



here to support dental workers and
employers every step of the way

Employer Policies & Procedures

Welcome to Teledent Dental Recruitment! This document outlines policies and procedures around working with Teledent.

Please read this document carefully and be sure you are aware of all of our policies and procedures. You agreed to these policies and procedures as part of the registration process (an email containing a link was sent to you).

Failure to comply with these policies and procedures indemnifies us from any risk associated with the services provided by Teledent but does not limit or change any charges made to you for those services.

There is no fee to register with Teledent but we expect that you will follow our policies and procedures. If you do not adhere to them your account may be inactivated or deleted and you will no longer have access to our services.

We reserve the right to update, amend, revise, or change this document at any time.

It's always available on our website for your review at www.teledent.ca/documents/Employer_Policies_Procedures.pdf.

Please review it regularly to ensure that you know what recent updates may have been made before working with Teledent.

As always, we're here to support you and answer your questions. If you have questions about this document please email us at contact@teledent.ca or send us a text at (905) 796-3270.

What We Expect from You

We expect that you will be professional when working with us and with any worker we connect you with.

It's also important that you keep the following things in mind.

- **You must communicate with us every time you have contact with one of our workers, no matter what.** Even if the worker says that they will be in touch with us, we still expect to hear from you directly.
- **You must schedule workers for no less than 4 hours.** All of our workers expect to work a shift no less than 4 hours in length. We understand that your schedule may change but that doesn't relieve you of the obligation of having to pay our worker for a minimum of 4 hours of their time when they show up to work. Workers are not responsible for any of the conditions in your office that would lead to a reduction in work.
- **You must let us and our worker know when you're running late, there's an emergency, or you make changes to your schedule.** You must call, text, or email us and our worker to let us know what has happened. We get that sometimes emergencies can be really serious and can leave you unable to communicate quickly. In those situations, we expect you to get in touch as soon as you can.
- **You must treat us and our workers with respect.** While the law doesn't mandate that you treat workers with respect, it's an expectation that we have as an organization. We understand that, from time to time, workplace conflicts will arise. In those situations, before reacting to a worker, reach out to us so we can discuss an appropriate and professional way to deal with the situation. We're here to resolve issues and to make sure that everyone is treated with respect.
- **You must respect our privacy and confidentiality.** There may be times where we feel it's necessary to inform you of something or to give you more information about a situation. Anything we impart to you should be kept strictly confidential.

- **You must cooperate with us.** This only works if we're all on the same page. It's important that Teledent be able to communicate easily and openly with you and your staff. When it comes to short term work, this means you must be willing to discuss wages with us. When it comes to long term work, it means that you must be willing to discuss starting wages, start dates, and end dates with us.
- **You must follow our cancellation policy.** Our cancellation policy is pretty straightforward:
 - If you cancel work after it has been confirmed you will not receive a refund.
 - If you cancel work either outside of our regular business hours (see our [Contact](#) page) for the next day or when one of our workers is on the way to your office you will be charged for 3 hours of that worker's time (at their wage rate). This amount is not negotiable and is in accordance with the minimums outlined in the *Employment Standards Act*.
 - If the worker we have reserved for you is unexpectedly unavailable we reserve the right to replace them as soon as possible. You will not receive a refund if you decide to cancel the work without allowing us to find a replacement.
- **You must pay for our services.** We get that sometimes it might seem quicker or easier to arrange work with one of our workers directly and we understand that you might forget to let us know from time to time. That doesn't mean that you're not obligated to pay us for our services. When we make a connection between you and a worker, that connection lasts until the moment that you agree, in consultation with Teledent, to hire that worker on a long term basis. There are no exceptions. The connections we make to provide you with short term help never expire.
- **You must keep your contact information updated.** You can easily update your profile information and other contact information any time that it changes by logging in to our website, viewing your previous registration submissions, editing it, and submitting the changes. If you need help with this, reach out to us at contact@teledent.ca.

- **You must follow the law.** There are many laws in place to protect the relationships between workers and employers. We take the law seriously and expect that you will follow it at all times. Some examples of laws that you should be aware of as an employer are listed below.
 - [Ontario Human Rights Code](#)
 - [Employment Standards Act](#)
 - [Occupational Health and Safety Act](#)
 - [Accessibility for Ontarians with Disabilities Act](#)

What You can Expect from Us

You can expect that, from the moment you register with us, we will communicate with you about our services and will do whatever we can to help you. If it helps, here are some specifics to keep in mind.

- **We will provide you with any information you may need.** This may include contact information for a worker or feedback we have received.
- **We will communicate with you regularly.** We will update you when we have any information or when a worker contacts us about a position that you are looking to fill.
- **We will advocate for you.** Acting as an advocate is always part of the service we provide to employers. This may mean negotiating wages but can sometimes just be explaining things to a worker who has a question about a position or an offer.
- **We will respect your privacy and confidentiality.** Anything you say to us will be kept strictly confidential. We will not share your emails, comments, resume, contact information, or feedback with anyone without your expressed permission.

How to Pay Us and Our Workers

Paying Teledent Dental Recruitment

- **All payments to Teledent are processed electronically by credit card.** You are charged when we provide our services to you (not when our workers do). We do not invoice employers and do not accept cheques or other forms of payment. You will receive a receipt of your payment by email when it has been processed.
- If you lose your receipt or otherwise require us to resend receipts or other documents, you will be charged for our time (the amount of the charge varies based on the work required).

Paying Our Workers

- **You must pay our workers in person or by e-Transfer at the end of their placement (daily).** If for some reason it is not possible to pay our worker at the end of their shift you must ensure that they receive payment within 48 hours (unless you are a corporate employer and have made arrangements for us to transfer payments to our worker directly on your behalf).
- **You may arrange to pay a worker at the end of a given week (if they are working multiple days in a row).** If a payment is significantly delayed and Teledent has to intervene to resolve the matter, you will be charged for us to collect this payment (see our [Pricing](#) page for more information about this).

How Our 30 Day Guarantee Works

Our 30 day guarantee only applies to long term work and must be agreed upon before the setup and search begins. In general, it means that you must work with Teledent to schedule and communicate about working interviews.

Our 30 days guarantee means that we will replace a worker we have recommended if things don't work out for an unforeseen reason that neither party could have anticipated. This generally includes illness or emergency and is limited to the information that Teledent has access to and knows.

Teledent does not check references or perform other employer functions. It's your responsibility to ensure that you have satisfied yourself with respect to a worker's employability, qualifications, and suitability for a position.

This is assessed on a case to case basis and we will do what we can to help you to replace a worker whether or not it meets the terms of our guarantee.

If a replacement does not meet the terms of our guarantee, either because it was something that could have been foreseen by you or because it is outside of the 30 day time period, you will be required to pay for our time as outlined in our [Pricing](#).

The information below describes what we mean by a **working interview**.

- In order to be eligible for a 30 day guarantee, you must conduct working interviews with the workers that you are seriously considering hiring. This is usually only 1 or 2 workers but must be a minimum of at least 1 worker.
- A working interview takes place any time that one of our workers is asked to come into your office to observe, shadow, assist, answer the phone, or perform **any other duties**.
- All working interviews must be booked for a minimum of 4 hours. We recommend that you schedule workers for a full day so that you can properly determine their suitability for a position. The terms for paying workers who attend working interviews is the same as outlined above in the section entitled **Paying Our Workers**.
- Teledent always confirms working interviews with you directly before they take place. This allows us to confirm a worker's rate of pay and the hours that they are expected to work so that there is no confusion.
- It is important that you contact us directly to arrange any working interviews and that no working interview is conducted before we have had a chance to confirm the details with both you and our worker.
- Teledent will **always** speak with both an employer and a worker after a working interview. We do this to get feedback from both parties about the experience, to answer questions, and to assess mutual suitability.

- The basis for the guarantee is on whether or not we feel that we can make a recommendation to both parties to enter into an employment agreement.
- If we are able to make such a recommendation, and things don't work out in the first 30 days of their employment, we will replace our worker.
- If we are not able to make a recommendation, any employment agreement you choose to undertake with our worker will be at your own risk. The fees associated with the additional time spent by Teledent do not change under these circumstances.
- Teledent does not administer formal written employment agreements or negotiate them between the parties.