

Wendel Family Dental Centre



Employee Handbook



Vancouver

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Hiddenbrook

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Salmon Creek

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INTRODUCTION.....	5
Vision Statement.....	5
Our Philosophy.....	5
Our Beginning.....	5
STANDARDS OF CONDUCT.....	6
Employee Goals for Success.....	6
NATURE OF EMPLOYMENT.....	7
Employment Relationship.....	7
Termination of Employment.....	8
Exit Interviews.....	8
POLICIES AND PROCEDURES.....	8
Harassment.....	8
Confidential Information.....	9
HIPAA (Health Insurance Portability and Accountability Act).....	10
Drug Free Environment.....	10
Social Media Policy.....	10
POSITION OPENINGS.....	11
Job Postings.....	11
Employment Process.....	11
Promotion and Transfer.....	12
Employment of Relatives.....	12
EMPLOYMENT STATUS.....	12
Full-Time Status Employee.....	12
Part-Time Status Employee.....	12
Casual Employee.....	13
Temporary Employee.....	13
Exempt Personnel.....	13
Non-Exempt Personnel.....	13
Licensure and Certification.....	13
DAILY PROCEDURES.....	14
Appropriate Dress.....	14
Personal Telephone Calls and Cellphone Usage.....	15
Computer and Internet Usage.....	15
Lunch.....	15
Eating Locations.....	16
Rest Periods.....	16
WAGE ADMINISTRATION.....	16
Performance Evaluations and Wage Increases.....	16
Workday.....	17
Work Schedule.....	17
Pay Periods.....	17
Paychecks.....	17
Direct Deposit.....	17

Overtime Pay	18
Wage Attachments	18
BENEFITS	18
Medical, Dental, Prescription, & Disability Insurance	18
Medical and Dental Coverage	19
COBRA	19
Supplemental Disability Coverage	19
401(k) Plan	19
Dental Discount Plan	20
Interpreting the Dental Discount Table	20
OASDI/MEDICARE	21
Holidays	21
Flexible Spending Accounts	22
Star Cards	22
Wellness Program	23
LEAVES OF ABSENCE	23
Family and Medical Leave Act	23
Personal Leave	24
Bereavement Leave	24
Earned Leave Time	24
Eligibility	25
Accrual	25
Birthdays	25
Continuing Education	25
Occupational Disability	25
Jury Duty	26
PROCEDURAL CONDUCT	26
Grievances	26
Emergency/Safety	26
Inclement Weather	26
Attendance and Punctuality	27
Staff Meetings	27
Children at Work	28
Smoking	28
GENERAL MATTERS	28
Bulletin Boards	28
Personnel Files	28
Parking	28
Amending Policies and Practices	29

MANAGEMENT:

Roger Wendel,	President & Owner
Sonja Pruitt,	Office Administrator
Jennifer Sigman,	VP of Operations
Joseph Rubens,	Finance Manager
Susan Bacon,	Business Coordinator
Debbie Grover,	Scheduling Coordinator
Jean Longhenry,	Facilities Manager
Shelley Barnd,	Hygiene Manager
Mindy Zeibert,	Salmon Creek Office Coordinator
Kari Milton,	Hiddenbrook Office Coordinator
Becky Lane,	Clinic Team Manager
Harold Faires,	Operations Manager

INTRODUCTION

This handbook is intended to be a general guide to assist you in understanding your employee/employer relationship with Wendel Family Dental Centre (WFDC) and other members of the WFDC team. Because these materials are guidelines only, please understand that the Centre must reserve the right to interpret its contents when specific questions or circumstances arise. Similarly, we may find it necessary to make changes, modifications, or deletions to our personnel policies and procedures, including the guidelines reflected in this handbook. (Contracts may be applicable in lieu of these guidelines).

Please thoroughly read the following policies and procedures. If you have any questions, you are encouraged to ask your supervisor or any member of the Human Resources/Administrative Department.

Welcome to the Wendel Family Dental Centre team!

Vision Statement

Wendel Family Dental Centre commits to become the prominent provider of dental health services through continuous quality improvement, technical excellence, customer focus, employee involvement and teamwork.

Our Philosophy

We strive for excellence in providing our patients with personal and professional service. We pledge to render our services in a manner which reflects the utmost respect and consideration for our patients as individuals.

Our Beginning

After earning his degree in dental medicine from the University of Pennsylvania in 1969, Dr. Roger Wendel spent two years studying with the internationally known orthodontist, Dr. Waldemar Brehm. In 1972, when Dr. Wendel established his family practice in Vancouver, his goal was to achieve excellence in professional dental care, rendered in a manner that reflects the utmost respect and consideration for the patient. This philosophy has allowed Wendel Family Dental Centre to become a leading provider of quality dental care in Clark County, and has earned Dr. Wendel a reputation that reaches beyond Vancouver and the Pacific Northwest.

In the mid-1980's Dr. Wendel hired his first associate. He has expanded slowly over the years, adding the Salmon Creek location in May 1998 and the Fisher's Landing location in January 1999. The Fisher's Landing office was closed after the Hiddenbrook location opened in May 2005.

STANDARDS OF CONDUCT

Thank you for becoming an employee of Wendel Family Dental Centre. We hope you will find the information in the following pages useful and helpful. The following are a few items of interest to you, as a new employee.

On the first day of employment, all new employees are greeted and introduced to fellow co-workers and given a tour of the facility. Your supervisor, who will also give an explanation of general operations and company goals, will explain your job procedures and provide you with training. Wendel Family Dental Centre's culture is shaped around our core values: teamwork, respect, integrity, taking initiative, and effective use of resources.

Employee Goals for Success

Be Customer Focused: Go the extra mile to exceed our customers' expectations. Presenting yourself in a professional, friendly, and approachable manner communicates an openness and willingness to meet patient needs.

Be a Team Player: Encourage and support other team members and extend the spirit of teamwork to fellow co-workers and to our business partners. True teamwork fosters an environment where new and innovative ideas are safely communicated and creative solutions to obstacles and problems are realized.

Be Respectful of Others: Respecting and appreciating our diverse patients and co-workers provides us with the opportunity to utilize each individual's various strengths in our organization. Being respectful of others fosters respect in return.

Share Responsibility for Organizational Success: Preferred employees have outstanding work ethics, enabling each of us to support the achievement of Wendel Family Dental Centre's philosophy and vision. Employees are encouraged to make a strategic contribution through leadership, expertise, and encouragement of fellow co-workers. WFDC employees are characterized by their focus on making effective use of resources, taking initiative, and demonstrating exceptional performance.

Be Adaptable to Continuous Change and Improvement: The nature of a business remains inherent to change. A positive attitude reflects your

decision to remain flexible and seek opportunities to increase your value by learning new skills and accepting new challenges.

Demonstrate Healthy Lifestyle Behaviors: Take responsibility for your own health by maintaining a balance between family and work life issues. Strive to improve your personal health and actively participate in preserving the standards of an alcohol and drug-free workplace.

Be an Excellent Communicator: Good listening skills are valued as a way of showing respect for the views of others, and as a pathway to learning. Employees should make an extra effort to understand and communicate effectively with others through giving and accepting constructive feedback, expressing ideas clearly, and communicating with candor.

NATURE OF EMPLOYMENT

As an equal opportunity employer, Wendel Family Dental Centre complies with all applicable federal and state laws prohibiting discrimination in employment based upon: race, color, religion, sex, age, national origin, disability, or sexual orientation.

Employment Relationship

We wish to emphasize that your employment relationship is at will and may be terminated at any time during employment, without regard to the completion of an orientation period, length of employment, or employment history as evidenced by performance or salary reviews, disciplinary actions, etc. The Centre reserves the right to terminate the employment relationship "at will." No supervisor or other person acting on behalf of Wendel Family Dental Centre has the authority to change the terminable-at-will nature of the employment relationship except by a written change executed by the President of Wendel Family Dental Centre.

All employees, re-hired or new to WFDC, must complete a three month orientation period. This time period allows for training and gives the employee, as well as the Centre, the opportunity to evaluate performance and individual fit within a position. In rare cases, a supervisor may choose to lengthen the orientation period. Your supervisor may initiate a formal review process within this time period.

If eligible, benefits generally commence following the three month orientation period.

Termination of Employment

Employment may be terminated by the employee or the Centre at any time, as outlined in the "Employment Relationship" section.

Terminations fall into one of the following categories:

- Voluntary - A termination of employment initiated by the employee.
- Involuntary - A termination of employment initiated by the Centre.

It is requested that a non-exempt employee provide a minimum of two weeks notice of resignation, and an exempt employee provide a minimum of 30 days notice of intent to resign, whenever possible. The employee's final paycheck for all earned wages, including accrued and unused earned leave time, is be paid on the payday directly following and including their last day of employment. **If inadequate advance notice is given, accrued and unused benefits will not be paid.** Employees must return company property to their supervisor. Property includes, but is not limited to, keys and uniforms. If a terminated employee has a balance on their dental account, the balance will be deducted from their final paycheck.

Exit Interviews

The Centre encourages all employees terminating employment to provide an exit interview with either their supervisor or the Operations Manager. Employees may request confidentiality in their interview responses. In that case, comments are not shared outside of the Interviewer, Administrator, and CEO. Responses will also not be made a part of the employee's personnel file. After many exit interviews have been conducted, trends may be discussed with the entire management team, but individuals will not be identified.

POLICIES AND PROCEDURES

The following is a list of some of WFDC's policies and procedures. The entire collection is available in Human Resources for you to review and reference.

Harassment

Harassment is unwelcome conduct that is based on race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information (discrimination based upon a predisposition towards disease). Some examples of such harassment include racial slurs, unwanted comments, and pressure for sexual favors. This type of behavior is intolerable and must be reported immediately.

WFDC strongly prohibits and holds no tolerance for sexual harassment of any form. Sexual harassment is defined as unwelcome/unwanted sexual advances, requests for sexual favors, and any other unwelcome verbal, visual, or physical conduct of a sexual nature when:

- 1) Submission to such conduct is made explicitly or implicitly as a term or condition of an individual's employment.
- 2) Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the employee.
- 3) Such conduct effects or interferes with an individual's work performance or creates an intimidating, hostile, or offensive work environment.

If an employee feels as though they have been harassed, he/she should immediately report the incident to the Office Administrator or Operations Manager. Employees can also report incidents to their direct supervisor. WFDC encourages employees to report incidents before issues become severe or pervasive. All employees are assured of a prompt and impartial investigation, confidentiality to the greatest extent possible, protection against retaliation, and corrective action if deemed appropriate.

WFDC desires to provide a workplace free from harassment, including both verbal and physical forms. Bringing weapons into the workplace is strictly prohibited. If at any time an employee feels their safety is in jeopardy, they are responsible for reporting concerns and incidences following the procedures stated above.

Confidential Information

Wendel Family Dental Centre feels strongly that the success of its practice is due to the dedicated team effort of all its employees. Any employee that has a concern about the practice, whether it involves patient care or office management, is expected to share that concern solely with the appropriate people within the confines of Wendel Family Dental Centre. Sharing your concerns with the appropriate people ensures that proper care is given to address the matter.

Careful custody and handling of patient information and documents, materials containing confidential information, or trade secrets, are of great importance. Each employee is responsible for safeguarding against theft, loss, and unauthorized use or disclosure of such information. When you have access to such information in the course of your work, you must take whatever steps necessary to ensure that it is handled, stored, transmitted, or destroyed in a manner that will eliminate loss or misuse.

HIPAA (Health Insurance Portability and Accountability Act)

As an entity handling private, personal, and confidential information, we are obligated to abide by the regulations and boundaries set forth by HIPAA. Team members need to be highly sensitive to the handling of a patient's confidential information, including using discretion when communicating with patients and staff where others can overhear personal and confidential information. This also requires ensuring that a patient has specifically consented to communication of their information with others regarding their care. Consent for the communication between other providers, insurance companies, and employees of WFDC in the course of caring for the patient is not required.

A written training packet detailing the requirements of HIPAA is provided to all employees. Additional packets may be requested from the HIPAA Privacy Officer. Questions regarding HIPAA can also be directed towards your Supervisor or the designated Privacy Officer. In addition to HIPAA training, you will also be required to sign a Statement of Confidentiality when you are hired.

Drug Free Environment

Wendel Family Dental Centre holds no tolerance for employees operating under the influence of a prohibited or illegal substance. The nature of business under which our practice operates requires an extremely alert and attentive staff. Any employee suspected or found to be operating under the influence of drugs or alcohol will be subject to action as outlined in the Drug Testing Policy. Copies of this policy are provided to all employees at their time of hire, and an additional copy can be requested from the Human Resources Department at any time. The Centre practices strict adherence to our Drug Testing Policy. At this time, testing will be done for an on-the-job injury where the employee seeks care from a medical provider, reasonable suspicion, pre-employment, and random selection.

Social Media Policy

Due to the rise in social media over the past few years, WFDC has developed standards of conduct for those publishing information about WFDC on both company and personal time. Social media includes blogs, social networks (ex: Facebook), wikis, and virtual worlds. WFDC recognizes that employees can be positive representatives and generally exercise good, sound judgment when communicating information about WFDC. The following is a set of guidelines for the purpose of protecting both the company and our employees.

- Employee's use of the internet on their own personal time is up to their sole discretion, however; WFDC does hold the right to manage their own public image and under no circumstances is an employee permitted to publish information regarding patients and vendors. Employees are also prohibited from publishing information about fellow employees, unless the information is regarding a personal recommendation for a WFDC provider. If you desire to publish information outside of this parameter, you must seek prior permission.
- Employees are prohibited from sharing confidential or proprietary information about WFDC.
- In the event that an employee publishes information about the Practice, a disclaimer statement should be used notifying others that they are employed by WFDC, and any views expressed are their own. In consideration, employees should be cautious that views are respectful to all parties referenced or affected by their publications, and not make comments that are unprofessional, disrespectful, or untrue.

Violation of this policy will be grounds for discipline and possible termination.

POSITION OPENINGS

Job Postings

Open positions for which internal applications are being accepted, will be posted outside the Staff Lounge and/or in other locations convenient to employees. Though internal employee development and promotion is encouraged, WFDC is not obligated to post all open positions.

Employment Process

It is the intent of the Human Resources Department to establish systems that assist management in hiring qualified applicants to fill vacant positions. Vacant positions, exempt and non-exempt, will often be posted internally for five (5) working days prior to the recruitment of potential candidates from outside sources. However, simultaneous internal and external recruitment efforts may be initiated when deemed appropriate.

Approved employment requisitions are submitted to the Human Resources Department for posting and recruitment. Human Resources will often

interview, pre-screen, and/or refer the most qualified candidates to hiring managers for working interviews. Selection processes may also be performed by a manager working in collaboration with Human Resources.

Promotion and Transfer

The Centre gives interested and qualified employees preference when filling vacancies. Employees must have worked three months or longer in their current position and have demonstrated exceptional performance to be considered for a promotion or transfer. Employees who have received corrective action within the previous six months may not be eligible for a promotion or transfer to another department.

Employees interested in applying for a promotion or transfer must see the Office Administrator. Paperwork should be submitted to the hiring supervisor. If it is determined that the employee is a qualified applicant, the employee will be considered for the vacant position and the employee's current supervisor will be informed by the employee and potential hiring manager.

Employment of Relatives

It is the Centre's policy that no person related by blood or marriage to another employee may be employed in the same department or share the same supervisor or manager. The purpose of this policy is to avoid the appearance of favoritism, as well as any actual impropriety. There are rare circumstances when employment of relatives in the same department may be accepted on a case by case basis.

EMPLOYMENT STATUS

Full-Time Status Employee

An employee who has completed an orientation period and is regularly scheduled to work 30 hours or more per week is classified as a full-time employee. Full-time (FT) employees are subject to the schedule requirements of the department to which they are assigned (days, evenings or Saturdays). Full-time employees are eligible for benefits for which they qualify effective the first day of the month following their eligibility.

Part-Time Status Employee

An employee who has completed an orientation period and is regularly scheduled to work 20-29 hours per week is classified as a part-time employee. Part-time employees are also eligible for the benefits, for which they qualify, effective the first day of the month following their eligibility.

Casual Employee

Casual employees work intermittently as required by the staffing needs of the department, and typically do not work more than 19 hours per week, unless the casual employee is used to relieve employees on sick leave, vacation, leave of absence, or other temporary vacancies. If a casual employee is later hired into a regular full-time or part-time position, the orientation period begins the day of transfer into that position.

Temporary Employee

Temporary employees include individuals hired for a specific period of time, usually not to exceed six months, or who undertake a special project which is not scheduled to take longer than six months to complete. Temporary employees are not eligible for benefits other than those mandated by law. If an employee is later hired into a regular full-time or part-time position, the orientation period begins as of the hire date of full-time or part-time regular status employment.

Exempt Personnel

An employee qualifies for exemption under the provisions of the Fair Labor Standards Act (FLSA) and the labor laws of the Washington Department of Labor and Industries either in the executive, administrative, or professional categories. This includes all management, dentists, hygienists, and those employees in lead positions. If you would like to know if you are exempt, please see the Office Administrator.

Non-Exempt Personnel

Non-exempt employees are subject to all provisions provided under the Fair Labor Standards Act (FLSA), Washington State labor laws, the Washington Department of Labor and Industries, and orders and regulations concerning wages, hours, and working conditions. Non-exempt employees are paid on an hourly basis and receive compensation for all hours worked.

Licensure and Certification

The Human Resources Department, prior to hire, verifies licenses and/or certifications if required for a position. The information will be copied for inclusion in the personnel file and/or license book. It is the responsibility of the employee to keep these current and provide evidence of renewal to the Human Resources Department.

The Human Resources Department will be responsible for maintaining files of licenses and certifications, and may initiate a system providing reminders

to employees of the need to review licensure/certification. Employees with expired licenses or certifications will not be scheduled to work until they show proof of their renewed license/certificate or acceptable alternative documentation.

DAILY PROCEDURES

Appropriate Dress

Wendel Family Dental Centre requires appropriate dress attire for employees to reflect the Centre's professional image toward our patients, visitors, and co-workers. All employees must wear apparel that is suitable to perform work functions – safe, neat, clean, and reasonably quiet.

All Staff: Shorts are not appropriate for our professional office environment, and skirt length should not be shorter than two inches from the top of the knee. Hair must be clean and neatly arranged as not to interfere with job functions. Hair colors must be of natural tones; extreme trends of non-natural colors such as pink, blue etc. are not acceptable. Long hair must be controlled or tied back such that hair will not come into contact with patients or equipment. No excessive use of cologne or perfume is permitted. Tattoos must be covered and out of view of patients, vendors, etc. Rings, studs, and other jewelry may not be worn at any pierced location other than pierced ears. Footwear must be clean, safe, and reasonably quiet. Shoes must be clean and in good condition. Denim is not permitted. Slacks with appropriate dress shirt, blouse, or sweater are acceptable.

Men: Mustaches and beards, if worn, must be neat, clean, and well trimmed.

Women: Cosmetics and jewelry need to reflect a professional office environment, and must not interfere with patient care. Women may wear no more than two pairs of earrings and should keep high heels to 4 inches or less. Shirt tops need to offer full coverage of shoulders, chest, and midriffs.

Clinical Staff: Tennis shoes are permitted. Dentists must wear smocks, scrubs (top and bottom), and/or jackets, and closed toe non-mesh shoes that are clean and in good condition. No denim, stretch pants, sleeveless blouses, or midriff tops. Clinical staff must wear uniform scrubs tops and bottoms, and fully toed shoes. Lab jackets are furnished by the Centre. Assistants and hygienists are responsible for furnishing their own scrub shirts and pants. Nails must be kept short enough to assist with performing patient treatment efficiently; no chipped nail polish or loud color polishes.

If a shirt is worn under a scrub top, it should be neat, clean, and of a coordinating color. Shirts worn under scrub tops should not be visible (sleeves and bottoms).

A full outline of the dress code may be found in the Policies and Procedures Manual under “Personal Appearance and Uniform Code”. Administration may post revisions to the dress code as deemed appropriate.

Personal Telephone Calls and Cellphone Usage

Incoming personal calls must be kept to a minimum. Use of telephones and cell phones in the work area for incoming or outgoing personal calls disrupts our business. Personal telephone use is strongly discouraged, and excessive use may result in disciplinary action and/or termination.

Cell phones need to be kept out of sight and should only be used during employee break times in areas of the building not visible to patients. There is a telephone in the staff lounge for outgoing local, personal calls. Texting at one’s desk is not permitted.

Some employee’s job description includes the use of a cell phone. Cell phone use while driving on company time is strictly prohibited. Even if an employee has a “hands free” device, they are not permitted to use their cell phone while operating a vehicle. Any employee needing to make, or receive a call on company time, while driving a car, must park their vehicle before using their phone. Violation of this policy may result in disciplinary action, including potential termination.

Computer and Internet Usage

It is the responsibility of the employee to read and sign WFDC’s Computer and Telephone Use Policy. Use of the internet or computers for purposes other than completing employment-related tasks is prohibited.

Utilizing e-mail is a primary function for many WFDC staff members. Email is a quick and effective method for communicating to both fellow employees and outside persons. Employees should be mindful of representing WFDC through the use of professional writing standards, and not assume that any electronic communication while at work is confidential.

Lunch

Employees are entitled to at least 30 minutes, per eight hour day, for lunch. The lunch break taken is not part of compensated work time. Any employee completing a full day shift on Saturday receives a 30-minute paid lunch period, as long as the employee stays on site. Supervisors should

arrange lunchtime so that phones or patient service areas are not left unattended.

Eating Locations

Generally, staff should confine their eating to the lunchroom, especially when eating food that is warmed, or food that has a strong aroma. The lunchroom can be closed off and a fan can exhaust food aromas outside so embarrassing conditions in our office areas, where the public conducts business, are prevented. Employee's whose desks are completely out of view of patient areas, may eat at their desk.

Be aware that food smells are not the image we wish to present to the public. If eating in non-designated areas becomes a problem, employees will be asked to eat in the lunchroom.

Rest Periods

Meal periods of not less than 30 minutes are provided in accordance with State and Federal laws and are not included as time worked for pay purposes (exception provided for Saturday). Rest periods are provided in accordance with state and federal laws. Each rest period lasts ten minutes and is counted as hours worked. Rest periods may not be split up into smaller portions or added onto lunch periods. An employee shall receive one 10 minute paid rest break for each 4 hours worked.

WAGE ADMINISTRATION

It is the policy of Wendel Family Dental Centre to pay fair wages and maintain a competitive position within our labor market. This competitive position enables the Centre to successfully recruit, retain, and motivate competent employees. To implement our policy, the Centre annually reviews the labor market, evaluates jobs, and establishes competitive pay rates.

Performance Evaluations and Wage Increases

Each employee's performance and wages are reviewed on an ongoing basis. At a designated time each year, or as needed, performance may be formally discussed. Performance reviews will be placed in the employee's personnel file. An annual wage review or a performance evaluation does not guarantee a wage increase.

Workday

The standard workday for non-exempt employees is defined as a 24-hour period starting at one minute past midnight.

Work Schedule

Wendel Family Dental Centre's work schedule is organized around (a) the demand and flow of the workload and (b) the patient appointment calendar. For example, if a dentist is away from the office for seminars, vacation, illness, or other such reasons, or when the appointment calendar is light, the work schedule may be revised to match the need for services in each job category.

Consequently, even full-time employees are not guaranteed a minimum number of work hours. This is an inherent characteristic of employment in a dental office. If possible, accommodations are made to allow employees to make up hours, potentially through temporary placement in another office or department. An effort is made to schedule work with reasonable advance notice, however, sudden changes and emergencies do arise, particularly in the clinical departments.

Pay Periods

The Centre has a total of 24 pay periods per year. Employees are paid on the 5th of the month for hours worked from the 16th through the end of the previous month, and the 20th for hours worked from the 1st through 15th.

Paychecks

The paycheck represents the total compensation due the employee for hours worked during the pay period minus any mandatory and/or elective deductions. Barring unusual circumstances, paychecks are distributed on the 5th or the 20th following the end of the pay period. If a payday falls on a Saturday or Sunday, paychecks will be distributed on Friday or Monday, respectively. Paychecks are distributed to employees. Family members desiring to pick up a paycheck must have written authorization from the employee. It is the employee's sole responsibility to clock in and out as necessary. Falsification of information pertaining to hours worked may result in termination.

Direct Deposit

WFDC highly encourages employees to have their paychecks directly deposited to their bank or credit union. Enrollment forms are included in the New Hire Packet or can be obtained through the Finance Department.

Overtime Pay

Overtime pay applies to all non-exempt employees. Overtime is paid when an employee works more than 40 hours in one week (Sunday through Saturday). All overtime work must be discussed with, and approved, by management prior to exceeding 40 hours. Often, there are valid reasons for overtime, yet discussion with management may result in other ways to accomplish the tasks.

Except for emergencies, overtime should not be worked without prior approval. If such an emergency occurs, overtime will be paid. Notify management as soon as possible as to why emergency overtime was necessary. Overtime will be paid at time and one-half. Office personnel should contact their direct supervisor or the Office Administrator, in that order, regarding possible overtime.

Wage Attachments

The Centre complies with requests for garnishment of wages when the request is properly executed and delivered by a lawful federal, state, or local government, or their authorized agents who can present valid identification. Compliance with a lawful garnishment request will be carried out by the Centre and proper notification will be given to the employee.

BENEFITS

Medical, Dental, Prescription, & Disability Insurance

WFDC offers medical, dental, and supplemental disability coverage. Dependent coverage, paid entirely by the employee, is available. Eligible dependents include immediate family members (spouse and/or children). Employees share the cost of their premium with the Centre. Percentage amounts are generally discussed with employees during their initial orientation meeting.

Non-exempt employees are eligible for benefits on the first of the month following three full months of orientation status employment. If an employee wishes to take out insurance through WFDC, they must decide to do so in their fourth month of employment (within 30 days after the orientation period) or wait until open enrollment in December. The only way to obtain coverage outside open enrollment is within 30 days of a loss of other coverage or a major life change.

Exempt employees are eligible for benefits on the first day of the month following the date of hire or attainment of the exempt position.

Medical and Dental Coverage

Employees working 30 - 40 hours per week are eligible for both medical and dental insurance, and employees working 20 - 29 hours per week are only eligible for dental insurance. Salary reductions using pre-tax dollars are made from the employee's paycheck to pay their balance of the monthly premium. Family members can be added to the insurance plan at the employee's expense. Employee's working less than 20 hours per week are not eligible for coverage.

COBRA

Upon termination of employment, medical and dental insurance coverage will be terminated the first of the month following the termination date. However, a Continued Health Care Coverage Notice (COBRA Notification) will be sent by the Human Resources Department to the terminated employee regarding continuation of current coverage. If the terminated employee wishes to continue coverage, they will be responsible for the premiums in full.

Supplemental Disability Coverage

Supplemental disability coverage through Aflac is available to employees at a premium covered entirely by the employee. Current hour minimum standards for eligibility of this benefit can be obtained from the Finance Department. The premiums are deducted from your paycheck, pre-tax. Open enrollment is the 60 days prior to January 1st, but new hires can enroll after a 90 day orientation period.

Aflac offers other disability products that do not require a minimum number of hours worked per week. For more information, please see Human Resources for our Aflac representative's contact information.

401(k) Plan

WFDC offers a 401k savings plan for all employees working an average of twenty hours per week, following twelve months of continuous employment. The Centre matches 50¢ on the dollar up to 6% of an employee's gross pay within the limitations of the plan and federal law. Employer contributions to the plan are vested at 20% per year and fully vested after five years (*i.e.* six years of employment if participation begins after the 12 month waiting period for this benefit). The plan currently allows an employee to enroll in the plan or to change the deferral percentages and/or investment options on a quarterly basis. The plan also

allows certain hardship distributions and has a participant loan feature. An inquiry regarding the plan's most current options and features can be made to the Plan Administrator.

Dental Discount Plan

As an additional benefit to you, WFDC provides a discount on dental treatment. Employees are eligible for the discount upon the completion of the three-month orientation period. The breakdown of the benefit is listed in the chart provided page 21. **A discount on implants and denture-related treatment for the employee or family member must be pre-approved.**

Interpreting the Dental Discount Table

A "Covered Service" is one that is covered by the employee's insurance company. Employees with insurance fall into this category until their insurance benefits maximize, and then their discount is determined under the guidelines of "Non-Covered Services". The Centre writes off the balance of any dental procedure covered by the employee's dental insurance up to the designated amount, dependent upon the employee's employment status. Casual status employees receive a total of \$1,000 per year and then 20% off all treatment, not \$1,000 for covered services and another \$1,000 for non-covered services (the same procedure applies for part-time and full-time status employees). All discounts are applied on a calendar year, thus the full benefit returns on January 1st of the following year. The table presented below applies solely for dental treatment.

Immediate family members include the employee's spouse, child, or step-child provided they are 19 years of age or younger, or at least a part-time student in college and 23 years old or younger. Extended family members are defined as non-dependent children, parents, grandparents, brothers, sisters, and their dependent children (19 years old or younger), grandchildren (19 years old or younger), mother and father in-law, and brother and sister in-law and their dependent children (19 years old or younger).

The extended family member discount is provided after the Preferred Provider (PPO) write-off. For example, if a full time employee's family member has a total treatment cost of \$100, the 25% discount would be \$25 off, but if they have a PPO write-off of \$10, the discount then becomes \$15. Thus the discount is applied less the PPO write-off.

There are a few exceptions when the percentage discount may be adjusted down. Such occurrences generally include treatment that

incurs a laboratory bill. Employees can discuss out of pocket estimates ahead of treatment time with the Office Administrator. For initial family member discount requests, see Administration for a request form.

Annual Dental Discount Table

Employee and Immediate Family			
Employee Status	Covered Service	Non-Covered Services	Extended Family Members
Temporary	Evaluated on a case by case basis		
Casual	\$1,000 annual	50% up to \$1,000 then 20%	15% up to \$1000 per household
Part-Time	\$2000 annual	50% up to \$2,000 then 25%	20% up to \$1250 per household
Full-Time	\$3000 annual	50% up to \$3,000 then 30%	25% up to \$1500 per household
Bonus Discount	5+ yrs. = additional \$500 annually 10+ yrs. = additional \$1,000 annually 15+ yrs. = additional \$1,500 annually		No additional benefit

If you believe that someone outside of these guidelines qualifies for a discount, you must get prior approval from the Office Administrator.

The extended family member discount is 5% lower for crowns. Discounts on other treatment that incurs a laboratory cost are by review.

All employee-related discounts are reversed on accounts that are sent to collections.

OASDI/MEDICARE

Social Security and Medicare taxes are withheld on subject wages at rates set annually by the Internal Revenue Service. There is no limit for the Medicare portion of the tax.

Holidays

Full-time and part-time status employees are eligible for paid holidays after six months of employment. In order to qualify, the employee must work at least half of the total hours available during the past three pay periods. For example, if there were 72 hours available in each of the last three pay periods, the employee must have worked at least 36 of those hours, in each pay period, to qualify for holiday pay. For questions on how holiday pay is calculated, please see the Finance Department.

Wendel Family Dental Centre is open for business Monday through Saturday. The Centre recognizes the following six paid holidays:

- ✓ New Year's Day
- ✓ Memorial Day
- ✓ Independence Day
- ✓ Labor Day
- ✓ Thanksgiving Day
- ✓ Christmas Day

Wendel Family Dental Centre reserves the right to withhold compensation for a holiday if an employee calls in sick the day directly before or after a holiday.

Flexible Spending Accounts

After three months of employment, any employee working 20 hours or more per week is eligible to open a Flexible Spending Account for health and dependent care expenses. Money deferred to this account is from salary reduction on a pre-tax basis. You may defer up to \$2,500.00 out of your earnings, per calendar year, towards a health care spending account, plus up to an additional \$5,000.00 into a dependent care account; depending on tax filing status.

Flexible spending accounts are advantageous for anyone paying dependent or health related expenses; such examples of healthcare expenses range from prescription medicine to office copays. If you plan to open a flexible spending account to pay for your own portable insurance plan, be sure to check with your provider prior to opening the account. All money deferred to a flexible spending account is under a “use it or lose it” policy. If you do not utilize all deferrals by December 31st you will lose any funds remaining. Also, because these deferrals are made with pre-tax dollars, you will not be able claim them on your annual tax return. Careful planning and use of a flexible spending account can save you a substantial amount of money. More information pertaining to flexible spending accounts can be obtained through the Finance Department.

Star Cards

The Centre provides a rewards program, available to all non-doctoral staff. Employees earn star cards for various activities that can be redeemed for gift cards to local restaurants and shops, or for payment of their dental account. Such activities include, but are not limited to: extra effort, positive patient feedback, patient referrals and participation in our Wellness Program. Detailed pamphlets regarding WFDC’s Star Card Rewards

Program can be requested from Human Resources and are provided to new hires in the welcome folder.

Wellness Program

Wendel Family Dental Centre encourages all employees to participate in an active lifestyle. The benefits of routine fitness are numerous and the Centre desires to play a role in your motivation towards achieving your fitness and healthy lifestyle goals through the Star Card Rewards Program. All employees who perform four hours of intentional exercise per month are eligible for star card points. Currently, exercising three times a week for 20 minutes will get you to the minimum requirement. The Centre may also hold random fitness contests to help promote overall healthy activities among its employees.

LEAVES OF ABSENCE

Wendel Family Dental Centre provides leaves of absence to all employees in accordance with the requirements of applicable federal and state law in effect at the time the leave is granted. The following types of leaves of absence are included in the Leaves of Absence Policy:

- Supplemental Family and Medical Leave
- Family and Medical Leave Act (FMLA)
- Workers' Compensation Disability Leave
- Disability Leave
- Personal Leave
- Military Leave
- Bereavement Leave

Family and Medical Leave Act

Employees who have been employed with WFDC for 12 consecutive months and have worked at least 1,250 hours in the prior 12 month period, are entitled to the rights provided under both the Family and Medical Leave Act of 1993 (FMLA) and the Washington State Family Leave Act (FLA). Employees may take up to 12 weeks over a 12 month period, of unpaid leave upon the birth of a child, adoption or foster care placement, or a serious health condition of the employee, their child, spouse, registered domestic partner, or parent.

If an employee qualifies for medical leave, WFDC will pay the employers portion of the insurance premium, as if they were not on leave. This will continue for the duration of their leave, not to exceed the 12 weeks under FMLA. All other benefits the employee was eligible to receive on the date their leave began, will also continue as stated above.

Any employee taking leave under FMLA and FLA, who receives insurance through the Centre, will need to continue to pay their monthly portion of the insurance premium while they are on leave. If the employee does not return after 12 weeks of leave, they will also be responsible for reimbursing the Centre the employer's portion of their premium that was paid on the employee's behalf during their leave, plus attorney's fees if applicable. If an employee returns, but goes beyond the 12 (twelve) weeks, they will be responsible for reimbursing the Centre the full premium for any time that exceeds 12 weeks until they return. If an employee does not qualify for FMLA, yet has been granted leave, they will need to reimburse the Centre the insurance premium in full.

Pregnant women are eligible to receive additional leave benefits outside of the qualifying parameters and time restrictions under FMLA and Washington FLA. More information on this benefit is available in Human Resources.

Personal Leave

A personal leave of absence without pay may be available to eligible employees, subject to the approval of the department manager. To be eligible, an employee generally must have completed six months of continuous employment. Leave may be granted for a reasonable period of time, or in compliance with applicable Federal and State laws. Due to changing circumstances, the Centre cannot guarantee a return to the same position, or that another position will be available, when leave is granted outside of the provisions made by state and federal law. The request form for personal and medical leave is available in Human Resources.

Bereavement Leave

After six months of continuous employment, regular full-time and part-time employees are allowed up to one day off with pay, for the purpose of attending the funeral and assisting in arrangements in the event of a death in the employee's immediate family. A paid day off will be limited to the employee's scheduled workdays and prorated based on average hours worked per week. Immediate family shall be defined as spouse, son, daughter, mother, father, brother, sister, current mother-in-law or father-in-law, grandparents, or grandchildren of the employee. Extended time without pay is granted on a case-by-case basis.

Earned Leave Time

Earned Leave Time (ELT) is a combination of vacation and sick leave.

Eligibility

ELT is accrued by all regular part-time and full-time employees. Casual and temporary employees are not eligible to accrue earned leave.

Accrual

Eligible employees accrue earned leave based on regular hours worked.

Length of Service	Accrual Rate (per hour)	Max Accrual (per week)	Max Accrual (per year)
1-5 years	.038461	1.54	80 hours
6-10 years	.057692	2.31	120 hours
11-15 years	.076923	3.08	160 hours
16-20 years	.096153	3.85	200 hours

Employees begin accruing ELT from the first day of employment and can utilize it after the completion of the three month orientation period. An employee is allowed to carryover, from year to year, a maximum of 200 hours of ELT. WFDC highly encourages its employees to take time off from work annually, though an employee may elect to cash out their earned leave time, in maximum increments of 50 hours per pay period, in lieu of time off after 12 months of employment.

For specific information regarding eligibility for leave, availability of leave, notice of leave, compensation during leave, benefits during leave, and job reinstatement after leave, please contact Administration.

Birthdays

All full time employees, after 12 months of employment, receive four hours of ELT for their birthday, allocated on their birthday payroll.

Continuing Education

Currently, Wendel Family Dental Centre pays for two days of continuing education for full-time status employees with prior approval by the Office Administrator. Employees working less than 30 hours per week may be eligible, based on a case by case basis. Hours paid are prorated based on hours worked per week. Hours are not transferable from year to year. Tuition will be paid on approved courses.

Occupational Disability

All Centre employees are covered under the provisions of the Workers' Compensation laws and regulations of the State of Washington with regard to work related injuries or illnesses. All injuries or illnesses, which may be

work related, must be reported immediately to your supervisor or person in charge. The supervisor will complete the required report and direct the employee to seek medical attention, if necessary. An employee who seeks medical attention for an on-the-job injury must also receive an alcohol and drug test.

Jury Duty

Wendel Family Dental Centre will not reimburse employees for jury duty. They will be excused from work and may receive a stipend from the Court.

PROCEDURAL CONDUCT

Grievances

Any employee who has a question, concern, or complaint is encouraged to discuss the matter with his or her supervisor, or with the Office Administrator. If the problem is not resolved to the satisfaction of the employee in this informal manner, the employee may request a meeting with the Administrator. If the matter is not resolved to the satisfaction of the employee by meeting with the Administrator, the employee may file a written formal grievance with the Administrator.

If for any reason the employee is uncomfortable initially filing a grievance with their Supervisor, they may go directly to the Office Administrator. Forms and advice concerning appropriate steps to pursue a grievance are available in the Human Resources Department. Unless the grievance is resolved to the satisfaction of the employee at an earlier step of the grievance procedure, the employee, upon request, may obtain a final written decision from the CEO.

Emergency/Safety

In order to prepare for an emergency, employees need to familiarize themselves with all building exits and fire extinguishers. Any portable heaters used during business hours need to be unplugged when not in use, and prior to leaving the building. It is the responsibility of the last person leaving each department, to check their department work areas and confirm that all heaters have been unplugged. WFDC has a series of intercom codes that can be used in times of emergency. Your supervisor can familiarize you with these codes.

Inclement Weather

In the event of inclement weather (storms, snow) WFDC operates with a pre-designated crew. If for some reason the weather inhibits your ability to arrive at work safely, please contact your direct supervisor. Please call our

snow line at 360-944-3124 for regular status updates during inclement weather. If the message is not current, you can assume that we are open with no restrictions.

Attendance and Punctuality

The Centre expects all employees to report to work at their assigned starting times and to complete a full work shift assignment as scheduled. All staff members are responsible for good attendance and punctuality. This means reporting to work on each scheduled workday unless illness or other unavoidable circumstances make it impossible to do so, or unless prior permission to be absent has been given by management.

If you expect to be more than ten minutes late, call the office. If you will be absent from your position for the entire day, call your supervisor as early as possible so alternate staffing may be arranged. Contact management if you feel you need to leave during the day for illness, injury, or for some other reason. Chronic lateness and/or poor attendance, even if it's the result of illness or other understandable reasons, may result in termination. Employees scheduled to work three - five days per week are permitted two sick leave instances per quarter, and employees scheduled to work one – two days per week are permitted one sick leave instance per quarter. An instance is considered one consecutive leave.

WFDC strongly discourages tardiness. An employee is permitted the same number of instances per quarter as they are scheduled in an average week. For example, if an employee is scheduled 4 days per week, they are permitted 4 instances of tardiness per quarter. Absenteeism and tardiness greatly affects your entire team. Any employee demonstrating continued maximization of this policy, quarter to quarter, may be subject to termination. Above all, WFDC strongly encourages all team members to show up, on time, for their scheduled shifts.

Staff Meetings

The managerial and doctoral staff are required to attend routine meetings held at prescheduled times where the nature and progress of WFDC is discussed. In some instances, all employees are required to attend a meeting. “All Staff” or department meetings typically last 1-2 hours, and are either held in the early evening or during the lunch hour. All employees requested to attend staff meetings are required to attend. Any employee, who needs to be excused from the meeting, must seek prior approval from their supervisor.

Children at Work

Due to the potential liability to the company from possible injuries, employees should not have children with them during working hours. Employees should arrange for daycare, backup daycare, and transportation needs for their children.

Smoking

All areas of the Centre are designated non-smoking areas. Smoking by employees must be done outside the building in the designated area. Please discard cigarette butts in an ashtray or garbage can. Smoking breaks are limited to two 10-minute breaks per day or during your lunch hour. Abusing these breaks may result in disciplinary action and/or termination. Anyone choosing to smoke on their break should ensure that their clothing and breath is free from the scent of smoke prior to returning to their work station.

GENERAL MATTERS

Bulletin Boards

Bulletin boards are located throughout the Centre. They are used to inform staff about current job opportunities, changes, announcements, and benefits. Employees should seek their supervisor's approval prior to posting an item.

Personnel Files

A personnel file is maintained for every employee of the Centre and contains all information as required by federal or state law, or regulatory agencies. Personnel files are private and confidential and are maintained in locked files in the Finance and Human Resources Departments. Access to personnel files is limited to protect the privacy of the employee. You may review your own personnel file during Finance Department working hours by scheduling an appointment in advance. Confidential references received from former employers are not available for review. Summons or subpoenas requesting payroll and/or personnel records will be processed by the Human Resources Department in accordance with Federal and State laws.

Parking

Parking is provided for all employees in designated employee parking areas. Information on designated parking areas is provided during new employee

orientation. Employees should not park in patient parking. It is important for your safety and the security of your automobile that you lock your car and keep personal property or packages out of sight. Wendel Family Dental Centre is not responsible for damage or theft of a vehicle in its parking lot.

Amending Policies and Practices

- An effort is made to keep the handbook current. However, as with all businesses, rules and policies change and the most recent policy may not be reflected in this handbook. Such rules, when adopted, are fully applicable to the employment relationship.
- Management may amend or change the policies as it determines is in the Centre's best interest.
- This handbook does not create an employment agreement or contract. Employment relationships are terminable at will either by the employer or the employee. Please download, sign, and return the acknowledgement form and return it to the Operations Manager, Harold Faires.