



# EMPLOYEE HANDBOOK

DOVERS DENTAL CLINIC

2018 / 2023

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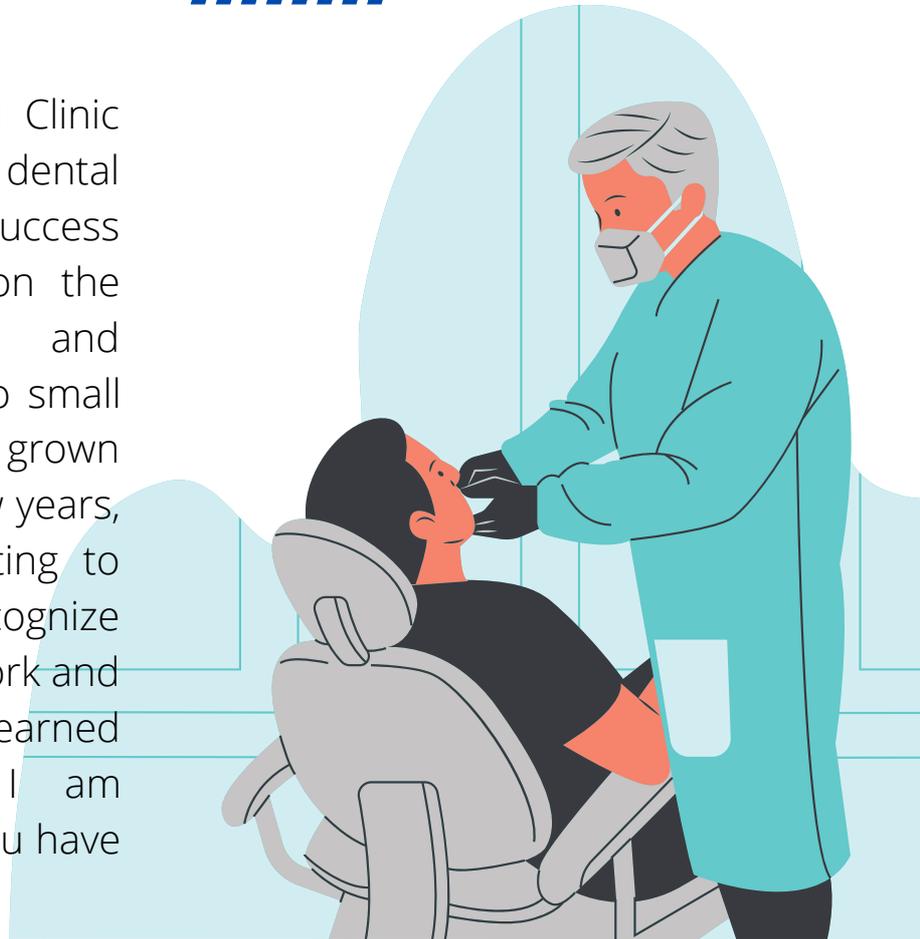
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# Welcome Message



Welcome to Dovers Dental Clinic family! As the CEO of this dental clinic, I recognize that the success of this company is built on the exceptional performance and attitude of our staff. It is no small feat that our clinic has grown exponentially in the past few years, and that is why I am writing to personally thank and recognize each of you for your hard work and dedication. You all have earned your place here, and I am immensely proud of what you have accomplished.



As we move forward, my goal is to help every single one of you reach your highest potential—be it personally or professionally. I strongly believe that our success as a company is dependent on the satisfaction and growth of our employees. As we continue to grow and strive towards higher standards of excellence, I promise to make your work experience a positive and fulfilling one.

Thanks again for the tremendous work you all do!

## • Purpose



The Dovers Dental Clinic Employee Handbook is a comprehensive guide to the policies, procedures, and expectations of the Dovers Dental Clinic staff. This handbook serves as an informative guide to ensure the highest quality of care and effectiveness of our team.

This Handbook is intended to serve as a source of information and to provide guidelines so that all employees are aware of their roles, responsibilities, and performance expectations. By adhering to the policies, procedures, and principles outlined in this handbook, employees will gain a thorough understanding of their job duties and the expectations set forth by Dovers Dental Clinic.

We, at Dovers Dental Clinic, are committed to providing our employees with guidance and support in order to allow them to fully achieve both their personal and work goals. We understand the importance of job satisfaction, and through this Handbook, we seek to provide our employees with the resources and knowledge necessary to ensure success. Through our commitment to our employees, we hope to create a strong work culture where everyone thrives and is held to the highest standards of performance.



## • Vision and Mission



### **Vision**



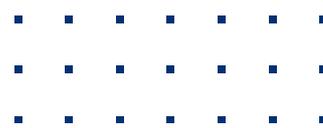
Dovers Dental Clinic envisions a world in which everyone has access to the dental care they need and where they feel comfortable, respected, and well taken care of. We strive to be at the forefront of oral healthcare, setting the standard for dental services in our community and beyond. Through ongoing educational and technological advancements, we will remain a leader in the field of dentistry and maintain a commitment to providing extraordinary care to all of our patients.

### **Mission**



At Dovers Dental Clinic, we strive to provide quality and accessible care to our patients in a family-friendly environment. Our focus is on providing preventive and restorative services with sensitivity to the unique needs of each individual. We are dedicated to promoting optimal oral health and beautiful smiles through our exceptional care and to providing the highest level of compassion and respect to those we serve.

# Internal Policies



## 1 Employee Expectations

Employees of the Dovers Dental Clinic are expected to conduct themselves professionally and with integrity at all times. They are expected to abide by the policies and procedures of the clinic, put the needs of the patients first and maintain a standard of excellent customer service.

## 2 Attendance

All employees must arrive at their assigned location on time and ready to work their shifts.

If you are going to be late or absent for any reason, employees should notify their supervisor 24 hrs prior to their shift start.

If an employee arrives late three times in a month without proper notification, they may be subject to disciplinary action.

Habitual tardiness or absenteeism will be subject to disciplinary action or possibly immediate termination.

Time off for illness or personal reasons must be approved by management.

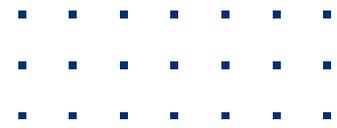
Employees are expected to work the entire shift they have been assigned. It is unacceptable to leave early or arrive late without permission from the supervisor.

It is the responsibility of each employee to inform the supervisor of any absence and receive approval for any change in their scheduled hours.

Absences due to illness must be documented with a doctor's note.

Violation of these policies will result in disciplinary action, up to and including termination.

### 3 Dress Code



To ensure that our clinic's dress code is upheld, employees must adhere to the following guidelines:

**Business Casual:** For all patient-facing staff, "business casual" attire is required. This includes any appropriate combination of tops (such as a collared shirt, turtleneck, sweater, button-down shirt, etc.) and bottoms (such as khaki pants, jeans, skirts, etc.).

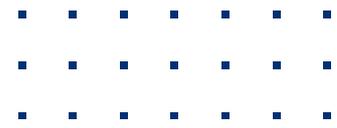
**Professional Dress:** Non-patient-facing staff members, such as administrative staff, must adhere to "professional dress" attire. This includes any appropriate combination of shirts (collared shirt, blouse, etc.), slacks, and closed-toe dress shoes.

- **Grooming:** All employees must maintain a neat and professional appearance, including groomed facial hair.
- **Lab Coats:** All patient-facing staff members must wear a clinical coat or scrub while interacting with patients.

**Unacceptable Attire:**

- shorts, midriffs, tube or halter tops, and see-through clothing
- tank tops, sleeveless or muscle shirts, or any casual shirts or blouses
- sandals or open-toed shoes
- visible body piercings other than pierced ears
- excessive makeup or jewelry and tattoos.

To ensure that employees feel comfortable and confident in their appearance, clothing should be conservative and avoid distracting from the friendly and professional environment at Dovers Dental Clinic.



## 4 Code of Conduct

**Respectful Conduct** We expect all employees to conduct themselves with respect and integrity in all aspects of the workplace, both in person and online. We ask all employees to respect the boundaries of their colleagues, customers, and all other stakeholders.

As a part of this commitment, we also require employees to be respectful of any and all cultural and religious differences.

**Harassment and Bullying** Dovers Dental Clinic has a zero-tolerance policy for any and all forms of harassment and bullying. We take reports of harassment and bullying seriously, and we maintain a strict policy against any type of unwelcome behavior, whether it is physical, verbal, or cyber harassment. We will take appropriate action up to and including dismissal if such behavior is reported.

**Conflict Resolution** At Dovers Dental Clinic, we are committed to resolving conflicts in a respectful and effective way. We encourage all employees to work together to resolve workplace conflicts quickly and effectively. This can be done through open communication, dialogue, and problem-solving. We also encourage the use of mediation and other conflict-resolution strategies to resolve workplace disputes. We are here to provide support, advice, and guidance during conflict resolution.

# Employment Eligibility and Status



All applicants wishing to become an employee of Dovers Dental Clinic must provide proof of identity (such as a driver's license, international passport, or any valid government documents) and legal authorization (i.e Medical and Dental Council of Nigeria license, Dental Therapist Registration Board of Nigeria license, etc) to work at the clinic. It's the duty of employees to update his/her license every year, fulfill CPD requirements, and obey all professional rules and regulations.

Applicants must also be 18 years or older, have the ability to communicate in English, and must not present a risk of harm to patients and staff.



Every applicant must pass a background check, including criminal convictions, and a pre-employment drug test.

The employment relationship between Dovers Dental Clinic and its employees is voluntary, and either Dovers Dental Clinic or the employee may terminate the employment relationship at any time, for any reason.

# Employee Benefits



At the Dovers Dental Clinic, we are committed to providing generous benefits that support our employees and their families.

**Health and Dental Plan:** All employees are enrolled in our company health and dental plan programs. We offer a wide range of coverage options to best suit employee needs.

**Paid and Unpaid Leave:** Employees are eligible for vacation time, sick leave, and parental leave after 12 months of employment except under special consideration, subject to the approval of the director.

**Retirement Savings:** Retirement savings plans are available to all full-time employees. Contact the Director for arrangement.

**Bonuses:** Employees may be eligible for bonuses based on job performance and other criteria determined by the company.

**Meal Allowances:** Employees may be eligible for meal allowances on long business trips and other approved events.

**Disability Insurance:** coming soon.

**Work-Related Accident Insurance:** coming soon.

# Pay and Compensation Policy



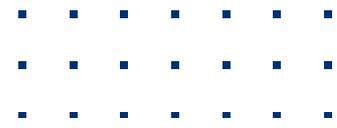
At Dovers Dental Clinic, we strive to give our employees fair and competitive compensation for their work. Our pay and compensation policy outlines the basis of pay and how we regulate wage deductions, holiday pay, and bonuses.

**Basis of Pay:** Employees of the Dovers Dental Clinic can be paid monthly or on commission. Employees paid monthly will work a full month and be paid for a full calendar month only and are not permitted to work less for a lesser or contrary wage. Employees paid on commission will be compensated based on an agreed-upon rate for each procedure, hour of work, or job.

**Wage Deductions:** Deductions, such as taxes and insurance, are taken out of all employees' wages as required.

**Birthday or Yearly Bonus:** Dovers Dental Clinic provides an annual bonus to employees during their birth month or/and year-end. The amount of the bonus is determined each year by the Clinic and is intended to recognize the employee's hard work and dedication to the Clinic.

# Employee Rights



## 1 Safety and Health

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The Dovers Dental Clinic is committed to providing a safe and healthy workplace, free from hazards and potential injury. All employees are required to follow safety protocols set in place to ensure the safety of everyone in the workplace.

## 2 Privacy

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The Dovers Dental Clinic respects the right of employees to privacy in the workplace. As such, all employees have the right to work in an environment free from personal surveillance and to keep personal matters confidential.

## 3 Equal Employment Opportunity

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The Clinic strictly follows all Equal Employment Opportunity laws and does not discriminate in the hiring process or in activities related to employment on the basis of race, religion, gender, age, sexual orientation, national origin, or disability.



## **4** Anti-Discrimination Policy ---

The Dovers Dental Clinic is firmly committed to providing a safe and respectful workplace to all employees and visitors. The Clinic has a zero-tolerance policy for any type of discrimination, harassment, or retaliation, and employees are expected to abide by this policy.

## **5** Child Labour Laws ---

The Dovers Dental Clinic strictly adheres to child labour and other applicable laws. Employees under the age of 18 are not permitted to work in the practice.

## **6** Right to a voice ---

Every employee at Dovers Dental Clinic is entitled to share their thoughts and opinions on matters pertaining to the workplace, in keeping with the policies and procedures of the clinic.

# Performance Policy



## Performance objectives

Performance of all employees at the Dovers Dental Clinic is expected to meet the standards outlined in their respective job descriptions and other associated materials. Employees are expected to comply with all clinic policies and procedures, as well as all applicable laws.

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## Performance evaluation

Employees will be evaluated on performance on an ongoing basis by either their direct supervisor or the clinic's management team. Periodic performance reviews will be conducted to ensure the employee is meeting established objectives. During the review process, both strengths and weaknesses will be identified and discussed.

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## Disciplinary procedures

The Dovers Dental Clinic will take disciplinary action against an employee for any misconduct, unsatisfactory performance, or violation of clinic policy or any applicable law or regulations. The disciplinary action taken will depend on the particular situation and may include verbal warnings, written warnings, suspensions, or termination of the employee's appointment.

# Termination



The employment relationship between Dovers Dental Clinic and its employees is voluntary, and either Dovers Dental Clinic or the employee may terminate the employment relationship at any time, for any reason.

The following section outlines procedures for voluntary and involuntary termination of employment.

**I. Voluntary Termination:** An employee who wishes to voluntarily terminate their employment with Dovers Dental Clinic must provide written notice of their intent to resign, 30 days before the termination date. In giving notice, the employee must specify the exact date they wish to leave the organization. If an employee is not able to provide sufficient notice (of 30 days), he/she must return a month's salary in lieu, or the employee is assumed to abandon his/her job and may forfeit all benefits and salary due to them.

When an employee resigns, they must surrender their company-issued equipment/properties and sign a statement affirming the return of all company property. The employee must also review their most recent job description with their supervisor to understand and confirm the final responsibilities of their position.

**II. Involuntary Termination:** Dovers Dental Clinic reserves the right to involuntarily terminate employment in cases of job abandonment, unsatisfactory job performance, misconduct, or other legally defensible reasons. By agreeing to this policy, the employee acknowledges that Dovers Dental Clinic reserves the right to terminate employment without warning and without prior notice.



In cases of involuntary termination, the employee will receive their unpaid wages and any accrued benefits to which they are entitled within 2 weeks.

Any company property issued to the employee must be returned at the time of termination to Dovers Dental Clinic.

Termination of employment will automatically cancel any benefits garnered by the employee.

Employees who have been terminated involuntarily may (as the case may be) be offered the opportunity to resign in lieu of termination.

The resignation must be accepted in writing and signed by the employee and a member of Dovers Dental Clinic's management.

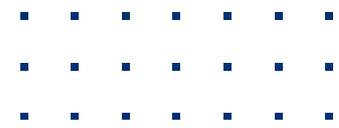
**III. Exit Interviews:** All former employees are encouraged to schedule an exit interview with Dovers Dental Clinic's management, if the employee has been involuntarily terminated or if the employee has voluntarily resigned. The management will not be able to answer all questions related to the employee's termination.

However, will be able to answer general questions related to the employee's final paycheck and other post-employment matters.

**IV. Office Premise:** All employees of Dovers Dental Clinic must understand that all rooms, spaces, and areas within the clinic's building are designated office spaces and are not residential apartments. Even if an employee is allowed to live in an office space while working there, it is still an office space and must be vacated immediately the day the job ends.

Furthermore, employees who fail to do so agree to pay an amount of 10,000 naira for each day they remain in the office space without permission.

# Confidentiality and Privacy



## 1 Confidential/ Sensitive Data

At the Dovers Dental Clinic, we take our patient's confidentiality and privacy very seriously. It is a top priority to protect the sensitive and confidential information of our patients. All employees must ensure that all records and information, both digital and physical, are kept securely. They should be accessible only to those individuals for whom the information is intended and/or those individuals that need to perform their job duties.

## 2 Avoiding Conflicts Of Interest

Employees are expected to uphold the highest standards of conduct in all circumstances when dealing with patient information. Employees should not disclose any confidential/ sensitive information unless it is relevant to the patient's care or with the explicit consent of the patient. Furthermore, employees should not use any confidential/ sensitive information for personal benefit or to gain an advantage over a competitor.



### **3 Record Maintenance**

All records and documents which store sensitive/ confidential information are the property of the Dovers Dental Clinic. Employees must ensure that information is kept up-to-date, accurate and secure and that it is destroyed in accordance with necessary national laws and regulations.

### **4 Hours Of Access**

Only employees with permission from management will be allowed access to confidential/ sensitive data. Access to such data should only be during normal working hours and must not be undertaken outside these times. If it is necessary to access this information outside of working hours, then the appropriate permission must be sought from the Clinic Director.

# Technology Use Policy



## Acceptable Use

Employees of Dover Dental Clinic are permitted to use all available technology resources, wifi, laptops, desktops, smartphones, and other electronic devices such as tablets, subject to the following conditions:

- Technology resources are to be used only for official business purposes.
- Employees must not use technology resources for unlawful, unethical or offensive activities.
- The clinic prohibits the use of technology resources to harass, intimidate or discriminate against others.
- Employees must not deliberately seek to damage or sabotage the clinic's computer systems or networks.
- Materials subject to copyright cannot be illegally stored, uploaded or shared on the clinic's computers or networks.

## Software Licenses Necessary

Employees must ensure all software used on clinic devices is licensed and must not intentionally violate software copyright. All software installed on the clinic's computers and networks must meet the clinic's requirements and standards, and must not be pirated or obtained unethically.

## Internet Monitoring

The clinic reserves the right to monitor, log and archive all computer use, including internet access, and to view or retrieve any stored files or online communications. Employees should be aware that internet access may be monitored and should not expect privacy in their activities.



## **Email and Phone Monitoring**

The clinic also reserves the right to monitor, log, review and archive email accounts, phone systems and other forms of communication including text messages for content and record-keeping purposes.

## **Social Media Policy Outline**

Employees of Dover Dental Clinic are expected to comply with the clinic's Social Media Policy when using social media channels.

- Personal social media accounts must be clearly separate from those of the clinic.
- Employees must not post damaging or inappropriate content about the clinic's services, employees or clients.
- Any posts made about clinic activities must be in line with the clinic's values and must not go against any of the clinic's policies.
- Social media accounts must never be used to defame or harass anyone, or to disclose confidential or sensitive information.
- All posts must be respectful and in compliance with the law, and employees must use their best judgement when using social media channels.

# Vacation/ Leave Policies



## Vacation Periods

All full-time employees of Dovers Dental Clinic are eligible to receive up to 3 weeks of paid vacation per year (valid after 12 months of employment).

Vacation must be requested at least 3 weeks in advance, and all requests must be approved by the Clinic Administrator before taking effect.

Staff members should not exceed their allocated vacation weeks without requesting for prior authorization from their supervisor and the Clinic Administrator.

Unused vacation time at the end of the year does not carry over to the next year.

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## Holidays

Dovers Dental Clinic recognizes New Year's Day, and Christmas day as holidays unconditionally.

Other holidays are subject to approval by the management.

The Clinic is closed on all approved holidays and all employees are expected to observe the holiday and not come to the facility.

## Emergency Leave

- In the event of an emergency, the Clinic Administrator may grant employees up to 2 days of paid leave.
- All emergency leave requests require prior approval from the Clinic Administrator and must include supporting documents or proof of the emergency.
- Unscheduled absences due to an emergency must be reported to the Clinic Administrator within 24 hours of the emergency for the leave to be approved.

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## Maternity Leave

The Clinic offers employees up to 8 weeks of maternity leave.

All requests for maternity leave must be made at least 4 weeks in advance and must be approved by the Clinic Administrator.

Employees on maternity leave will be paid their normal wages but will not be paid for any vacation days during the leave period.

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## Sick Leave

Employees are eligible for up to 8 days of sick leave per year, which must be requested at least one week in advance and approved by the Clinic Administrator.

Sick leave is not eligible for carry-over to the next year and any unused time will be forfeited.

All employees are required to have documentation from a doctor verifying their illness if they take sick leave.

# Non-Disclosure



## Proprietary Information

Employees of the Dovers Dental Clinic understand that we provide a valuable service to our customers. This service requires trusting relationships between our clinic, our patients, and our employees and it is important that confidential information remain secure and confidential

The employees of the Dovers Dental Clinic agree that they will not disclose any proprietary information, such as . . .

Proprietary trade secrets or methods

Patient records, medical or dental history

Supply and vendor sources

Technology platforms

Business plans or strategies

Any other confidential or proprietary information of the clinic.

## **Important Documents**

It is important to maintain the confidentiality of sensitive documents of the Dovers Dental Clinic. This includes . . .

Employee payroll data

Job descriptions

Client records or contracts

Insurance and liability policies

Any other confidential documents of the Dovers Dental Clinic

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## **Customer Information**

The employees of the Dovers Dental Clinic agree to maintain the confidentiality of all customer information. This includes . . .

Name and contact information

Credit and financial information

Service and product preferences

Any other information related to specific customers

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## **Contractual Obligations**

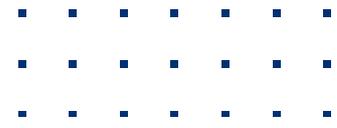
The employees of the Dovers Dental Clinic are required to comply with any contractual obligations established between the clinic and our customers, suppliers, and vendors. This includes . . .

Terms and conditions of any contractual agreement.

Date of expiration of any contractual agreement.

Any other contractual obligations agreed to by the Dovers Dental Clinic.

# Conclusion



## Acknowledging Employee Understanding

The Dovers Dental Clinic is committed to providing each employee with an enjoyable working environment with ample opportunities to grow and expand professionally. We appreciate each employee's commitment to help our practice succeed. By signing this handbook, each employee is acknowledging that he/she has read and understood all of the contents including any additional company policies which are detailed within the handbook.

## Signature Requirement for Employee

It is required that all employees thoroughly review this handbook and sign a verification of understanding of the materials contained within. The signed handbook should be sent to the Human Resource Department located in the main office.

### **3** Final Remarks

The Dovers Dental Clinic would like to thank each employee for their commitment and dedication to providing excellent patient care. Our goal is to create an atmosphere that is productive and enjoyable for everyone. By signing this handbook, the employee is agreeing to abide by the policies and procedures set forth in the handbook. If there are any questions or concerns, feel free to reach out to the Human Resource Department. Thank you for being a part of the Dovers Dental Clinic team!

## Signature Acknowledgement



By signing this Employee Handbook, I understand that I have read and agree to abide by the expectations, policies and procedures outlined in the handbook. By signing this Employee Handbook, I also understand that I am bound to the rules and regulations of both this Employee Handbook and Dovers Dental Clinic, and I agree to abide by them.

I acknowledge that I will act in good faith and demonstrate ethical and professional conduct, and represent Dovers Dental Clinic in a positive manner that complies with all applicable laws and regulations.

By signing this Employee Handbook, I confirm that I am aware of and accept my duties and obligations as an employee of Dovers Dental Clinic.

Signature: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

## Contact Information

Phone \_\_\_\_\_

Email \_\_\_\_\_

Home Address \_\_\_\_\_

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