



NEW HIRE OFFICE POLICIES

Name: _____

We are thrilled to have you join our team! Every member of our staff is essential to the smooth operation and success of our office. During your first week, we will provide you with an overview of our practices and procedures, including scheduling, financial policies, and communication protocols.

Our aim is to equip you with the tools and knowledge necessary to thrive in your role. We encourage open communication, so please feel free to ask questions and share your thoughts. Your success is our priority, and we are here to support you every step of the way.

THERE ARE MULTIPLE AREAS FOR YOU TO INITIAL OR SIGN

Documents Needed by end of First Week

DOB, Address, & Phone Number	Paycom 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, Dental Hygienists, and Doctors*

INTRODUCTION

Drs. Nathan and Christine founded Breckinridge Dental and Orthodontics in Richardson (now Thrive Dental & Orthodontics) in April 2016. They expanded the practice by opening Thrive Dental & Orthodontics in Frisco (2019), followed by locations in Allen (2020), Sachse (2021), Dallas (2022) and Forest Lane (2025)

Mission Statement

Here at Thrive, we strive to set the standard for dentistry in Texas through our “Wow Dentistry Now” philosophy, which focuses on creating an outstanding environment where patients feel comfortable and excited to receive same-day treatment. This approach fosters a winning atmosphere for patients, staff, doctors, and hygienists, enhancing production opportunities and ensuring collective success.

Core Values

At Thrive Dental & Orthodontics, our primary goal is to foster growth—both individually and collectively—as a team. We believe that the foundation of a healthy and fulfilling life lies in the continuous pursuit of self-improvement. Our aim is to enhance the efficiency of our offices while maximizing the use of available resources to provide the best possible experience for both our staff and patients. As our company expands, we are committed to ensuring that our team grows alongside us.

ABOUT OUR COMPANY

Thrive Dental & Orthodontics is a comprehensive dental practice that provides both general dentistry and orthodontic services at all locations.

General Dentistry Overview

Our general dentists have completed four or more years of dental school following their undergraduate education. They are trained in various aspects of dentistry, including fillings, cleanings, crowns and bridges, veneers, root canal treatments, extractions, and dentures or partial dentures.

Orthodontic Care Overview

Our orthodontists specialize in providing treatment with metal or clear braces and clear aligners. They undergo an additional three years of specialized training to become Board Certified Orthodontists. While not all orthodontists hold board certification, all are licensed dentists.

WORKPLACE CONDUCT

All employees are expected to maintain a professional demeanor at all times. Unprofessional language or tones are unacceptable. Friendly, courteous, and respectful behavior toward patients and colleagues is required. Each team member plays a role in promoting the professionalism of the entire staff, and personal issues should be left outside the workplace to ensure a positive atmosphere.

Harassment and Sexual Misconduct

Thrive Dental & Orthodontics maintains a zero-tolerance policy for harassment, sexual misconduct, or any form of discrimination in the workplace. These behaviors will not be tolerated and are subject to both internal disciplinary action and legal consequences. Employees are encouraged to report any concerns immediately to HR. All reports will be handled confidentially and in accordance with legal standards.

Cell Phone Use

Personal cell phones must not be visible or audible during business hours, except in pre-approved situations. Personal calls should be limited to breaks or emergencies, and phones should only be on your person with prior managerial approval. Abuse of this privilege may result in disciplinary action.

COMPENSATION & BENEFITS

At Thrive Dental & Orthodontics, we recognize that our employees are our most valuable asset and play a vital role in achieving our mission of providing exceptional dental care. Our compensation structure is designed to be competitive, fair, and reflective of each employee's contributions to our team's success.

Pay Period

Employees and doctors are paid on a biweekly basis, with paydays occurring every other Friday.

Timekeeping Policy

All employees are required to clock in and out every time they arrive at or leave the office, including breaks and lunch periods. Accurate time records are essential for payroll purposes, and compensation will be based on these records. Employees must ensure they clock in and out at the specific dental office where they are working for the day.

Overtime

Employees who work overtime (excluding exempt employees and doctors) will be compensated accordingly. However, since all employees are scheduled to work less than 40 hours per week, overtime should not typically be an issue. Any concerns regarding overtime will be addressed by management in collaboration with the employee.

Bonuses

Full-time staff (working 36 hours per week or more) are eligible for bonuses after 90 days of employment. Monthly goals will be set at the beginning of each month. Bonus eligibility is contingent upon meeting the following criteria:

- Maintaining a proper attendance record (to be explained later in the manual)
- No disciplinary verbal or physical write-ups.

Employees working fewer than 36 hours per week may not be eligible for bonuses, except for orthodontic assistants. Orthodontic assistants and staff will receive bonuses based on the days worked.

Holiday Pay

After 90 days of employment, employees (excluding doctors) who work an average of 36 hours per week or more will be eligible for paid holidays. Paid holiday benefits do not apply if a holiday falls on a Sunday or a day when the office is typically closed. The following holidays are eligible for holiday pay:

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

Performance Reviews

Performance reviews are conducted by the manager of each employee's designated home office. These reviews are designed to assess individual performance, provide constructive feedback, and identify areas for professional growth. While reviews will be held regularly, they do not automatically guarantee a salary increase. Pay adjustments will be considered based on a combination of factors outlined in the Wage Increase policy.

Wage Increase

All pay increases are based on merit. Evaluations for wage increases will consider the following factors:

- Progress in learning new skills
- Attitude towards patients and coworkers
- Initiative in taking on additional responsibilities

While employee reviews may not include a salary evaluation, they will reflect overall performance, personal attitude, and scope of responsibility. Additionally, the economic situation at Thrive Dental and Orthodontics will also be taken into account when determining pay increases.

Paid Time Off (PTO) Accumulation

Full-time employees (excluding doctors) who work 36 hours per week or more are eligible for PTO. After one year of employment, employees receive 40 hours (5 days) of PTO, with an additional 40 hours granted each subsequent year, up to a maximum accumulation of 120 hours (3 weeks).

PTO cannot be taken immediately before leaving or being terminated, nor can employees use more than 5 consecutive days. Unused PTO cannot be cashed out, and any unused PTO is forfeited upon resignation or termination.

Medical Insurance

Thrive Dental & Orthodontics provides medical insurance for employees who have completed 60 days of employment. Eligible employees can enroll in the program or choose to decline benefits.

Dental Benefits - General Dentistry (Subject to Change)

After completing a 90-day probationary period, employees, their spouses, and children are eligible for dental care at a reduced rate. Please note the following:

- Treatment Exclusions: Procedures requiring lab fees or significant supply costs—such as night guards, crowns, bridges, dentures, implants, and root canals—will incur additional charges.
- Scheduling: Treatment must be scheduled outside of work hours and will not be permitted during high-demand appointment times.
- Termination of Employment: If your employment with Thrive Dental & Orthodontics is terminated for any reason before the completion of treatment, the fees will revert to the full non-employee rate. Any existing payment plans will be adjusted to reflect the updated treatment fee, and new payment arrangements will be made. Discounts extended to family and friends will also be subject to this rate adjustment.

Dental Benefits - Orthodontics (Subject to Change)

Employees, their spouses, and children will be eligible for orthodontic care at a reduced rate after completing a 90-day probationary period. If an employee is terminated or leaves Thrive Dental & Orthodontics for any reason, they will be responsible for paying the full usual and customary fee.

Worker's Compensation

All employees at Thrive Dental & Orthodontics are covered under Workers Compensation insurance. This coverage is designed to provide financial support and medical benefits to employees who may experience work-related injuries or illnesses. Employees are encouraged to report any incidents or injuries immediately to HR to ensure appropriate care and coverage.

Liability Coverage

Currently, liability insurance is not provided by Thrive Dental & Orthodontics. However, it is required that all dental hygienists and dentists maintain their own professional liability insurance policy.

Retirement Plan/401K

After one year of employment, all employees who have worked a minimum of 1,000 hours annually will be eligible to enroll in our 401(k) plan, which is currently offered through LT Trust, in partnership with AB-401K. Participation in the 401(k) plan is optional. Thrive Dental & Orthodontics is pleased to offer a company match of up to 3% of an employee's contribution.

Enrollment is available twice per year, on January 1st and July 1st. Eligible employees will receive access to an informative video outlining the details of the plan and the enrollment process, allowing them to prepare for the

upcoming enrollment period. Employees who choose to participate can pause their contributions at any time. However, changes to contribution percentages or re-enrollment will only be permitted on January 1st or July 1st.

WORK HOURS & SCHEDULING

At Thrive Dental & Orthodontics, we prioritize a healthy work-life balance for all our employees. To foster this culture, we have intentionally designed our workdays to be shorter than many in the industry, emphasizing a standard 8-hour workday. Work hours are subject to change.

Hours of Operation

- Monday - Thursday: 10:00 AM – 6:00 PM
- Friday: 10:00 AM – 5:00 PM
- Some Saturdays: 9:00 AM – 4:00 PM

All employees are expected to be available to assist at locations other than their designated home office as needed to address staffing shortages. If an employee is assigned to another office and has prior commitments, such as childcare obligations, they must promptly inform the management of the office they are covering.

Patient Appointments

Patients are scheduled at the beginning of the day and during the last appropriate time slot for their needed procedures. As such, early closures or late openings are not permitted, and office hours will be maintained regardless of the doctor's presence. Please note that office hours are subject to change.

Holidays

We are closed for certain holidays, and the schedule will reflect these closures at the beginning of each year. Employees are encouraged to schedule personal time off or vacations during these periods whenever possible.

Bad Weather Protocol

In lieu of inclement weather or an emergency, 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.

WORKPLACE SAFETY POLICY

The office adheres to OSHA and Texas State Dental Board (TSDB) guidelines for safe operating procedures to ensure maximum protection for both patients and employees. All dental personnel are required to wear safety glasses, gloves, lab coats, and masks while treating patients. Closed-toed shoes are mandatory in accordance with OSHA regulations, and long hair must be securely pulled back.

Employees are expected to consistently comply with the rules and regulations set forth by OSHA and the Texas State Dental Board.

Confidentiality

Any discussions with management will be treated with confidentiality. We encourage an open and professional relationship with all staff members, so please feel free to share any problems or concerns you may have.

HIPAA Training

All employees are required to complete appropriate HIPAA training and are expected to maintain the privacy and confidentiality of all patient information obtained in the office. Additionally, matters related to employee raises, bonuses, and salaries are strictly confidential and should not be discussed among staff members.

Accident Reporting

In the event of an accident at the dental office, employees should first ensure their safety and the safety of others before notifying their immediate supervisor or manager. A detailed account of the incident, including time, location, and any injuries, should be reported. Employees are required to complete an accident report form within 24 hours of the incident, submitting it to the supervisor or HR department. If medical attention is necessary, employees should seek it immediately, and all treatment records should be documented. The office provides Workers' Compensation coverage for employees injured on the job, ensuring they receive the appropriate medical care and support.

PROFESSIONAL PRESENTATION

Presentation is crucial in setting the overall tone for the office and reinforcing to our patients that we are a well-run organization. To maintain this standard, all employees are expected to adhere to the following guidelines:

- Maintain a clean, polished, and professional appearance, including neatly styled hair and good personal hygiene.
- Use light fragrances, such as perfume or lotion, as desired.
- Adhere to the established dress code, including wearing name tags and earpieces at all times.

Failure to comply with these standards may result in corrective action, including the possibility of being asked to leave for the day.

Uniform and Name Tag Policy

Upon hiring, employees may be provided with a Thrive-issued custom jacket and name tag which must be worn while on the clock to maintain a consistent, professional appearance. Employees are responsible for maintaining these items. *If lost, replacement fees of \$65 for the jacket and \$15 for the name tag will apply.*

Failure to comply with this policy may result in disciplinary action.

General Guidelines for All Staff

- Communication Devices: All staff members must wear an ear/walkie-talkie at all times.
- 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 your badge, you will be responsible for purchasing a replacement.
- Hair: Only natural hair colors are permitted
- Fingernails: Finger nails need to be a professional length
- Jewelry: Minimal Jewelry is allowed with simple necklaces and bracelets.
- Piercings: Facial piercings should not be visible
- Tattoos: Tattoos must be covered and should not extend past the sleeves or neckline of your outfit.

Attire Requirements

- Scrubs: All staff are required to wear black scrubs that are wrinkle free, not faded, and free of any staining.
- Outerwear: Only the custom Thrive-issued jacket is permitted as outerwear while on the clock.
- Grooming: Hair and makeup must be well groomed and done each day.
- Footwear: Shoes must be closed-toed. Crocs are not permitted. Closed toed shoes with socks that cover the ankles are required for compliance (OSHA).
- Undershirts: White or black long sleeved or ¾ sleeve undershirts are allowed and/or required if tattoos are visible.

LEAVE & ABSENCES

Voting

Employees are encouraged to participate in the voting process. Voting should be conducted either before or after work hours, or during the employee's designated lunch break to ensure that work responsibilities are maintained.

Jury Duty

Employees are required to fulfill their civic duty by attending jury duty when summoned. Please note that time spent on jury duty will be unpaid. Employees are encouraged to inform their direct supervisor as soon as they receive their jury duty summons to discuss any necessary arrangements for their workload during their absence.

Personal 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

Employees are entitled to 12 weeks of unpaid maternity leave in accordance with the Family and Medical Leave Act (FMLA). Employees may choose to use their Paid Time Off (PTO) during this leave if available. To be eligible for FMLA maternity leave, employees must have worked for the company for at least 12 months and must have worked at least 1,250 hours in the preceding 12 months.

Employees must provide at least 30 days' notice prior to the start of their leave when possible. If 30 days notice is not feasible, employees should inform their supervisor as soon as practicable. Upon return from maternity leave, employees are entitled to return to their same position or an equivalent position with the same pay and benefits.

Extended Personal Leave

In the event that an extended period of time off is required, please be aware that the position may not be held open, depending on the circumstances and the operational needs of the practice. Employees are encouraged to communicate their needs as early as possible to facilitate appropriate planning.

Mandatory Leave Due to Covid Exposure

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.

ATTENDANCE & RESPONSIBILITIES

Employees must arrive at the office no more than 30 minutes before the first scheduled patient and should dedicate morning hours to preparation, cleaning, and organization. All staff are required to stay until evening clean-up and office responsibilities are completed.

At Thrive Dental & Orthodontics, consistent attendance is essential to providing safe, timely, and high-quality care to our patients. When a team member is absent, arrives late, or leaves early, it directly impacts patient experience, treatment flow, and the ability of other team members to perform their roles effectively.

For this reason, excessive absenteeism and unreliable attendance are not permitted and may result in disciplinary action, up to and including termination.

Notification of Absence

If you are unable to report to work for any reason, you must make an attempt to find coverage for your shift and notify your Office Manager or direct supervisor:

- **No less than 4 hours prior** to your scheduled start time
- Notification must be made via a **direct phone call to leadership**.
- **Text messages will not receive a response** and will be counted as a No Call / No Show.
- Messages through coworkers are not acceptable forms of notification and will also be counted as a No Call / No Show.

- If calling out due to extended illness or other extended absences, members must call their supervisor each day they are planning to be absent.

If your supervisor is unavailable, you must contact another member of leadership.

Leadership may request documentation when patterns of absence develop.

Team members are responsible for attempting to find their own coverage for the shift they are calling out from.

Attendance Point System

Employees begin employment with zero (0) points.

Points are accumulated on absent days regardless of reason unless related to:

- Previously approved PTO
- Protected leave (FMLA, ADA, Pregnancy Accommodations)

Points are tracked on a **rolling six (6) month** period.

Multiple concurrent missed shifts related to the same verified illness will be counted as one occurrence when appropriate.

Point Schedule

- Absent with proper notice (called **>4 hours** before shift commencement): **0.5 points**
- Absent without proper notice (called **< 4 hours** before shift commencement): **1 point**
- No Call / No Show: **2 points**

Note: Same-day call-outs may result in an immediate written warning at leadership discretion due to patient care impact.

Disciplinary Action

- 0.5 point = Verbal
- 1 point = Verbal
- 2 points = Written Warning
- 3 points = Final Written Warning
- 4 points = Termination

Any employee who receives a Verbal, Written Warning, or Final Written Warning related to attendance during a given month will be ineligible to receive any performance-based or production-based bonus for that month.

Staff Meetings

Attendance at staff meetings is mandatory unless approved in advance. Employees will be compensated for meeting time. If a meeting occurs during a scheduled lunch break, lunch may be provided at the owner's discretion.

Tardiness Policy

Tardiness should be avoided. If you are running late, call and speak directly with your immediate manager; text or email notifications are not acceptable. Repeated tardiness may result in disciplinary action, up to and including termination.

Time Off Requests

Employees must submit time off requests at least six weeks in advance. All requests require approval from management and HR. Time off requests are not permitted during the last week of December or spring break for each office.

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

PERSONNEL RECORDS

Each employee will have a confidential file containing hiring information, tax documents (W-4), continuing education certificates, and other relevant employment data such as evaluations, applications, resumes, vaccination records, attendance records, and training verifications. These files are for internal use only and will not be released to the employee. However, employees may request to review their records with HR at any time. Please notify HR immediately of any changes to your address, phone number, insurance, or medical information.

EMPLOYEE DEVELOPMENT

Our company attends several continuing education classes each year, and all employees are required to attend when mandated. Some courses may require the attendance of the doctor or specific office members. In such cases, all other employees are expected to maintain their regular office hours and duties.

CPR

Staff members are required to maintain current CPR certification. If a team member allows their certification to lapse, they may face dismissal. Thrive Dental and Orthodontics may provide CPR recertification but this is not guaranteed. It is the responsibility of each employee to ensure their certification remains current.

Nitrous Certification

All doctors are required to maintain nitrous oxide certification. Thrive Dental & Orthodontics will cover the cost of nitrous oxide certification for both the Lead RDA and the doctor at each office.

Continuing Education

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.

OFFICE FACILITY

Housekeeping

All employees are responsible for maintaining a clean, organized, and professional office environment. Daily cleaning procedures include, but are not limited to, the following tasks:

- Sweeping floors
- Cleaning sinks
- Emptying trash bins
- Straightening and restocking materials
- Checking and replenishing paper products and soap

Employees are also expected to ensure that the employee restroom and lounge remain clean and presentable at all times. Additionally, maintaining the exterior of the office is essential; please keep the areas surrounding the office free of litter, broken glass, and other debris.

By upholding these standards, we contribute to a welcoming atmosphere for our patients and reflect the professionalism of our practice.

Parking

All staff members are encouraged to utilize designated parking spaces, ensuring that prime parking spots remain available for our patients.

SEPARATION POLICIES

Write ups and Termination

Management will take appropriate disciplinary action when employee policies are not followed. This handbook serves as the official guideline for our expectations, and all verbal warnings will be documented in the employee's file. Accumulating three written warnings may lead to 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 management. Employees may be terminated without prior warning or write-up if their actions violate the moral, ethical, or legal standards of Thrive Dental & Orthodontics. In the event of termination, the employee will be compensated for the days worked up to that point but will not be eligible to receive any bonuses for the current or prior month. All company property, including keys, badges, jackets, manuals, and other materials, must be returned before the final paycheck is issued.

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

Resignation

Employees are required to provide a two (2) week written notice if they decide to leave the company for any reason. The notice should include the intended last working day, the date the notice was given, and the signatures of both the employee and the manager. If a properly documented two weeks notice is not submitted to the employee's manager, he/she will receive compensation at the Texas minimum wage rate for the final two weeks of 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.

As an employee of Thrive Dental & Orthodontics and its affiliated offices, I acknowledge that I have received and reviewed the New Employee Handbook. I understand that it is my responsibility to retain this handbook for my records and to comply with the company and office policies outlined herein.

Employee Signature: _____ Date: _____