



WINNERS HEALTHCARE SOLUTIONS, INC.  
9900 WESTPARK DR. STE.108 HOUSTON, TX. 77063

!!ATTENTION ALL PROVIDERS!!

PROFESSIONALISM

Each employee must adhere to the following:

- The preferred attire to perform your duties is scrubs. If you do not have our preferred uniform, please dress appropriately when reporting to your clients (no low-cut/ suggestive clothing or shorts).
- Do not receive or make personal phone calls while working on assignments. This is completely unacceptable. All emergency calls should be directed through Winners Healthcare Solutions, inc. and we will contact you through your client.
- You are representing our firm and we therefore ask you to always act professionally.

PROMPTNESS

This quality is very important to us in Winners Healthcare Solutions, Inc. Tardiness is perceived negatively by our clients and us. We treat tardiness the same as if you were working a permanent job; continual tardiness may require counseling/ disciplinary action and may lead to possible termination.

CANCELLATION AND NO SHOWS

Absences and tardiness compromise the safety and health of our clients. In this case, it jeopardizes our relationship with them. For this reason, our policy regarding this manner is as follows:

- Continuous/ continual no show will result in disciplinary action including dismissal.
- If you accepted an assignment; we require at least 72 hours notice, to cancel same.
- Justifiable emergencies will be considered but it is your duty to inform us of the circumstances within 24 hours of your absence.
- If you are sick and not able to perform your duties, we will need an excuse from duty from your physician and a doctor's release note when you are fit to resume work.
  - Please note, such an excuse must include the nature of your sickness and if there is any limitation/inability to perform your duties.
- If you have been scheduled to work on a public holiday, you must be there; except with the permission of the client. Even then, both you and your client must inform the agency at least 48 hours before the holidays.
- We can be reached during regular business hours. After working hours and on weekends, you can leave a message with our answering service and our staff will get back to you.
- TRANSPORTATION
- Under no circumstance are you permitted to transport your client in your vehicle. It is against state policy.
- AVAILABILITY
- If our client, to which you are assigned, loses eligibility, is hospitalized into a skilled facility, admitted into a rehab facility, passes away, transfers to another agency or for any other reasons you do not have a client and you need another client; you have to inform the office immediately in writing of your availability and schedule. Failure to do that means that, you have quit and WILL NOT qualify for unemployment benefits. For the purpose of maintaining contact with you, it is your duty to update the agency with changes in your phone number, email and mailing address.