



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

Worker 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).

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/Worker_Policies_Procedures.pdf.

Please review it regularly to ensure that you know what recent updates may have been made before taking on any work or attending any interviews with employers that you were connected to through 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 employer 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 employers, no matter what.** Even if the employer says that they will be in touch with us, we still expect to hear from you directly.
- **You must let us and the employer know when you're running late or there's an emergency.** Emergencies can be anything from a serious accident on the way to work or an illness that prevents you from being able to go in at all. You must always have our phone number with you and the phone number of the office that is expecting you to show up for work or for an interview. You must call, text, or email us and the employer to let us know what has happened and when you expect to arrive (or if we need to send a replacement). 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 keep your contact information updated.** You can easily update your profile information, resume, 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 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.

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 provide you with access to work. 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 the employer, specific details about a position, or feedback we have received.
- **We will communicate with you regularly.** We will update you when we have any information or when an employer contacts us about a position that you have applied to or interviewed for.
- **We will advocate for you.** Acting as an advocate is always part of the service we provide to our workers. This may mean negotiating wages but can sometimes just be explaining your qualifications to an employer who has a question about your resume. We also ensure that, if you are not paid in a timely manner (usually within a week), that we will follow up with the employer to sort it out.
- **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.