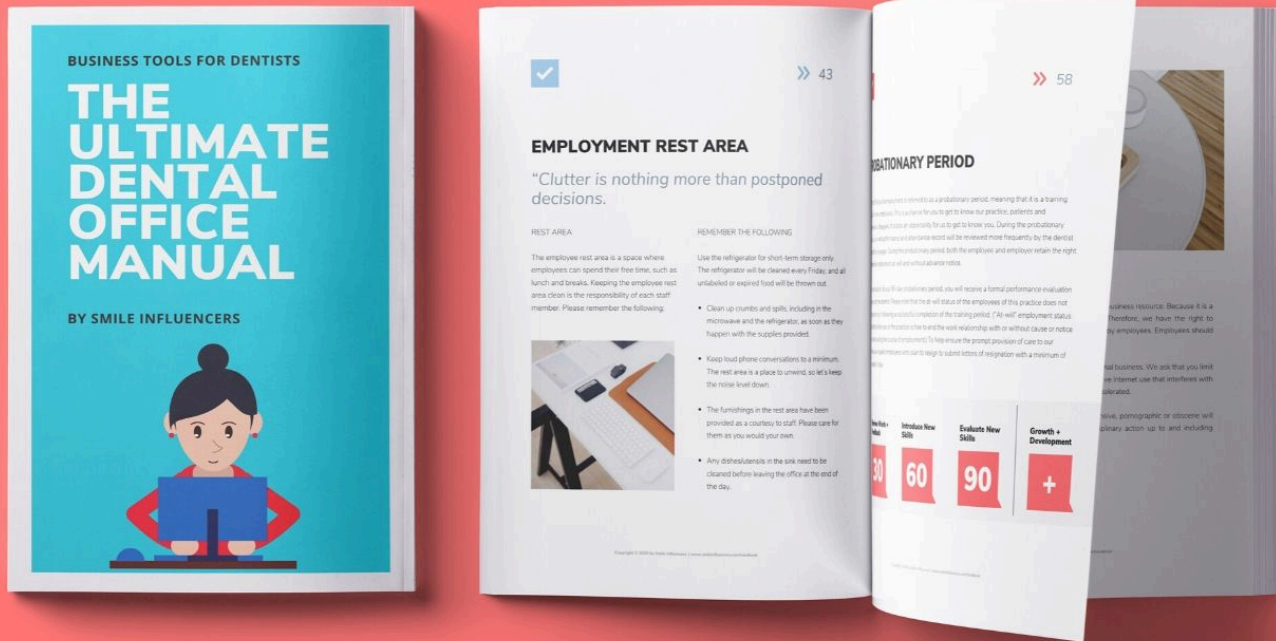


"CUSTOMIZE YOUR OWN EMPLOYEE MANUAL



that sets **HIGH EXPECTATIONS** in your thriving dental practice. "



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SAN DIEGO DENTISTRY

"Individually, we are one drop. Together, we are an ocean." – Ryunosuke Satoro

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»» THE OFFICE MANUAL

Welcome to our practice.

We strive to serve our patients with compassion, kindness, and professionalism. As a valued member of our team, we appreciate your dedication to this goal. Our goal is to create a collaborative and supportive environment.

This manual has been prepared as a guide to our office and employee policies. Review it once a year and whenever you have a question about such office policies. Please contact the office manager or dentist with any questions.

This employee handbook is not an expressed or implied contract of employment. San Diego Dentistry reserves the right to change, modify or delete any provision of this employee handbook at its sole discretion with or without notice. Either San Diego Dentistry or employee may terminate the employment relationship at any time with or without notice or cause.

This manual was last updated on January 1st, 2019.

ABOUT US

Our Mission

Our mission is to provide quality oriented dentistry with compassion & care to the community of San Diego.

We hope to accomplish the following:

- To work together as a team to provide compassionate and complete oral care to every patient
- To educate patients on comprehensive oral health and preventive care
- To use the latest dental advances to make dental visits as comfortable and worry-free as possible
- To provide an excellent work environment for our team members and promote professional growth



Dr. Sami, DDS and Dr. Ashley, DDS appreciate the importance of education within the dental community.

Upon graduation from the UCLA School of Dentistry, we created a video/photo platform to highlight some of our dental services. These videos give a visual to teach our patients the importance of oral hygiene & other facets of dentistry.

Check out our educational videos on our YouTube channel San Diego Dentistry.

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OFFICE POLICIES



OFFICE SCHEDULE

All office staff members are expected to be in the office during their designated working hours. These hours may differ for full-time and part-time employees. The office is open for patient appointments during the following times. Staff members are expected to be present in the office during their appointed hours, even when no patients are scheduled. Staff's hours can be confirmed by contacting the office manager. Hours differ for Holidays (see page 44).

DAY	TIME
MONDAY	8:00 AM - 5:00 PM
TUESDAY	8:00 AM - 5:00 PM
WEDNESDAY	8:00 AM - 5:00 PM
THURSDAY	8:00 AM - 5:00 PM
FRIDAY	8:00 AM - 2:00 PM
SATURDAY	Closed
SUNDAY	Closed



OFFICE POLICIES

APPEARANCE / BELONGINGS

OFFICE APPEARANCE

All employees have a responsibility to care for the contents and furnishings of the office. Great care and expense have been taken to create a comfortable atmosphere for both patients and staff. The positive contributions of all staff members make a pleasant work environment for everyone. Abuse or neglect of the office or its contents will not be tolerated. Each employee will be responsible for the cleanliness of his or her work area. Feel free to contact the office manager or the dentist with suggestions to improve our office.

PERSONAL BELONGINGS

The practice will have a designated area for employees to store purses, cell phones, and other personal items during the day. However, we are not responsible for the theft, loss or damage of any personal items that occurs on the premises of the practice.



DIVERSITY / NON-DISCRIMINATION

“Diversity: the art of thinking independently together.”

DIVERSITY

This practice values cultural diversity and other differences. We strive to cultivate an environment in which our team can work together to achieve goals and promote personal development. We also provide opportunities that maximize each employee’s capabilities.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor. Employees can raise concerns or make reports without fear of reprisal.

NONDISCRIMINATION & EQUAL OPPORTUNITY

Our office prohibits discrimination against patients, employees, and employment applicants on the bases of race, color, national origin, age, disability, sex, gender identity, religion, political beliefs, marital status, familial or parental status, sexual orientation, military or veteran status, genetic information, sexual orientation, or any other characteristic protected under local, state, or federal law.

This practice is an equal opportunity employer in all its activities, including, but not limited to, recruitment, hiring, compensation, promotion, and termination. We provide equal employment and advancement opportunities to all individuals.

Employment and advancement opportunities will be determined based on merit, qualifications, and abilities. We comply with local, state and federal laws that govern nondiscrimination. Not adhering to nondiscrimination policies may result in discipline up to and including termination.



EMPLOYEES WITH DISABILITIES

This practice prohibits discrimination against employees with disabilities in all its activities, including, but not limited to, recruitment, hiring, compensation, promotion, and termination. Consistent with the Americans with Disabilities Act (or its state or local equivalent), it is the policy of this office to provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship. Reasonable accommodation is defined by the Americans with Disabilities Act to include “modifications or adjustments to a job application process, work environment or the manner in which a job is performed that enable a qualified individual with a disability to be considered for or able to perform the job.” If reasonable accommodation is needed, please contact the office manager or dentist.



EMPLOYMENT REST AREA

“Clutter is nothing more than postponed decisions.”

REST AREA

The employee rest area is a space where employees can spend their free time, such as lunch and breaks. All staff members must help keep this area clean so we can continue to enjoy the space.



REMEMBER THE FOLLOWING

Use the refrigerator for short-term storage only. The refrigerator will be cleaned every Friday, and all unlabeled or expired food will be thrown out.

- Clean up crumbs and spills, including in the microwave and the refrigerator, as soon as they happen.
- Any dishes/utensils in the sink need to be cleaned before leaving the office at the end of the day.
- Keep loud phone conversations to a minimum. The rest area is a place to unwind, so let's keep the noise level down.
- The appliances and furnishings in the rest area have been provided as a courtesy to staff. Please care for them as you would your own.



OFFICE POLICIES

MEALS

Cleanliness and infection control are necessary for patient and employee safety, as well as for OSHA compliance. Food and drink should never be consumed in or near the operatories. OSHA prohibits food and drink from being kept in refrigerators, freezers, shelves, cabinets or on countertops or benchtops where blood or other potentially infectious materials are present.

Similarly, food and drink are prohibited in the office area because it could easily come into contact with patient files, business records, computers and other office equipment, etc. Food and drink should never be consumed in front of patients. Please limit your food and beverage consumption to the break area during your break or lunch periods.

A refrigerator is provided for your convenience. We are all responsible for its cleanliness, as well as making sure everyone has enough space. Please monitor your food and take care to dispose of food before it goes bad. Similarly, respect your coworkers and use only enough space for one or two meals.



DENTAL OFFICE CLOSURE

PLANNED ABSENCE

During a planned absence, an associate dentist may cover scheduled patients and hours will proceed as normal. Patients with appointments during this time will be contacted to notify them of the change.

If no associate is available, the office will be closed and staffing arrangements will be determined by the dentist. Staff will be notified as far in advance as possible. The schedule should be blocked off by the receptionist so that no patients are scheduled during the absence. Any patients who are scheduled should be contacted immediately to reschedule their appointments.

EMERGENCY EVENTS

In the event of an emergency or illness, arrangements will be made to contact patients as soon as possible to notify them of the appointment cancellations. The dentist or office manager will determine changes in staffing arrangements during closure.

For an extended emergency, an associate will cover scheduled patients until the dentist is able to return, and the practice will proceed as normal. Patients will be notified of this change.

During periods of heavy snow, severe weather, or other emergency conditions it may become necessary to close the office. This decision will be made at the discretion of the dentist. Every effort will be made to notify staff of the closure as early as possible to avoid unnecessary and potentially hazardous commutes. Staff will be notified of the closure by phone as well as by text.



DRUG FREE WORKPLACE

This practice is committed to maintaining a drug-free workplace for the safety and benefit of all its patients and staff. All employees are prohibited from being under the influence of alcohol, illegal drugs, or substances of abuse during working hours. A controlled substance of abuse is any substance listed in Schedules I-V of Section 202 of the Controlled Substance Act, as amended.

The unlawful manufacture, distribution, dispensing, sale, transfer, purchase, possession or use of a controlled substance is strictly prohibited in all employee facilities at all times. Violators of these prohibitions may be subject to immediate termination.

No criminal activity will be tolerated in the office. These activities may include (but are not limited to) phoning in unauthorized prescriptions in the dentist's name, assisting drug-seeking patients in obtaining unauthorized prescription medication, and ordering controlled substances or other prescription drugs from pharmaceutical companies without the dentist's knowledge.

Any employee convicted of criminal drug offenses, whether they occur on or off the premises, may be subject to disciplinary action up to and including termination.



PARKING REGULATIONS

Free parking is provided for all employees. In return, the office requires its employees to abide by all parking regulations and procedures. Vehicles are not permitted to park overnight or for extended periods of time. This dental practice is not liable for any loss, theft, or damage, including vandalism, to vehicles parked on its premises. Additionally, it is not liable or responsible for any injuries, deaths or property damage occurring as a result of the use of a motor vehicle on its property.



EMPLOYEE POLICIES



EMPLOYMENT

AT WILL EMPLOYMENT

This dental practice is an at-will employer. This means that either the practice or the employee may terminate employment at any time, with or without notice or cause. Therefore, employment with the practice is not for a specified term and can be terminated "at-will" by either party. This employment policy includes all employees including those presently employed. This employee handbook is not an express or implied contract of employment. The practice reserves the right to change, modify, or delete any provision of this employee handbook at its sole discretion and without notice.

EXEMPT VERSUS NON-EXEMPT

Exempt employees are those whose positions meet specific criteria established by the Fair Labor Standards Act (FLSA), state law and who are exempt from overtime pay and state meal/reat break requirements. Such employees include executives, administrators, professional employees, outside sales persons, and computer analysts. Non-exempt employees are those who positions do not meet FLSA/state requirements for exemptions from overtime and meal/rest break requirements. Non-exempt employees are paid one and one-half their regular rate of pay for hours over 40 hours/week and/or 8 hours/day.



EMPLOYMENT II

PART - TIME, FULL - TIME, TEMPORARY, PER-DIEM EMPLOYMENT

At this practice, a full-time employee is one who is scheduled to work a minimum of 35 hours each week in an established position and has completed the 90-day probationary period.

A part-time employee is one who is scheduled to work fewer than 35 hours a week in an established position and has completed the 90-day probationary period.

A temporary employee is one who is hired for a specific purpose or job for a short time period, e.g., not more than 90 days. This temporary employment may be extended for limited periods. Temporary employees include those that are in the 90-day probationary period and whose performance is being evaluated for further employment. They do not qualify for any of the benefit programs.

Per-diem employees are paid per day. A per-diem day equates to 8 hours of work for eligibility requirements of benefits, which requires regularly scheduled work of 32 hours or more per week. Per-diem employees must also complete a 90-day probationary period .



PROBATIONARY PERIOD

The first 90 days of employment is referred to as a probationary period, meaning that it is a training period for new employees. During this time, the employees have the opportunity to evaluate the office as a place to work and management has the opportunity to evaluate the employee. Your work performance and attendance record will be reviewed more frequently by the dentist or the office manager. During this probationary period, both the employee and employer retain the right to terminate employment at-will and without advance notice.

Upon completion of your 90-day probationary period, you will receive a formal performance evaluation session with the dentist and office manager. Please note that the at-will status of the employees of this practice does not change during or following a successful completion of the training period. ("At-will" employment status means that either you or the practice is free to end the work relationship with or without cause or notice at any time during the course of employment.) To help ensure the prompt provision of care to our patients, we request employees who plan to resign to submit letters of resignation with a minimum of two weeks' notice.

**Review Work +
Feedback**

30

**Introduce New
Skills**

60

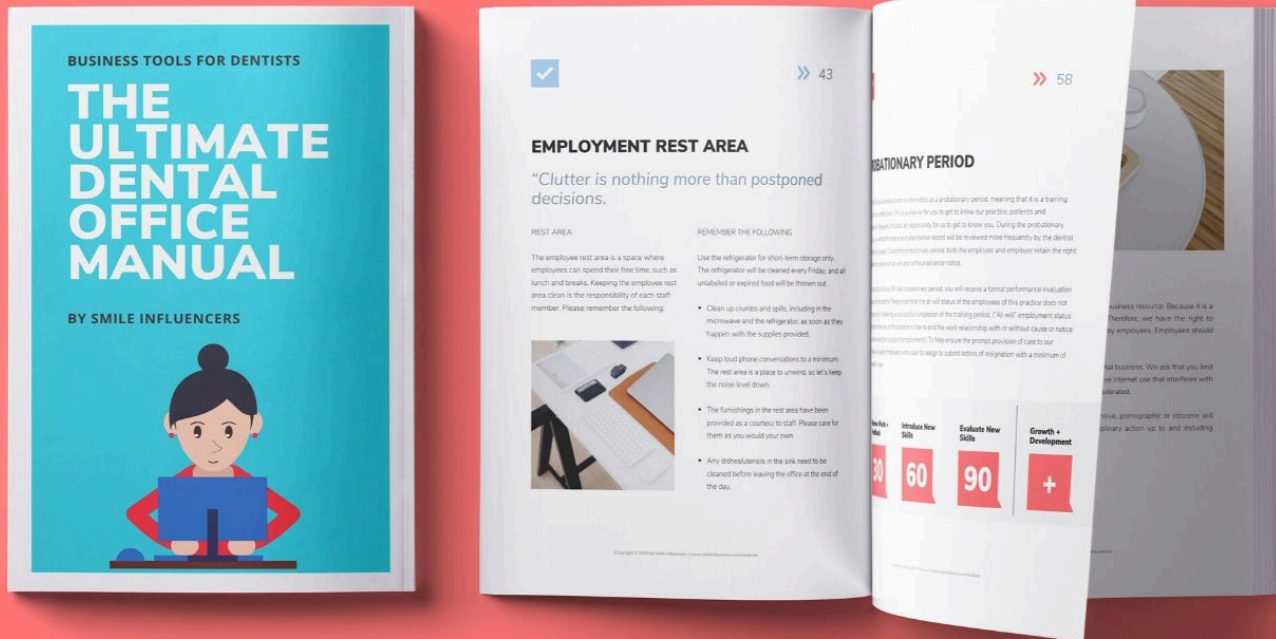
**Evaluate New
Skills**

90

**Growth +
Development**

+

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EACH PAGE WITH COMPREHENSIVE
OFFICE POLICIES



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