

Welcome to Dental Support Services! We are happy to have you join the best Indiana has to offer for dental professionals. Please take a minute to read through this important information.

#### GETTING STARTED

You have completed the first step in getting started with Dental Support Services by coming in to meet with our staff. The next step is to provide any documents, certificated, ect. that our counselors have asked you to provide. These will be required prior to receiving your first assignment.

#### GETTING PAID

You will receive timesheets today. It is very important that a new student timesheet is completed each week and for each new client.

At the end of the week (or day, in some cases) you must have the client sign the timesheet and fax it from their office. If there is not an available fax machine, please mail it on Friday evening.

We must receive your timesheet by Tuesday 9:00 am in order to process your hours for payroll that week. Please mark on your timesheet if you want your check mailed or picked up. You may have someone else pick up your check with a signed note from you. We may ask the individual to provide positive ID.

Paychecks are mailed on Thursday or are available for pick up on Thursday mornings after 9:00 am. The office closes at 5:00 pm. Paychecks may be held for pick up until 5:00 pm Friday. All other checks are placed in the mail at the close of business on Friday.

Overtime pay is one and one half the hourly pay rate. It is calculated for any hours worked over 40 in one week. All overtime must be approved by the client prior to the hours being worked.

Reliability: Being at work on time every day is very important. If you are going to miss work or be late for an assignment, you must call our office at least two hours prior to the start time. We will do our best to find a replacement. A pattern of unacceptable attendance is grounds for termination from Dental Support Services.

One no call / no show is grounds for immediate termination from Dental Support Services.

#### PERMANENT HIRE POLICY

Employees of Dental Support Services are eligible to be hired by our clients without fee to either employee or the client after just 60 consecutive days on assignment. If a client hires a Dental Support Services employee prior to 60 days of working, the client will be charged a liquidated damages fee of \$750.00.

## VACATION PAY

We strongly believe that everyone needs a break from the hustle and bustle of daily life. As a gift to our dedicated employees, we give an annual vacation after working 2000 cumulative hours (approximately on year of full-time employment with Dental Support Services.) The pay will be determined on the average earnings for the 2000 hours worked.

## BONUSES, BONUSES, BONUSES

Dental Support Services values the hard working employees that have made us so very successful among Dental professionals. Therefore, for all employees who maintain a perfect attendance record (36-40 hours per week for four consecutive weeks) will receive a \$25.00 bonus on their paycheck. This is our way of saying “thank you” for showing dedication and dependability to our clients.

Referral bonuses: If you like working with Dental Support Services, then we know your friends and family will, too. Every time you refer someone and they work just 200 hours, you will receive a \$50.00 bonus! Your referrals will be working with the best dental professionals, and you will receive a little extra spending money.

## HEALTH INSURANCE

Health insurance is available to all Dental Support Services employees. The entire cost is up to the individual employee. We have negotiated with a large national company to provide you with the lowest costs available. There are several different plans to accommodate you and your family. Please ask one of our staff members for the insurance packets.

## HARRASSMENT, DISCRIMINATION, AND UNSAFE WORKING CONDITIONS

If at anytime during an assignment, the employee feels that they are being targeted for any harassment, discrimination, unsafe or unpleasant working conditions sustain work injuries or notice any “unusual” activity at a client site, they should report their concerns immediately to Shirley Jones at Dental Support Services. If the problem occurs after business hours, please leave me a on the voicemail and someone will return you call ASAP. Dental Support Services does not tolerate any harassment, discrimination or unsafe working conditions for our employees. All complaints will be investigated and the information will be treated on a confidential basis.

## DRESS CODE / APPEARANCE

Dental Support Services has a reputation among, Dental professionals as providing the most skilled and professional employees. All employees should maintain a high level of professionalism on their assignments. This includes, but is not limited to, dressing professionally, not getting involved in office “politics” or gossip, being on time and being prepared to work when you arrive at the site.

Dental Support Services’ employees are expected to maintain good work ethics at all times. In the course of employment, one may learn confidential information and/or trade secrets regarding, a client, their client base, ect. as well as confidential information about

Dental Support Services. Each employee is expected to keep that information confidential. If in question, please contact the Dental Support Services office. We are always glad to help.

### Dental Support Services Dress Code

All employees must adhere to the dress code.

1. Socks or hose are to be worn at all times. Appropriate footwear must also be worn at all times.
2. Business casual means: no jeans, T-shirts, sweats, or tennis shoes.
3. Professional attire means: skirts, ties, ect. are appropriate. Polished dress shoes are expected.
4. Scrubs: all scrubs should be neat and clean. Some scrubs require pressing. White clinical / athletic shoes should be worn, please be sure the laces are also clean.
5. Many of our offices observe “casual days.” Please check with your supervisor as to appropriate clothing for each office’s casual days.
6. Jewelry: we request moderation and professionalism. Please consider safety when choosing accessories. (Anyone required to wear scrubs is not permitted to wear long, or dangling earrings, long necklaces or bracelets, ect.) Watches are always permissible.
7. Hair should be tasteful and professional for the type of assignment. All clinicians are required to have hair confined. Headbands, ponytail holder, ect. are all acceptable.
8. No hats are to be worn on assignments, unless they are part of the uniform.
9. Nails should be neat and clean and not at a length that would interfere with working.
10. Any questions regarding the dress code should be directed to the Dental Support Services office.

### TERMINATING EMPLOYMENT

If you obtain employment elsewhere, it is expected that you will give Dental Support Services at least 7 days notice of your intent to terminate an assignment.