

Important Announcement - Staffing Reduction

Due to reduced staffing needs for the Labor Day holiday on September 7, adjustments have been made to some schedules.

Please review your schedule in NiCE before September 7 to confirm whether you are scheduled to work.

Remember, you will not be able to log in or work if you are not scheduled in NiCE.

VPN Reminder

VPNs cannot be used while taking client calls., using a VPN may cause audio problems, refused calls, or other technical issues and can interfere with the systems you need to work.

VPN use can be detected and may result in your PIN being blocked.

Protect your connection and system access: keep your VPN turned off while servicing calls.

Requesting Leave Through NiCE

If you know you will be unable to work your scheduled shift, please make sure to request leave through NiCE before your shift start time. Emailing or notifying the team does not replace the NiCE leave request.

Requesting leave on time is the only way to help protect your adherence. If you already know your internet, power, schedule, or availability may be affected, please submit the leave request before your shift begins instead of waiting until the issue impacts your work.

"This Is My Why": Luisana Chasin

Behind every call is a family in a critical moment. For interpreter Luisana Chacin, her purpose began in an Austin, Texas hospital when her six-month-old nephew, Enzo, faced a terrifying medical crisis far from their home in Venezuela.

In those overwhelming days, interpreters became her family's anchor: "We saw interpreters every day. It did not matter if it was midnight, early morning, or afternoon—an interpreter was there for us on the tiny screen of an iPad."

Seeing that round-the-clock compassion inspired Luisana to pursue interpretation herself. Like many new interpreters, the learning curve has been real, but her motivation runs deep:

"This is still my first job as an interpreter and I am still learning. Still making mistakes, still getting anxious... But now I know I can make it better with time, practice, and dedication."

Today, Enzo is 14 months old, laughing, learning to walk, and recently had his chemo port removed.

Every time you log in, remember: you are that anchor on the other side of the screen for someone else's family.



Hi Team! Quick reminder to **check your schedule in NICE every night** before logging off or going to sleep.

System updates, shift trades, or occasional glitches can happen—taking 30 seconds each evening helps ensure your start times are accurate and **keeps your adherence protected!**

Why Our Work Matters

Sometimes it's easy to focus on schedules, queues, and metrics—but behind every call is a real person who may truly need us.

During her first full shift, **Dilia** answered a call involving a young mother in a serious mental health crisis. With a provider on the line, Dilia stayed calm, professional, and compassionate while interpreting the information needed to safely dispatch a crisis response team.

“When I hung up, I realized we might have saved a life and that maybe this is the place for me. Thank you for a reaffirming day.”

Moments like this remind us that interpreters do more than translate words. You help create understanding, safety, and access when it matters most.

Thank you, Dilia—and thank you to every interpreter who shows up each day to be that bridge.

BEHIND EVERY CALL...

There's a real person on the other line.



Different languages
Same people
Same care

SOMETIMES...

they're going through the hardest moments of their lives.

I don't know what to do...

YOU MAKE A DIFFERENCE.

I'm here to help.

You bring understanding, safety, and access when it matters most.

THANK YOU

for being the bridge that matters.



People are safer because of you.

SHOW US YOUR “UNOFFICIAL COWORKER”

Who keeps you company during the workday?
It can be your pet, plant, favorite mug, stuffed
animal, weird desk decoration... anything.

Reply to this email with a photo of
your unofficial coworker + their name/title.

Examples:



“Kevin — Director of Naps”



“Susan — Head of Snack Inspection”



“Fernando — VP of Staring at Me While I Work”

15
MIN

Our favorite entries will win an extra

15-MINUTE
scheduled break
to use at a time of your choice.



Winners will receive a reply from 33UL
to get the break added to their schedule.