

Dental Auxiliary Service - Austin

Employee Handbook

WELCOME TO DENTAL AUXILIARY SERVICE – AUSTIN



We know that outstanding people are the key to our success in the dental temporary personnel field. The dental temporary personnel business has changed very little through the years from its initial infancy. Other non-dental temporary personnel firms have quickly evolved from the Stone Age to the jet age. Because of its response to the needs of both the employer and employee, the temporary personnel business is one of the fastest growing fields in America. Many former full time employees choose to work as temporaries because of the flexible work schedule, decreased management and staff pressures. Dental Auxiliary Service - Austin is here to bring the temporary dental personnel field out of the dark ages and into the modern age. Through our combined efforts, Dental Auxiliary Service - Austin will become the leader in the dental temporary marketplace. To ensure our success, we feel it is important that all employees understand our policies and procedures. This employee handbook will familiarize you with the various aspects of working with Dental Auxiliary Service - Austin. We encourage you to use it as a valuable resource for understanding the company. We feel it will also be a useful reference document for all employees. If you have any questions, please do not hesitate to speak to me or any member of the management team.

Thank you for your support and another thank you for taking this step with us into the modern age.

Audra Morris

COMPANY MISSION STATEMENT

To serve and satisfy our clients by improving the quality of our services and by building a team of people who will develop and maintain a quality service oriented attitude.

INTRODUCTION

Our policies and practices are continuously reviewed for updating and we expect to change them occasionally. Therefore, you should always check with management for the most current ones. Throughout this handbook, Dental Auxiliary Service - Austin will also be referred to as DAS - Austin.

BUSINESS STANDARDS/CONFLICT OF INTEREST

DAS - Austin will foster an excellent reputation for conducting its business activities with integrity, fairness, and in accordance with the highest ethical standards. As an employee you are obligated to uphold that reputation in every business activity. If you are ever in doubt whether an activity meets our ethical standards or compromises the company's reputation or your reputation, please discuss it with management.

OPEN DOOR POLICY

Employees are encouraged to share their concerns, seek information, provide input, and resolve problems/issues through management, and as appropriate, consult with any member of management toward those ends. The management team is expected to listen to employee concerns, to encourage their input, and to seek resolution to their problems/issues.

CELL PHONE ETIQUETTE

DAS - Austin requests that you not use your cell phones for outgoing or incoming calls or text messages while working with DAS - Austin clients. If your cell phone is used for emergency purposes, please utilize your lunch break to check for emergency calls.

EQUAL OPPORTUNITY EMPLOYMENT

DAS - Austin maintains a strong policy of equal employment opportunity. We ensure equal opportunity for all employees and applicants for employment. We hire, train, promote, compensate and dismiss employees without regard for race, color, religion, sex, sexual orientation, national origin, age over 40, marital or veteran status, disability or citizenship, as well as other classifications protected by applicable state or local laws.

HARASSMENT

It is illegal to harass others on the basis of their sex, age over 40, race, color, national origin, religion, marital or veteran status, citizenship, disability and other personal characteristics. Harassment includes making derogatory remarks about such characteristics, making "jokes" about ethnic or other groups, and other verbal, physical and visual behavior. Sexual harassment is also prohibited. Propositions, repeated requests for dates, dirty jokes, sexually provocative pictures and other verbal, physical and visual harassment are prohibited. If you feel have been the victim of harassment while providing temporary personnel services, please contact a member of the management team regarding the harassment.

JOB CLASSIFICATION

DAS - Austin places employees into one of two classifications, based on grade level and position, consistent with the Fair Labor Standards Act and applicable state law. Exempt employees hold executive, administrative, professional, or other exempt positions in DAS - Austin. Exempt employees are not eligible for overtime pay. All other employees are nonexempt. Nonexempt employees are eligible for overtime pay.

GENERAL NATURE OF EMPLOYMENT

The general nature of employment as an employee of DAS - Austin, consists of rendering requested temporary personnel services to the clients of DAS - Austin according to the skills, abilities, services and licenses you possess. As an employee of DAS - Austin, you shall contribute your best professional skills and services while on assignment. The fees charged for your services to the clients of DAS - Austin shall be determined by DAS - Austin and are the property of DAS - Austin. You shall not accept, collect or receive any fees from DAS - Austin's clients for any services you provide. All fees for your services provided to DAS-Austin's clients shall be billed by DAS - Austin to DAS - Austin's clients. No employee of DAS - Austin, other than its Manager, has the authority to enter into any contracts, arrangements obligations or agreements on behalf of DAS - Austin.

LUNCH PERIOD

The lunch period, if any, will be determined by the Client to whom the employee is assigned.

TRAVEL

Employees are not under the employment of the DAS - Austin while traveling to and from the supervising dentist's and/or Client's office.

PAY INCREASES

Salary increases are based on business conditions or other factors.

SUPERVISION WHILE ON ASSIGNMENT

The right to control, direct, supervise the duties to be performed, the manner of performing such duties and the time for performing an employee's duties while on assignment with a Client of DAS - Austin shall be held by the supervising dentist and/or Client requesting your services. You shall not place your health and safety at risk or the health and safety of others at risk beyond those risks normally associated with your job description.

PROFESSIONAL ETHICS AND LAWS

Employees are not to violate or derogate from any laws and statutes or the applicable canons of professional ethics of their profession and job description. Your employment with DAS - Austin shall not be construed to interfere with the relationship between employee and patient, as provided by law. Employees whose job descriptions require licensure must keep licenses

current and provide DAS - Austin with a current copy. DAS - Austin is to be immediately notified by any employee whose license has expired, been revoked or suspended. Employees may be subject to background checks.

MALPRACTICE INSURANCE

Any employee who is a licensed dentist shall carry malpractice insurance at the employee's expense, insuring the employee with at least \$200,000 of coverage per occurrence. If you are a licensed dentist working for DAS - Austin, contact DAS - Austin's management regarding further requirements for malpractice insurance.

COMPENSATION

DAS - Austin pays most employees based on the hourly rate agreed to between DAS - Austin and the employees. Certain job descriptions, such as dentists, may be compensated under other agreements. No compensation is due the employee unless the employee is assigned to a Client of DAS - Austin and the employee performs services for the Client of DAS - Austin. While on assignment, you will see that the hours worked as temporary personnel are agreed to daily by both yourself and the Client of DAS - Austin. Such agreement shall be evidenced by you and the Client agreeing to and signing an hourly day sheet at the end of each day's assignment for any day you provide temporary services. Compensation will not be paid to any employee without signed and delivered time slips. Employees are to immediately notify DAS - Austin of any discrepancies between the Client and employee as to time worked. Checks are processed each Wednesday for the previous week worked. Payment is made by Direct Deposit and distributed to your account on Friday following the work week. Time sheets are due in our office no later than Monday at 12:00PM (noon) order to be paid on Friday. If we do not have a signed time sheet you will not be paid until we receive one, and then the check will be issued in the next pay period. DAS - Austin has the right to make payments before the date upon which they would be otherwise payable.

***Paystubs and W-2's will be provided through an online service called ViewMyPaycheck (<https://paychecks.intuit.com>). Instructions on applying for an account with Intuit will be given in writing on your first paystub or by calling our office. W-2s will be mailed as required by the IRS and will be made available electronically via ViewMyPaycheck.

WORK SCHEDULE

The employee is responsible for contacting DAS - Austin by phone or email (text not accepted) within 24 hours after completing an assignment, and if you do not do so, without good cause, DAS - Austin may assume you are not available for work and unemployment benefits may be denied. Any temporary personnel assignment by DAS - Austin is subject to the supply of existing personnel and the personnel demands of DAS - Austin's Clients. The work schedule is determined by the work requests of DAS - Austin's Clients. As such, DAS - Austin cannot guarantee employees any work dates, work times or number of work hours.

AFFORDABLE CARE ACT

Effective October 1, 2013, all employers must notify their employees of their health insurance options. While there are exceptions, most people are required by law to purchase health insurance. Residents of Texas will need to go to the government web site: www.healthcare.gov for information on available health insurance policies and premiums. As small business employing fewer than 50 full time employees, DAS-Austin is not required to provide health insurance to our employees. While not all applicants at DAS-Austin work as a temporary or perform working interviews, those that do will receive information about their options for purchasing health insurance through the government Health Insurance Marketplace.

PAYROLL DEDUCTIONS

Your earnings and payroll deductions are shown on a voucher with your check. Deductions required or requested are as follows:

Required by Federal & State

- Federal Income Tax
- Social Security and Medicare Tax
- Garnishments/Wage Attachments

Any questions should be directed to your manager or supervisor.

OVERTIME

Our intent is to compensate overtime in accordance with Federal and State law. An attempt will be made to plan overtime with consideration for employees and clients. Only non-exempt employees are eligible for overtime pay. Non-exempt employees must receive advance authorization from the supervisor or manager to work beyond forty (40) hours a week for DAS - Austin. Non-exempt employees will be compensated for all authorized work in excess of forty (40) hours a week. The compensation for overtime is one-and-one-half to two times the regular rate of pay depending upon applicable laws.

WAGE GARNISHMENT

Garnishment of wages results when an unpaid creditor has taken the matter to court. A garnishment is legal permission for creditors to collect part of an employee's pay directly from the company. Although the company does not wish to become involved in an employee's private matters, we are compelled by law to administer the court's orders. In doing so, a member of management will contact the employee to explain the details of garnishment and how it affects wages. The possibility of resolving the situation before turning it over to implementation will also be explored. Employees are encouraged to resolve these matters privately to avoid the company's involvement in this mutually unpleasant situation.

TIME SLIPS

Time slips are considered company property and must be returned to DAS - Austin when signed by the Client and employee. No employee is allowed to sign any other employee's time slip. Any notations on time slips must be made with the approval of and initialed by the employee's supervisor.

UNACCEPTABLE JOB PERFORMANCE/DISCIPLINARY ACTION

The principle objective of any disciplinary action shall be to improve performance and efficiency of the employee. Any action by an employee that reflects discredit on the company, or is a direct hindrance to the effective performance of the employee's job functions, constitutes improper employee conduct and shall be considered cause for disciplinary action. The company upholds and maintains a progressive disciplinary system which may include all or part of the following steps, unless otherwise covered by law:

- Oral warnings and reprimands
- Written warnings
- Written notices of performance deficiencies
- Discharge

INTRODUCTORY PERIOD/NEW EMPLOYEES

Newly hired employees are subject to a 90-day introductory period. The designation of this time frame does not constitute an obligation on the part of the company to retain the employee until the end of the period specified. During this time, or at any time during employment, either DAS - Austin or the employee may terminate the working relationship without cause and without advance notice.

COMPANY RULES AND REGULATIONS

Every organization has certain guidelines that were developed to reflect good business practices. In establishing any rules of conduct, the company has no intention of restricting the personal rights of any individual. Rather, we wish to define the guidelines that protect the rights of all employees and to ensure maximum understanding and cooperation. Therefore, employees are expected to be:

- On-time and alert when scheduled to be at work.
- Careful and conscientious in performance of duties.
- Thoughtful and considerate of other people.
- Courteous and helpful, both when dealing with clients, patients and with other employees.
- Obedient and courteous to the lawful directions of Clients.
- Respectful of the Client's property.
- Confidential about any information obtained while on assignment including any financial information, patient lists, patient treatment or referral sources.

ABSENTEEISM AND TARDINESS

DAS - Austin expects employees to be at any assignment on time and to work the time requested by the Client. An employee who discovers that he or she will not be able to make the requested assignment for any reason must call the office of DAS - Austin immediately, leave a message and CALL the EMERGENCY number. Repeated absenteeism and/or tardiness may lead to termination.

SUBSTANCE ABUSE

DAS - Austin recognizes that alcohol and drug abuse in the workplace has become a major concern. We believe that by reducing drug and alcohol abuse we will improve the safety, health and productivity of employees. The object of the company's alcohol and drug policy is to provide a safe and healthy workplace for all employees, to comply with federal and state health and safety regulations, and to prevent accidents. Employees may be subject to drug testing. The use, possession, sale, transfer, purchase or being under the influence of alcoholic beverages, illegal drugs or other intoxicants by employees at any time while on company business is prohibited. The illegal use of any drug, narcotic or controlled substance is prohibited. Employees must not report for duty while under the influence of, or have in their possession while on company property, any alcoholic beverage, marijuana or illegally obtained drug, narcotic or other illegal substance. Any employee discovered by DAS-Austin to be under the influence of alcohol or controlled drugs while on duty will be asked to stop work immediately. Under these circumstances, assistance will be provided to ensure that the employee arrives home safely. Any employee who reports to work under the influence of alcohol or drugs may have his/her employment terminated immediately.

CONSIDERATION FOR SMOKERS AND NONSMOKERS

Employees are requested to observe the Client's rules for smoking while on assignment. Smokers are further requested to have consideration for their nonsmoking co-workers. Where local ordinances are in effect, they will be observed.

DRESS CODE

To favorably impress our clients, members of the public and industry representatives, it is important for all employees to present a professional appearance in accordance with their job description. However, in case there are some questions, here are some guidelines:

- Clothing must not constitute a safety hazard.
- Clean pressed scrubs are standard for the hygienists and chairside positions. If you have a lab coat, please take it with you as not all offices will provide them. Professional business attire may be preferred for the front desk (unless otherwise specified).
- Loupes and/or headlamps are not provided by DAS-Austin or client offices. If you prefer to work with loupes, please bring your own loupes and/or headlamp to your assignments.
- All employees should practice common sense rules of neatness, good taste and comfort. Provocative clothing is prohibited.

OUTSIDE EMPLOYMENT

DAS-Austin does not limit an employee's activities during non-working hours unless those activities interfere with or are in conflict with the performance of his/her job, or create a conflict of interest. Employees of DAS-Austin are encouraged to seek full time employment with interested employers if the employees so desire. As a licensed personnel placement agency, DAS-Austin will be happy to assist you in your search. It is not the intention of DAS-Austin to be oppressive or interfere with the employee's ability to practice his or her profession or job skills at other reasonable times and locations.

TERMINATION

We intend to only retain good employees. Employment at DAS-Austin is for no specified time, regardless of length of service. Just as you are free to leave for any reason, we reserve the same right to end our relationship with you at any time, with or without notice, for any reason not prohibited by law.

PROPRIETARY INFORMATION/CONFIDENTIALITY

DAS-Austin has developed certain proprietary lists, software and forms that are unique to DAS-Austin. Keeping such information from competitors plays an important part in our success. DAS-Austin protects proprietary information by restricting employee and visitor access to certain designated company areas and documents to only those who have business reasons. Additionally, all information obtained about any of DAS-Austin's Clients while on assignment or otherwise shall remain confidential. **Job information given to applicants by DAS-Austin is strictly confidential whether it is for a temporary job assignment, job interview, or working interview. Sharing this information with anyone by any means, directly or indirectly, including social media, is considered a breach of confidentiality and can be grounds for disciplinary action up to, and including, termination.**

PROTECTION OF COMPANY, EMPLOYEE & CLIENT PROPERTY

Respect and protection of company property, employee personal property and the Client property is everyone's concern. Every attempt should be made to keep property in good condition and operating order. If you find property missing or damaged, report it to the Client and DAS-Austin's management immediately.

FAMILY MEDICAL LEAVE ACT

DAS-Austin complies with all rules and regulations regarding covered employees and the Family Medical Leave Act. Please ask one of our management team about any questions or concerns you have regarding FMLA.

RELEASE OF INFORMATION

Except for records and information that we are legally required to provide by government agencies, no information about you will be released unless there is a signed authorization form from you on file and the request is in writing.

COMPUTER SOFTWARE PROTECTION

It is the policy of DAS-Austin to prohibit any employee from copying copyright protected computer software on any computer, whether owned by DAS-Austin or owned by a Client. All personnel working with company owned computers or Client owned computers, either directly or indirectly, are required to follow this policy.

PERSONNEL FILES

DAS-Austin maintains up-to-date personnel files on all employees. It is important to keep your records timely because this information is used for payroll deductions, notification in case of emergency, etc. We respect your right to have the information on your records treated confidentially.

Contact your supervisor or manager if there are any changes in your:

- Home address
- Telephone number
- Emergency contact
- Marital status
- Number of dependents
- Withholding requirements

You may review your personnel file by contacting your supervisor and arranging a time to do so.

SOLICITATIONS & DISTRIBUTIONS

Employees must not solicit for any purpose while providing temporary personnel services. Our employees are not permitted to distribute literature of any kind at any time while providing temporary personnel services or upon the premises of DAS-Austin's Clients.

VACATIONS & HOLIDAYS

Employees who provide temporary dental personnel services for DAS-Austin are not eligible for vacation and/or holiday pay.

JURY DUTY LEAVE OF ABSENCE / VOTING

Company policy is to encourage employees to serve on jury panels. DAS-Austin will not pay for lost assignments and compensation while serving on a jury. DAS-Austin policy is to encourage its employees to participate in the election of government leaders. Therefore, if the employee will be unable to vote because of an assignment providing temporary dental services the employee may wish to inquire of their Registrar of Voters about the possibility of voting earlier by absentee ballot.

NOTICE TO EMPLOYEES CONCERNING WORKERS' COMPENSATION

COVERAGE:

DAS-Austin has elected not to obtain workers' compensation insurance coverage. As an employee of a non-covered employer, you are not eligible for benefits under the Texas Workers' Compensation Act. However, a non-covered employer can and may provide other benefits to injured employees. You should contact your employer regarding the availability of other benefits or compensation for a work-related injury or illness. In addition, you may have rights under common law of Texas should you suffer an on the job injury or illness. Your employer is required to provide you with coverage information, in writing, when you are hired or whenever the employer becomes, or ceases to be, covered by workers' compensation insurance.

SAFETY HOTLINE: The commission has established a 24-hour toll-free number for reporting unsafe conditions in the work place that may violate occupational health and safety laws. Employers are prohibited by law from suspending, termination, or discrimination against any employee because he or she in good faith reports an alleged occupational health or safety violation. Contact the Division of Workers' Comp @1-800-452-9595. – Notice 5 (rev.07/00) Texas Workers Compensation Commission