



## Frequently Asked Questions COVID-19 Furlough

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### **Q: What is a furlough?**

**A:** A furlough is a form of temporary, unpaid leave from work for a set period.

### **Q: Why am I selected for furlough?**

**A:** Several states are recommending that dental offices voluntarily suspend nonessential or non-urgent dental care until further notice. As a result, we are forced to make extremely difficult decisions that will, unfortunately, impact our staff. We understand the degree of hardship this may place on you and your family and our hearts go out to you. Please know we did not take this decision lightly. During the furlough, we will be in touch regularly, sharing information about new resources and doing our best to help you.

Our main priority remains caring for our employees, affiliated providers and patients. We will continue to provide furloughed Team members with benefits, if they are currently enrolled in one of our plans, for as long as possible. And we believe keeping a limited number of dental offices open for emergency cases is vital for redirecting dental patients in pain away from hospital Emergency Rooms.

### **Q: When am I expected to stop working?**

**A:** You are expected to stop working immediately after you receive a verbal or written notice of furlough.

### **Q: How long will the furlough last?**

**A:** As we navigate through this crisis, we will continually reassess the situation. You can expect updates from us as often as practical. Your supervisor will inform you of an anticipated return date when it's available.

### **Q: If I have available Paid Time Off (PTO), can I use it?**

**A:** Yes, you can take advantage of accrued and unused PTO. We encourage you to sign into eSmiles Time or work with your supervisor to ensure your PTO is put to use.



**Q: What if I don't have enough PTO?**

**A:** If you have previously exhausted your PTO bank, your furlough will be unpaid. We have included a COVID-19 [Resource Guide](#) that has information about unemployment resources, 401(k) information and more.

**Q: What will happen to my medical benefits?**

**A:** As indicated in your letter, during this furlough period, all health and welfare benefits coverage will remain in effect until further notice.

**Q: What if I can't pay my health insurance premiums for March?**

**A:** For those employees who are on furlough and taking PTO, benefits will automatically continue as long as PTO is being used. For those taking unpaid time, the company will cover your cost of benefits through the end of March. We are currently assessing our options should the furlough continue into April.

**Q: Can I file for unemployment?**

**A:** Yes, you can file for unemployment based on your state's requirements. For further information, please refer to the [Resource Guide](#) posted at [www.smilebrands.com/covid-19/](http://www.smilebrands.com/covid-19/). We've compiled a list of unemployment resources and programs by state.

**Q: Is it possible to take partial PTO and file an unemployment claim?**

**A:** It depends. Some states are loosening their criteria during this public health crisis so it's best to inquire directly with your local unemployment office online or by phone. Please refer to the Furlough [Resource Guide](#), which includes unemployment offices by state.

**Q: How many dental offices will be closed during the furlough?**

**A:** The number of closed offices will depend on patient demand, available clinical Team members and state/federal restrictions. Additional dental office Teams may be informed of practice closures as the situation evolves. We anticipate this will be a very fluid and rapidly evolving situation. We sincerely hope this is short term and that our country gets this virus under control quickly.



**Q: Can I apply for a hardship withdrawal against my 401(k)?**

**A:** Depending on your circumstances, certain requirements must be met for a 401(k) hardship withdrawal. Please visit [www.401k.com](http://www.401k.com) or call 800-835-5097 to explore your options. We have also included directions on how to access Fidelity's website in our [Resource Guide](#).

**Q: Will I accrue PTO during a furlough?**

**A:** No, PTO will not be accrued if you are off work and unpaid. If you are using PTO during your time off, based on your tenure, PTO will continue to accrue. Once PTO is exhausted, you will no longer accrue PTO while on furlough.

**Q: Can I look for another job while on furlough?**

**A:** Yes. While we hope that you'll still be part of the Smile Brands Team after this public health crisis ends, we understand that you need to provide for yourself and your family. If you take a new job, please notify your supervisor so that we can formally terminate your Smile Brands employment. We genuinely want the best for all our Team members. If you need anything during this time, please let us know by reaching out to [WeCare@smilebrands.com](mailto:WeCare@smilebrands.com).

**Q: If I need emotional support, is there a resource for me?**

**A:** Yes! Please join the Smile Brands Support group on Facebook. Regardless of the situation at hand, we are here for you. Connect with colleagues, get real-time updates and lean on each other during this time. You can search for the group on Facebook or visit [www.Facebook.com/groups/SmileBrandsSupport](http://www.Facebook.com/groups/SmileBrandsSupport).

We also encourage you to check out the Employee Assistance Program, which is a covered benefit for all Team members. GuidanceResources is here to help – they offer confidential counseling, financial information and tools, and beneficiary financial counseling.

**Call:** 800.311.4327 TDD: 800.697.0353

**Online:** [GuidanceResources.com](http://GuidanceResources.com)

**Your company Web ID:** MGR311

**Company Identification:** OneSmile, LLC.