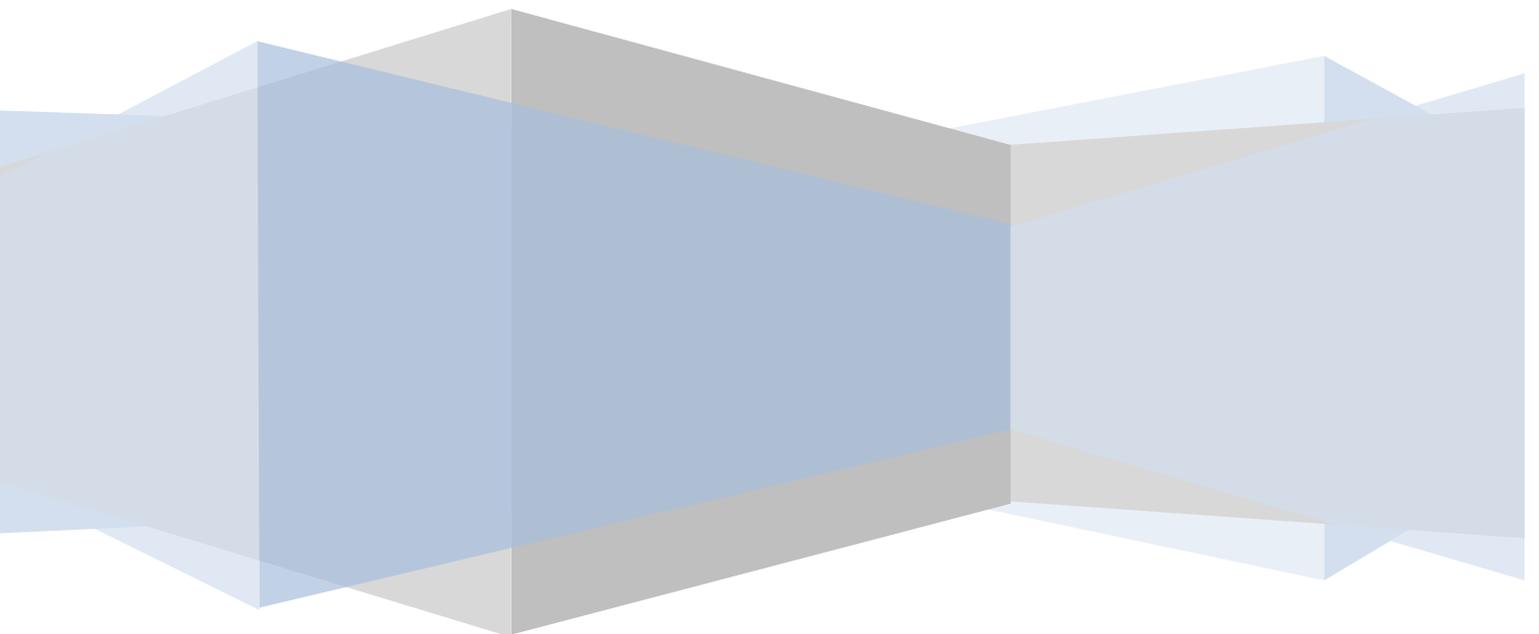


# ProVerus Management family of practices

**Staff Handbook**

Updated 9/20/19



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## Employee Handbook

This handbook is for your benefit. Please refer to it whenever you have a question. Benefits and policies explained in this handbook are for general information only, and are not guarantees of employment for any period of time, or contracts and are at Management's discretion. ProVerus Management, at its option, may change, delete, suspend or discontinue any part or parts of the policies in this handbook at any time without prior notice. This handbook applies to all offices owned in whole or in part by Dr. Jared Pope.

## Introduction

### Welcome!

We are pleased to have you join our team! We hope this manual will help you feel comfortable with the offices managed by ProVerus Management. We depend on you. Your success is our success. Please do not hesitate to ask questions, we will gladly answer them. We hope that you will view your work as an enjoyable experience because everyone should like where they work. We strive for the absolute best in patient care and look forward to having you help us achieve that goal!

### Our History

Let's start out by giving you a little bit of history about the team of practices you are joining...

Dr. Jared Pope started the Maricopa Family Dentistry & Orthodontics practice in 2004 and was the first dentist in Maricopa, AZ. The office was originally on Hathaway, just down the street from the post office. The practice moved into its' current location in 2006 because Dr. Pope built a much nicer and larger location. In 2008, the sixth operatory was completed to allow more providers for better patient care. Dr. Matthew Ross became a partner at this practice and Delicate Dental July 2013.

In 2008, construction was started on Delicate Dental right next door to Maricopa Family Dentistry & Orthodontics in Maricopa, AZ. The practice opened in April 2009, and merged with Maricopa Family Dentistry & Orthodontics January 2019. Together these offices will be the largest dental office in the area and will be able to provide state of the art dental care to patients.

In 2010, Dr. Pope acquired the office now known as Progressive Dentistry & Orthodontics in Chandler, AZ from a dentist that decided to retire due to poor health. The office has an upscale appearance and strives to provide an upscale experience. Dr. Aaron Johnson became a partner at this office August 2013.

In 2013, Dr. Pope acquired the office now known as Scottsdale Family Dentistry & Orthodontics from a dentist that decided to go into teaching. The office underwent a makeover in 2014. They are located on the corner of Bell Rd & 64<sup>th</sup> in Scottsdale, AZ right next door to a chain dental office but have excelled in showing their patients that they are nothing like the nearby competition. Dr. Andrew Brown became a partner at this office January 2014.

In 2013, Dr. Pope acquired the office now known as Uptown Family Dentistry & Orthodontics from a retiring dentist in Phoenix, AZ. The office went through extensive remodeling and updating to make it safer, more efficient, and to give it a fresh appearance. Dr. Ryan Cullinan became a partner at this office January 2014.

In 2014, Dr. Pope and Dr. Jansen Donoghue acquired the offices of Dr. Wallace Brunson and Dr. Patrick Pacheco in Santa Fe, NM. The two offices merged into Dr. Pacheco's location under the new name Santa Fe Family Dentistry. This was the first office in New Mexico for Dr. Pope, and brought exciting new challenges. They added computers to every operatory and introduced paperless charts.

In 2015, Dr. Pope teamed up with Dr. Timothy Smith to take over Valencia Family Dentistry in Los Lunas, NM and Bosque Farms Dental in Bosque Farms, NM from Dr. Eric Smith. Shortly afterwards, Dr. James Anderson bought Dr. Timothy Smith's interest in Bosque Farms Dental. The offices added new team members, extended appointment availability, and more services.

In 2016, Dr. Pope took over ownership and management of Gentle Hands Dentistry from Dr. Avis Davis to allow Dr. Davis more time to focus on dentistry and family time. This office is located in the Baptist Medical Center in Phoenix, AZ. The large office offers many patient comforts and room to add more services and providers.

In 2016, Dr. Pope and Dr. Ross purchased Smile Lines Dentistry from Dr. Trevor Lines to allow him to fully transition to his other practice closer to home. This office is located in Maricopa, AZ just a few miles away from Maricopa Family Dentistry & Orthodontics and Delicate Dental. Adding another practice nearby gives us the ability to accommodate patients, and gives team members more flexibility to cover shifts.

In 2017, Dr. Pope and Dr. Brouillette purchased Johnson Ranch Family Dentistry & Orthodontics where Dr. Brouillette has been practicing since 2016. This office is located in San Tan Valley in a busy Fry's shopping center.

In 2019, Dr. Pope and his brother, Dr. Brady Pope, purchased Novelty Family Dentistry & Orthodontics from Dr. Arthur Novelty who retired. This office boasts a large, attractive, modern facility that will serve patients for many years to come. The well-established office is located in a developing area of Chandler near the newly developed Gilbert Autoplex as well as Gilbert Community College.

## Your Employment at a ProVerus Management office

### Owner's Mission Statement

All of the practices are independently owned but managed by the team of ProVerus Management. ProVerus is a combination word that Dr. Pope created that means professional and in favor of true, real, proper, right. He felt that most management companies were too much fluff, and not enough value. He wanted a name that reflected honest, real, tangible, fundamental focused management that makes a difference.

Our goal is to assist our teams in creating and maintaining caring work environments that contribute to employee wellbeing, the achievement of organizational goals, and to provide employees with the guidance and assistance they need to make decisions that will encourage positive, friendly attitudes of team spirit.

Our mission is to maintain and restore optimal patient health through persistent devotion to education and clinical excellence.

### Employee Relations Principles

We believe that the shared interests of all employees can best be served by living under the following principles each day:

All employees have a right to discuss freely with management any matter concerning their own or the company's welfare. We will observe and follow the suggestions and ideas when appropriate.

We will maintain reasonable hours of work to provide excellent patient service; we will provide employee benefits and excellent working conditions for everyone.

We will continually review and revise the Employee Handbook when necessary and provide all employees with updated revisions.

Should a vacancy occur at any of the offices, every effort will be made to fill the position internally with regard to ability, qualifications, experience, and the employee's attitude towards patients, co-workers and the company.

It should be recognized by all employees that compensation is directly tied to performance. By carefully observing the individual progress of employees, the company will be able to pay employees according to their performance.

The office will maintain a staff of competent and qualified employees by administering the best possible screening, recruiting and selection techniques.

We will avoid discrimination with regard to race, religion, color, sex, or national origin in hiring and in all future phases of the employee-employer relationship through to the conclusion of the employment relationship.

Through these and other practices, we will encourage employees to increase their success and service within our companies.

### **Responsibilities of all Employees**

We want to create a positive work environment that will contribute towards a productive and professional atmosphere. Our continued growth and success is a reflection of everything we do as a team. In keeping with our philosophy, we ask all employees to conduct themselves in a friendly, courteous and professional manner and to treat other employees and patients equally and with respect. Employees should show a positive, helpful attitude and be trustworthy, dependable, and punctual in all workplace activities.

- ✚ Help each other be right, not wrong
- ✚ Look for ways to make new ideas work, not for reasons they won't
- ✚ If in doubt, check it out
- ✚ Help each other win, and take pride in our collective victories
- ✚ Speak positively about each other and about the offices at every opportunity
- ✚ Maintain a positive attitude during all circumstances
- ✚ Act with initiative and courage
- ✚ Don't lose faith

When working towards a positive work environment, common sense and our core value of "Friends helping Friends" are almost always the best guide.

## Office Conduct Rules

Our expectations are that every staff member handle themselves professionally at all times, and behave in a way that promotes productivity.

## Introductory Period of Employment/Probationary Period

Your first three months of employment are called the Introductory Period/Probationary Period. This introductory period of employment gives you a chance to become familiar with the company, your work team, and decide whether you are going to enjoy working with us. It also gives you and your Manager time to decide if your work habits, attitude, and attendance meet our requirements.

During your first six months of employment, your office manager will discuss your job performance with you and invite you to share your thoughts about your position. If you have any questions regarding the office or your job, please feel free to ask your manager or ProVerus.

## At-Will Employment

Your employment is voluntarily entered into, and you are free to resign at any time, with or without reason. Similarly, the office is free at any time to terminate your employment, with or without reason or advance notice. You should consider no statement, oral or written, contrary to this as binding, unless expressly defined in a document signed by both you and the HR manager or owner. Any "agreements" not handled in this manner will be considered invalid and will not be honored.

While we hope our relationship will be long and mutually beneficial, it should be recognized that neither you nor we have entered into any contract of employment, expressed or implied. Therefore, our relationship is one of voluntary employment "at-will."

## Employee Status

There are six types of non-exempt employment at our offices. They are permanent full-time, permanent part-time, independent contractor, temporary, casual, and intern. Let's us take a look at what each of these terms means.

### 1. Permanent Full-time Employees:

- traditionally work 30+ hours per week on a regular basis
- are immediately placed on a three-month introductory /probationary period
- qualify for paid time off including sick days and all types of leaves
- eligible for dental benefits
- hired to work for the long-term
- entitled to holiday pay if eligible
- are paid on an hourly salary basis

### 2. Permanent Part-time Employees:

A permanent part-time employee is one who works less than the traditional 30 hours per week on a regular basis. Permanent part-time employees are separated into two categories: those who work for 16 or more hours per week and those who work less than 16 hours per week.

#### *Employees who work 16 hours or more per week are:*

- hired to work on a long-term, permanent part-time basis
- immediately placed on a three-month introductory /probationary period upon hire
- eligible for dental benefits
- paid on an hourly basis

#### *Employees who work less than 16 hours per week are:*

- hired to work on a long-term, permanent part-time basis
- immediately placed on a three-month introductory/probationary period upon hire
- not eligible for dental benefits
- paid on an hourly basis

### 3. Independent Contractors

- Contracted to work in the office on a long-term, permanent basis
- Not considered employees of the practice and are not eligible for any benefits
- Paid based on individual performance

#### 4. Temporary Employees:

- employed for a period up to 12 consecutive months
- immediately placed on a three-month introductory/probationary period upon hire
- paid on an hourly basis
- not eligible for dental benefits
- Temporary employees may include summer students, and temporary relief staff who are hired to complete a specific project or to replace someone who may be temporarily away on leave.

#### 5. Casual Employees:

- hired to work on an irregular, on-call basis
- do not have regular, scheduled hours
- not eligible for dental benefits
- paid on an hourly basis

*An example of a casual employee may include staff provided by a temporary service.*

#### 6. Intern Employees:

- brought in to learn dental systems (assisting, front office)
- unpaid
- not eligible for dental benefits
- works 32-40/hrs per week for 2-3 months
  - *internship does count towards probationary period*

## Employee Guidelines

### Attendance

We are committed to promoting and maintaining high standards of attendance. The effective operation of our business depends on a productive effort from all employees. Regular and punctual attendance of employees is critical for the company to meet its business needs. Unscheduled absences for work and lateness keep us from successfully meeting daily obligations and operational requirements.

### Work Schedules

Your schedule is posted approximately two-four months in advance. Employees will be notified immediately of any changes to the schedule. It is your responsibility to work the shifts you have been scheduled for. Schedules can be found at <https://pope1.humanity.com/app/>

- Hours of operation vary by office

- A standard shift is six to twelve hours in duration.
- Original schedule agreements may change to meet both your personal and our business needs from time to time.
- In order to meet patients' expectations, we must arrive at least 15 minutes prior to our first patient but not more than 30 minutes unless approved by the manager.
- Shifts may be extended from time to time to manage emergencies and complete treatment in progress.

### **Shift (Changes) Trades**

If you need to be absent from work (outside of our vacation practices) it is your responsibility to find a replacement worker. You must have proper training to accept an additional shift.

### **Overtime**

There may be occasions where, because of patient needs, it may be necessary for you to work overtime, or to work on a day where otherwise you would not have had to work. In dentistry, there are circumstances that are beyond anyone's control which require you to work past the scheduled end of your shift. We expect that you are willing to stay to complete work in these circumstances, and will do our best to minimize these occurrences.

Non-exempt employees will receive overtime pay for all authorized hours worked over 40 in a week or as dictated by appropriate state law. Holidays and Paid Time Off (Vacation and Sick) are not considered hours worked for the calculation of overtime pay. Overtime must be approved in advance in writing by the office manager.

### **Uniform Allowance**

The office will provide up to \$250 (\$50 per day) for scrubs per year depending on your regular work schedule. Upon termination of employment, the most recently provided scrubs must be returned if they were purchased within 6 months of termination. If you fail to return the scrubs, \$150 will be withheld from your final paycheck.

### **Lunch and/or Breaks**

We have provided you with the following guidelines regarding breaks:

- The office does not pay for lunch and/or breaks, please ensure you clock out for all breaks
- Breaks must be taken when the schedule allows
- Work together to ensure the phones are covered during breaks
- Breaks permitted on shifts over 5 hours

## Guidelines for Lateness, Leaving Early and Absence

We understand that illnesses and urgent personal matters come up occasionally. It is our desire to provide employees with a flexible work environment. As a result, we have provided you with the following guidelines so that we can work together in a cooperative and responsible manner.

- Always be at work on time unless for reasonable and unavoidable causes.
- If you are going to be absent, late, or have to leave work early, it is your responsibility to tell the office manager directly and give at least 1-hour notice so temporary arrangements can be made. Leaving a voice mail, or texting, is not acceptable unless your office manager confirms your absence.
- If you are absent for three or more consecutive days, you must provide appropriate documentation to support your absence and/or fitness to return to work. A doctor's note is only valid if written on a day of your absence.

**Habitual or excessive absenteeism, lateness and leaving work early will lead to progressive discipline and may result in suspension and/or termination.**

## Job Descriptions

Every position in the office is accompanied with a written Job Description. It is your responsibility to be completely familiar with your Job Description. Each team member will be held accountable for the completion of the duties on their Job Description. However, written Job Descriptions are never all inclusive of what is expected. Our office philosophy is one of TEAM WORK. It is expected that all team members will work together as a team, which sometimes means stepping out of your written Job Description and helping in other areas of the practice where you are needed. We encourage team members to be self-motivated and have a general sense of awareness of their surroundings and to be able to recognize when other team members are in need of your assistance.

## Performance Improvement

Should an employee demonstrate poor performance in areas such as tardiness, poor attendance, unsatisfactory performance or general conduct, the office manager will meet with them to discuss the areas of concern, and address suggestions for improvements. If there is no improvement in the area which has been identified, further action will be taken up to and including suspension and/or termination, depending on the circumstances.

## Confidentiality and Release of Information

Employees are entrusted with personal and confidential information. We depend on the maturity, integrity and loyalty of each employee to keep such information private and confidential. To clarify the principles of confidentiality, we have provided you with the following guidelines:

- Confidential information about the companies, their employees, related companies, customers, clients, or suppliers should not be discussed with anyone other than those who are authorized to receive such information. If you are unsure as to whether certain information is confidential, please check with our ProVerus Management team before disclosing the information.
- Confidential information obtained as a result of employment is not to be used by an employee for the purpose of furthering any private interest, or as a means of making personal gains.
- Employees may not share personal information for the purpose of recruitment of our staff to other practices.
- Any and all reports, manuscripts, data, designs and other work products that have been produced or collected by an employee while employed remain the property of the company upon termination of the employer-employee relationship.
- All employees will not directly or indirectly provide consulting or other services to any person or company which is a competitor.
- All salary and bonuses are confidential and are not to be discussed with other employees. Disclosure of confidential personal information such as this may result in suspension and/or termination, depending on the circumstances.

**This basic practice of caution and discretion in handling confidential information extends to both the internal and external disclosure.**

All employees must sign the (attached) non-compete/confidentiality form.

## If You Leave the Company

It may be necessary for you to leave your job at some point. If you decide to leave us, we request that you give the office manager at least two weeks' written notice. If you do decide to leave the company, please tell us about your reason for leaving. It is in both of our best interests to part on good terms and we would appreciate any feedback you may want to share.

Upon termination, employee must return any uniforms provided, office key, and have their dental treatment account paid in full. Final paycheck will be held until office property is returned.

Payout of unused PTO hours is available upon the following:

- If you voluntarily terminate giving at least 2 weeks' notice, and have greater than one year of service, your final paycheck will reflect the remainder of your vacation balance.
- If you are subject to job elimination (lay-off not due to your own performance/requests), and have greater than one year of service, your final paycheck will reflect the remainder of your vacation balance.
- If you are terminated for cause, or leave without two weeks written notice, you will not receive a payout of accrued vacation hours.

### **Gossiping**

Gossiping is not tolerated under any circumstances. It is non-productive, damages relationships, and is hurtful to other people. If it is determined that any team member is gossiping, one warning will be given and any second occurrence will result in immediate termination.

Any conversation is considered gossip if you are talking to another employee about a work-related issue that they cannot help you solve. Any issues or concerns need to be brought to the office manager or to ProVerus Management.

### **Attitude**

Maintaining a positive attitude while at work is critical to the successful workings of a team. Poor attitudes, demonstrated either verbally or non-verbally to patients or other team members, will not be tolerated. Poor attitude will be determined and addressed by the office manager.

## Employee Selection & Recruitment

It is our practice to make decisions on hiring, promotion, job assignment, training, and rewards on the basis of qualifications, ability and performance. This ensures **Equality of Treatment and Opportunity** for all employees regardless of race, national origin, color, religion, sex, marital/family status, physical disability, or any other factor unrelated to job performance.

To ensure our employment practices and procedures are administered without discrimination, it is our practice to:

- recruit and select applications for employment solely on the basis of their qualifications and experience;
- ensure equal consideration is given to all candidates qualified for promotion or transfer;
- ensure promotion and transfer decisions will be based solely on job requirements, the applicants' qualifications and prior performances;
- ensure all employment practices and procedures, including compensation benefits, retention, termination, training and self-development opportunities, social and recreational programs, are administered equally;

Employment Equity reaffirms our commitment to a continuous practice of equal employment. Our actions relating to Employment Equity are continuously being reviewed to ensure adherence and application of this practice in all areas of the company.

Manager and Supervisors are responsible for the administration and implementation of Employment Equity. They must ensure that all of their employees are aware of and follow Employment Equity practices.

## Compensation

We believe that our success is based on the high quality and contribution of our employees. We believe that our total compensation package is fair, and competitive. We watch the industry closely to make sure that we remain competitive.

## Time Sheets

By law, we are obligated to keep accurate records of the time worked by non-exempt team members (hourly employees). All team members are required to keep the office manager advised of their departures to and from the work premises during scheduled work hours. If

you are a non-exempt team member, you are responsible for clocking in and out on a daily basis, including lunch hours and other non-productive/non-patient work hours.

It is the responsibility of the employee to enter number of hours worked, and to ensure any changes are noted before the end of business Friday. Falsifying hours is considered fraud and is subject to disciplinary action up to and including suspension and/or termination.

### **Pay Period**

Employees are paid bi-weekly, on the alternate Friday of each week. Work weeks are Saturday through Friday.

All pay checks are directly deposited into the employees' bank accounts. There are many benefits to direct deposit. Whether you are ill, on vacation or out of town, you will enjoy the convenience of having your pay immediately available, and since there are no checks involved, they can't be delayed or lost. All paystubs can be accessed online at <https://paychecks.intuit.com>.

### **Performance Reviews**

Performance Reviews are conducted after 90 days, one year, and annually thereafter. Pay increases are reviewed annually, and are directly related to employee performance, office performance and business employment conditions in our markets.

We believe in creating an environment that provides you with meaningful career opportunities, and rewards your contributions. We strive to keep our salaries competitive by reviewing current market standards. You are encouraged to discuss your salary with the office manager to understand your pay. Discussions about salary must NEVER take place with your co-workers; conversations of this nature are grounds for immediate termination.

### **Bonus Policy**

We are committed to rewarding the excellence of our team members. As part of that commitment, the company has an ongoing bonus program that you may be eligible to participate in after 3 months of employment. The bonus program is elective and is designed to reward excellence and superior performance. Bonuses should not be considered part of your regular compensation.

We reserve the right to alter, modify or eliminate any bonus program at any time with or without notice. No bonus awarded under this policy is earned until paid. Therefore, a team member whose relationship has ended (voluntary or involuntary) will not be eligible for, nor entitled to, a bonus that has not already been paid.

## Benefits

Every employee brings value to the company. We want the benefits package we offer to add to your job satisfaction, encourage you to stay with us, and provide security for you and your families.

### Dental Plan

Each company holds its own Dental Plan which you will be eligible for once you have completed your three-month introductory period (subject to employee status). The plan is only good at the office you work at for 15 hours or more; it is not transferrable to the other offices.

ProVerus team members are encouraged to have their work done at one office.

Employees covered by private insurance must submit to their private plan first. The employee discount will be applied after insurance payment and discounts. Employees and covered family members are not eligible to purchase the in-house insurance plan unless they have exhausted their insurance benefits, or employee/family benefits.

All staff dental work must be approved by the manager or ProVerus prior to work being performed.

Co-pays are due at time of service. If financial arrangements are needed, they must conform to the office's standard financing guidelines.

All staff dental work is to be performed outside of their scheduled working hours unless utilizing a cancelation. Staff must clock out while treatment is performed. Hygienists are expected to clock out when performing no charge services for their family members.

### Permanent Full-Time Employees and Permanent Part-Time Employees working more than 16 hours per week:

Employee, spouse, and children (living at home and up to the age of 26) are entitled to in-office benefits of:

- annual dental benefits up to:
  - \$2,000 4-12 months of employment
  - \$3,000 13-24 months of employment
  - \$4,000 25-36 months of employment
  - \$5,000 37-48 months of employment
  - \$10,000 49+ months of employment
- 100% on preventative and diagnostic services after 3 months
- 80% on all other services excluding orthodontic services after 6 months

- 90% on all other services excluding orthodontic services after 12 months
- Retail products may be purchased at office cost including shipping (see office manager for current cost) after 3 months
- All fees are based on office Usual and Customary Fees (UCR)
- If traditional orthodontic services are offered at your office, they will be covered at:
  - 80% up to \$3,000 in months 4-12 of employment for employee (discounted as \$250 per month for 12 months). 50% for all other immediate family members (spouse & children up to age 26 living at home).
  - 90% up to \$4,000 in months 13+ of employment for employee, and all other immediate family members (discounted as \$333.33 per month for 12 months)
  - Orthodontic benefits are lifetime benefits, not annual, and are discounted on a monthly basis during orthodontic treatment. If your employment terminates with the office, you will be responsible for the remaining balance.
- If Invisalign orthodontic services are offered at your office, you will have to pay an upfront fee to cover the lab cost which is approximately \$2000 before the traditional orthodontic services discount can be applied.

Additional family members (parents, siblings, corresponding in-laws, nieces, nephews and grandparents), are eligible for 30% off total treatment. No coverage for unmarried partners, or extended family members (aunts, uncles, cousins). Family members covered by private insurance must submit to their private plan first. The office discount will apply after insurance payments and discounts are applied. If covered by an in-office insurance plan, that plan's discounts will be applied before the family discount.

\*Fees are based on the office UCR unless covered by a private insurance plan

## Aflac

All full-time employees are eligible to sign up for Aflac coverage in August of every year.

## Paid and Unpaid Leave

### Paid Time Off Entitlement

All permanent, full-time employees are entitled to receive annual paid time off (PTO). PTO will begin to accrue at hire but may not be taken until after three months of consecutive employment.

4 months - 24 months of consecutive employment = 3.3% of hours worked up to 64 hours per year\*

25 months - 59 months of consecutive employment = 5.2% of hours worked up to 104 hours per year\*

60 months or more of consecutive employment = 7.3% of hours worked up to 144 hours per year\*

\*up to 40 hours may be used as sick time/short-notice time off

*Note: Any extended leave of absence is not included in the calculated number of months worked (sick leave, maternity leave, etc.)*

You may roll over up to 40 hours of paid time off every year.

We recommend that you take your vacation when your dentist is away from the office, as you may not be scheduled to work those days.

It is our intention to accommodate everyone's vacation wishes. A vacation request is not valid unless you receive a confirmation communication. Vacation requests must be submitted through Shiftplanning at least 30 calendar days prior to your first vacation date. Any request outside of this criterion, may not be approved and will be the responsibility of the employee to find their own replacement. Approval for vacation time is based on first come and the business's needs. If two employees request time off for the same time period, seniority will determine approval. Part-time employees are allowed time off without pay subject to the same guidelines.

Mental health and wellness are important to us. To maintain mental health, it is necessary to take time off and be away from work, even if you do not have specific vacation plans. PTO hours will not be accrued for more than 1 year. Accrued PTO hours will be forfeited if not taken after one year of accrual.

Upon termination, payout of unused PTO hours is available upon the following:

- If you voluntarily terminate giving at least 2 weeks' notice, and have greater than one year of service, your final paycheck will reflect the remainder of your vacation balance.
- If you are subject to job elimination (lay-off not due to your own performance/requests), and have greater than one year of service, your final paycheck will reflect the remainder of your vacation balance.

- If you are terminated for cause, or leave without two weeks written notice, you will not receive a payout of accrued vacation hours.

## Holidays

The office may be open 6 days a week excluding holidays.

Holiday pay is paid provided the holiday falls on a normally scheduled work day. This means that if the holiday falls on a day that the office does not usually see patients, and is otherwise not a scheduled work day, you will not receive pay for that holiday.

To be eligible for holiday pay, you must be a permanent full-time employee, be beyond your 3-month probationary period, and you must work your last scheduled day before AND your first scheduled day after the holiday, or otherwise have approved vacation time scheduled in advance. If you are not regularly scheduled to work on the observed holiday you will not be paid for that day.

Entitlement is based on you working 5 of the last 9 days that the holiday falls on.

***Example:** If the holiday falls on a Monday you will have needed to work the last 5 out of 9 Mondays to be eligible for holiday pay.*

You will be paid for your normally scheduled hours for each (eligible) holiday up to 8 hours; if your shifts vary you will be paid the average.

The offices recognize the following holidays:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

## Other Leaves of Absence

### Bereavement Leave

We recognize the emotional impact of a death of an immediate family member, and value your emotional well-being. Full-time permanent employees, with at least three months' continuous service, can take up to three days paid leave of absence in the event of a death in the immediate family, and up to 5 days' unpaid leave. Part-time employees may take up to 5 days' unpaid leave. Please let the office manager know if this occurs.

Team members attending the funeral (or funeral arrangements) of someone other than the immediate family member may be excused from work with the office manager's approval, but will not be paid, unless accrued vacation time is used.

Immediate family members include spouse, child, parent, sibling, grandparent, legal guardian, corresponding in-laws, and any other relative residing in the employee's household.

### **Jury and Civic Duty**

Jury duty is recognized by as an important civic duty. Full time team members past probationary period will be paid your regular rate for jury duty up to 3 days. Absences beyond three consecutive workdays will be handled on a case-by-case basis. Please provide the office manager with your summons, proof that you served, and stay in regular contact with him/her during the duration of your jury service.

### **Maternity/Adoption Leave**

We value your health and that of your new child. However, due to the size of each practice, we cannot guarantee any job beyond allowed vacation accrued.

Written letters from your obstetrician giving information on the estimated date of maternity leave, and a release to return are to be given to the office manager.

### **Your Benefits Coverage during Any Leave of Absence**

During an authorized leave of absence, an employee and their family are no longer eligible for dental benefits. Long (LTD) and short (STD) term disability packages are available with Aflac and can be retained at the employee's expense. The employee will be responsible for arranging payment of their benefits prior to the first day of their leave of absence.

## **Company Guidelines**

### **Harassment and Personal Discrimination**

We are committed to providing a work environment free of personal discrimination and sexual harassment. We will make every reasonable effort to ensure that employees are not subject to any form of discrimination or harassment because of race, sex, color national or ethnic origin, religion, marital status, family status, or age.

Our policies on harassment and discrimination apply to all employees and associates at all times and all locations during the course of their employment, at or away from the workplace and during or outside normal working hours. We will take disciplinary measures against any

person under our direction who subjects any employee to sexual or personal harassment or personal discrimination.

## **Definition**

In general, harassment is a form of discrimination that deprives an individual of the dignity and respect that is his or her right. It may be one or a series of incidents. However, in all cases, it is offensive, intimidating, and/or humiliating and this behavior is both unwelcome and inappropriate.

**“Personal Harassment”** is any unsolicited, unwelcome, disrespectful or offensive behavior that has an underlying bigoted, ethnic or racial undertone.

**“Sexual Harassment”** is any verbal, visual or physical conduct, comment, gesture or contact of a sexual nature that is likely to cause offence or humiliation to an employee, or that might reasonably be perceived by the employee as placing a sexual condition on employment, training, or promotion.

Examples of Sexual Harassment include but are not limited to the following:

- A demand for sexual favors in return for (continued) employment or more favorable employment treatment
- An implied or expressed threat for refusal to comply with a sexually oriented request
- Unwelcome remarks, jokes, innuendoes, propositions, or taunting about a person's body, attire, sex
- Accessing or displaying pornographic or sexist pictures, materials or images, leering (suggestive persistent staring);
- Physical contact such as touching, patting, or pinching with an underlying sexual connotation

## **What Can You Do About Sexual Harassment**

### ***SAY NO!***

An employee should not ignore harassment and should make it clearly known to the offender that his/her behavior is offensive and inappropriate. Notes should be taken of the date, time, and nature of the incident(s) as well as the name(s) of any witnesses.

### ***Seek Guidance***

If an employee is uncertain or unable to confront the offender, he/she can ask their manager or ProVerus for guidance on how to handle the situation. All information is strictly private and will be kept in complete confidence.

### ***File a Formal Complaint***

The employee should also file a written report of the incident to the manager and Dana at ProVerus Management. If this is inappropriate, then it should be reported directly to Dana at ProVerus Management. During the course of the investigation, Dana and/or the manager will interview the complainant and the alleged offender as soon as possible, as well as any witnesses identified by the parties involved or any individual who may have knowledge of the complaint. All information will be documented completely and accurately. All information will be kept private and confidential except where necessary for investigative purposes or disciplinary measures.

### **Dress Standards**

All employees are asked to dress appropriately for their job, and come to work clean and neatly pressed. No matter what position you hold, you could come in contact with our patients, guests and the general public. A professional, businesslike and well-groomed manner is a credit to you and the company. Below are some guidelines to help you present yourself appropriately.

- Refrain from wearing facial jewelry, including tongue piercings
- Wear a maximum of 2 earrings per ear
- No visible upper body tattoos; visible lower body tattoos must be conservative and may have to be covered at management discretion
- Nails must be neatly manicured; no excessive lengths and/or obtrusive colors/designs
- Perfumes should be mild and non-offensive; because we work in such close proximity with the public, body scents and odors must be carefully monitored.
- Obtrusive hair colors are not considered professional and will not be tolerated.

#### **Administrative Positions:**

- No corduroy, denim or denim colored
- Clothing should be well fitted (not too tight, or too loose)
- Skirts must be no shorter than 2 inches above knee
- Tops must be conservative; no visible cleavage or bra straps, sleeveless is permitted but must be at least 2 inches wide (no tank tops or thin straps)
- No flip-flops
- Name tags must be worn at all times while in the office

## Clinical Positions:

- Scrubs should be clean, well fitted (not too small, too large, or too long), and wrinkle free. Scrub bottoms should not drag on the floor, be frayed, or dirty
- Tops should cover to the wrist
- Shoes must be medical clogs in black
- All clinical team members should match scrub & shoe colors
- Hair should be pulled away from the face and off the neck at all times
- Name tags must be worn at all times while in the office

Professional appearance is at the discretion of the office manager and/or ProVerus Management.

## Employee Training and Development

We promote a positive environment where learning and professional development is encouraged. Employee development offers you the opportunity to stay current with marketplace trends and allows you to provide a superior health experience to our patients.

We encourage you to discuss your professional development interests with our management team. As well, you are invited to attend our lunch and learn programs provided from time to time but must be clocked out.

## Continuing Education

We encourage employees to enroll in continuing education or special training courses that are designed to improve on-the-job performance. Financial support for certain courses will be considered for all full-time employees. A limit of three hundred dollars on a rolling twenty-four-month period is applicable. If you leave the company within twelve months, reimbursement must be paid back in full.

## Guidelines

- Course must be pre-authorized by the practice manager before the course
- Course does not conflict with your schedule
- You have completed your three-month probationary period
- You remain employed for one full year after course concludes.

When travel to an approved continuing education seminar occurs during normal working hours, you will be compensated at your normal wage. If seminars are held on weekends and/or benefit the team member both personally and professionally, we treat this as a learning experience and you will not be paid extra wages for attendance (i.e., CE required for maintaining licensing).

## **Suggestions and Ideas**

The employee is in the best position to improve the way their job is done. If you know how to improve services, production, equipment, communication, or safety tell your manager. If you can think of ways to reduce costs, eliminate waste or streamline efficiencies, make a recommendation (preferably in writing) to the office manager.

## **Employee Concerns**

Sometimes problems may occur in the workplace. Dealing with employee concerns is important to us and we encourage all employees to address their concerns and speak openly to the management team. Speak with the manager about your concern and suggested solution in private. This will allow the management team the first opportunity to act on the suggestion or resolve the concern.

## **Open Door Environment**

We believe in good communication. We also know that employees do their best work in a positive work environment. We believe in treating all employees equally, fairly and justly. An open work environment whereby employees are free to discuss their questions, suggestions or concerns is an important aspect of the workplace culture.

## **Smoke -Free Environment**

We do not hire people who smoke. As health care providers, all staff members are required to set a good example. This is a non-smoking environment. Staff members are not permitted to smoke at or near any of the offices as well as any of the company events. In addition to not smoking on or near the premises of the offices, all team members must remain free of the smell of smoke. This can be offensive to others, particularly due to the close proximity in which we work with patients.

## **Drug Free Workplace**

In accordance with the Drug Free Workplace Act of 1989, we will ensure the right of all team members to work in an environment free from the impact of illegal drug use. Illicit drug use will not be tolerated and will result in disciplinary action up to and including immediate termination. Any team member who reports for work under the influence of, uses, sells, and/or transfers or possesses alcohol, drugs or drug paraphernalia or any controlled substance, while on company property, will be subject to severe disciplinary actions, up to and including immediate termination. To maintain our drug-free workplace, once employed, you may be subject to drug testing in the following situations:

- On-the-job accident or work-related injury.
- Behavior or performance indicates a reasonable suspicion of drug or alcohol use.

We use a pass/fail system and reserve the right to acknowledge the results of such tests as final.

### **Accommodations of Disabilities**

If you believe that you need a reasonable accommodation to perform the essential functions of your position, please discuss these needs with the office manager.

### **Weapons in the Workplace**

In an effort to provide a safe environment, free from the threat of danger or violence, you should not be in possession of any dangerous weapons, concealed or otherwise, regardless of whether or not the weapon is permitted by a valid firearm permit. If you are found in possession of a dangerous weapon, you will be asked to leave the property immediately, public safety officers will be notified, and the violation will result in disciplinary action up to and including immediate termination.

### **Safety**

We are committed to providing an environment that promotes the safety, health and welfare of our team members. We expect that you and your co-workers will follow safety rules and report violations to the office manager and to the Human Resources manager.

We comply with applicable Worker's Compensation requirements, and we will administer claims in accordance with applicable rules and regulations. If you have a work-related injury, no matter how minor you think it may be, you must report it to the doctor and/or the office manager immediately. Additionally, any automobile accident which occurs during the scope and duty of your work must be reported as soon as possible. Your employment status will not be affected by the filing of a Worker's Compensation claim. Future applicants will not be rejected for employment due to filing for and/or receiving claim payments in the past. All questions regarding Worker's Compensation should be directed to Dana at ProVerus Management.

### **Building Security**

Please remember that the office should be used for work-related purposes only, and any after hour access should be for the express purpose of performing work. To ensure a safe and secure workplace, we ask you to always:

- Be aware of team member, visitor and contractor identification
- Be sensitive to information you generate or to which you have access

- Protect practice assets, such as hardware, software, and office supplies
- Secure your work area when left unattended
- Report security related issues to the office manager

In the event of a true emergency, do not hesitate to call 911 prior to notifying the office manager.

### **Staff Parking**

Parking areas vary with each office. Ask your manager where you should park. Keep in mind that parking in front of the office doors is for patients.

### **Solicitation**

In order to maintain an open work environment and respect the privacy of each team member, we prohibit team members, and anyone not associated with the company, from soliciting products, contributions or support on office premises and during work hours, unless approved by the owner (i.e. selling Mary Kay, candy bars for organizations, etc.).

### **Internet and E-Mail**

The internet and e-mail services are business tools that are intended for work purposes only. Improper use of the internet, office services, external mail servers, messaging services and networking sites jeopardizes the security of our network and is therefore prohibited.

We reserve the right to monitor use of the Internet and e-mail to prevent abuse of these technologies.

## **Company Facilities and Property**

### **Staff Room**

The staff room is provided for your convenience and comfort. It is up to all employees to clean up after themselves, and to help keep the staff room clean and tidy.

### **Employee Work Stations**

A clean, orderly workplace is an important part of creating a positive work environment. Cleanliness is good for business and makes work more comfortable. All employees are encouraged to tidy up their work stations at the end of the day.

All team members should be continuously aware of the office environment and are given the responsibility of maintaining its professional atmosphere. All team members must take personal responsibility for the appearance and help to maintain its. Ongoing team contribution in this area will ensure a clean and friendly work environment.

### **Office Equipment and Instruments**

Our office has and maintains large and small pieces of equipment and instruments necessary to take care of our patients. It is expected that all team members will handle the equipment and instruments with the greatest care possible. In the event equipment is lost or broken due to absolute negligence, we reserve the right to seek reimbursement for losses and damages from the team member responsible.

### **Telephone Usage**

Use of the office telephone during working hours for personal use should be kept to a minimum and during scheduled breaks only. It is important NOT to tie up the office telephone lines as this makes it difficult for the patients to contact us.

Personal cell phones should always be in the off or silent mode and not accessed while clocked in.

# Handbook Acknowledgement

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## Employee Sign-Off

### CONFIRMATION OF UNDERSTANDING OF EMPLOYEE PRACTICES AND GUIDELINES AS OUTLINED IN THE EMPLOYEE HANDBOOK

I have received a copy of the Staff Handbook and have read it or have had it read to me carefully. I acknowledge that it is my responsibility to keep updated on revisions that are made to the Staff Handbook. I understand all of its practices, procedures, guidelines, terms and conditions and agree to abide by them, realizing that failure to do so may result in disciplinary action and/or termination from the Company.

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Employee's Signature Date

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Employee's Name (printed) Department

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## ***Mission Statement***

***To restore and maintain optimal  
patient health through  
persistent devotion to education  
and clinical excellence.***