

HILLANDALE SMILES

Office Manual

General Employee Information

Hillandale Smiles

09/27/2019

Table of Contents

| | |
|-----------------------------------------------------------------------|-------------------------------------|
| Introduction | 4 |
| Definitions | 4 |
| Employee General Information | 4 |
| Organizational Chart | 4 |
| Additional Information | 4 |
| Office Hours | 5 |
| Compensation | 5 |
| Wages and Salaries | Error! Bookmark not defined. |
| Time Off | Error! Bookmark not defined. |
| Time Off with Pay | Error! Bookmark not defined. |
| Paid Personal Time | Error! Bookmark not defined. |
| Paid Holidays..... | Error! Bookmark not defined. |
| Time Off without Pay | 6 |
| Personal Time without Pay | 7 |
| Unpaid Holidays/Office Closures..... | 7 |
| Holidays | 7 |
| Requesting Time Off | 7 |
| Inclement Weather policy..... | 7 |
| Privacy Statement (Requires Appendix and Hyperlinks)..... | 7 |
| Health Benefits..... | 8 |
| Dental Benefits..... | 8 |
| Emergencies..... | 9 |
| Job Security | 9 |
| Alternative Time/Location | 9 |
| Atmosphere..... | 9 |
| Recruiting and Maintaining Patient Population | 9 |
| Staff Meetings | 9 |
| Personal Appearance..... | 9 |
| Professional Attire/Uniforms | 9 |
| Clinical Staff | 9 |
| Administrative Staff: Guide to Business Casual Dressing for Work..... | 10 |
| Slacks, Pants, and Suit Pants..... | 10 |
| Skirts, Dresses, and Skirted Suits..... | 10 |
| Shirts, Tops, Blouses, and Jackets | 10 |
| Shoes and Footwear..... | 10 |
| Jewelry, Makeup, Perfume, and Cologne | 10 |
| Hats and Head Coverings..... | 10 |
| Conclusion of Professional Attire | 10 |
| Smoking Policy..... | 10 |
| Termination Procedure..... | 13 |
| Arbitration Procedure..... | 13 |
| Performance Appraisals (a chance to plan the next year) | 10 |

Professional Conduct..... 11

Logging On and Off.....5

 Log In and Password Agreement.....5

Personal Phone Calls..... 12

 Emergency or Urgent Phone Calls.....12

 Routine Incoming Calls.....12

 Cell Phones.....12

Progressive Disciplinary Procedures..... 13

Open Door Policy..... 12

Grievance Procedure..... 13

Confidentiality..... 13

Pregnancy..... 13

Completion of General Employee Information Office Manual Agreement.....14

Compensation Agreement..... 17

Paid Holiday Letter (Updated Through 2014)..... 18

Emergency Evacuation / Fire Escape Plan..... 20

Patient Emergency Plan..... 21

Introduction

Welcome to our Dental Family and to possibly some new and interesting concepts that we anticipate you will master with both extreme competency and accuracy. The attached documents will give you a timeline of training and our policies and protocols for our administrative staff.

- 1) Within the next 2 days please review the Employee General Information at HillandaleSmiles.com

If you have any questions, please bring those questions to the Office Manager or Dr. Wolcott. When all your questions have been answered, please print and initial each page and present it to the Office Manager before lunch on your second workday.

- 2) There are a variety of Clinical and **Administrative Tasks**, that which all have the same three core concepts:
 - 1) – items that are time-sensitive,
 - 2) – items that are accuracy sensitive,
 - 3) – items that are personally sensitive.

All of the things you will do as an employee will demand both competency and command of these three items. In your first week there will be a generous amount of time for you to familiarize yourself with our **Policies and Procedures** that include **HIPPA** policies.

We request that should you find a required update any of these **Policies and Procedures** please write on them directly on a printed page of the manual and provide them to the Office Manager or Dr Wolcott.

Finally, both the Office Manager and Dr. Wolcott have an **open-door policy**. At any time you may request an open or closed meeting with either or both of them. Both the Office Manager and Dr. Wolcott enjoy very proactive staff, and always being made aware of areas that may require attention or improvement.

Definitions

Procedure: A written or oral task that is performed

Policy: A written procedure that is approved by Dr. Wolcott and includes a Standard Operation Procedure (SOP)

Employee General Information

Welcome to the family dental practice of Hillandale Smiles.

You are joining a team of talented and dedicated professionals who produce quality care and dentistry to serve the individuals and families who entrust their dental care to us.

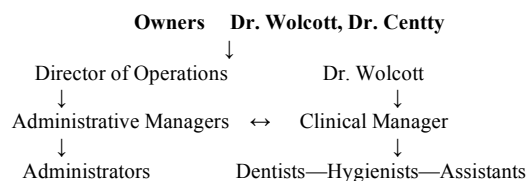
You can help continue a tradition of excellence that over 50 years ago in the Hillandale community. That tradition continues today with a larger staff and more dentists to treat a growing population of friends and neighbors who are our patients.

Our practice operates in a modern building structure, using up-to-date treatment techniques, dental materials and equipment in a kind and caring atmosphere.

The quality of our treatment reflects the quality of the people who produce it. Our most valuable assets is our staff. We work to maintain a climate that is open and friendly, challenging and stimulating. We encourage open communication within our organization so that information and ideas can be easily exchanged and concerns voiced freely and answered promptly. We work hard to treat our staff fairly and equally. We provide job security for all of our full-time employees.

As you begin your employment with our practice, you may have questions about your responsibilities and compensation. This manual attempts to explain many of them. As you have other questions, feel free to bring them to attention.

Organizational Chart



Additional Information

The **Appendix** section of this manual will include supplementary information that may be useful in additional descriptions of **Practice Philosophy** and organizational structure and is made available for reference only and does not in any way set or direct office policies and procedures.

Office Hours / Arriving to work and Lunch

Monday, Wednesday, Thursday: 7:30 am – 7 pm

Tuesday, Friday: 7:30 am – 5:00 pm

One hour is scheduled for lunch, without pay, and to be scheduled at the discretion of the office needs by your immediate supervisor, the Director of Operations or the attending dentist.

Arrival time

It is recommended that employees arrive 15 minutes prior to the scheduled work time (Arrival Time) so as to have adequate time to prepare personal effects that may include storing personal items, having breakfast, coffee, using the restroom prior to logging in to work.

Work time

Employees are responsible for keeping track of their own hours by logging in and out (work time) at the computer terminals at the front desk. See section regarding when and **how to log in/out**.

Logging On and Off

Arrival time; the time you arrive at the office that is used to secure personal gear, have breakfast, coffee, use the rest room etc.

Log in time; the time you are prepared and begin task assignment

Log Out time; the time such that you are scheduled for task completion.

Departure time; All time after log out time to collect personal items.

Proper use of the logging on and off procedure is an essential part of security of our software. Diligent use of the log out feature allows users to protect their accounts without having to close the software every time they leave their workstations. This protection is even more critical if a user has access to secure areas of programs that other users should not have access to.

To log on:

- 1) Open the Software by double clicking the PerioVision icon. The logon dialog box should appear.
- 2) Expand the User Name drop-down and then select user name.
- 3) Enter the password in the Password text field.
- 4) Click OK to log on or Cancel to close the software.

Log In and Password Agreement

All employees will be given their own Log In and Time Clock Passwords. This is not to be shared with anyone else.

Errors in Login/Logout

Errors in logging in/out will be noted as a job performance measure and should be entered correctly to avoid any hindrance during performance reviews.

When you require a time clock correction, fill out a CSW time clock correction and place on Dr Centtys' desk. Placing the correction request is not an automatic correction. A personal follow up is required to confirm an update has been provided.

Any corrections not turned in with completed CSW time clock correction will not be provided. All CSW time clock correction request must be provided ASAP or the first ½ of the subsequent work day. Failure for timely correction request may require correction of time clock be applied to the following pay check. This will be seen as a decrease in your bi-weekly pay check amount.

Overtime

must be approved by Director of Operations and must be in direct relationship with patient care or the attending dentist.

Office hours may be modified at the sole discretion of Director of Operations

Compensation

We attempt to provide wages, salaries, and benefits that meet, or exceed, health-care delivery and community standards.

Each employee's total compensation is based on his/her Agreement with Dr. Wolcott/Hillandale Smiles. This includes overtime, compensation, benefits, paid holidays, Earned Sick and Safe Leave Law and Paid Vacation and performance reviews. Your total compensation is kept private and we recommend you make all reasonable efforts to keep your compensation private as well.

Salary is paid on a bi-weekly basis, on Thursdays following the two consecutive calendar weeks. Deductions in accordance with state and federal regulations and those mutually agreed to will be made for each employee. Any errors in paychecks should be brought to the immediate attention of the Director of Operations for review and/or correction.

Benefits will be available and may change from time to time at the sole discretion of the Owners. Unless explicitly noted by written agreement.

Performance and compensation reviews will be conducted from time to time and will be based on the time frame since last review. It is possible for reviews to be held more frequently as requested or needed.

Discussion of all **personal compensation agreements** between the employee and HS are private. Discussions inter staff is not recommended but by Federal Law not prohibited. Such discussions will allow HS at its sole discretion to modify or amend employees' compensation package to ensure equality. These modifications may be inclusive of incentive bonuses supplementary benefits.

Benefits and Incentive Programs

Benefits are made available after 3 months or 90 calendar days or 480 work hours or approximately 60 work days or whichever is greater of Full Time employment with Hillandale Smiles, or directed by required by local, regional, state or federal laws, or third party vendors.

Full time employees are allowed access to the full benefit package as part of their compensation agreement or those benefits are that required by local, regional, state or federal laws. Full time employees are defined as employees that work or are scheduled to work 40 hours a week.

Part time employees are NOT allowed access to the full benefit package as part of their compensation agreement but allowed those benefits are that required by local, regional, state or federal laws. Part time employees are defined as employees that work or are scheduled to work less than 36 hours a week

Earned Sick and Safe Leave

All employees are entitled to 'Earned Sick and Safe Leave'

Sick that can be used for Sick or Safe Leave as per 'The Montgomery County Earned Sick and Safe Leave Law, Montgomery County Code Chapter 27 Human Rights and Civil Liberties., Section 27-7 and 27-8, Effective October 1, 2016 at a rate of 1 hour for every 30 hours worked up to 56 hours a calendar year. With a maximum of 80 hours used per calendar year.

The employee is responsible to review the requirements of this law and direct any questions to the local government body to clarify any questions. FAQ are listed on web. Please search 'The Montgomery County Earned Sick and Safe Leave Law, Montgomery County Code Chapter 27 Human Rights and Civil Liberties., Section 27-7 and 27-8.

All new employees will Accrue **Earned Sick and Safe Leave Time Off** on initiation of employment however are prohibited from using accrued leave during the initial 90 day probationary period.

Paid Holiday/Vacation Time Schedule

Full Time employees accrue Paid Holiday/Vacation Time as listed below. This schedule may change without notice.

| | |
|-----------------------------------------------------------|----------------------------------------------------------|
| From employment date until date of termination | Earned Sick and Safe Leave |
| At the end of the first calendar year of employment, | 5 paid holidays |
| At the end of the second calendar year of employment, | 5 paid holidays and accrual based 12 hours Paid Vacation |
| At the end of the third calendar year of employment year, | 5 paid holidays and accrual based 24 hours Paid Vacation |
| At the end of the fifth calendar year of employment year, | 5 paid holidays and accrual based 64 hours Paid Vacation |

Full Time employees accrue Paid Holiday/Vacation Time as listed below. This schedule may change without notice.

| | |
|---------------------------------------------------------|----------------------------|
| From employment date until date of termination | Earned Sick and Safe Leave |
| Part time employees do not accrue Holiday/Vacation Time | |

Unpaid Time Off

Generally, we make all efforts to allow flexibility in your work schedule when it comes to personal or family need. We strongly recommend you make all efforts to schedule “routine” appointments during “non scheduled” work hours, lunch hour, or associated with the start or end of the day. Additionally, careful evaluation of office needs is appreciated.

Personal Time without Pay

Any additional personal time off is considered personal time without pay unless special arrangements have been made with the Director of Operations or Dr. Wolcott.

Unpaid Holidays/Office Closures or Partial Work Days

On occasion the office will be closed for an unpaid holiday, inclement weather, or as directed by the owner or director of operations. This may include working a shortened work day at the direction of a supervisor, manager or director of Operations in which the day would be prorated to the number of hours providing a benefit of the office and/or patient care. Employees may select to supplement these unpaid hours by using any accrued Paid Vacation Time.

Holidays

Full time employees are entitled to 5 **paid holidays** per year at the end of the first after 90 days of employment. The office observes only 5 **paid holidays** per calendar year. Prior to the end of each calendar year, the Director determines the days the office is to be closed for the upcoming year. However, occasionally the office will be closed more than 5 days in a given calendar year. When that situation arises, then the Director, at his sole discretion, will select 5 days to be paid. Any remaining days will be deemed unpaid days. The employee reserves the right to select any unpaid day as paid time off in accordance with employee benefits accrued.

Part time employees receive no paid holidays.

Requesting Time Off

A written request using a **Time off CSW** form for vacation should be brought to the attention of the Immediate Supervisor then to Director of Operations 20 working days prior to the first vacation day. Approval will be dependent on patient care, appointments, and staffing. When 2 staff members request the same vacation date and conflict of scheduling ensues, this matter is at the discretion of Dr. Wolcott and the Director of Operations. Priority vacation time will initially be a first submitted, first approved basis. Set scheduling for staff during absences – i.e., any overlap of shifts must be approved by either Dr. Wolcott or the Director of Operations.

Inclement Weather policy

The office is considered to be open on the usual schedule during inclement weather events. Every effort will be made to open the office for full operation at regularly scheduled times. In the event of impassable conditions or the staff feel a undue risk of arrival, staff members will contact their Immediate Supervisor and office manager regarding any modifications in the office schedule. A late opening and ‘skeleton crew’ might be arranged as seen fit by the office manager / Director of Operations

Confirmatory calls/text to the Immediate Supervisor and office manager are recommended.

HIPPA/Privacy Statement

In general, patient information should not be released in any manner that may compromise personal information which may include personal demographics, medical/ dental diagnosis or treatments.

The HIPAA security rule requires healthcare practices and professionals to secure PHI (protected health information) from data breaches, deletions, and other problems. The law's requirements are demanding and they can be hard to wrap your head around. We'll do our best to make it easy.

To start with, there are three areas of

- **Administrative** — measures to ensure patient data is correct and accessible to authorized parties.
- **Physical** — measures to prevent physical theft and loss of devices containing electronic PHI.
- **Technical** — technology-related measures to protect your networks and devices from data breaches and unauthorized access.

These three components represent nearly every supporting aspect of your business: your policies, record keeping, technology, and building safety. In this sense, HIPAA requires that all employees be on the same page and working together to protect patient data.

Our Patient HIPPA statement is available for review in printed version at the front desk at all times. It is recommended that each employee familiarize themselves with the document as to be aware the patient’s safety. If you have any questions, please contact the HIPPA Compliance Officer, Dr Centy or we recommend common questions and overviews of HIPPA requirements may be searched for online or we direct all initial reading to <https://alliedhealth.insureon.com/resources/hipaa/three-components>. If you or any employee has any limitation of obtaining a e-version of any HIPPA documents, you/they may request printed versions by requesting a printed version from the office manager or the owners.

Health Benefits and Automatic Withdraw of Employee Contribution

All full time employees are to receive a basic medical plan with **Health Benefits** after their **90 day employment**. Hillandale Smiles offers medical coverage with an employee contribution. An employee may select to upgrade their medical benefits at their own cost. This may include, but not be limited to, benefit level, benefit type, and benefit coverage for spouse and family members. Upgraded Health Benefit arrangements must be made at the sole discretion and in advance and approved by the Director of Operations, Hillandale Smiles and Dr. Wolcott on an individual basis. Fees will be set by the benefit Company in force a third party administrator contracts with DHA.

Any and all fees associated with standard or upgraded health benefits and will be withdrawn from the employees' paycheck on or about the middle of the preceding benefit month.

Part time employees are not offered Health Benefits

Dental Benefits

All employees without third party dental benefits are entitled to receive **an in house alternative dental benefit** (Individual / Family Dental Membership) after 480 work hours or approximately 60 work days or whichever is greater of employment with Hillandale Smiles. After 480 hours of Employment 'direct family' and 'other family' dental benefits are made available. Actual level of dental benefit is determined according to time in employment.

Should an Employee have third party Dental Insurance, we will follow all provisions under that plan based on participation. Any In House Dental Membership benefit is not coordinated with third part benefits.

At all times unless specifically agreed to in writing, the employee is responsible for all cost for dental work received outside of the office with or without a dental provider associated with or employed at HS, direct and indirect costs incurred which includes but not limited to lab, appliance or shipping charges and the like.

Employees are required to clock out from work when they receive dental care. Employees are required to ensure a **Routing Control Form** be filled, entries in their dental record and ledger be posted correctly. If under separate agreement with the attending doctor, (not hygienist), there are additional fee alterations, these are required to be noted and signed by the doctor on the **Routing Control Form** (RCF).

Direct family: is defined as spouse and dependent children (where as parent is solely responsible for housing, care and feeding) up to age of 24.

Other family: parents, siblings, in-laws, grandchildren and all other family: office courtesy is on a per visit basis that would be arranged prior to appointment or treatment with the attending provider and Director of Operations.

Dental Benefit Level by time of employment

< 480 hour Any insurance plan in which HS is participating will be honored without any additional courtesies.

> 480 hours < 2 year

Employee and Direct Family

Inforce dental benefits with 20% discounted copayment or dental membership fee

Other family

Courtesy of 10% discounted co-pay (out-of-pocket).

> 2 years < 6 years

Employee and Direct Family

Inforce dental benefits with 20% discounted copayment or 20% discounted dental membership fee

Specialty care fees for treatment will be mutually agreed upon prior to making appointment/ treatment.

Other family Courtesy of 20% off discounted co-pay (out-of-pocket).

> 6 years < 10 years

Employee and Direct Family

Inforce dental benefits with 40% discounted copayment or 40% discounted dental membership fee

Specialty care fees for treatment will be mutually agreed upon prior to making appointment/ treatment.

Other family Courtesy of 20% off co pay (out-of-pocket).

> 10 years

Employee and Direct Family

Inforce dental benefits with 100% discounted copayment or actual lab or material costs (ie, lab fees, fixture cost) whichever is the greater.

Other family Courtesy of 20% off co pay (out-of-pocket).

Emergencies

It is important that at all times all efforts are made to manage urgencies so as not to interfere with scheduled hours of work or after hours. When special urgencies arise that cannot be handled outside of your work schedule, contact your immediate supervisor, the office manager and Dr. Wolcott immediately. Time off may be granted when appropriate.

Job Security

We provide job security for all of our full-time employees. We have had no layoffs to date. After completion of a 90-day trial period, you are assured of continuous employment as long as your work is performed in a competent, professional, and productive manner consistent with your position description and the policies of the practice.

On occasion, the Clinical Manager or Office Manger may deem skeleton staffing needs and make available to staff time off without pay. This will be offered in a rotating manner as your job description is described. If no staff accepts the availability of 'time off,' it will be at the sole discretion of the Clinical or Office Manager to send staff home. All efforts will be made to ensure this send home policy is rotated equally through staff and similar job descriptions.

Alternative Time/Location

The practice will occasionally request staff members to work alternative hours or at an alternative location for purposes such as continuing education/training. Regular pay will be given for such work. Staff should be notified at least 1 week in advance of planned activities requiring their alternative time or location.

Atmosphere

Staff will present themselves in a professional manner at all times. Caution should be used at all times regarding noise and interpersonal conversations. At no time will staff discuss patient-related information unless pertinent to discussion and/or education.

Recruiting and Maintaining Patient Population

There will be an increased effort to recruit patients and an increased expression of the caring attitude of the dentists and the staff toward patients. All patients will be greeted personally and warmly by all the staff they contact.

All patients in the reception area need continuous updates if there is any anticipated delays greater than 10 minutes OR if the patient is waiting for 10 minutes after their scheduled time.

Chair-side assistants will remain in the operatory and update personal and clinical information with seated patients. If a patient must be left alone in an operatory for longer than 5 minutes, the assistant will 'look in' on such patients every few minutes to offer a magazine and reassurance.

All patients will be offered assistance into and out of the dental chair, with special consideration and a helping hand always offered to older and infirm patients. (see clinical manual SOP)

Staff Meetings

Staff meetings are to be scheduled from time to time. They will be scheduled during the workday with time extensions planned as needed. All staff working on the date of the meeting are expected to be present, unless special arrangements are made.

Personal Appearance

All staff members are expected to maintain a professional appearance at all times when associating in the office or when representing the office in outside affairs. Hair, at all times, must be viewed as clean and reasonably styled for a professional setting. Jewelry is permitted; however, it is viewed as professional attire. Nails are to be clean and neatly maintained and must not interfere with the job performance. There are no restrictions on size and/or color.

In clinic areas

Hair of shoulder length or longer is required to be pulled back during patient care and sterilization. Extra-large, multi-faceted rings may pose a health hazard to the employee if puncture occurs. Such attire is not restricted; however, it is not recommended due to possible hindrance or health hazard to self, staff or patients.

Professional Attire/Uniforms

Personal attire is the responsibility of the employee.

Clinical Staff

Attire guidelines are considered to be scrubs. If scrubs are not worn, the clinical staff will adhere to the administrative attire guidelines. Foot wear must have closed toes. Sneakers are preferred.

The office will provide **personal protective equipment** (PPE) for clinical office staff as required by **OSHA/MOSHA** to include: Long sleeve laboratory/clinic jackets, facemasks, eye protection with side shields, gloves to include hypoallergenic and latex free, additional equipment as needed or required in a reasonable time following notification of request.

Administrative Staff:

A Guide to Business Casual Dressing for Work

This is a general overview of appropriate business casual attire that is well fitting and visibly clean and pressed.

The below guidelines lists describe what is generally acceptable and unacceptable as business casual attire and what is generally not acceptable as business casual attire. No dress code can cover all contingencies so employees must exert a certain amount of judgment in their choice of clothing to wear to work.

If you experience uncertainty about acceptable, professional business casual attire for work, please ask the office manager or Dr. Wolcott.

Slacks and Pants

Slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, flannel pants, dressy capris, and nice looking dress synthetic pants are acceptable. Inappropriate slacks or pants include jeans, sweatpants, exercise pants, Bermuda shorts, short shorts, shorts, bib overalls, leggings, and any spandex or other form-fitting pants such as people wear for athletics.

Skirts and Dresses

Casual dresses and skirts, and skirts that are split at or below the knee are acceptable. Dress and skirt length should be at a length at which you can sit comfortably in public. Sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for the office alone and maybe acceptable when used in combination with an over garment such as a sweater. Short, mini skirts, tight skirts that ride greater than halfway up the thigh are considered inappropriate.

Shirts, Tops, Blouses, and Jackets

Casual shirts, dress shirts with or without collars, sweaters, tops, and turtlenecks are acceptable attire for work. Most suit jackets or sport jackets are also acceptable attire for the office, if they violate none of the listed guidelines. Inappropriate attire for work includes tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; sweatshirts, and t-shirts. Excessively tight shirts/tops that potentially could be considered 'revealing' are discouraged.

Shoes and Footwear

Walking shoes, loafers, clogs, boots, flats, dress heels, and leather deck-type shoes are acceptable for work. Appropriate socks, leggings and stockings are allowed without restrictions. Athletic shoes, flip flops, beach shoes, and slippers are not acceptable in the office.

Jewelry, Makeup, Perfume, and Cologne

Should be in good taste, with limited visible body piercings. Remember, that some employees and patients are allergic to the chemicals in perfumes and make-up, so wear these substances with restraint.

Hats and Head Coverings

Hats are not appropriate in the office. Head Covers that are required for religious purposes or to honor cultural tradition are allowed.

Conclusion of Professional Attire

If clothing fails to meet these guidelines as determined by the employee's supervisor, the employee will be asked not to wear the inappropriate item to work again or the employee may be released from work to change clothes and return.

Progressive disciplinary action will be applied if the repeated concerns with inappropriate attire is noted that may include and not be limited to **verbal warning** and a **written warning(s)**.

Smoking Policy

Smoking is not allowed in any part of the office. Patients and/or staff may smoke outside the building in designated smoking areas.

Performance Appraisals

Our Management philosophy stresses the importance of the individual and encourages a climate of openness. You will have an opportunity to talk formally about your jobs, ask questions, and make suggestions during **performance appraisals**. You may receive a **written appraisal form**. Your daily effort and responses to questions on the form will be used to appraise your job performance and to compare your supervisor's responses to the same questions. All topics discussed are confidential between you and your supervisor, shared only with the Director of Operations. We want everyone to benefit from the performance appraisal and be guided toward improved performance and the regards it brings to you and the practice.

It is the policy of this office to randomly appraise the job performance of each staff member. The major purposes of the appraisal are to improve the performance of each staff member, coordinate the activities of all staff members, and to make decisions about employment such as modification of tasks, educational opportunities, changes in office policies and procedures, continuation, pay, and benefits to create a better staff and practice. This is also an opportunity for us to eliminate perceived difficulties and work in a fun and productive environment. We want an office that promotes internal enthusiasm, spirit, creativity and friendship.

HS would like to promote your strength and to increase your potential for personal satisfaction. This is your time to identify how you can better fulfill your role in the practice and meet your goals for personal and professional development.

The procedure by which the policy is implemented may take but not be limited to the following form:

- PROFESSIONALISM Interaction with patients, staff, adherence to office guidelines, schedules and codes
- CURRENT SKILLS/AREAS OF DUTY Parameters of current position, ongoing and repeated tasks
- TASK COMPLETION Requirements of the position description, consistent ability to perform daily and ongoing duties
- ABILITY TO ADAPT TO NEW CHALLENGES Ability to adapt to influx of newly required skills, tasks and insight
- NEW SKILLS/AREAS OF DUTY WITHIN ORGANIZATION How will your job performance reflect in the growth of this office

Each staff member, the immediate supervisor the Office Manager, or designee, and will complete an appropriate **Performance Appraisal Form**, and then use the form as a basis for discussion about the staff member's practice-related performance.

Performance is based on observations of the following:

- Attendance
- Tardiness
- 'Urgent matters'
- Time clock correction **CSW**
- Proactive communication
- Task completions
- New task inclusion
- Review and completion of previous appraisal goals
- Statistics

Consistent 'above average' scores allows the staff member eligible for additional compensation / benefits with anticipation of personal and practice productivity and growth. Scores of 'average' in all factors are required for continuation of employment. Deficient scores will be discussed and an improvement plan will be established with measurable performance goals and within a reasonable time. Continued deficiencies would be evaluated and may lead to termination or resignation.

Questions to initiate conversations:

- 1) Job descriptions – do we agree?
- 2) Can you help me understand your job?
- 3) Which parts of your job do you feel are most important?
- 4) Do we agree on prioritization?
- 5) Do we agree that these are the standards by which your work is evaluated?
- 6) How are you doing according to your job description and performance?
- 7) Which do you think are your greatest strength?
- 8) Where do you feel less competent?
- 9) What do we do that helps you in your job that we need to continue or improve?
- 10) What do we do that hampers you in your job? What minimizes your effectiveness?
- 11) Is there anything that I do that makes your work harder?
- 12) What can I or someone else do to help you do a better job?
- 13) How can we prevent this from happening again?

Professional Conduct

The following behaviors are important so each employee has the full opportunity to perform responsibilities in a mature environment and in a professional manner. Violations interfere with our capacity to work effectively and deprive each of us of the opportunity to work as a team, enjoy each other's company, and treat our patients in the way they have a right to expect.

All office equipment and supplies are strictly for office use only and not for personal use. The office and clinical supplies, equipment, and furniture in this office are the property of the practice and are to be used for the benefit of the practice. No one is permitted to use these items for their personal use in the office or to take any item home.

Unprofessional behavior, including emotional outbursts or physical displays of anger is not tolerated at anytime we are in the worksite. The penalty for these behaviors may result in immediate suspension, without pay, that and or the next business day.

All staff and associates are expected to follow the posted work schedule and to complete assigned daily duties. The Director of Operations has the authority to modify the posted schedule.

Each person is expected to **log in** and **log out** each workday, when ready and available to work (not Arrival Time) and completing job task (not Departure time). Log in and log out for lunch follows the same guidelines. We will continue with the honor system unless an alternative becomes necessary.

If an employee is to arrive late or leave early without contacting their immediate supervisor or at best giving advanced notice, preferably in writing, using the **Completed Staff Work** (CSW) format.

Only the Director of Operations or the Attending Dentist has the authority to make entries in the practice appointment book and to change appointments for patients that are inconsistent with the Practice Scheduling Policy and Procedures.

Any calls and keystrokes made within the network (especially within Periovision) are recorded. Any instances of nefarious or dubious entries, deletions, adjustments, or errors in time clock functions will be chargeable to the employee. This will be done by an automatic deduction from their paycheck, at the sole discretion of the Director.

Use of these codes by any other staff is a chargeable offence to the office and may be considered gross misconduct and cause for immediate release from their employment with Hillandale Smiles.

Personal Phone Calls

If it is necessary for you to text or call someone from your cell phone, YOU MUST inform your immediate supervisor and a co-worker(s) as necessary to ensure that your immediate task is managed, **CLOCK OUT**, and then go handle your text messages or phone call in the break room or outside of the office

Cell Phones

Cell phones should be kept on silent and put away, not carried on your person or stored on your desk or readily available area at any time while you are on logged in. Text messaging or similar methods of contact is not appropriate during logged in /work time and will be managed with existing **progressive disciplinary procedures**.

Routine Incoming Calls

Generally, routine personal phone calls should not be received during work time. If a call is received and not deemed emergency or urgent in nature, a proper message (including name, number, subject matter and time of call) should be provided. Calls may be returned at the employee's earliest break from working. These calls should be kept to a minimum.

Emergency or Urgent Phone Calls

It is understood that an emergency will occur and a family member may call. Whenever an employee receives a call of emergency nature, all efforts should be made to have the employee take the call.

Within the use guidelines of cell phones during work hours, it is required all urgent/emergency calls be directed to the office phone.

The employee is required to notify their immediate supervisor, coworkers and the attending dentist that a moment is needed. There is no requirement to inform the nature of the urgency/emergency.

Open Door Policy

We want to provide an open, caring, and confidential environment in which you can express your questions, concerns, and desires. Should there be an issue between staff members, we strongly recommend that the staff members involved directly attempt to correct or clarify that issue with each other.

If you are concerned about any aspect of your work or have an idea to suggest, a problem to solve, or a personal matter to discuss, we encourage you to open a dialogue with the appropriate person.

Following your discussion with your supervisor, if the forthcoming response is unsatisfactory, we encourage you to speak with Dr. Wolcott directly.

Appointments with Dr. Wolcott should be made via the Director of Operations directly should you want to discuss a critical issue that may include your supervisor.

If the subject you want to discuss involves a critical issue or supervisor, or if the response does not satisfy you, please make an appointment to contact/speak directly to Dr. Wolcott.

These priority issue appointments should be made directly with Dr. Wolcott in the strictest of confidences unless otherwise directed.

Grievance Procedure

All of us are expected to work in a spirit of cooperation and in the best interest of our patients and our practice. Occasionally disagreements or differences of opinion arise. In the event that this happens, it is in everyone's best interest that the difference be resolved promptly.

In the event that a problem occurs between two staff members, they must first meet together privately in an attempt to resolve the matter by themselves. Do not proceed to the next step until this private exchange has occurred. If this does not resolve the situation, the matter should be taken promptly to the next step.

The matter will be reviewed with the Director of Operations. Both individuals will separately explain the nature of the problem and why they could not resolve it. The Director of Operations will document all attempts to settle the problem at this step. The Director of Operations reserves the right to seek additional information that may include private conversations with applicable staff, dentists, or patients in the strictest confidence.

In the absence of a joint solution of the problem, the Director of Operations will decide on a solution to the problem. If one of the employees feels the decision is inequitable, he/she may request that the matter may be taken to Dr. Wolcott.

At this step, both employees and the Director of Operations will meet with Dr. Wolcott to review the situation and all acquired information and dialogue. Regarding the issue, Dr. Wolcott may or may not directly discuss with affected staff or other persons. In the absence of a joint solution of the problem, Dr. Wolcott will decide on a solution to the problem. As owner of the practice, Dr. Wolcott's decision will be final.

Progressive Disciplinary Procedures

Included in this list are the steps taken in response to infractions of office policies.

- 1) Acknowledgement of the issue or infraction indicating or accompanying a request to self-correct
- 2) Issuance of a verbal warning, which may be accompanied by a written component
- 3) Issuance of an official written warning, which requires a signature from the relevant supervisor
- 4) Evaluation for termination

In the event of substantial or gross misconduct any individual step(s) or the entire sequence may be bypassed.

Termination Procedure

Either Hillandale Smiles/Dental Health Associates or the employee may terminate employment **at will, without cause, and with cause.**

It is the professional standard of the areas and preferable that a two (2) weeks' notice is given in writing, in person or sent by Certified Mail (receipt requested). Any compensation or benefits will terminate at the same date and time. Final compensation will be provided be available on the in 7 calendar days or the next pay period whichever is the greater in accordance with any pay schedule and deductions in force.

Hillandale Smiles reserves the right to terminate employment immediately in the event of the occurrence of any one of the following events:

- Willful acts of damage to the property of the practice;
- Dishonest, unethical, or fraudulent conduct that may discredit or be harmful to the practice or to the patients of the practice or the practice's or patient's reputation;
- The employee divulging without the approval of the corporation any confidential information obtained in the course of the agreement;
- Conviction of a crime involving moral turpitude (i.e. drug use, theft);
- The death of the employee or of Dr. Alan Wolcott.

Arbitration Procedure

Any claim arising out of, or relating to, the agreement or the breach thereof between the employee and Hillandale Smiles/Dental Health Associates shall be settled in arbitration in accordance with the rules of the American Arbitration Association, and judgment upon the award rendered by the arbiters may be entered in any court having jurisdiction thereof.

Confidentiality

All personal and clinical matters between this practice and its patients, staff and doctors are to be kept confidential at all times. Personal and telephone responses to all inquiries about patients, staff, or doctors should be directed to the Director of Operations.

The only exception will be for a patient who is requesting information about his/her own treatment or account.

Professional inquiries by an attorney or an accountant or an insurance company acknowledging a grievance are to be directed to Dr. Wolcott by writing the caller's name, telephone number, date and time of message, reason for calling, and action desired.

Pregnancy

At this time, Dental Health Associates is under no regulations for providing for staff or family member pregnancy. HS is happy to meet, or exceed, the posted Family Leave Act when deemed solely at the discretion of Dr. Wolcott. In addition, HS allows unpaid leave for pregnancy. At the beginning of leave for pregnancy, the employee will be paid for any remaining accrued vacation or sick leave. The employee will be

permitted up to 6 weeks of leave without pay. Should the staff member need additional leave, the Director of Operations must be contacted as soon as possible.

During pregnancy leave the employee may select to retain health insurance. If selected, the employee will be responsible for payment of their major medical insurance continuance in accordance with the policies of or in-force provider that includes payment on or about the 15th of the preceding month.

Agreement and Acknowledgement of receipt and review of the General Employee Information Office Manual

I acknowledged on this day that I have reviewed the above listed or amended information that represents a majority of intent regarding my employment at HS. I have had the opportunity to ask and receive satisfactory answers to any questions. I understand not every item regarding my employment and compensation package is defined above. Whereas this is the case, I will afford to receive and additional agreements in writing.

Employee Signature and Date: _____

Earned Sick and Safe Leave and Paid Vacation Time Notification

To all staff of Hillandale Smiles

I am happy to inform all of our staff that Hillandale Smiles is in compliance with the new regulations for Montgomery County Employees effective October 1, 2016 to meet the guidelines of the Montgomery County Earned Sick and Save Leave Law. (County Code, Chapter 27, Human Rights and Civil Liberties, section 27-7 – 27-8).

Please find the three items for your review and understanding;

- 1, The most current Employee General Benefits for Hillandale Smiles version 2017 (Available online @ hhillandalesmiles.com)
- 2, The poster for the Montgomery County Earned Sick and Safe Leave Law (Available online)
- 3, Frequently Asked Questions that have been produced by Montgomery County (Available online)

Please examine this link, https://www.montgomerycountymd.gov/COUNCIL/Resources/Files/bill/2014/20150623_60-14A.pdf.

The implementation of this law is effective October 1, 2016

For Employees hire prior to the effective date this has changed our former 'Paid time off' accrual bases. Our policy for paid time off has been updated. You may find a reallocation of existing paid time off to distinguish between earned sick and safe leave and paid time off. (attachment #1)

For employees hire after October 31, 2016, the new accrual is in force.

Please be informed that should you take more than three days of consecutive sickness it is required that you have a note from a physician or attending doctor that states you have the capacity to return to work or confirmation for 'Safe Leave'

As always Dr. Centy and I would be happy to answer as many questions as possible however we only have the information in which we have provided to you

Performance Appraisal Form

Each staff member, their immediate supervisor, Office Manager, or designee, and will complete an appropriate this **Performance Appraisal Form**, and then use the form as a basis for discussion about the staff member's practice-related performance.

Performance is based on observations of the following:

- Attendance
- Tardiness
- 'Urgent matters'
- Time clock correction **CSW**
- Proactive communication
- Task completions
- New task inclusion
- Review and completion of previous appraisal goals
- Statistics

Consistent scores of 'Average' in all factors are required for continuation of employment.

Consistent above average scores allows the staff member eligible for additional compensation / benefits with anticipation of personal and practice productivity and growth.

Deficient scores will be discussed and an improvement plan will be established with measurable performance goals and within a reasonable time. Continued deviancies would be evaluated and may lead to termination or resignation.

Questions to initiate conversations:

- 1) Job descriptions – do we agree?
- 2) Which parts of your job do you feel are most important?
- 3) Do we agree on prioritization?
- 4) Do we agree that these are the standards by which your work is evaluated?
- 5) How are you doing according to your job description and performance?
- 6) Which do you think are your greatest strength?
- 7) Where do you feel less competent?
- 8) What do we do that helps you in your job that we need to continue or improve?
- 9) What do we do that hampers you in your job? What minimizes your effectiveness?
- 10) Is there anything that I do that makes your work harder?
- 11) What can I or someone else do to help you do a better job?
- 12) Can you help me understand your job?
- 13) How can we prevent this from happening again?

- 1) PROFESSIONALISM (Interaction with patients, staff, adherence to office guidelines, schedules and codes)
- 2) CURRENT SKILLS/AREAS OF DUTY (Parameters of current position, ongoing and repeated tasks)
- 3) TASK COMPLETION (Requirements of the position description, consistent ability to perform daily and ongoing duties)
- 4) ABILITY TO ADAPT TO NEW CHALLENGES (Ability to adapt to influx of newly required skills, tasks and insight)
- 5) NEW SKILLS/AREAS OF DUTY WITHIN ORGANIZATION (How will your job performance reflect in the growth of this office?)

PERFORMANCE REVIEW _____ Date _____

Compensation Agreement Full Time Employee

I, _____, acknowledge that the following benefits are associated with my full-time employment at Hillandale Smiles. Additionally, this document is an overview of a total employee document available to me for review at www.hillandalesmiles.com/. I also understand that items listed below may change from time to time at the sole discretion of a primary representative of Hillandale Smiles.

Paid Time Off: Is accrued according to hours worked and time in employment. Accrued time is processed via our third party administrator for payroll. Any errors should be brought to the attention of the Director of Operations for review and correction as needed.

Accrued Paid Time Off for Sick Days.

Accrued Paid Time Off can be used for Sick or Safe Leave as per 'The Montgomery County Earned Sick and Safe Leave Law, Montgomery County Code Chapter 27 Human Rights and Civil Liberties., Section 27-7 and 27-8, Effective October 1, 2016 at a rate of 1 hour for every 30 hours worked up to 56 hours a calendar year. With a maximum of 80 hours used per calendar year.

Accrual for Paid Time Off for length of employment.

My present rate is: _____ days, per calendar year. The **accrual** is based on anticipated yearly hours worked excluding vacation or paid holidays at a rate as determined by payroll services.

Health Benefits: At present, BC/BC where employees have a cost share responsibility for entry level benefits (basic coverage) benefits. Coverage will begin the first day of the month following when your 90 days was achieved or as dictated by the third party payer (Insurance company). If you opt not to accept medical insurance through DHA, you must sign a **waiver of benefits form**.

The Employee can request an increase in medical health levels as the medical benefit carrier will allow. Coverage and rate set by insurance company. Any additional cost for this increased benefit is the sole responsibility of the employee. Any and all costs will be automatically deducted from the paycheck closest to the 15th of the month of the preceding month. Coverage can be obtained for your family with rates set by and allowed by the third party payer. DHA pay's 0% towards this coverage and is the full responsibility of the employee for all fees and costs.

Any additional cost for this increased benefit is the sole responsibility of the employee. Any and all costs will be automatically deducted from the paycheck closest to the 15th of the month of the preceding month. There is no COBRA allowance with voluntary or involuntary termination.

Dental Benefits:

All employees that do not have third party dental insurance are entitled to receive **an in house alternative dental benefit** (Individual / Family Dental Membership) after 480 work hours or approximately 60 work days of employment with Hillandale Smiles.

Should an Employee have third party Dental Insurance, we will follow all provisions under that plan based on participation. Any In House Dental Membership is not coordinated with third part benefits.

Level of benefit is determined according to time in employment. You have worked _____ hours/months/years and have a level of benefit are in accordance with to current office manual

Employees are required to clock out from work when they receive dental care. Employees are required to ensure a **Routing Control Form** be filled, entries in their dental record and ledger be posted correctly.

If under separate agreement with the attending doctor, (not hygienist), there are additional fee alterations, these are required to be noted and signed by the doctor on the **Routing Control Form** (RCF).

At all times unless specifically agreed to in writing, the employee is responsible for all cost for dental work received outside of the office with or without a dental provider associated with or employed at HS, direct and indirect costs incurred which includes but not limited to lab, appliance or shipping charges and the like.

I agree on this day that the above listed or amended information represents my compensation package as of this date.

Employee Signature and Date: _____

_____ Staff Initials

Compensation Agreement Part Time Employee

I, _____, acknowledge that the following benefits are associated with my Part Time employment at Hillandale Smiles. Additionally, this document is an overview of a total employee document available to me for review at www.hillandalesmiles.com/. I also understand that items listed below may change from time to time at the sole discretion of a primary representative of Hillandale Smiles.

Paid Time Off: Is accrued according to hours worked. Accrued time is processed via our third party administrator for payroll. Any errors should be brought to the attention of the Director of Operations for review and correction as needed.

Accrued Paid time off for Sick Days.

Accrued Paid Time Off can be used for Sick or Safe Leave as per 'The Montgomery County Earned Sick and Safe Leave Law, Montgomery County Code Chapter 27 Human Rights and Civil Liberties., Section 27-7 and 27-8, Effective October 1, 2016 at a rate of 1 hour for every 30 hours worked up to 56 hours a calendar year. With a maximum of 80 hours used per calendar year.

Dental Benefits:

All employees that do not have third party dental insurance are entitled to receive an in house alternative dental benefit (Individual / Family Dental Membership) after 480 work hours or approximately 60 work days of employment with Hillandale Smiles.

Should an Employee have third party Dental Insurance, we will follow all provisions under that plan based on participation. Any In House Dental Membership is not coordinated with third part benefits.

Level of benefit is determined according to time in employment. You have worked _____ hours/months/years and have a level of benefit are in accordance with to current office manual

Employees are required to clock out from work when they receive dental care. Employees are required to ensure a **Routing Control Form** be filled, entries in their dental record and ledger be posted correctly.

If under separate agreement with the attending doctor, (not hygienist), there are additional fee alterations, these are required to be noted and signed by the doctor on the **Routing Control Form** (RCF).

At all times unless specifically agreed to in writing, the employee is responsible for all cost for dental work received outside of the office with or without a dental provider associated with or employed at HS, direct and indirect costs incurred which includes but not limited to lab, appliance or shipping charges and the like.

I agree on this day that the above listed or amended information represents my compensation package as of this date.

Employee Signature and Date: _____

Paid Holiday Letter (Updated Through 2018)

Hillandale Smiles
 1734 Elton Road, Suite 231
 Silver Spring, MD 20903
 (301) 439-7878
 Fax: (301) 434-3448

Hillandale Smiles provides 5 (five) **paid holidays** per calendar year as a benefit to its employees. Employees are eligible to receive their first paid holiday subsequent to 90 (ninety) days of employment.

| | 2017 | 2018 | 2019 |
|------------------------|----------------------|----------------------|----------------------|
| New Year's Day | Unpaid | Unpaid | Unpaid |
| Memorial Day | Paid | Paid | Paid |
| Independence Day | Paid | Paid | Paid |
| Labor Day | Paid | Paid | Paid |
| Thanksgiving | Paid | Paid | Paid |
| Day After Thanksgiving | Unpaid | Unpaid | Unpaid |
| Christmas Eve Day | No Lunch leave early | No Lunch leave early | No Lunch leave early |
| Christmas Day | Paid | Paid | Paid |
| New Year's Eve Day | No Lunch leave early | No Lunch leave early | No Lunch leave early |

Any day the office is closed and is not a paid holiday will be an unpaid day (i.e., inclement weather). The employee may choose to use accrued vacation hours.

Signature _____

Signature _____

Emergency Evacuation / Fire Escape Plan

In case of a fire...call 911 immediately, then:

- Each dentist, hygienist assistant and administrative staff is responsible for escorting his/her patient to the nearest exit.
- Those working in the treatment operatories 3, 4, 5, 6, 7, and 8, sterilization, the darkroom, the Panorex room, and anybody in the bathroom or Dr. Centty's office, use the door next to the darkroom.
- Those that are in the kitchen, hygiene 1, 2, and 3, the consultation room, the reception area or the front desk area should use the front door.
- Those that are in the rear business office or in Dr. Wolcott's office treatment room 1, 2, and 3, are to leave out the rear office door, proceed down the hallway to the left and out of the building.
- If the nearest exit is blocked, go to the next available exit.
- The receptionists are responsible for taking the sign-in-sheet in order to insure that all the patients that have reported to the office have been removed from the office.
- Everyone must meet at the picnic table area adjacent to the parking lot to be sure that all staff and patients are accounted for and to confirm that everyone has been safely removed from the building.
- A fire extinguisher is located on the wall next to the darkroom/back door and in Kitchen/breakroom.
- Although we keep a fire extinguisher in our office, in the event of an emergency employees are not expected or required to use firefighting equipment.

by my signature below, I have been informed of our Emergency Evacuation / Fire Escape plan.

Signature

Date

Signature

Date

Patient Emergency Plan

In case of a patient emergency....notify an attending doctor. All attending doctors are responsible for all patients and/or staff when in the confines of the office.

At that time the doctor will determine the need for further action. If deemed appropriate doctor will direct an auxiliary or administrator to call 911 and return and tell the attending what they said.

The auxiliary or administrator that has called 911 is to proceed down to parking area to direct EMS to the patient.

The doctor will direct another auxiliary to get the emergency medical kit, portable oxygen or other supplies as needed.

The emergency medical kit is located in the wall cabinet directly above dental chart storage area in the sterilization area.

The doctor is to remain with the patient until emergency medical support arrives.

The receptionist will be responsible for collecting patients 'in case of emergency' information and giving that information to the doctor and EMT.

All staff members, by their signature below, have been informed of these procedures.

Signature

Date

Signature

Date
