with the insurance carrier within five days after the injury occurs. Check the posted information for the name of the insurance carrier and the expiration date of the present insurance coverage.

- **Disclaimer Notice:** *The employer or the insurance carrier may not be liable for the payment of any worker's compensation benefits for any injury which arises out of an employee's voluntary participation in any off-duty, recreational, social or athletic activity, which is not part of the employee's work-related duty, even if that activity is done with other staff members including the Owner of the practice.*

Unemployment Insurance

If your employment is terminated, you may be eligible to receive unemployment insurance. The insurance provides financial assistance to employees who become unemployed through no fault of their own.

On the other hand, when the employee is at fault, such as resigning voluntarily or is being discharged for unprofessional conduct, unemployment eligibility is lost. To receive unemployment benefits, a claim must be filed at the local office that administers the state's unemployment insurance law.

Health and Safety

Our goal is to provide a completely safe workplace. Everyone is responsible for safety. If you see an unsafe or hazardous condition, report it to the Office Manager immediately. To avoid injuries, here are some important precautionary measures.

1. When faced with an emergency:
 - Stay composed
 - Walk briskly, if necessary
 - Do not run!
2. When lifting:
 - Bend your knees
 - Keep your back straight
 - Lift with your legs
3. Store materials and equipment safely and neatly; avoid clutter that might cause accidents.
4. Report equipment defects immediately. Repairs are to be made by authorized maintenance personnel. Do not operate defective equipment.
5. Do not climb on or into any shelving or fixture.
6. Wear safe and appropriate footwear.
7. Keep exit doors and electrical panels unlocked.
8. Safety glasses must be worn in all applicable situations (both, patients and staff).
9. In the event of fire, follow specific procedures for our office:
 - Keep calm
 - Call the fire department; know the emergency phone number

- If trapped in the office, keep the doors closed and seal any cracks (with wet towels if possible)
- Open or break a window for air and call for help; do not panic or jump

The best precautionary rules of all are to be sure that:

- All fire extinguishers are checked annually and in proper working condition.
- You know where each extinguisher is located.
- You are familiar with the right procedure for their use.

Accidents

If you experience or witness an accident in which an employee, patient, or visitor sustains a personal injury, regardless of how serious, immediately report the situation to your employer. Likewise, employees who are exposed to occupational health hazards or suffer a job-connected health injury must report it immediately. Failure to report an accident can result in violation of legal requirements and can lead to difficulties in processing insurance and benefit claims.

Smoking

As a health care facility in the community, we want to set an example of sound health awareness and conduct. Because of the overwhelming evidence that smoking is dangerous and injurious to a person's health, we encourage our employees not to smoke. However, we recognize that the decision to smoke or not to smoke is a personal one.

Because of "secondary smoke" hazards, smoking is not permitted on the practice premises. If you smoke, please ensure that you take appropriate actions prior to re-entering the office to maintain a professional image. No cigarette or cigar stubs left on the sidewalk or pavement, breath freshened, hands washed, etc.

Voting

We urge you to go to the polls before or after regular working hours. Lunch hours are also available to you to go vote.

Appearance

We think you will agree that neat, clean and tasteful clothing is the best choice for a dental office. Our close contact with patients makes it all the more important that each of us pays particular attention to personal and oral hygiene. Inappropriate appearance and dress will not be tolerated; i.e. pierced nose, eyebrows, tongue or lips. Visible tattoos, dying of hair in wild colors, etc. is not acceptable. Employees will be sent home to correct any type of appearance that is inappropriate without pay.

Small, lightweight jewelry is OK. Large, bulky rings for clinical staff are strictly prohibited due to the likelihood of exposure through torn gloves.

For women, short or shoulder length hair is preferred. Longer hair must be tied back neatly so it does not interfere with the performance of duties. Men are to be clean-shaven or wear neatly trimmed mustaches, beards and sideburns. Hair must be clean, well-trimmed and well-groomed.

Nails are to be manicured and of a length that does not interfere with your duties. Clinical staff: for sanitary reasons, nails must be short. You must wear gloves! Keep cosmetics and perfume to a minimum.

Uniforms

Clinical staff is required to wear a uniform (scrubs as directed by management). You are responsible for ensuring that your uniform is laundered and maintained according to OSHA regulations. T-shirts, blue jeans, sandals, open-toed shoes and shorts are unacceptable. Office staff is required to wear business attire or a uniform as designated above. Name tags should be worn at all times during work hours.

Personal Data Changes

The law requires us to maintain certain employee records. So that we can keep our records updated, please report any of the following changes as they occur:

- Name
- Address
- Telephone number
- Marital status
- Number of dependents

- Education (courses completed and other training or skills required)
- Selective service status
- Person(s) to notify in case of an emergency
- Physical or other limitations
- Change in beneficiaries

In an emergency, an updated file will speed efforts in locating the proper parties to be notified. Your employee records file contains your work and salary history, performance evaluations, job descriptions and miscellaneous data. To see your file or make copies of its contents (with the exception of references given prior to employment), you will need to give the office a written request.

Solicitation

Time spent on solicitation during work hours (exclusive of lunch or break period) by either the soliciting or solicited employee is prohibited. Distribution or posting of literature on office property requires special permission. Non-employees are prohibited from trespassing, soliciting or distributing literature on office property. The front office staff are responsible for turning away solicitors.

Office Security

You are responsible for any personal belongings you bring to the office. Be sure to tell us immediately if you lose an office key. Do not make duplicate office keys. No outside agency, inspector, visitor, inquirer, salesperson or ex-employee may enter the operatories or office from the reception area without permission. Do not discuss the security system or code with any unauthorized person. No employee is allowed to enter the office during non-office hours without prior authorization from the Owner. Violations will result in immediate dismissal.

It is the policy of this practice that when any staff member either resigns or is terminated, security codes and door locks will be immediately changed. It is the responsibility of each remaining staff member to ensure they maintain security of these items.

Employee Parking

Employees are to park in the designated areas furthest from the patient entrance, and lock your car doors. The office is not responsible for damage or theft to automobiles or personal property.

Telephone Use

The office telephones are intended for business use, so please keep all personal calls to a minimum. In the event of an emergency, you will be contacted immediately. Outgoing long distance calls of a personal nature are prohibited.

Personal cell phones are to be stored away during “working time”. **Cell phones in the operatories, clinical areas or at the front desk is prohibited.**

Outside Employment (Moonlighting)

We expect you to devote your full efforts to the interests of the practice during your working hours. Avoid outside business or gainful activities that could divert your time, interest or talents away from the satisfactory accomplishment of your responsibilities. If you utilize any of your non-working hours working in another dental practice or dental business, keep in mind that you are obligated to the confidentiality and non-disclosure clause in this handbook with respect to any and all information, systems and patient information from within this practice.

Confidentiality and Non-Disclosure

We make available to each employee certain information including patients’ names, dental and medical history, addresses, communications, files, bills and payment records, office forms or manuals, etc. These items are of substantial value, highly confidential, constitute the professional and trade secrets of the doctor and are CONFIDENTIAL!!! They are provided and disclosed to employees solely for use in connection with your employment. We REQUIRE our employees to honor the following:

- To regard and preserve practice information as highly confidential trade secrets of the employer. Such information must not be discussed away from the premises or within hearing distance of any patient or unauthorized person(s).
- To not disclose, or permit to be disclosed, any of this information to any person or entity.
- To not photocopy or duplicate and not permit any person to photocopy or duplicate, any of the information without the employer’s consent and approval.
- To continue to keep any information inviolate, even after termination of employment with the office.
- To release personal information about other staff members – (telephone number, address, etc.) – only with the staff member’s specific and prior approval in writing.

Employees who handle confidential information are responsible for its security. Extreme care should be exercised to ensure it is safeguarded to protect the practice, each staff member, the suppliers, the patients and the employer. Any employee who violates this confidentiality and disclosure policy is subject to disciplinary action up to and **including discharge and possible legal action.**

Proprietary Information

Although not intended to discourage staff creativity, any system, idea or communication developed during your employment here is property of the practice and remains so even after termination.

Maintenance and Housekeeping

Clean and orderly surroundings have a positive bearing on staff morale and productivity. Patients are favorably impressed and attracted to an office that looks professional and well maintained. Be sure to keep work areas neat and tidy and to correct or report any conditions that detract from the professional image we want to convey.

Personal Problems

Staff members are encouraged to leave problems at home rather than bringing them to work, but at times this may be unavoidable. If you have a problem so severe that it affects your ability to perform, please discuss it with the Owner or the Office Manager. You can expect understanding and help toward finding a solution we hope will be in everyone's best interest. You can count on us to keep it private and we expect you to do the same. Never discuss personal problems within hearing distance of patients, guests or other staff members.

Don't Practice Dentistry without a License

After a short while, one becomes somewhat knowledgeable in standard advice to patients. From a legal standpoint, however, when a patient has a medical question, it is necessary to inform the patient that you will relay the question to the Doctor and then get back to them with the answer to their questions. You unwittingly put the practice at risk when you give medical advice. Please don't do it.

Patient's Needs are Paramount

Our patients come to us because of a desire for quality dental care. We need to convey an atmosphere of warmth, caring, professionalism, efficiency and competence. It is important to always show that you really do care about the patient. Never act indifferently. Communicate and listen to our patients. Show empathy with their problems, but do not minimize their concerns by telling them something you experienced that was "the same, better, worse or more severe," etc. You probably wouldn't like it if you went to a professional office to get help with a specific situation and instead the staff told you all about their own experience in a similar situation that was more difficult, etc. Always remember we are here to service the patients, not to entertain them with stories of our own. Please strive to leave your own distractions and problems at home.

Patient Communication

Although we encourage you to be in good communication with all of our patients, telling them more about your personal life than they really need to hear can often carry this too far. To avoid this, please refrain from originating personal conversations. If the patient initiates such a topic, *then* it is fine to talk about such things, within moderation.

Report Patient's Comments

Positive comments made by the patients about the improvement of their dental health, about the Doctor or other staff, or any aspect of the service they are receiving should be relayed to the Doctor and/or the Office Manager.

Negative comments should also be relayed, as the comment may be a signal about a misunderstanding or a problem that should be addressed. Send comments directly to the Doctor or Office Manager via a note on the patient's folder.

Understanding our Profession

We encourage you to learn all that you can about our profession. You are encouraged to refer your friends and family to our office.

Alcohol and Drug Abuse

Being under the influence of any drug or alcohol while on the job poses serious risks to the health and safety of the patients and fellow employees. Therefore, any use, sale, purchase,

transfer, or possession of any illegal or non-prescription drug is prohibited at any time. This includes being under the influence of alcohol and/or any drug while on duty or performing any practice-related business.

Legally prescribed medications are permitted only to the extent that the use of such medications does not adversely affect the employee's ability, job performance, or the safety of that individual and others. Any employee who is determined to be in violation of this policy will be subject to disciplinary action. This may include immediate dismissal and referral to law enforcement officials.

An employee who displays unusual or bizarre behavior that could be attributable to alcohol or chemical substance abuse may be required to undergo a medical examination, including urinalysis, to determine if he/she is suffering from alcoholism or drug use. Consenting to medical testing may be a requirement for continued employment.

Dating of Patients

Sometimes a patient would like to date a staff member and sometimes it is the other way around. Whichever, it could present problems for the business and could be considered unethical and unprofessional. This includes flirting in any fashion. We are here to provide a professional service to our patients, dentistry.

If such a situation should present itself, it is the responsibility of the employee to discuss the situation with the Owner and/or the Office Manager and to determine the most appropriate method for dealing with the situation to insure that no poor light is shed on the practice.

Performance Evaluations

We have established a procedure for job performance on a regular basis. These Performance Evaluations are vital for future planning and provide a fair, timely and objective measurement of performance of job requirements.

We conduct at least two evaluations of a new employee during the first year: the first after approximately 90 days of employment, another between 9 and 12 months of employment.

Each staff member receives a performance evaluation at least once per year.

We will advise you of the time for your scheduled review at least seven days in advance. This gives both of us an opportunity to prepare so that areas of mutual concern can be addressed.

The performance appraisal is designed to:

- Maintain and improve job satisfaction by letting staff members know we are interested in their job progress and personal development.
- Serve as a systematic guide to recognize needs for further training and progress planning.
- Assure a factual, objective analysis of an employee's performance vs. job requirements.
- Help place employees in positions within the practice that best utilize their talents and capabilities.
- Provide an opportunity to discuss job problems or other job related interests.
- Serve as an aid in salary administration.
- Provide a basis for coordinating goals and objectives – the employees' and the practice's.
- Give recognition for superior performance.

The performance evaluations will address job factors and behaviors that are observable, measurable and specifically related to job performance. Factors we consider are:

- Quality of work
- Quantity of work
- Job knowledge
- Employee relations
- Patient relations
- Dedication to the practice and the practice goals

Salary adjustments are not necessarily made at the time of the performance evaluation and are not exclusively dependent on job performance. Salary adjustments must be sustainable and therefore are also dependent upon the health of the practice and practice growth.

Termination of Employment

Staff members who quit, are discharged, or fail to respond to an employment recall will be regarded as separated from employment with the practice and will maintain no seniority, recall or other rights.

Separations are either voluntary or involuntary. "Mutual agreement" separations will be classified as either voluntary or involuntary, so that they may be processed in accordance with the separation policies and procedures that follow:

Voluntary – A resignation initiated by the employee.

We realize that occasionally a staff member resigns to pursue other interests. It is accepted business practice and common courtesy to give two weeks' notice so that a replacement can be found quickly to fill the position. Although a staff member may give notice, the resigning staff member may be asked to leave immediately because of staff morale, unsatisfactory job performance or operating needs.

Staff members who are asked to leave immediately will not be paid their regular salary in lieu of work. Severance pay will not be awarded and the resignation will be treated as voluntary.

Unauthorized Leave – If a staff member requests time off that is denied and the staff member takes off anyway, the time off will be considered job abandonment and treated as voluntary termination.

Involuntary – A permanent separation initiated by the employer due to:

- Lack of work
- Inability to perform satisfactorily the duties of the position
- Reorganization and/or relocation
- Unprofessional conduct
- Job abandonment

Pay/Benefit Discussions

Due to the emotion often connected to monetary issues, it is our policy that payroll discussions amongst staff are prohibited. We attempt to provide pay/bonuses/benefits based upon each individual's qualifications, training and contribution to the practice. Two or more individuals may or may not be on the same pay structure. It has been found that discussions regarding payroll and individual benefits can lead to feeling of inequities, which create unnecessary problems in the workplace. Therefore, staff members found to be discussing such matters may be subject to disciplinary actions including termination.

The above list is not intended to show all possibilities that might result in involuntary release from employment. When possible, staff members receive two weeks written notice before

termination of employment. The notice will state the reason for the release and the last date of employment. This notice is not considered mandatory, and termination may be instant based upon the specific circumstances.

Contact Information



Dr. Danny L. Hayes

Dentist / CEO

Tel (219)663-6878

Fax (219)663-3373

DrDHayes@ADC4Smiles.com



Jeanette Botts

Office Manager

Tel (219)663-6878

Fax (219)663-3373

OfficeManager@ADC4Smiles.com

Company Information

Advanced Dental Concepts

10780 Randolph Street
Crown Point, IN 46307

Tel (219)663-6878

Fax (219)663-3373

www.ADC4Smiles.com



ADVANCED DENTAL CONCEPTS

Complete Family, Cosmetic, and Implant Dentistry

Acknowledgement of Manual of Policies

I have received a copy of Advanced Dental Concepts Manual of Policies. I have read and I understand its contents. I acknowledge that it is my responsibility to ask questions about anything that I do not understand.

I understand that it is my responsibility to abide by all of Advanced Dental Concepts' policies. I also understand that Advanced Dental Concepts has established these policies at its sole discretion and that the contents may be changed by the Company at any time, with or without notice and that I will be promptly informed of any such changes. I further understand that this manual is not, nor is it intended to constitute an employment contract or a guarantee of any rights or benefits.

I understand that my employment can be terminated at the option of either Advanced Dental Concepts or myself, at any time, for any reason or for no reason at all. I understand that the Manual and this Acknowledgement Form do not vary or modify the at-will employment relationship between Advanced Dental Concepts and myself.

Date

Employee Signature

Date

Company Representative