



NEW HIRE OFFICE POLICIES

Name: _____

Welcome to our team! Every single person is crucial in running a successful office. Over your first week we will try our very best to give you a general overview of how all of our offices run. We will go over scheduling, financial policies, verbals, etc. so you have the best chance to succeed. We always encourage questions and comments so that you can understand your role as best as possible.

THERE ARE MULTIPLE AREAS FOR YOU TO INITIAL OR SIGN

Documents Needed by end of First Week

| | |
|--|---|
| DOB, Address, & Phone Number | Paycor Set-up |
| Two forms of ID: DL, SS Card, birth certificate, etc | Employee Bio |
| I9 | OSHA/HIPAA training |
| W4 | New Hire Training Manual/Policies; signed |
| Direct Deposit | In-Office Medical Emergencies Protocol |
| Background Check | Biomedical Operating Procedure Protocol |
| Confidentiality Agreement | COVID Guidelines* |
| Hepatitis B Vaccination History or Declination Form | Dental license ** |

* Our offices follow all CDC and TSBD guidelines and regulations for COVID Protocols. Our office protocols will change as the recommendations change

** Applies to Dental Assistants and Dental Hygienists

Mission Statement

We believe that we are becoming the standard of dentistry in Texas. We believe in creating "Wow Dentistry Now" which means we create an outstanding environment so that our patients feel comfortable and excited to get treatment the same day. This philosophy creates a winning environment for the patient, staff, doctors, hygienist and whole team. With greater production opportunities everyone succeeds.

Goals

Our goals for all of our offices and team members are to grow as individuals and as a group. We believe the key to a healthy/fulfilled life is to continuously strive to become better than you were yesterday. We want our offices to become more efficient and utilize all the tools at our disposal to give staff and patients the best experience possible. We are growing as a company and we want our team to grow with us!

Core Values

As we have hopefully told you during our hiring process we have strong family values. We strive to create a happy and fulfilling atmosphere in all of our offices. We believe that if there is respect between staff, doctors, and owners that this will translate into a great work environment and an amazing experience for patients.

Presentation is important as it sets the overall tone for the office. If we all dress and sound-alike then patients will understand that we are a well-run organization. Failure to comply with any of the rules below and you will be sent home.

1. You are to look presentable anytime you are at work; hair should be clean and tied away from face, good oral and personal hygiene, and light perfume or lotion fragrances if being worn
2. Must adhere to the dress code
3. You must wear name tags at all times.
4. You must wear an earpiece at all times.

We are a General Dentistry & Orthodontics office. This means we provide both general dentistry services and orthodontic, or braces treatment, to patients at all of our current locations.

A general dentist went through 4 or more years of dental school after completing an undergraduate bachelor's degree. They have been trained in all aspects of dentistry. Our general dentists can do fillings, cleanings, crowns/bridges, veneers, root canal treatment, extractions, and dentures or partial dentures.

Our orthodontists treat patients with either metal/clear braces or Invisalign. Our orthodontists went through an additional 3 year Master's program to become a Board Certified Orthodontist. Not all orthodontists are board-certified but all orthodontists are dentists.

History

Drs. Nathan and Christine started Breckinridge Dental and Orthodontics (Richardson) in April 2016. Drs. Nathan and Christine opened up Thrive Dental & Orthodontics in Frisco (2019) followed by Thrive Dental & Orthodontics in Allen (2020). Drs. Nathan and Christine opened Thrive Dental & Orthodontics in Sachse (2021) and Thrive Dental and Orthodontics in Dallas (2022) and Forest Lane in 2025.

THESE POLICIES APPLY TO ALL EMPLOYEES – FULL AND PART TIME- UNLESS OTHERWISE NOTED.

Employment

Conduct should be executed in a professional manner at all times. Loud, unprofessional words or tones are unacceptable. Friendly, courteous and professional behavior and conversation towards patients, as well as other employees are expected at all times. Each employee is to promote the professionalism and competence of the doctors and other employees. A professional attitude must be maintained in the office at all times. This includes not bringing personal problems to work.

Personal cell phones are not to be seen or heard during regular business hours. Please limit all personal calls. *Only in pre-arranged circumstances should your phone be on you personally.* This privilege should not be abused.

Harassment/Sexual Misconduct will not be tolerated in the workplace and can be punished in the court of law. Should a situation arise, one should see the management immediately.

Personnel Records

Each employee will have his/her own confidential record. It will include hiring information, W-4, continuing education documentation, and employee information. Evaluations, applications, resumes, will also be kept here. Other documents that are kept are vaccine information, attendance records and training verification. These will be kept for the employer's use and will not be released to the employee. The employee can review these records with the management upon request. Please notify us of any address, phone number, insurance or medical changes immediately.

Write-Ups & Termination

As the management deems necessary, employees will be reprimanded. This will be done when any part of the employee policy is not being followed. We consider this handbook your official guideline and therefore no oral warning will be given without also documenting the offense in the employee's file. Three write-ups will result in termination of employment.

1. The first offense will be both a verbal and written warning
2. The second offense will be a written warning
3. The third offense will be termination;

Termination of employment is done at the discretion of the management. Employees may be terminated without warning or write-up if the offense is deemed to be in violation of the moral, ethical, and legal standards of Thrive Dental & Orthodontics.

If terminated, the employee will be paid for the days worked to date, but will not receive any bonuses from that month or previous month. All company materials must be returned in order to receive a final paycheck. This includes, but is not limited to keys, badges, lab coats, manuals, etc.

This employee policy is subject to change, at the discretion of the management at any time.

Resignation:

If an employee decides to leave the office for any reason we require a two (2) week written notice stating the date the employee would like to leave, the date the notice was given and signature of employee and manager. If the employee does not give a properly documented two (2) week notice to either his/her manager or managing doctor then the employee will be compensated at the Texas minimum wage level for the last two weeks of their employment.

Doctor resignations are subject to the agreement that was put forth in their contract.

Layoffs

Layoffs will only become necessary if the payroll costs relate in an unacceptable way to the total office overhead. This is done at the discretion of management.

Health, Dental, and Other Benefits Offered to Employees

MEDICAL & VISION INSURANCE

As of October 1st 2022 we will be offering medical insurance for our employees and family members. Please contact HR for more information.

DENTAL BENEFITS - GENERAL DENTISTRY

Employees, the employee's spouse and employee's children will be granted dental care at a reduced rate following their 90 day probationary period. Any work that requires lab fees or has major supply costs - such as nightguards, crowns, bridges, dentures, implants, root canals, etc - will have a charge to the patient.

Treatment must be done on your own time and not during your scheduled working hours. Employees and employee family members will not be scheduled during "high demand" appointment times or days.

Should your employment with Thrive Dental and Orthodontics be terminated, for any reason, before treatment is completed, your fee will be subject to an increase to the full non-employment rate. Any payment plans made prior to termination will be applied to the updated treatment fee and a new payment arrangement will be made. Any discounts given to family and/or friends will also be subject to an increase to the full non-employment rate.

*GENERAL DENTISTRY TREATMENT FOR EMPLOYEES *(subject to change)*

- All preventative services are complimentary
 - Exam, x-rays, and cleanings
- Employees are responsible for the lab cost of any appliance or major supply costs for complex procedures
 - Night guard, sports guard, implant, root canals etc.

*FRIENDS & FAMILY DISCOUNT *(subject to change)*

- General Dentistry Treatment for IMMEDIATE FAMILY
 - "Immediate family" includes an employee's parents, siblings, spouse, and children ONLY
 - Immediate family members will be offered:
 - 50% off the Health Smiles plan (no dental insurance), or
 - 50% off the patient portion of covered services (have dental insurance)

- If an employee resigns or is terminated, all benefits to them & their family members will end unless treatment is in progress
- General Dentistry Treatment for **FRIENDS AND FAMILY**
 - The employee is responsible for letting management know prior to the appointment if the patient is a "friend or [extended] family" member
 - We offer a maximum 20% discount to all friends and [extended] family of employees
 - Discount cannot be combined with Military, Senior discount, etc.
 - If an employee resigns or is terminated, all benefits to their friends & family members will end unless treatment is in progress

DENTAL BENEFITS - ORTHODONTICS *(subject to change)*

Employees, the employee's spouse and employee's children will be granted orthodontic care at a reduced rate following their 90 day probationary period. Orthodontic care will be given at a 50% discount of the usual and customary fee. *If the employee is terminated or leaves Breckinridge, Oakbrook, and/or Thrive Dental and Orthodontics for any reason they will be responsible for the full usual and customary fee.*

*ORTHODONTIC TREATMENT FOR EMPLOYEES *(subject to change)*

- Traditional Braces
 - \$250 for metal braces; must be paid BEFORE brackets placed
 - \$500 for clear braces; must be paid BEFORE brackets placed
- Invisalign
 - Full/Comprehensive treatment: \$2,000
 - *Minimum down payment of \$1,300*
- Invisalign Lite
 - Full/Comprehensive treatment: \$1,400
 - 1 Arch: \$1,100
 - *Minimum downpayment of \$1,000*
- Employees are responsible for the lab cost of any orthodontic appliance
- Any case that is not "full/comprehensive" ortho tx, MUST be approved by Dr. Nate
- If an employee resigns or is terminated, any immediate family member currently in treatment will now pay the normal office or insurance fees.

*FRIENDS & FAMILY DISCOUNT *(subject to change)*

- Orthodontic Treatment for **IMMEDIATE FAMILY**
 - "Immediate family" includes an employee's parents, siblings, spouse, and children ONLY
 - Traditional Braces:
 - 1 arch: 25% off
 - 8-24 months: \$1,000
 - Appliance: \$250

- Clear Brackets: additional \$125/Arch
- Minimum downpayment: \$200
- Invisalign
 - Full/comprehensive: \$5,099-6,599
 - Minimum downpayment: \$1,300
- Orthodontic Treatment for **FRIENDS AND FAMILY**
 - Traditional Braces:
 - 8-12 months: \$1,500
 - 12-18 months: \$2,250
 - 18-24 months: \$3,150
 - Appliance: \$250
 - Clear Brackets: additional \$250/Arch
 - Minimum downpayment: \$399
 - Invisalign
 - Full/comprehensive: \$5,099-6,599
 - Minimum downpayment: \$1,300

Worker's Compensation

Employees are covered under Workers Compensation at this office.

Liability Coverage

At this time liability insurance is not offered however dental hygienists and dentists must carry their own insurance policy.

Retirement Plan/401K

After 1 year of employment, all employees who have worked 1000 hours a year will be offered the chance to enroll in a 401K plan. The 401K plan is optional, and currently being offered through LT Trust, affiliated with AB-401K.

Enrollment is offered twice a year, January 1st & July 1st, and each new employee will be granted access to an informative video when they are eligible to opt in to the 401K plan so that they can prepare for the upcoming enrollment date. Any employee who chooses to participate in the 401K program can "pause" their contribution at any time, but will only be able to register, or change their contribution percentage on January 1st or July 1st.

Education

CPR

Staff members are required to stay certified in CPR. If a team member lets their certification lapse, then they will be dismissed. CPR recertification classes may be provided by Thrive Dental & Orthodontics, but this is not guaranteed. It is the duty and responsibility of the team member to ensure that their certification is up to date.

CONTINUING EDUCATION

Our office may attend several continuing education classes a year and each employee is expected to attend if mandated. Some courses may only require either the doctor's or other select office members's attendance. In this event, all other employees will maintain regular office hours and duties. If all dentists and hygienists in the office will be out for that day, there will be no pay compensation.

In the case of mandatory CE attendance, Thrive Dental & Orthodontics will either cover the cost of the course, or employees will receive their regular pay for attending the event.

Employee Work Schedules

SCHEDULES

The dates that all offices will be closed for holidays are set at the beginning of the year. It is in each employee's best interest to reference these dates when scheduling vacation or personal time. Employee work schedules are created by the lead staff and approved by the office manager 1 month ahead.

**All employees are expected to be available to "travel" to an office other than their home-office if needed due to staffing shortages. If an employee is sent to another office and has an outstanding engagement, such as child-care needs, they must inform the management of the office they are covering.*

TIME OFF REQUESTS & PAID TIME OFF (PTO)

Time off requests should be made 3 months in advance. All time off/PTO requests must be approved by management. When granting time off, employees will be given a maximum of 1 week maxed paid, 10 days off total. Employees **CANNOT** request time off the last week of December and spring break of each corresponding office.

Full-time employees (excluding doctors), 36hours/week or greater, are eligible for PTO. On the first anniversary of an employee's start date, they will receive 40 hours - or 5 days - of paid time off. Employees will receive an additional 40 hours of PTO each year of full-time work, but cannot exceed a maximum of 120 hours - or 3 weeks- of saved PTO.

Employees are not eligible for PTO immediately before leaving or being terminated from the office. Employees cannot use more than 5 days of PTO in a row, and employees cannot "cash out" unused PTO at the end of the year. Any employee who resigns or is terminated will forfeit any unused PTO.

Family/Personal Leave & Absences

VOTING

Voting should be done before or after work, or on the employee's lunch hour.

JURY DUTY

Mandated jury duty will not be paid.

PERSONAL MEDICAL AND DENTAL APPOINTMENTS

Medical and dental appointments should be made on scheduled time off. Unless there is an emergency, do not schedule personal appointments during office hours.

MATERNITY LEAVE

Maternity leave will be 6 weeks off without pay. Employees can choose to use PTO during this time.

EXTENDED PERSONAL LEAVE

If a long period of time off is required, the position may not be held open depending on the situation and the needs of the practice.

MANDATORY LEAVE DUE TO COVID EXPOSURE AND QUARANTINE*

Our office policies regarding quarantine and time away from the office regarding COVID exposure are set based on the current CDC guidelines. If an employee must quarantine, they will not get paid. Employees can choose to use PTO during this time.

Clocking-In & Out

Every employee must clock in and out each and every time they leave the office. Payroll will be made according to this time sheet. You must clock-in at the dental office you are working at.

Compensation

PAY PERIOD

All pay increases are based on merit. Areas to be evaluated in determining salary increases would be: progress in learning new material, attitude towards patients and fellow co-workers, aggressiveness in taking on extra responsibilities and duties. The annual employee review is not entitled to include a salary evaluation. The overall

economic situation of the office needs to be considered as well as merit in the following areas: personal attitude, scope of responsibility and overall performance evaluation.

OVERTIME & BONUSES

If an employee works overtime (excluding exempt employees and doctors) they will be compensated accordingly. However, all of our employees work less than a forty-hour week, and overtime should not be a problem with overtime. Any issues will be dealt with by management and the employee.

Full-time staff (36 hours/week or more) are eligible for bonuses after 90 days. Goals will be set at the beginning of each month. The bonus will be based upon collections and/or production and will be at the discretion of management (dependent upon attendance, performance, etc.)

If an employee misses 4 days in a month the employee is not eligible for the bonus.

If an employee has an unexcused absence that month, they are not eligible for the bonus.

If an employee has a write-up that month they are not eligible for a bonus.

We bonus based on:

- Referral bonus (if you refer someone to our office)
- Production bonus (overall office production)
- Monthly office goals

Employees working less than the scheduled 36 hrs. may not be eligible for bonuses (excluding orthodontic assistants). Orthodontic assistants/staff will be paid bonuses for the days that they worked.

WAGE INCREASE:

All pay increases are based on merit. Areas to be evaluated in determining wage increases would be: progress in learning new material, attitude towards patients and fellow co-workers, aggressiveness in taking on extra responsibilities and duties. The annual employee review is not entitled to include a salary evaluation. The overall economic situation at Thrive Dental and Orthodontics needs to be considered as well as merit in the following areas: personal attitude, scope of responsibility and overall performance evaluation.

HOLIDAY PAY

After the employment of 90 days, if the employee (excluding doctors) works an average of 36 hours/week or greater, they will be eligible for paid holidays. If a paid holiday falls on a Sunday or a day the office is not typically open, the holiday pay does not apply. The following holidays are eligible for holiday pay:

1. New Year's Day
2. Thanksgiving Day
3. Christmas Day

Hours of Operation:

NORMAL OPERATING HOURS:

Monday-Thursday: 10AM-6PM

Friday: 10AM-5PM

Saturday: 9AM-4PM

PATIENT APPOINTMENTS

Patients are scheduled at the beginning of the day and within the last appropriate time slot of the day for the needed procedure. Therefore, we do not schedule off early or start late, and office hours will be maintained with or without the doctor's presence. Office hours are subject to change.

ATTENDANCE, TARDINESS, & CALLING IN

Each employee is required to be at the office no more than 20 minutes before the first scheduled patient. All employees must stay in the evening until all clean-up, set-up, and other office responsibilities are completed. The morning will be used for preparation, set-up, cleaning, and organization. Each individual must accomplish his or her responsibilities and duties in a timely manner.

Normal work hours may be assigned even for days the doctors are not seeing patients. All employees are expected to report to work unless otherwise indicated. Regular duties may be performed such as follow-up on patient's charts, accounts, insurance, etc. Any necessary paperwork or telephone calls may be performed along with ordering and checking of supplies, cleaning of operatories, maintenance of equipment, and general cleaning of the office.

Attendance is a must. In a dental office, one absent employee can place a large burden on the rest of the staff. If you are ill, you must PERSONALLY, contact (phone or in person) the management prior to office hours for the day. Do not leave messages or have someone call in for you. Call all contact numbers until you are able to speak to someone. If daily attendance becomes an issue, and management feels it necessary, immediate action will be taken. A persistent attendance problem is grounds for termination. If an employee has more than one unexcused sick day per month, this is considered persistent and therefore grounds for immediate termination. (Excused absences would be accompanied by a doctor's note.)

All employees will be required to attend staff meetings, unless special circumstances arise and their absence has been approved. If attendance is mandated, employees will be paid for the time spent in the meeting. If the meeting occurs during regularly scheduled lunch break, lunch may or may not be provided at the owner's discretion and employees must plan accordingly.

Each employee is required to be at the office no later than 20 minutes before the first scheduled patient

Tardiness should be avoided at all times. If for some reason an employee is tardy, they must call and speak to their immediate manager. Text or email messages are not acceptable. If this becomes a pattern, the management will address it and necessary action will be taken. If this becomes a persistent problem, it will be grounds for immediate termination.

BAD WEATHER PROTOCOL

In lieu of inclement weather or an emergency occurs, there are numerous factors that are considered before closing or delaying the opening of our practice. The operations team will monitor the night before and send out communication via email. Under no circumstance should the staff take it upon themselves to close the office.

Missed work days due to inclement weather will not be compensated for.

Appearance/Dress Code:

**If you fail to follow these guidelines you will be sent home to change.*

-All new employees will be given a name tag **WITH THEIR NAME** (ie DA, RDH) and a black scrub coat/jacket

**This will be ordered by the regional manager after an employee has accepted their offer for employment*

- You will be given a black jacket to be worn while at the office. You are responsible for this jacket. If you lose the custom jacket you will be responsible for its replacement which will cost \$65. If terminated or leaving the company you must return the jacket to your home dental office.

ALL STAFF:

- Ear/walkie-talkie
- Name Badge
 - Name tags should be worn at all times you are at the office or representing Thrive Dental & Orthodontics at an office promotional event.
 - **If you lose the name tag then you will purchase a new one at your expense.**
- No “unnatural” hair color
- Finger nails need to be a professional length
- Minimal Jewelry
 - No facial piercings
 - Simple necklaces and bracelets
- No visible tattoos past sleeves or neckline of outfit

FRONT STAFF:

The dress code for front staff will be either business professional or black scrubs. HAIR AND MAKEUP MUST BE DONE EVERY DAY. With the exception of the office manager, who can choose to wear business casual every day, the front office team should be coordinated each day.

- Business Casual
 - TOPS
 - Collared shirts - dressy blouses, dressy button-down shirts, dressy cardigans
 - No tank tops or spaghetti straps and no visible undergarments
 - Black blazer
 - BOTTOMS
 - Business professional slacks
 - No tight or stretchy pants
 - Business professional, conservative skirts/dresses
 - Go at least down to the knee
 - SHOES
 - Close-toed shoes
 - Dressy flats or loafers
 - Conservative high heels
- Black Scrubs
 - Wrinkle-free
 - Not faded, No bleach stains
 - Closed-toes shoes with socks that cover the ankles (OSHA compliant)
 - Long sleeves or $\frac{3}{4}$ sleeve shirt under scrubs if tattoos are visible
 - White or black long sleeve undershirts are approved

BACK STAFF:

- Black Scrubs
 - Wrinkle-free
 - Not faded, No bleach stains
 - Closed-toes shoes with socks that cover the ankles (OSHA compliant)
 - Long sleeves or $\frac{3}{4}$ sleeve shirt under scrubs if tattoos are visible

- White or black long sleeve undershirts are approved

Annual Office Review System (excluding doctors):

-New Hires may be reviewed on their performance at 30 days, 60 days, and 90 days after their start date

- The first 30 days of training will be one-on-one with the training DA
 - The 30-day review will look at how you have met performance goals as well as evaluate work ethic, dependability, and communication
- The remainder of training will be at the office in which you have been hired to work and will be under the supervision of the lead dental assistant at that office
 - The 60-day review will assess how you have been contributing to the office and where additional guidance may be needed to strengthen clinical skills
 - The 90-day review marks the end of the training period and will be used to assess if a new hire is a good fit for our team. The review will be used to offer constructive feedback and set goals for the bi-annual reviews.

-Bi-annual Reviews

- We hold 2 reviews each year: a "Mid-Year Review" and "End-of-Year Review"
- The Mid-Year Review: Used to evaluate and assess the team member's progress in performance improvements and if they are on track to meet their goals for the year
- The End-Of-Year Review: The end of year review is held in February and will review the previous year's performance. Each team member will work to set goals for the upcoming year

Office Facility:

HOUSEKEEPING

Daily cleaning procedures to maintain the appearance of a neat, organized and clean office will be expected from each employee. This includes sweeping floors, cleaning sinks, emptying trash, straightening and replacing materials, checking paper products, soap and restocking items as needed. The employee restroom and lounge is expected to be clean and presentable at all times. It is also important to keep the *outside* of the office neat and tidy - this means keeping the areas in front of, or near, the office clear of litter, broken glass, etc.

PARKING

All staff members are asked to park in spaces provided, making sure to leave prime parking spots available for patients' use.

SAFETY

The office follows OSHA and TSDB guidelines for safe operating procedures and maximum patient and employee protection. Safety glasses, gloves, lab coats, and masks are to be worn by all dental personnel when treating patients. Closed toed shoes are mandatory per OSHA requirements. Long hair should be pulled back.

***EMPLOYEES ARE EXPECTED TO BE COMPLIANT AT ALL TIMES WITH THE RULES AND REGULATIONS OF OSHA AND THE STATE DENTAL BOARD.**

Confidentiality

Anything the employee wishes to discuss with the management will be kept in confidence. We strive for an open and professional relationship with all staff members, so please feel free to discuss any problems or concerns that you have.

Each employee will go through appropriate HIPAA training and is expected to keep any and all patient information obtained through the office private and confidential.

Employee raises, bonuses, and salaries are strictly confidential and are not to be discussed between staff.

As an employee of Thrive Dental & Orthodontics and its affiliated offices, I have received and read the New Employee Handbook. I understand that I am to keep this handbook for my records and will abide by the company and office policies described.

Employee Signature: _____

Date: _____