KMS Call out Policy

**Call Out**

Call-out procedures vary per provider. You are required to call out at least two hours in advance whenever you cannot work your shift. If you know you need time off needed in advance, i.e. a vacation, let your Recruiter know as soon as you can.

**TSS**

For TSS cases, call out by notifying Felicia Mann via the following options AND also following the protocol of the company that you are staffed with.

* Email 🡪 [fmann@kmsstaffing.com](mailto:fmann@kmsstaffing.com)
* Call or text Felicia at 267-541-9335

**PCA**

For Elwyn PCA cases, call out by notifying Monica Lee via one of the following options:

* Email 🡪 mlee@kmsstaffing.com
* Call office number: 610-707-5103. If no answer, please leave a voicemail.
* Call or text work cell: 267-800-5143

**DSP and Mental Health Tech**

For Mental Health Techs and DSP’s, if you’re not able to work your scheduled shift(s), the call out procedure is:

* Between 8:30 am and 4:30 pm Monday-Friday (excluding holidays), call or text Nikida Marable at 267-541-9356 or email her (NMarable@kmsstaffing.com).
* Between 4:30 pm and 8:30am Monday - Friday and 24/7 on weekends, call or text the KMS on call support person (Taheerah) with your name, position, company staffed at, and the times and location of your shift. The number is 215-356-3188.

***No-call no shows result in being removed from your assignment and may lead to termination of your contract.***

*I have read and understand the above information. I have also received a copy.*

Signature Date

KMS Witness Date