



Volunteer Handbook

INTRODUCTORY STATEMENT AND PHILOSOPHY

Welcome! The Gary and Mary West Senior Dental Center is pleased to have you on our team. We expect you will find your time with us both challenging and rewarding. Below is our Senior Dental Center mission:

"We provide affordable, high-quality oral healthcare with comprehensive education, clinical and wellness services for seniors in need, enabling them to live healthy and productive lives."

As a West-related organization, we follow The West Way, a series of principles set by our founders, Gary and Mary West:

- 1. The best interests of patients drive everything we do – ALWAYS.*
- 2. We have a clear, well defined plan – AND A BURNING DESIRE TO ACHIEVE IT.*
- 3. We are a group of strong, talented and diverse individuals unified by a clear common purpose – ONE TEAM – NO EXCEPTIONS.*
- 4. We will always be personally and organizationally accountable for what we do – NO EXCUSES.*
- 5. We are eager to teach and share what we know with others – WILLINGLY.*
- 6. We take appropriate risks and confront failure quickly and openly – WE TAKE GREAT CARE TO LEARN FROM OUR MISTAKES.*
- 7. We recognize, repeat and accelerate success – AT EVERY OPPORTUNITY.*
- 8. We actively seek out and provide constructive criticism without being personal or defensive – WE DO NOT BLAME OTHERS.*
- 9. We are honest and transparent in everything we do – ALWAYS TRUTHFUL.*
- 10. Employees must consistently practice our core values – NO EXCEPTIONS.*

Because our success depends largely upon the dedication of our team members, the Gary and Mary West Senior Dental Center is highly selective. We value each volunteer's contribution to providing the highest standard of dental care possible to our patients. Further, we look to you to provide a pleasant, fulfilling atmosphere in commitment to the organization's growth and success.

For the purposes of this handbook, the term "Senior Dental Center" shall mean: Gary and Mary West Senior Dental Center, Inc.

This volunteer handbook will be a useful guide to understanding the Senior Dental Center philosophy, personnel policies and procedures. It is expected that you will use good judgment and be responsible to conduct yourself with the dignity and decorum.

General Policies

Harassment Discrimination and Retaliation Prevention

Senior Dental Center is an equal opportunity employer. Senior Dental Center is committed to providing a work environment free of harassment, discrimination, retaliation, and disrespectful or other unprofessional conduct based on sex (including pregnancy, childbirth, breastfeeding or related medical conditions), race, religion (including religious dress and grooming practices), color, gender (including gender identity and gender expression), national origin (including language use restrictions and possession of a driver's license issued under Vehicle Code section 12801.9), ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, military and veteran status or any other basis protected by federal, state or local law or ordinance or regulation. It also prohibits discrimination, harassment, disrespectful or unprofessional conduct based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

In addition, Senior Dental Center prohibits retaliation against individuals who raise complaints of discrimination or harassment or who participate in workplace investigations.

All such conduct violates Senior Dental Center policy.

Harassment Prevention

Senior Dental Center's policy prohibiting harassment applies to all persons involved in the operation of Senior Dental Center. Senior Dental Center prohibits harassment, disrespectful or unprofessional conduct by any employee of Senior Dental Center, including supervisors, managers and co-workers. Senior Dental Center's anti-harassment policy also applies to vendors, customers, independent contractors, unpaid interns, volunteers, persons providing services pursuant to a contract and other persons with whom you come into contact while working.

Prohibited harassment, disrespectful or unprofessional conduct includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations, comments, posts or messages;
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual requests or sexual advances as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors;
- Retaliation for reporting or threatening to report harassment; and
- Communication via electronic media of any type that includes any conduct that is prohibited by state and/or federal law or by Senior Dental Center policy.

Sexual harassment does not need to be motivated by sexual desire to be unlawful or to violate this policy. For example, hostile acts toward an employee because of his/her gender can amount to sexual harassment, regardless of whether the treatment is motivated by sexual desire.

Prohibited harassment is not just sexual harassment but harassment based on any protected

category.

Non-Discrimination

Senior Dental Center is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in Senior Dental Center operations. Senior Dental Center prohibits unlawful discrimination against any job applicant, employee or unpaid intern by any employee of Senior Dental Center, including supervisors and coworkers.

Pay discrimination between employees of the opposite sex performing substantially similar work, as defined by the California Fair Pay Act and federal law, is prohibited. Pay differentials may be valid in certain situations defined by law. Employees will not be retaliated against for inquiring about or discussing wages. However, Senior Dental Center is not obligated to disclose the wages of other employees.

Anti-Retaliation

Senior Dental Center will not retaliate against you for filing a complaint or participating in any workplace investigation and will not tolerate or permit retaliation by management, employees or co-workers.

Reasonable Accommodation

Discrimination can also include failing to reasonably accommodate religious practices or qualified individuals with disabilities where the accommodation does not pose an undue hardship.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, Senior Dental Center will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any job applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact CEO/Dental Director and discuss the need for an accommodation. Senior Dental Center will engage in an interactive process with the employee to identify possible accommodations, if any, that will help the applicant or employee perform the job. An applicant, employee or unpaid intern who requires an accommodation of a religious belief or practice (including religious dress and grooming practices, such as religious clothing or hairstyles) should also contact CEO/Dental Director and discuss the need for an accommodation. If the accommodation is reasonable and will not impose an undue hardship, Senior Dental Center will make the accommodation.

Senior Dental Center will not retaliate against you for requesting a reasonable accommodation and will not knowingly tolerate or permit retaliation by management, employees or co-workers.

Complaint Process

If you believe that you have been the subject of harassment, discrimination, retaliation or other prohibited conduct, bring your complaint to your supervisor, any other Senior Dental Center supervisor or the CEO/Dental Director as soon as possible after the incident. In addition, you may report your complaint to Senior Dental Center's external Whistleblower hotline at:

- Toll Free Hotline: (844) 280-0005
- Spanish speaking North America: (800) 216-1288
- From Mexico: 001-800-681-5340

- E-mail: reports@lighthouse-services.com
- Web: <https://www.lighthouse-services.com/seniordentalcenter>
- Fax: (215) 689-3885

You can bring your complaint to any of these individuals or resources. If you need assistance with your complaint, or if you prefer to make a complaint in person, contact CEO/Dental Director. Please provide all known details of the incident or incidents, names of individuals involved and names of any witnesses. It would be best to communicate your complaint in writing, but this is not mandatory.

Senior Dental Center encourages all individuals to report any incidents of harassment, discrimination, retaliation or other prohibited conduct forbidden by this policy immediately so that complaints can be quickly and fairly resolved.

You also should be aware that the Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment, discrimination and retaliation in employment. If you think you have been harassed or discriminated against or that you have been retaliated against for resisting, complaining or participating in an investigation, you may file a complaint with the appropriate agency. The nearest office can be found by visiting the agency websites at www.dfeh.ca.gov and www.eeoc.gov.

Supervisors must refer all complaints involving harassment, discrimination, retaliation or other prohibited conduct to CEO/Dental Director of Senior Dental Center so Senior Dental Center can try to resolve the complaint.

When Senior Dental Center receives allegations of misconduct, it will immediately undertake a fair, timely, thorough and objective investigation of the allegations in accordance with all legal requirements. Senior Dental Center will reach reasonable conclusions based on the evidence collected.

Senior Dental Center will maintain confidentiality to the extent possible. However, Senior Dental Center cannot promise complete confidentiality. The employer's duty to investigate and take corrective action may require the disclosure of information to individuals with a need to know.

Complaints will be:

- Responded to in a timely manner
- Kept confidential to the extent possible
- Investigated impartially by qualified personnel in a timely manner
- Documented and tracked for reasonable progress
- Given appropriate options for remedial action and resolution
- Closed in a timely manner

If Senior Dental Center determines that harassment, discrimination, retaliation or other prohibited conduct has occurred, appropriate and effective corrective and remedial action will be taken in accordance with the circumstances involved. Senior Dental Center also will take appropriate action to deter future misconduct.

Any employee determined by Senior Dental Center to be responsible for harassment, discrimination, retaliation or other prohibited conduct will be subject to appropriate disciplinary action, up to, and including termination. Employees should also know that if they engage in unlawful harassment, they can be held personally liable for the misconduct.

Volunteer Status

Volunteers

Volunteers are not employees and are not eligible for employee benefits. Time spent as a volunteer will not be applied to seniority if the volunteer subsequently becomes employed by Senior Dental Center.

Volunteer Responsibilities

As a volunteer, a representative of Senior Dental Center will explain your volunteer responsibilities and the performance standards expected of you; however, Senior Dental Center reserves the right, at any time, with or without notice, to alter or change responsibilities, reassign or transfer responsibilities, or assign additional responsibilities.

Holidays

The following holidays are observed by the Senior Dental Center and the office will be closed. The most up to date holiday schedule can always be found in the break room.

2016 Holidays

New Year's Day	Friday, January 1, 2016
President's Day	Monday, February 15, 2016
Memorial Day	Monday, May 30, 2016
Friday before Independence Day	Friday, July 1, 2016
Independence Day	Monday, July 4, 2016
Labor Day	Monday, September 5, 2016
Columbus Day	Monday, October 10, 2016
Thanksgiving Day	Thursday, November 24, 2016
Friday after Thanksgiving	Friday, November 25, 2016
Holiday Break	Monday, December 26, 2016

Workplace Policies

Attendance

As a volunteer, your attendance and punctuality is imperative to the Senior Dental Center meeting its patients' needs. Tardiness, absences or early departures can cause problems for the Senior Dental Center and is a disruption of the workflow.

Volunteers with an unforeseeable absence, are unable to report to the office at the scheduled start time or must leave before the end of a shift are required to notify a supervisor as soon as possible, except in the case of a bona fide emergency. *The Senior Dental Center has a no-text policy for absences.* In the event you are unable to report to work, he or she must **call** to speak with the CEO/Dental Director or a supervisor.

Senior Dental Center Code of Ethics

Integrity, honesty and a high standard of ethics are fundamental to Senior Dental Center operations. Board members, officers, staff and volunteers must remain committed to upholding the highest legal, ethical and moral standards listed below:

- Obey the letter and intent of the law;
- Behave in a forthright and honest manner;

- Be honest, fair and considerate in all dealings;
- Maintain professional behavior and use common courtesy;
- Engage in carrying out the mission in a professional manner;
- Hold paramount the safety, health, and welfare of the public;
- Make only commitments they believe they can keep – and do their best to keep them;
- Use the Senior Dental Center name only in connection with authorized, legitimate Senior Dental Center activities;
- Use Senior Dental Center resources in the best interests of the organization;
- Respect and protect confidential information to which they have access in the course of their duties;
- Use their job positions to further only valid Senior Dental Center objectives;
- Avoid the appearance of any impropriety; and
- Expect and encourage coworkers, patients and associates to maintain similarly high standards of ethical conduct.

Professional and Personal Conduct

Senior Dental Center conducts business according to the Ethics Policy noted above. Opportunities to improve the quality of service to patients and maintain a reputation of honesty, fairness, respect, responsibility, integrity and trust are constantly evaluated. Senior Dental Center does not compromise principles for short-term advantage. The ethical performance of the office is the sum of the volunteers' behavior who work at Senior Dental Center. Thus, all volunteers are expected to adhere to high standards of personal integrity.

- Volunteers must avoid making slanderous (false) remarks to people of any outside affiliation or relationship. Negative remarks regarding office procedures, other employees, volunteers, or management outside of Senior Dental Center are also not ethical, professional or permitted.
- Volunteers may not use office contacts to advance a private business or other personal interest.
- Senior Dental Center volunteers may come into contact with proprietary, confidential or business-sensitive information and must take all appropriate steps to assure the confidentiality of such material. Information involving the office or patients must be treated with sensitivity and discretion and disseminated only upon written authorization from the patient or Senior Dental Center.

Questions or doubts about whether conduct complies with the office's ethical standards should be discussed with the CEO/Dental Director to avoid compromises in the integrity or reputation of Senior Dental Center.

Mutual Respect

Your volunteer relationship at the Senior Dental Center is founded on mutual respect. Refusal to comply with a supervisor's reasonable instruction or request and physical or verbal altercations will not be tolerated.

Conflicts of Interest

Volunteers must avoid situations involving a conflict of interest. These include personal or romantic involvement with a consultant, supplier or employee at Senior Dental Center which

may impair a volunteer's ability to exercise good judgment on behalf of the organization.

A volunteer involved such a relationship or situation should immediately fully disclose the relevant circumstances to his or her supervisor, or any other appropriate supervisor, for a determination about whether a potential or actual conflict exists. If an actual or potential conflict is determined, the CEO/Dental Director may take whatever corrective action is deemed appropriate according to the circumstances.

Confidentiality and HIPAA

During the course of your volunteer assignment, you may have access to personal information about Senior Dental Center patients. It is the Senior Dental Center's policy to protect the privacy of patients' protected health information (PHI) and the security of electronic protected health information in accordance with the Federal Health Insurance Portability and Accountability Act (HIPAA). Therefore, it is the volunteer's responsibility to safeguard confidential information and respect patients' privacy. To that end, Senior Dental Center volunteers are required to speak softly when talking with patients, keep confidential papers from view of outsiders and be careful not to reveal information about patients to others, including family members.

If the patient is under 18, volunteer may only reveal personal information to a parent or legal guardian. Information regarding pregnancy, birth control, or abortions in the case of female patients under age 18 may not be disclosed even to the parent or legal guardian, without the minor patient's expressed permission.

Likewise, if a volunteer has access to confidential information regarding employees or other volunteers, the office, or Senior Dental Center suppliers, the volunteer must take utmost care to preserve confidentiality. Privacy and security policies and procedures apply to Senior Dental Center's computer systems and electronic information as well.

Patient Lists

Senior Dental Center patient lists, for which the volunteer has access during their shift, are to be handled as confidential and shall be solely the property of the Senior Dental Center. Senior Dental Center spends a significant amount of time, effort and money in the acquisition, development and maintenance in the protection of confidential information regarding its patients.

The volunteer agrees that during his or her time with the Senior Dental Center and for a period of one year immediately following the end of his or her time volunteering, either directly or indirectly, the volunteer will not call upon, attempt to solicit or take away any Senior Dental Center patients or business products or services using protected confidential information from the patient lists. This applies to attempts to take away Senior Dental Center patients either for the volunteer or for any third party.

Nondisclosure or Use of Trade Secrets

While volunteering with Senior Dental Center, volunteers may have access to and become familiar with information of a confidential, proprietary, or secret nature, which is not generally known to competitors or the public and which is, or may be, either applicable or related to the present or future business of Senior Dental Center, its research and development, or the business of its patients. For example, trade secret information includes, but is not limited to, devices, inventions, processes and compilations of information, records, specifications, and information concerning patients or vendors. Volunteers shall not disclose any of the above-mentioned trade secrets, directly or indirectly, or use them in any way, either while they are

volunteering or at any time thereafter, except for the benefit of Senior Dental Center and as required while volunteering at Senior Dental Center. The volunteer agrees that he or she will not remove or otherwise transmit confidential, proprietary or secret information without prior written consent from the CEO/Dental director or assigned representative.

Open Door Policy

Senior Dental Center supports an open door policy for the betterment of Senior Dental Center. If a volunteer has a good-faith complaint, suggestion or question about his/her job or working conditions, Senior Dental Center requests that the following procedure be followed:

- 1) As soon as possible, bring the situation to the attention of your supervisor. If you are not comfortable speaking to your supervisor, please bring the issue to another manager or the CEO/Dental Director.
- 2) If the situation persists, the volunteer should submit a statement in writing and present it to the CEO/Dental Director, who will investigate and offer a solution or explanation.

Senior Dental Center appreciates volunteer input, encourages the communication of good-faith concerns, and promises that input can be given without fear of retaliation. This process may not result in a satisfactory outcome to all involved; however, the situation will be handled as amicably and fairly as possible.

Whistleblower Policy

The Senior Dental Center is committed to maintaining the highest possible standards of ethical, moral and legal business conduct. In line with this commitment and Senior Dental Center's commitment to open communication, this policy is established to provide an open, easy venue for volunteers to raise concerns and to be reassured that they will be protected from reprisals or victimization for having raised such concerns.

The Senior Dental Center supports and expects that volunteers who have concerns about incorrect financial reporting; about anything that may be considered to be unlawful; about anything that is not in line with Senior Dental Center policy, including its code of ethical conduct; or about any serious improper conduct will report such matters using the reporting mechanism described in this policy. Volunteers who make such good faith reports will not suffer unlawful retaliation. This policy applies to all individuals volunteering at Senior Dental Center.

Reporting

This reporting procedure is intended to be used for concerns relating to financial reporting, and/or unethical or illegal conduct (not employment-related concerns) and should be reported in either of the following ways:

- Toll Free Hotline: (877) 472-2110
- Spanish speaking North America: (800) 216-1288
- From Mexico: 001-800-216-1288
- E-mail: reports@lighthouse-services.com
- Web: <https://www.lighthouse-services.com/>
- Fax: (215) 689-3885

Callers to the hotline will have the ability to remain anonymous, if they choose. Please note that the information provided by you may be the basis of an internal and/or external investigation into the issue you are reporting and your anonymity will be protected to the extent possible by law. However, your identity may become known during the course of an investigation. Complaints

are submitted by Lighthouse Services to the appropriate Senior Dental Center representative, and may or may not be investigated at the sole discretion of Senior Dental Center.

Although the volunteer is not expected to prove the truth of an allegation, the volunteer needs to demonstrate to the person contacted that there are sufficient grounds for concern. Evidence might be needed to support your complaint.

How the Complaint Will Be Handled

The action taken in response to any complaint will depend on the nature of the concern. Senior Dental Center will receive a report on each complaint and a follow-up report on actions taken.

Initial inquiries will be made to determine whether an investigation is appropriate, and the form that it should take. Some concerns may be resolved by agreed action without the need for investigation.

The amount of contact between the complainant and the body investigating the concern will depend on the nature of the issue, the clarity of information provided, and whether the complainant remains accessible for follow-up. However, whether reported to Senior Dental Center's personnel or through the hotline, the complainant will be given the opportunity to receive follow-up on their concern:

- Acknowledging that the concern was received;
- Indicating how the matter will be dealt with;
- Giving an estimate of the time that it will take for a final response;
- Subject to legal constraints the complainant will receive information about the outcome of any investigations.

Safeguards

The intent of the whistleblower policy is to enable volunteers to raise concerns within the organization for investigation and appropriate action. No volunteer who, in good faith, reports a concern shall be subject to retaliation or adverse consequences. In addition, a volunteer who retaliates against someone who has reported a concern in good faith is subject to discipline up to and including dismissal from volunteer responsibilities. Harassment or victimization of the complainant will not be tolerated.

Every effort will be made to protect the complainant's identity. Reports of concerns, and investigations pertaining thereto, shall be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation, if appropriate. Concerns expressed anonymously will be investigated, but considerations will be given to:

- The seriousness of the issue raised;
- The credibility of the concern; and
- The likelihood of confirming the allegation from attributable sources.

Malicious allegations may result in disciplinary action.

Smoke-Free Environment

Senior Dental Center maintains a "Smoke Free" office and does not permit smoking of tobacco products inside the Senior Dental Center.

Drug, Alcohol and Substance Abuse Policy

Senior Dental Center is committed to maintaining a safe, healthy and productive working environment for all volunteers. The presence of drugs or alcohol in the workplace as well as these substances' influence on an volunteer during working hours pose safety and health risks to patients, coworkers and the user. Further, the impairment of performance caused by drugs and alcohol threatens the present and future success of Senior Dental Center.

Volunteers must report on designated volunteer days ready to perform their duties safely and efficiently. Any amount of drugs or alcohol in a person's body is capable of impairing the user, even if the impairment is not readily apparent to the untrained eye. Senior Dental Center is committed to a workplace free of the effects of drug and alcohol use. Compliance with this policy is a condition to volunteer at the Senior Dental Center.

Definitions

- "Legal drugs," for the purposes of this policy, are those drugs that have been prescribed by a doctor or over-the-counter drugs that have been obtained legally and are being used for the purpose for which they were prescribed or manufactured.
- "Illegal drugs" are defined as any drug that is (a) not legally obtained, including legally obtainable drugs that have not been obtained legally, (b) prescribed drugs not being used as directed and (c) an otherwise legal drug or other substance which is used inappropriately.
- "Controlled Substance" refers to any narcotic, hallucinogenic drug, amphetamine, marijuana or any legally controlled substance as defined in Schedules I through V or Section 202 of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation at 21 CFR 1308.11 through 1308.15. The term does not include the use of a controlled substance pursuant to a valid prescription or other use authorized by law.
- Alcohol or alcoholic beverages means any beverage that may be legally sold and consumed and that has an alcoholic content.
- "Under the influence," for the purpose of this policy, is defined as the presence of alcohol or illegal or inappropriately ingested drugs within the body at the workplace.

Rules of Conduct

- The use, sale, purchase, manufacture, possession, or transfer of an illegal drug or alcohol, or being under the influence in any detectable amount, during working time is absolutely prohibited. In addition, Senior Dental Center specifically prohibits the use of illegal drugs or drugs used illegally at any time – whether an individual is on or off duty.
- The use of or being under the influence of a legal drug by a volunteer during volunteer hours or at any time on company property or in a company vehicle on company business is prohibited. A volunteer whose use of a legal drug may result in impairment must report such drug use to his or her supervisor or a representative of the CEO/Dental Director. Failure to report the use of legal drugs that may cause impairment is a safety violation and could result in disciplinary action.
- While on duty, being under the influence of alcohol, defined as any detectable manner (including smelling alcohol on an volunteer's breath) is prohibited. No opened alcoholic beverages may be brought or consumed on company property.

Testing for Drugs and Alcohol

For-Cause/Suspicion Testing: The Senior Dental Center may require any current volunteer to undergo testing for drugs and alcohol under the following circumstances:

- (a) When Senior Dental Center management has reason to suspect, based upon observed volunteer behavior, credible reports, or other information, that the volunteer

may be under the influence of illegal drugs or alcohol or may have otherwise violated the rules of conduct contained in this policy.

(b) Under circumstances that reasonably suggest that such testing is appropriate, including but not limited to:

1. Unexplained significant deterioration in individual job performance;
2. Significant change in individual personality (e.g., abusive behavior, insubordination, etc.);
3. Volunteer admission regarding drug abuse;
4. Unexplained absences from normal work areas when there is reason to suspect drug or alcohol-related activity in violation of this policy.

Submission to for-cause/suspicion drug or alcohol testing under this policy is a condition of continuing to volunteer at Senior Dental Center.

Discipline

- Any volunteer who refuses to submit to an inspection, drug or alcohol testing pursuant to this policy, or refuses to cooperate with proper and lawful procedures associated with such inspection or testing, will be suspended immediately. Refusing drug or alcohol testing includes nonmedical failure to provide a legitimate specimen for testing.
- Any volunteer who, in a test administered pursuant to this policy, tests positive for the presence of illegal drugs or alcohol, or who otherwise violates the rules of conduct will cease to be a volunteer at the Senior Dental Center.

Personal Appearance

Every volunteer at Senior Dental Center represents the office and affects its reputation. Use discretion and good sense as well as the following guidelines to determine appropriate attire, cleanliness and grooming for reporting to work:

- Accessories: Name badges should be worn at all times. Jewelry that makes noise or comes loose easily may become distracting or harmful to patients and is prohibited.
- Cleanliness: As Senior Dental Center is a health facility, clean hair, daily showers, deodorant and mouthwash are recommended for office personnel. Makeup and perfume should be worn moderately.
- Grooming: Hair should be neatly groomed, off the face, and out of the way of work. Nails should be clean and trimmed.
- Body Art: Visible tattoos and piercings in locations besides the earlobes must be covered while at work. Exceptions shall be made only for legitimate religious or cultural reasons.
- Uniforms: Senior Dental Center requires volunteers to wear uniforms to enhance the professional image of the office and provides volunteers with scrubs. Uniforms must be clean and ironed at all times. Shoes should be comfortable, soft-soled, closed toe, and well-maintained.
- Personal Protective Equipment (PPE) will be provided and paid for by Senior Dental Center as well as laundering and replacement of any PPE.

If an accommodation for a religious belief (including religious dress, such as clothing or hairstyles or observance of religious holidays) is required, volunteers should contact the CEO/Dental Director. If the accommodation is reasonable and will not impose an undue hardship, the accommodation will be granted.

Electronic Devices

Volunteers' cell phones, tablets, computers, etc. should not be used during working hours, except during breaks and meal periods. Such devices should remain in silenced mode at all other times, so they do not disrupt or impede patient care.

Office Relations

Senior Dental Center values communication skills as much as technical skills. This applies to communication with patients as well as coworkers and management. Senior Dental Center depends upon volunteers to provide patients with quality clinical treatment in a positive, professional environment. Please use the following guidelines in interacting with patients:

- Answer a phone call before the third ring and say, "Thank You for calling the Gary and Mary West Senior Dental Center. This is (*state your name*) speaking. How may I help you?"
- Listen to the caller's reason for contacting the office without interruption and then provide friendly assistance.
- Speak pleasantly and professionally, addressing the caller as "Mr." or "Ms."
- Record voice system messages clearly, accurately and completely.
- Smile and greet patients when they enter the Senior Dental Center.
- Make eye contact with patients when calling their names in the waiting room and escort them to the operatory.
- Make patients feel welcome in the office.
- Monitor the patient's comfort during all procedures.
- Convey confidence in the quality of the dentists' work.
- Escort patients to the front desk at the completion of procedures to ensure proper check out and dismissal.
- Immediately report patient complaints, derogatory comments or questions to the doctor.

Communication from the Dental Board of California

From time to time, Senior Dental Center may receive communications from the Dental Board of California (DBC). The CEO/Dental Director should be notified immediately of any communication from the Dental Board. It is imperative that volunteers treat all communications from the Dental Board with the utmost importance. Communications from the Dental Board are confidential. Volunteers are specifically prohibited from discussing the content of any such communications with any other person, including other volunteers or staff members, unless specifically approved by the CEO/Dental Director or as required by law.

Operational Considerations

Senior Dental Center Property

All office property belongs to Senior Dental Center and must be maintained and cared for properly. Property must be kept clean and be used only for work purposes. Senior Dental Center reserves the right to inspect all office property, with or without notice to ensure compliance with policies and regulations and not necessarily in the volunteer's presence.

Prior written approval is required before any office property is used for non-business purposes and for any off-duty use of the facility. Noncompliance with these policies may subject a volunteer to dismissal.

Furthermore, if there is reasonable suspicion that a volunteer is in possession of office property without prior written authorization, that volunteer's personal property may be inspected including desks, lockers (whether or not locked), purses, etc. Volunteers should not have an expectation of privacy for personal belongings brought into the workplace.

Electronic Policy

For purposes of this policy, the following definitions apply: "Computers" are defined as desktop computers, laptops, handheld devices (including but not limited to iPhones, smart phones, iPads, and all other electronic tablets and cell phones), computer software/hardware and servers, and all other items that communicate information electronically.

"Electronic information" is any information created by a volunteer using computers or any other means of electronic communication, including but not limited to data, email or text messages, images, multimedia data and files.

Senior Dental Center uses electronic communication in the form of e-mail, text messages, telephones, cell phones and other handheld devices, fax machines and online services including the Internet.

Electronic Property

Senior Dental Center computers and electronic communications and information is the property of Senior Dental Center and must not be tampered with, duplicated or destroyed. Further, the installation and use of unauthorized or unlicensed software programs on Senior Dental Center equipment is prohibited. Senior Dental Center maintains all authorization rights on computer usage and determines user access requirements and limitations. Senior Dental Center reserves the right to audit and access all computers, electronic communication and information including voicemail, electronic mail and internet usage with or without advance notice, to ensure compliance with this and other policies, including the policy on unlawful harassment. Use of such electronic equipment and communication is not considered private, even if marked as such.

Volunteer passwords may be used for purposes of security, but the use of a password does not affect Senior Dental Center's ownership of electronic information or ability to monitor information. Senior Dental Center may override a volunteer's password for any reason. Volunteers are not permitted to access the electronic communications of other employees or third parties (volunteers) unless directed to do so by Senior Dental Center management. Volunteers are also not allowed to share passwords unless there is written authorization from a supervisor in the event of a business reason.

Violation of Senior Dental Center policy may result in the volunteer's dismissal.

Computer and Internet Use

The Senior Dental Center provides computers, electronic communications, electronic information and information technology resources, including the Internet, to its volunteers to help them do their job. These Senior Dental Center resources should be used only for business related purposes.

The following general policies apply:

- Computers and all data transmitted through Senior Dental Center servers are the property of the Senior Dental Center to be used for the purpose of conducting Senior Dental Center business only.

- Computers must be kept clean and volunteers must exercise care to prevent loss and damage. Prior authorization must be obtained before removing any Senior Dental Center property from the premises.
- All electronic communications (for example, email messages) remain the sole property of the Senior Dental Center, can be included in patient records and are to be used for Senior Dental Center business only.
- Electronic information regarding patients or the organization created by a volunteer using any computer or any means of electronic communication is also the property of the Senior Dental Center.
- Information stored on Senior Dental Center computers and file servers, including but not limited to patient lists, vendor lists and research data, is the property of Senior Dental Center and may not be distributed outside the Senior Dental Center in any form without written permission from the CEO/Dental Director.
- Violation of any of the above policies, intentional or not, may subject volunteer(s) to dismissal.

Social Media and Networking

Social media is defined as Internet tools and websites that aid in the facilitation of interaction between people online. Senior Dental Center uses social media in limited circumstances for defined business purposes. Use of Internet social media sites, such as Facebook, LinkedIn and Twitter (this is not meant to be an exhaustive list) may only be used in the furtherance of Senior Dental Center goals and solely with the written consent of the CEO/Dental Director. Only specific individuals, however, are authorized in writing to post content, comments or tweet in the name of Senior Dental Center on the company blog, Facebook page, or Twitter account. Volunteers wishing to post on these accounts as appropriate to performing job duties must get written authorization from the CEO/Dental Director. Written authorization for posting on social media sites is limited to business purposes only. Personal use of Senior Dental Center social media accounts or tools is prohibited and can result in dismissal. All policies relating to Senior Dental Center property apply.

Volunteers may use their own personal devices to engage in social media during non-working times, such as breaks and meal periods; however, all Senior Dental Center ethics apply, including no tolerance for discrimination, harassment or retaliation in the workplace, and protection of confidential and trade secret information..

Senior Dental Center volunteers shall not post information on any website or blog that could be viewed as defamatory, harassing, containing confidential information or which undermines the public image or professional reputation of the Senior Dental Center. Volunteers must not identify themselves as representatives of Senior Dental Center online and are encouraged to always be respectful and professional in connection with any work-related online discussions or web-related activities.

Prohibited Use

All existing Senior Dental Center policies apply to volunteer use of computers, electronic communications, electronic information, and the Internet. This includes policies that deal with misuse of Senior Dental Center assets or resources. It is a violation of the Senior Dental Center policy to use computers, electronic communications, electronic information, or the Internet, in a manner that:

- Is discriminatory, harassing or obscene;
- Constitutes copyright or trademark infringement;
- Violates software licensing rules;

- Is illegal or unauthorized, or
- Is against Senior Dental Center policy.

It is also a violation of policy to use computers, electronic communications, electronic information, or the Internet to communicate confidential or sensitive information or trade secrets.

The display of any kind of sexually explicit multimedia content, message, or document on any Senior Dental Center computer is a violation of the Senior Dental Center policy on sexual harassment. This description of prohibited usage is not exhaustive and it is within the discretion of the CEO/ Dental Director to determine if there has been a violation of this policy. Volunteers who engage in prohibited use will be subject to dismissal.

Break Room

The designated break room may be used by employees and volunteers alike. The bulletin board is used to hold required postings and may also be used in some instances for personal use, for example, to notify other employees and volunteers of a health event of common interest. The volunteer must obtain approval from the CEO/Dental Director and the posting must include the date posted. The posting must be removed by the posting volunteer within a maximum of 4 weeks of the posting date. Noncompliance with these policies may subject a volunteer to dismissal. This policy applies to all groups and individuals consistently.

Safety and Security

Health, Safety and Security

Senior Dental Center is committed to protecting the safety of employees and volunteers and following Cal/OSHA guidelines. Each and every employee and volunteer is expected to make his or her best effort to make the office safe for colleagues and patients. Below are security guidelines followed by the Senior Dental Center:

- Do not duplicate a Senior Dental Center office key/badge or give it to any other person. A volunteer who leaves Senior Dental Center must return his or her key/badge immediately.
- Office doors are unlocked during business hours. If working late, keep the door locked and lock the doors when you leave. Keep your valuables in your assigned locker, away from patients and outside vendors.
- Be aware of persons loitering in such areas as the parking lot or hallways. Immediately report any suspicious persons to the Senior Dental Center.
- Immediately report any suspicious persons to the CEO/Dental Director or to the Security officer of the Gary and Mary West Senior Wellness facility.
- Report any broken lights, burned out bulbs or other conditions on the premises that may inhibit a safe workplace.

Locks have been installed on drawers and cabinets where controlled substances, secure prescription forms, petty cash, checks and financial documents are stored. Patients, staff and janitorial service are prohibited from entering a secured area such as the Senior Dental Center private office when the CEO/Dental Director is not present. The private office is locked and keys for access are given to limited staff members.

Senior Dental Center uses surveillance cameras located in key areas of the suite. Recorded video will be stored on a secured server and will only be reviewed on an as-needed basis or in a

situation that deems appropriate. A video of a patient undergoing an exam or treatment is considered protected health information under HIPAA and California law, and it must be managed as such. Senior Dental Center HIPAA policies and procedures address the management of these videos. By signing the volunteer Acknowledgement of Receipt of Handbook form, you are acknowledging use of surveillance cameras by Senior Dental Center.

If a volunteer becomes aware of threats or acts of violence against staff members, patients or outside vendors, he or she has a responsibility to notify the CEO/Dental Director immediately so an investigation can ensue. If the situation poses immediate danger, the volunteer should call 911.

If at any time a volunteer has a concern that the office staff is not following the proper course of action in a precarious situation, or a safety or security hazard is detected, the CEO/Dental Director must be informed at once. Volunteers also have the right to bring such concerns to the local Cal/OSHA compliance office without the fear of retaliation. In addition, volunteers who become aware of any work-related accidents, injuries, illnesses and or unsafe conditions must notify the CEO/Dental Director immediately.

Not following health, safety and security procedures and/or OSHA guidelines is considered a serious violation of office policy and may subject a volunteer to dismissal.

Bloodborne Pathogens Standard /Exposure Control

Cal/OSHA's Bloodborne Pathogens Standard is intended to limit occupational exposure to blood, saliva and other potentially infectious materials in order to prevent the transmission of pathogens which could cause death or disease. Senior Dental Center's Exposure Control Plan requires office staff to use universal precautions, treating all bodily fluids as if they are infectious materials. In addition, Senior Dental Center stresses the need for frequent hand washing and use of personal protective equipment, such as gloves, gowns, protective glasses, and masks to protect employees, volunteers and patients. Senior Dental Center provides office staff and volunteers with personal protective equipment (PPE) to be worn by clinical staff and volunteers and will be responsible for PPE cleaning. Further, Senior Dental Center will provide annual training on office procedures as required by the standard to occupationally exposed volunteers.

All persons working in the clinic, including volunteers, shall have a health examination within six months prior to employment or within 15 days after employment and at least annually thereafter by a practitioner lawfully authorized to perform such an examination. The report signed by the practitioner shall indicate that the person is able to perform assigned duties and that a health condition that would create a hazard for the employee, fellow employees, patients or visitors does not exist.

In addition, all employees and volunteers whose job responsibilities potentially expose them to blood, saliva, and other potentially infectious materials must receive the Hepatitis B and Tuberculosis vaccination and provide a copy of completion to the CEO/Dental Director. Hepatitis B is a three-shot series, and the first dose will be administered within 10 days of the first day of clinical volunteerism. If you decline the vaccination, you will be required to sign an informed declination form. If you have been previously vaccinated, you must supply documentation. This information will be kept in your volunteer file.

The Senior Dental Center requires regular cleaning and sterilization of equipment and supplies. All volunteers are required to keep their work areas clean and organized. Those who use common areas should clean them as well.

Not following Cal/OSHA guidelines is considered a serious violation of office policy. Possible dismissal may be taken for violations of this policy.

Hazard Communication

Senior Dental Center has established a Hazard Communication Plan for how the office communicates hazardous substances (except for biohazardous substances). A system of lists, labels, safety data sheets (SDS), training and communication utilized by the Senior Dental Center is described in the plan.

All volunteers are expected to follow the Hazard Communication Plan. If at any time a volunteer has concerns that the office is not following the proper course of action, he or she must notify the CEO/Dental Director. Volunteers have the right to bring concerns to the local OSHA compliance office, without the fear of retaliation. Not following Hazard Communication Plan guidelines is considered a serious violation of office policy and may subject the volunteer to termination. For further information and or to setup an appointment to receive information and training, please see the CEO/Dental Director.

Acknowledgment of Receipt of Handbook

I have received my copy of the Gary and Mary West Senior Dental Center, Inc. ("Senior Dental Center") volunteer handbook. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the handbook. I agree that if there is any provision of any policy that I do not understand, I will seek clarification from the CEO/Dental Director.

I understand and agree that nothing in the volunteer handbook creates or is intended to create a promise or representation of continued volunteer status and that my volunteer status may be terminated at any time by either the Senior Dental Center or myself. My signature certifies that I understand that the foregoing agreement on volunteer status is the sole and entire agreement between Senior Dental Center and myself concerning the duration of my volunteer status.

The Senior Dental Center reserves the right to add, delete, modify or revise any and all terms, policies and practices at any time. To the extent possible, Senior Dental Center will inform volunteers when such changes occur. Recognition of these rights is a condition for volunteer status with Senior Dental Center. This handbook supersedes all prior agreements, understandings, and representations concerning volunteering with Senior Dental Center.

I acknowledge and understand I am responsible for ensuring the confidentiality, integrity and availability of PHI and ePHI under the Health Insurance Portability and Accountability Act (HIPAA) and that access to systems and records at Senior Dental Center are provided for business purposes. Use of all electronic systems must be in compliance with Senior Dental Center internal procedures and all applicable laws or regulations. In addition, I understand the laws and regulations of OSHA and understand the Senior Dental Center operates in accordance.

I have received Senior Dental Center's Harassment, Discrimination and Retaliation Prevention policy. I understand and agree that it is my responsibility to read and familiarize myself with the policy.

I understand that Senior Dental Center is committed to providing a work environment that is free from harassment, discrimination and retaliation. My signature certifies that I understand that I must conform to and abide by the rules and requirements described in the policy.

I have read the foregoing receipt and acknowledgment and I know and understand its contents, and I sign the same of my own free will.

Volunteer's Signature

Date

Volunteer Printed Name