

# Chicago Dental Society Foundation Clinic LLC

## Volunteer Policies and Manuals

The policies and procedures in this manual are not intended to be contractual commitments by the Chicago Dental Society Foundation Clinic LLC, and volunteers shall not construe them as such.

The policies and procedures are intended to be guides to management and are merely descriptive of suggested procedures to be followed. Chicago Dental Society Foundation Clinic LLC reserves the right to revoke, change or supplement guidelines at any time without notice.

No policy is intended as a guarantee of continuity of benefits or rights. No permanent employment or employment for any term is intended or can be implied from any statements in this manual.

Chicago Dental Society Foundation Clinic LLC  
416 E. Roosevelt Road, Suite 102  
Wheaton, IL 60187  
January, 25<sup>th</sup> 2012

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# Our Clinic

## Introduction to the Chicago Dental Society Foundation Clinic LLC

### Welcome Letter

Thank you for choosing to volunteer at the Chicago Dental Society Foundation Clinic. We are pleased to have you with us and hope that you find your time volunteering a rewarding experience. The CDS Foundation Clinic, is a growing project. We feel each of us has the opportunity to benefit from giving back to our community. We want to maintain the high standard of care in our current environment as we expand and grow over the coming years.

You are critical to our success. The CDS Foundation Dental Clinic strives to create an exciting, challenging and rewarding volunteer environment that will allow you to flourish. We want you to build a long and successful association with the CDS Foundation Clinic and be a happy and productive member of our team. Only through your dedication, creativity, perseverance and efforts, will our clinic continue to grow.

Once again, welcome to the CDS Foundation Clinic. Please accept our best wishes for a rewarding volunteer experience. Let's grow together.

Regards,

Dr. Keith Suchy, DDS  
President of the Board of Managers  
Chicago Dental Society Foundation Clinic LLC

## Our History

We opened our doors in February of 2013 in an effort to meet the increasing demand of the access to care needs in the communities of Cook, Lake and DuPage County.

## Our Mission Statement

The Chicago Dental Society Foundation Clinic LLC is a free dental clinic providing dental services to low income and uninsured residents who are without access to dental services. The Clinic has a dedicated staff which is augmented by volunteer dental professionals. The goal is to provide every patient in need with access to primary dental care.

## Continuity of Policies - Right to Change or Discontinue

The policies and procedures in this manual are not intended to be contractual commitments by Chicago Dental Society Foundation Clinic LLC and volunteers shall not construe them as such. They are intended to be guides to management and merely descriptive of suggested procedures to be followed.

The Chicago Dental Society Foundation Clinic LLC reserves the right to revoke, change, or supplement these guidelines at any time without notice. Such changes shall be effective immediately upon approval by management unless otherwise stated.

No policy is intended as a guarantee of continuity of benefits or rights. No permanent employment or employment for any term is intended or can be implied by statements in this manual.

## Equal Opportunity Policy

Chicago Dental Society Foundation Clinic LLC is an Equal Opportunity employer.

No volunteer of the company will discriminate against an applicant for employment or a fellow employee because of race, creed, color, religion, sex, national origin, ancestry, age or any physical or mental disability. No employee of the company will discriminate against any applicant or fellow employee because of the person's veteran status.

This policy applies to all employment practices and personnel actions including advertising, recruitment, testing, screening, hiring, selection for training, upgrading, transfer, demotion, layoff, termination, rates of pay and other forms of compensation or overtime.

## Sexual Harassment

The Chicago Dental Society Foundation Clinic LLC will not allow any form of sexual harassment within the work environment.

Sexual harassment interferes with work performance and creates an intimidating, hostile or offensive work environment. Sexual harassment influences or tends to affect the career, salary, working conditions, responsibilities, duties or other aspects of career development of an employee or prospective employee; or creates an explicit or implicit term or condition of an individual's employment. It will not be tolerated.

Sexual harassment, as defined in this policy, includes, but is not limited to, sexual advances, verbal or physical conduct of a sexual nature, visual forms of a sexual or offensive nature (e.g., signs and posters) or requests for sexual favors.

Any intentional sexual harassment is considered to be a major violation of company policy and will be dealt with accordingly by corrective counseling and/or suspension or dismissal, depending upon the severity of the violation.

## Illegal Drug Abuse/Alcohol Abuse

This policy is implemented because we believe that the impairment of any the Chicago Dental Society Foundation Clinic LLC employees due to his or her use of illegal drugs or due to alcohol abuse is likely to result in the risk of injury to other employees, the impaired volunteer, or to third parties, such as patients or guests. Moreover illegal drug abuse adversely affects employee morale and productivity.

"Impairment" or "being impaired" means that an employee's normal physical or mental abilities or faculties while at work have been detrimentally affected by the use of illegal drugs or alcohol. The employee who begins work while impaired or who becomes impaired while at work is guilty of a major violation of company rules and is subject to severe disciplinary action. Severe disciplinary action can include suspension, dismissal or any other penalty appropriate under the circumstances. Likewise the use, possession, transfer or sale of any illegal drugs on company premises or in any Chicago Dental Society Foundation Clinic LLC storage area or job site is prohibited. Volunteers who violate this rule are subject to severe disciplinary action. In all instances disciplinary action to be administered shall be at the sole discretion and determination of the Chicago Dental Society Foundation Clinic LLC.

When an volunteer is involved in the use, possession, transfer or sale of illegal drugs in violation of this policy, the company may notify appropriate authorities. Such notice will be given only after such an incident has been investigated and reviewed by the employee's supervisor and the personnel director. The Chicago Dental Society Foundation Clinic LLC is aware that illegal drug abuse is a complex health problem that has both physical impact and an emotional impact on the volunteer, his or her family, and social relationships. A drug abuser is a person who uses

illegal drugs, as defined above, for nonmedical reasons, and this use affects job performance detrimentally or interferes with normal social intercourse at work. Illegal drug abuse is both a management and a medical problem.

A supervisor/manager who suspects a drug or alcohol abuse case should discuss the situation immediately with his or her supervisor/manager. Because each case is usually different, the handling and referral of the case must be coordinated with the supervisor/manager and the personnel director.

Applicants who have a past history of substance abuse and who have demonstrated an ability to abstain from the substance, or who can provide medical assurance of acceptable control, may be considered for volunteering as long as they are otherwise qualified for the position for which they are applying.

Management has chosen to adopt an alcoholic beverage policy in keeping with the concern for and the risks associated with alcohol use. Alcoholic beverages shall not be served or used on the Chicago Dental Society Foundation Clinic LLC premises. An exception is made for grand opening parties and fundraising events for this organization held onsite.

Social activities held off-premises and paid for on a personal basis are not affected by this policy. If management considers it appropriate, light alcoholic beverages may be served at company-sponsored events held off-premises and for purely social reasons. The service must be managed in good taste and with good judgment.

The company is concerned with its volunteer's privacy, especially when matters regarding medical and personal information are involved. As long as the information is not needed for police or security purposes, the company shall maintain employee medical and personal information in confidence and release this information to authorized company personnel on a "need to know" basis. An exception to this policy is when the employee signs a release for the transfer of such information on forms acceptable to the company to designated persons or agencies.

Nothing contained in this section shall eliminate or modify the company's right to dismiss any volunteer at any time for any reason.

## Smoking

No smoking will be allowed in the office area at any time. This policy is for the health and safety of all employees.

## Volunteer Safety

The Chicago Dental Society Foundation Clinic LLC strives to provide its volunteers with a safe and healthful workplace environment. To accomplish this goal, both management and volunteers must diligently undertake efforts to promote safety.

All job-related injuries or illnesses are to be reported to your supervisor immediately, regardless of severity. In the case of serious injury, an volunteer's reporting obligation will be deferred until circumstances reasonably permit a report to be made. Failure to report an injury or illness may preclude or delay the payment of any benefits to the volunteer and could subject the Chicago Dental Society Foundation Clinic LLC to fines and penalties.

## Performance Improvement

Performance improvement may be suggested whenever company management believes that an volunteer's performance is less than satisfactory and can be resolved through adequate counseling. Corrective counseling is completely at the discretion of CDS Foundation Clinic LLC management. The company desires to protect its investment of time and expense devoted to volunteer orientation and training whenever that goal is in the company's best interests. The company expressly reserves the right to discharge "at will." Even if corrective counseling is implemented, it may be terminated at any step at the discretion of management. Management, in its sole discretion, may warn, reassign, suspend or discharge any volunteer at will, whichever it chooses and at any time.

The supervisor/manager will determine the course of action best suited to the circumstances. The steps in performance improvement are as follows:

**Verbal counseling** — As the first step in correcting unacceptable performance or behavior, the supervisor/manager should review pertinent job requirements with the volunteer to ensure his or her understanding of them. The supervisor/manager should consider the severity of the problem, the volunteer's previous performance and all of the circumstances surrounding the particular case. Stating that a written warning, probation or possible termination could result if the problem is not resolved should indicate the seriousness of the performance or misconduct. The volunteer should be asked to review what has been discussed to ensure his or her understanding of the seriousness of the problem and the corrective action necessary. The supervisor/manager should document the verbal counseling for future reference immediately following the review.

**Written counseling** — If the unacceptable performance or behavior continues, the next step should be a written warning. Certain circumstances, such as violation of a widely known policy or safety requirement, may justify a written warning without first using verbal counseling. The



written warning defines the problem and how it may be corrected. The seriousness of the problem is again emphasized, and the written warning shall indicate that probation or termination or both may result if improvement is not observed. Written counseling becomes part of the volunteer's file, although the supervisor/manager may direct that the written warning be removed after a period of time, under appropriate circumstances.

**Probation** — If the problem has not been resolved through written counseling or the circumstances warrant it, or both, the individual should be placed on probation. Probation is a serious action in which the volunteer is advised that termination will occur if improvement in performance or conduct is not achieved within the probationary period. The employee's supervisor/manager, after review of the volunteer's corrective counseling documentation, will determine the length of probation. Typically, the probation period should be at least two weeks and no longer than 60 days, depending on the circumstances. A written probationary notice to the employee is prepared by the supervisor/manager. The letter should include a statement of the following:

- The specific unsatisfactory situation;
- A review of oral and written warnings;
- The length of probation;
- The specific behavior modification or acceptable level of performance;
- Suggestions for improvement;
- A scheduled counseling session or sessions during the probationary period; and
- A statement that further action, including termination, may result if defined improvement or behavior modification does not result during probation. "Further action" may include, but is not limited to, reassignment, reduction in pay, grade or demotion.

The supervisor/manager should personally meet with the volunteer to discuss the probationary letter and answer any questions. The volunteer should acknowledge receipt by signing the letter. If the volunteer should refuse to sign, the

supervisor/manager may sign attesting that it was delivered to the volunteer and identifying the date of delivery. The probationary letter becomes part of the volunteer's file.

On the defined probation counseling date or dates, the volunteer and supervisor/manager will meet to review the volunteer's progress in correcting the problem which led to the probation. Brief written summaries of these meetings should be prepared with copies provided to the volunteer.

At the completion of the probationary period, the supervisor/manager will determine whether the volunteer has achieved the required level of performance and to consider removing the volunteer from probation, extending the period of probation or taking further action. The volunteer is to be advised in writing of the decision. Should probation be completed successfully, the volunteer should be commended, though cautioned that any future recurrence may result in further disciplinary action.

**Involuntary Termination** — The involuntary termination notice is prepared by the supervisor/manager with concurrence of, and review by, the Accounting department. The volunteer is notified of the termination by the supervisor/manager and will be directed to report to the Accounting department for debriefing and completion of termination documentation. Involuntary termination is reserved for those cases that cannot be resolved by corrective counseling or in those cases where a major violation has occurred which cannot be tolerated.

The following definitions and classification of violations, for which corrective counseling, performance improvement or other disciplinary action may be taken, are merely illustrative and not limited to these examples. A particular violation may be major or minor, depending on the surrounding facts or circumstances.

**Minor violations** — Less serious violations that have some effect on the continuity, efficiency of work, safety, and harmony within the company. They typically lead to corrective counseling unless repeated or when unrelated incidents occur in rapid succession. Here are some examples

of minor violations:

- Excessive tardiness;
- Unsatisfactory job performance;
- Defacing company property;
- Interfering with another employee's job performance;
- Excessive absenteeism;
- Failure to notify the supervisor/manager of intended absence either before or within one hour after the start of a shift.
- Unauthorized use of the company telephone or equipment for personal business.

**Major Violations** — These more serious violations would include any deliberate or willful infraction of company rules and may preclude continued volunteering opportunities. Here are some examples of major violations:

- Fighting on company premises;
- Repeated occurrences of related or unrelated minor violations, depending upon the severity of the violation and the circumstances;
- Any act which might endanger the safety or lives of others;
- Departing company premises during working hours for personal reasons without the permission of the supervisor/manager;
- Bringing firearms or weapons onto the company premises;
- Deliberately stealing, destroying, abusing, or damaging company property, tools, or equipment or the property of another employee or visitor;

- Disclosure of confidential patient information or trade secrets to unauthorized persons;
- Willfully disregarding company policies or procedures;
- Willfully falsifying any company records;
- Willfully deleting any files and company records;
- Volunteer's conviction for or confession to fraud, misappropriation, embezzlement, theft or the like against the company;
- Volunteer's conviction of a felony or a crime involving moral turpitude;
- If a volunteer performs any intentional act which, under the reasonable man standard, damages the reputation of the company;
- Volunteer's conviction for or confession to sexual harassment in any form towards employees of the company or anyone affiliated with the company; or
- Volunteer's excessive absence from performing his duties for the company, as determined by the company, in the company's sole and absolute discretion.

## Termination

Terminations are to be treated in a confidential and professional manner by all concerned. Each volunteer at the Chicago Dental Society Foundation Clinic LLC is an volunteer-at-will. The Chicago Dental Society Foundation Clinic reserves the right to terminate a volunteer at will with or without notice and with or without cause. The volunteer will be required to surrender any office keys and any other property belonging to the Clinic at the time of termination.

Volunteering with the Chicago Dental Society Foundation Clinic LLC is normally terminated through one of the following actions:

**Resignation** — voluntary termination by the volunteer;

**Dismissal** — involuntary termination for substandard performance or misconduct; or **Layoff** — termination due to reduction of the work force or elimination of a position

**Resignation** — A volunteer who wants to terminate volunteering. This is not to be construed

as a reflection upon the volunteer's integrity but an action in their best interests.

**Dismissal** — In any case involving an employee dismissal, a release should be signed upon review with the Chicago Dental Society Foundation Clinic LLC legal counsel.

**Standard Performance** — A volunteer may be discharged if his or her performance is unacceptable. The supervisor/manager shall have counseled the volunteer concerning performance deficiencies, provided direction for improvement, and warned the volunteer of possible termination if performance did not improve within a defined period of time. The supervisor/manager is expected to be alert to any underlying reasons for performance deficiencies such as personal problems or illegal drug abuse. The management team must concur in advance of advising the employee of discharge action. Documentation to be prepared by the supervisor/manager shall include reason for separation, performance history, corrective efforts taken, alternatives explored and any additional pertinent information.

**Misconduct** — A volunteer found to be engaged in activities such as, but not limited to, theft of company property, insubordination, conflict of interest or any other activities showing willful disregard of company interests or policies will be terminated as soon as the supervisor/manager and management team have concurred with the action.

Termination resulting from misconduct shall be entered into the volunteer's file. The volunteer shall be provided with a written summary of the reason for termination upon request.

**Termination Processing Procedures** — The supervisor/manager must immediately notify the Board of Managers of the termination so that a termination checklist can be initiated. The Board of Managers will approve and direct the termination procedure.

The supervisor/manager shall conduct an exit interview with the volunteer.

## Grievance Procedure

The Chicago Dental Society Foundation Clinic LLC recognizes the value of a grievance procedure that provides for the timely review of volunteer grievances in a fair yet workable manner. A grievance is considered to be any dispute between an volunteer and the Chicago Dental Society Foundation Clinic LLC which impacts on an employee's ability to perform his or her job.

Although purely personal matters between volunteers would not ordinarily give rise to a grievance subject to this grievance procedure, any matter that adversely affects an volunteer's ability to perform his or her job could be the subject of a grievance. Use good individual judgment and common sense as your guide.

A volunteer may express a verbal grievance to his or her immediate supervisor/manager. If the concern is not resolved to the volunteer's satisfaction within one week, the volunteer may put in writing the details of his or her grievance and submit the grievance to the immediate supervisor/manager.

The Chicago Dental Society Foundation Clinic LLC, Board of Managers President will appoint a person to decide the matter who will review the written statement. The volunteer and his or her supervisor/manager will request a hearing with the appointed person for resolution of the problem. The problem will be discussed in the presence of the volunteer and supervisor/manager. Final resolution of the grievance will be made by the appointed person and discussed with the volunteer and supervisor/manager.

The decision will be reduced to writing, a copy given to the volunteer and supervisor/manager, with the original kept by the personnel director. A copy will be filed in the volunteer's personnel file when appropriate.

## Workday

Office hours at Chicago Dental Society Foundation Clinic LLC are Monday thru Friday from 9AM to 5PM.

However the nature of our business sometimes demands workday or workweek hours different than those set forth above. Variation to the schedule will be made or approved by department managers.

## Holidays

The Chicago Dental Society Foundation Clinic LLC is officially closed on these days:

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January	New Year's Day
May	Memorial Day
July	Independence Day
September	Labor Day
November	Thanksgiving Day
November	Day after Thanksgiving
December	Christmas Eve
December	Christmas Day

## Miscellaneous Policies

## Confidentiality of CDS Foundation Clinic LLC Information

It is the responsibility of all the Chicago Dental Society Foundation Clinic LLC volunteers to safeguard sensitive company information. As part of volunteering, the volunteer agrees that all confidential information as defined below, pertaining to this Clinic, is the exclusive property of the Chicago Dental Society Foundation Clinic. During his/her volunteer time with this Clinic as well as at all times thereafter, the volunteer shall not reveal confidential information of the Clinic in any form and to any person who is not an volunteer or agent of the Clinic at the time of disclosure of the confidential information or who, according to his/her job description, does not have a need to know said confidential information. No volunteer shall use confidential information other than to fulfill his/her responsibilities to the Chicago Dental Society Foundation Clinic LLC. Each volunteer is expected and required to guard against any improper or prohibited use, disclosure and/or distribution of confidential information and to consult with the clinic director about the nature of any information in case of concern and doubt. Every volunteer agrees not to remove any documents or copies thereof, written, electronic or in any other format, from the Clinic premises at any time. In addition, any volunteer or staff member is prohibited from taking pictures of the inside of this Clinic unless the staff member has received prior written consent from the office manager. Any volunteer, who improperly uses, discloses, distributes or otherwise disseminates confidential information as defined below, shall be subject to discipline up to and including immediate discharge as well as legal action.

Upon termination of volunteering or resignation, any confidential information pertaining to and any and all property belonging to the Chicago Dental Society Foundation Clinic LLC which is in the volunteer's possession or under the volunteer's control shall be promptly returned to the Chicago Dental Society Foundation Clinic LLC on the last day of volunteering. After the volunteer's termination of employment or resignation, the volunteer shall remain subject to any and all commitments and obligations set forth in this paragraph entitled "Confidential Information". The Chicago Dental Society Foundation Clinic LLC shall be entitled to take any and all actions in law and in equity available to it in order to enforce the above commitments and obligations and otherwise protect its interests.

The term "Confidential information", as stated above, refers to all information, oral, written, electronic or in any other format, however compiled, concerning any and all activities of this dental Clinic, including but not limited to any and all materials provided to, obtained by or generated by the volunteer during the volunteer's course of volunteering with the Clinic, any and all patient information, patients lists, patient records and any and all information relating to patient treatment, whether or not protected by HIPAA, any and all correspondence, manuals, papers, training materials, volunteer manuals, policy manuals, marketing and sales materials,

audio and visual materials, financial records, lists, contracts, agreements, methods, techniques, processes, technical and business data, know-how, trade secrets, computer programming techniques and codes, personnel data, all record bearing media disclosing and containing such information or techniques of the Chicago Dental Society Foundation Clinic, or any of its affiliates, if applicable, its business and financial dealings, its interactions with patients, suppliers and insurance companies and related entities.

“Confidential information” does not include information which was general public knowledge prior to the beginning of the volunteering or has become general public knowledge after termination of the volunteering.

During this volunteering and after termination of this volunteering for any reason, the volunteer agrees that he/she will not interfere in any manner with the business of the Chicago Dental Society Foundation Clinic LLC and/or any affiliated businesses, if any, or disparage in any manner the name or reputation of the Clinic, staff and any volunteer providing services to the Clinic.

The above paragraph shall apply to any staff member, volunteer or other person or entity providing services to the Clinic.

## Confidentiality of Clinic Information — E-Mail

Company computers and e-mail system are company property.

All volunteers are expected to use good judgment in using electronic mail and to avoid indiscretions such as offensive or inappropriate messages or any other message, the Chicago Dental Society Foundation Clinic LLC deems inappropriate. E-mail messages should be used for business and not for soliciting outside business ventures or other matters unrelated to the Clinic’s affairs. Misuse of e-mail may result in disciplinary action up to and including termination.

The Chicago Dental Society Foundation Clinic LLC’s computers, electronic mail, internet access, web pages, and voicemail systems are for professional, business purpose only. The Clinic reserves the right to monitor or review any information stored or transmitted on the Chicago Dental Society Foundation Clinic LLC’s equipment, including password-protected and personal information.

No Chicago Dental Society Foundation Clinic LLC property shall be used for inappropriate or unlawful purposes, to solicit, harass, or otherwise offend. Accessing and/or distributing material, which is illegal, unlawful, sexually explicit or otherwise inappropriate, will result in



disciplinary action up to and including immediate termination.

## Software Usage Policy

**Software installation is not permitted without permission.** This is due to network implications and security issues, the following software will not be allowed on any computer unless approved by IT.

This list does not contain all the possible software applications that cannot be installed. If any software has been loaded onto your machine that does not belong on the computer please request it be removed by the IT team. If software is found on your computer that does not belong, it will be removed and you will be held responsible. If you are not sure, contact your local administrator or IT.

- Yahoo Messenger and ICQ
- Stock Tickers and Streaming radio
- Any additional screen savers (Web Shots etc.)
- Any additional desktop patterns
- Distributed file sharing utilities (KaZaA, Morpheus etc.)
- Network sniffing or protocol analysis programs
- Password "cracking/decryption" tools
- Terminal emulation or Xwindow clients

### **Enforcement**

Any volunteer found in violation of this policy may be subject to disciplinary action.

## Volunteer Privacy

The Chicago Dental Society Foundation Clinic LLC recognizes our volunteers rights to privacy. In achieving this goal, the company adopts these basic principles:

1. The collection of volunteer information will be limited to that which the company needs for business and legal purposes;
2. The confidentiality of all personal information in our records will be protected;
3. All in-house employees involved in record keeping will be required to adhere to these policies and practices. Violations of this policy will result in disciplinary action;
4. Internal access to volunteer records will be limited to those employees having an authorized, business-related, need-to-know basis. Access may also be given to third parties, including government agencies, pursuant to court order or subpoena;
5. The company will refuse to release personal information to outside sources without the volunteer's written approval, unless legally required to do so;
6. Volunteers are permitted to see the personal information maintained about them in the Chicago Dental Society Foundation Clinic LLC records. They may correct inaccurate factual information or submit written comments in disagreement with any material contained in their records.

## Telephone

Personal calls of short duration may be received and made at your desk or workstation. Personal telephone call privileges are subject to change or termination at any time. For instance, if the company telephone lines become overloaded with calls or an volunteer is found spending more than just limited time on personal calls, this privilege will be revoked either generally or specifically as to the offending volunteer.

## Dress Code

Volunteer dress should be neat in appearance. The Chicago Dental Society Foundation Clinic LLC volunteers are invited to dress "business casual" in a manner consistent with a professional atmosphere. The impression made on patients, visitors and other employees and the need to promote company and employee safety should be kept in mind. Good individual judgment is the best guideline.

## Kitchen/Break Room

The Chicago Dental Society Foundation Clinic LLC provides a kitchen/break room for the benefit of its volunteers. Volunteers shall be responsible to keep the area clean, including the washing of personal dishes and utensils.

All trash should be disposed of in the trash container. Any empty aluminum cans or glass bottles shall be disposed of in the trash container marked "Aluminum Cans Only" or "Glass Bottles Only," whichever is applicable.

## Emergency Closings

Except for regularly scheduled holidays, the Chicago Dental Society Foundation Clinic LLC will be open for business on Mondays through Fridays during normal business hours. The company recognizes that circumstances beyond its control, such as inclement weather, national crisis or other emergencies do occur. On such occasions the company may close for all or part of a regularly scheduled workday.

In such event the company will endeavor to notify all supervisory personnel for the purpose of contacting volunteers. Volunteers may also contact their supervisor/manager or company offices.

## APPENDIX A – General Office Information

### I. OFFICE PHONE NUMBERS

Office # is 630 260-8530 (8531)

Email is [CDS.Foundation.Clinic@gmail.com](mailto:CDS.Foundation.Clinic@gmail.com)

## APPENDIX B – PATIENT POLICIES

### I. REPORTING POLICIES

1. Report Adverse Patient Reaction to IDFP:

If patient dies within 24 hrs. of leaving office: report within 32 hrs

If patient is hospitalized within 24 hrs. of leaving office: report within 30 days

Ph.: (312) 814-4500

2. Report Suspected Child Abuse to: DCFS

3518 W. Division

Chicago, IL 60622

Ph.: (773) 292-7700

3. Report Adverse Medical Reactions to:

MedWatch-not mandatory (1-800-332-1088)

The FDA collects information about adverse medical reactions.

## **II. INFECTION CONTROL PROCEDURES**

The office has put in place effective infection control procedures according to OSHA guidelines. Please refer to the office OSHA Manual for proper procedures.

## **III. POLICIES REGARDING MINORS**

The office treats minors without a parent/guardian present, only under the following circumstances:

The office requires a parent or guardian to accompany any minor for his/her first appointment.

If the child is below the age of 16, the office requires the parent/guardian to remain in the waiting area while the child receives treatment.

If the child is in need of a translator, one will be allowed into the treatment area. Patients who are unable to speak or understand English have to provide their own translator. All translators have to be at least 18 years old and the patient or the patient's guardian will have to give authorization for the translator to perform his/her function and to remain in the treatment room at all times. It will be left to the discretion of the volunteer doctor to accept the interpreter the patient provides.

Notwithstanding the above, should the child require extensive and/or invasive treatment, such as major restorative work, surgical extractions or endodontic treatment, or has other issues demanding the presence of the parent/guardian, as determined by the CDS Foundation Clinic

director or by the volunteer doctor of record in his/her sole discretion, the Clinic requires a parent/ guardian to be present in the waiting area at all times.

#### **IV. TREATMENT POLICIES**

##### 1. Hygiene

Patients will receive periodontal charting at the initial hygiene appointment and as needed at future appointments. This office will record pocket depths of 4mm or greater. No charting will indicate a pocket depth of 3mm or less.

##### 2. Oral Surgery

This office provides oral surgery services as determined by the treating volunteer dentist in his/her sole discretion.

##### 3. Orthodontics

This Clinic may provide minor orthodontic procedures, such as, but not limited to, bite guards and retainers, as determined by the treating volunteer dentist in his/her sole discretion.

##### 4. Endodontics

This office provides endodontic services on a limited basis and as determined by the treating volunteer dentist in his/her sole discretion.

##### 5. Periodontics

The office provides the following periodontal services: scaling and root planning and minor procedures as determined by the treating dentist in his/her sole discretion.

##### 6. Referrals

At the sole discretion of the treating volunteer dentist, a patient may be referred out of the Clinic for dental care. Please see "Referral Dentists" in section II.4. for referral names.

##### 7. Non English Speaking Patients

The Chicago Dental Society Foundation Clinic LLC requires that all non English speaking patients provide their own translator. All translators have to be at least 18 years old and the patient or the patient's guardian will have to give authorization for the translator to perform his/her function and to remain in the treatment room at all times. It will be left to the discretion of the

volunteer doctor to accept the interpreter the patient provides.

## **V. FINANCIAL POLICIES**

The Chicago Dental Society Foundation Clinic provides free dental services to low income and uninsured residents who are without access to dental services. The financial requirements to qualify for care at this Clinic are based on criteria set forth by the Department of Health and Human Services. The Chicago Dental Society Foundation Clinic uses the criteria of two hundred percent (200%) of the poverty threshold as a limit of income which a patient or a patient's family may have in order to qualify for free dental care at the Clinic. An exception is made for children who are covered by some benefit and for whom the clinic may seek reimbursement for the care given, provided that their family is eligible to be patients of Chicago Dental Society Foundation Clinic LLC.

Since the Chicago Dental Society Foundation Clinic LLC does not, as a rule, provide treatment for prosthodontic restorations or replacements, a patient may be charged only the laboratory fee, provided that this arrangement is approved by the patient, the treating dentist and the clinic director in advance of treatment.

Donations from patients are accepted but not solicited. All donations are to be sent to the Chicago Dental Society Foundation as directed donations for the benefit of the Chicago Dental Society Foundation Clinic LLC.

## **VI. DISPUTES**

This Clinic strives to satisfy the patients it treats. However, should a dispute arise, the clinic director is to inform the Board of Directors of the event. The Board of Managers shall determine the handling of the dispute which may result in, but is not limited to, the dismissal of the patient.

## **VII. PATIENT TERMINATION**

The Clinic office manager shall have the authority to supervise the patients' relationship and interaction with the Chicago Dental Society Foundation Clinic LLC. As such, the Clinic office manager, in her/his sole discretion may either terminate a patient or place a patient on a waiting list. If terminated,

The patient shall receive a termination letter (see Section III. Forms in Use in this Clinic) via regular mail and certified mail, return receipt requested;

The patient shall be given 30 days notice of such termination and shall be informed that during the interim the Clinic will be available for emergency care; The Chicago Dental Society Foundation Clinic LLC will not terminate a patient unless the patient's oral condition has been first stabilized. The patient will be given guidance to find another oral health care provider.

If placed on a waiting list,

The patient's oral condition will be taken into account to ensure that the patient's oral condition is stable;

The patient will be re-contacted when an opening for an appointment can be secured.

## APPENDIX C –LICENSURE AND MALPRACTICE COVERAGE

The Clinic requires that every practicing dentist and hygienist to be in possession of an active Illinois license. A current copy of the license will be retained by the Clinic director and posted in a visible area at the time of treatment, as required by law.

The Chicago Dental Society Foundation Clinic is a free, non for profit Clinic and its professional volunteers are covered under the *State of Illinois's Good Samaritan Act. (745 ILCS 49, Section 20)*, which specifically grants civil immunities for practioners volunteering in free dental clinics:

(745 ILCS 49/seq.) Good Samaritan Act.

(745 ILCS 49/2) Sec. 2. Legislative purpose. The General Assembly has established numerous protections for the generous and compassionate acts of its citizens who volunteer their time and talents to help others. These protections or good Samaritan provisions have been codified in many Acts of the Illinois Compiled Statutes. This Act recodifies existing good Samaritan provisions. Further, without limitation the provisions of this Act shall be liberally construed to encourage persons to volunteer their time and talents.

(745 ILCS 49/20)

*Sec. 20. Free dental clinic; exemption from civil liability for services performed without compensation. Any person licensed under the Illinois Dental Practice Act to practice dentistry or to practice as a dental hygienist who, in good faith, provides dental treatment, dental services, diagnoses, or advice as part of the services of an established free dental clinic*

*providing care to medically indigent patients which is limited to care which does not require the services of a licensed hospital or ambulatory surgical treatment center, and who receives no fee or compensation from that source shall not, as a result of any acts or omissions, except for willful or wanton misconduct on the part of the licensee, in providing dental treatment, dental services, diagnoses or advice, be liable for civil damages. For purposes of this Section, a "free dental clinic" is an organized program providing, without charge, dental care to individuals unable to pay for their care. For purposes of this Section, an "organized program" is a program sponsored by a community, public health, charitable, voluntary, or organized dental organization. Free dental services provided under this Section may be provided at a clinic or private dental office. A free dental clinic may receive reimbursement from the Department of Healthcare and Family Services or may receive partial reimbursement from a patient based upon ability to pay, provided any such reimbursements shall be used only to pay overhead expenses of operating the free dental clinic and may not be used, in whole or in part, to provide a fee, reimbursement, or other compensation to any person licensed under the Illinois Dental Practice Act who is receiving an exemption under this Section or to any entity that the person owns or controls or in which the person has an ownership interest or from which the person receives a fee, reimbursement, or compensation of any kind. Dental care shall not include the use of general anesthesia or require an overnight stay in a health care facility.*

The provisions of this Section shall not apply in any case unless the free dental clinic has posted in a conspicuous place on its premises an explanation of the immunity from civil liability provided in this Section.

## APPENDIX D – CONTROLLED SUBSTANCE POLICY

The CDS Foundation Clinic will not be dispensing any medications at this time. If in the future, it is decided to dispense antibiotics, controlled substances or any other medications, appropriate records will be kept relating to the ordering, storage and distribution of such substances. These records, if any, will be reconciled monthly by the Clinic director and overseen independently by another member of the staff. Any discrepancies shall be reported to the Board of Managers of the Chicago Dental Society Foundation Clinic immediately and ultimately, if warranted, to the DEA Office – Chicago branch: (312) 353-1234



## APPENDIX E – LEGAL INVESTIGATION AND ADHERANCE TO THE LAWS

### **HANDLING OF AN INVESTIGATION**

Should the Clinic receive a telephone call from the Illinois Department of Financial and Professional Regulation (IDFPR) and/or the Drug Enforcement Agency (DEA), the staff member will take the name and contact information from the caller and relate the information to the Board of Managers of the Chicago Dental Society Foundation Clinic LLC and the LLC Committee. The Clinic office manager and/or any staff member and/or volunteer will not take any action unless the incident has been presented to the Board of Managers and appropriate action has been agreed upon. The above shall not apply in case of a court order or other action requiring an immediate response.

### **ADHERENCE TO THE LAWS**

The Chicago Dental Society Foundation Clinic LLC expects every staff member to adhere to the rules and regulations of the Illinois Dental Practice Act, the Rules to the Administration of the Dental Practice Act and any other laws, statutes and ethical requirement applicable to the profession. Copies of the Illinois Dental Practice Act and the Rules to the Administration of the Dental Practice Act are available in this Clinic and/or online ([www.idfpr.com](http://www.idfpr.com)) and are made a part of this Manual and incorporated herein. Every licensed staff member and volunteer is required to display his/her license(s) in the office, as required by law. No Chicago Dental Society Foundation Clinic LLC property, including but not limited to the computer systems and mailings, are to be used for inappropriate or unlawful purposes, to solicit, harass, or otherwise offend. Accessing and/or distributing material, which is illegal, unlawful, sexually explicit or otherwise inappropriate, will result in disciplinary action, up to and including immediate termination of employment.

## APPENDIX F – EMERGENCY MEDICAL PLAN

The Chicago Dental Society Foundation Clinic LLC has an Emergency Medical Plan in place.

The protocol is implemented as follows:

Staff responsibilities when an emergency occurs and procedures to be undertaken as

needed:

1. CPR to be administered by the volunteer doctor or hygienist, in the alternative by a trained staff member of the Chicago Dental Society Foundation Clinic LLC.
2. AED, if present, shall be used by a trained volunteer doctor, in the alternative by the C Chicago Dental Society Foundation Clinic LLC clinic office manager.
3. The emergency drug kit, if available, shall be retrieved by the dental assistant.
4. 911 shall be called by the dental assistant, in the alternative by the Clinic office manager.

Emergency response:

1. Airway: Open airway and assess condition
2. Breathing: Make sure of breathing sounds
3. Circulation: Check pulse
4. Allergies: determine if patient has allergies by either asking the patient or patient's escort or by reviewing medical record.
5. Emergency kit: use emergency kit, if available, AED if present; administer CPR.
6. Informing: Inform patient's family designated contact person of the event, such as a member of the patient's family, guardian or the patient's escort.
7. Verify and document:
  - Verify 911 was called
  - Document the facts of the emergency and the office's response.

The Clinic's emergency supplies and instruments if available shall be checked on a yearly basis, their readiness confirmed and supplies updated as needed. The Clinic office manager of the Chicago Dental Society Foundation Clinic is responsible to ensure that the Emergency Medical Plan is complied with.

## Review of Volunteer Policies and Manuals

Each volunteer should review and become familiar with the contents of Volunteer Policies and Manuals. The policies and procedures contained in this Employee Office Manual are subject to change and the manual is neither intended to be, nor does it constitute, a contract of employment.

### **Volunteer Acknowledgment**

By signing this Volunteer Policies and Manuals Acknowledgment, I acknowledge that:

- I have received the Volunteer Policies and Manuals and it is my responsibility to familiarize myself with the information, policies, and procedures described in this manual. I agree to abide by the guidelines, policies, and procedures explained in this manual.
- I understand that the policies, and procedures contained in this manual are subject to change, and that The Chicago Dental Society Foundation Clinic LLC can revise these policies, procedures at any time. I also understand that the manual is not a binding contract, but a set of guidelines with which to apply my volunteer's personnel and dental office policies.
- I understand that this manual supersedes any other manuals or pronouncements that I may have received or heard in the past.

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

**Print Name:** \_\_\_\_\_

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

Any volunteer who refuses to sign the Volunteer Acknowledgment may not be allowed to volunteer.

The policies in this manual apply specifically to the volunteers of the Chicago Dental Society Foundation Clinic LLC.

Effective as of January 25<sup>th</sup> 2013