

NiCE Tip: Choosing the Correct Leave Request

If your schedule is already posted (current week or next week):

Use Schedule Change Request.

Path:

Schedules → My Schedule Changes → Request a Schedule Change

Use this option to request UTO (Unpaid Time Off) for shifts that already appear on your schedule.

If your schedule has not been posted yet (future weeks):

Use Time Off Manager.

Path:

Time Off Manager → 2026 Kelly Time Off → Request Time Off

Use this option to request UTO for future dates that are not yet visible on your schedule.

Important Reminders

- Submit your leave request before your shift starts.
- Request leave only for your scheduled shift hours.
- UTO cannot be requested for a shift that has already started or for past shifts.
- UTO cannot be used for additional hours picked up from the Time Board.

Shift Trades in NiCE

Use Schedules → My Trades → Trade a Schedule when you want to swap a shift or offer it to another interpreter.

Important: Posting a trade does not remove you from the shift. You are still responsible for working it unless another interpreter accepts it and the change is reflected in NiCE.

For urgent same-day situations, request leave through NiCE before your shift begins.

JOIN US FOR...

INTERPRETER BONFIRE STORIES SHARING



AUGUST 25

11:00 AM PST



AUGUST 26

4:00 PM PST

Calling all Interpreters! 🔥 Share your stories from interpreting.
Have a memorable story? A funny moment? A touching interaction?
We want to hear from you!

➤ Any interpreter stories are welcome. ➤ **Join in your own time outside of working hours.**

August 25th:

Microsoft Teams meeting

Join: <https://teams.microsoft.com/meet/264839495569834?p=SLLIB9hsIEvxAnTC3V>

Meeting ID: 264 839 495 569 834

Passcode: pS9sa698

August 26th

Microsoft Teams meeting

Join: <https://teams.microsoft.com/meet/222350854527684?p=dCvsvVrTrzlOdAaxCH>

Meeting ID: 222 350 854 527 684

Passcode: Gg6j7TD7

L3 Spanish Schedule Change Requests

Due to current business needs and limited availability, most L3 Spanish schedule change requests cannot be accommodated at this time. While you are welcome to submit a request, please understand that approval is not guaranteed and alternative hours may not be available.

August Interpreter of the Month: Carmen Barreca!



✨ About Carmen

Born in Ecuador, Carmen moved to the United States 21 years ago to start a family, creating what she calls a "beautiful cultural puzzle": an Italian-Argentinian husband from Brooklyn, New York-born kids, and an Orlando home base since 2011!

"As an immigrant, I am deeply grateful for the opportunity to serve as a trusted language support for people during critical moments. I am passionate about helping others, and every day I interpret, I am proud to empower and support our communities."

💬 Favorite Part of the Job

"What I find most rewarding about working as a Spanish interpreter is the human connection. As an immigrant myself, it is especially meaningful to help people communicate and serve as a bridge between cultures. I also greatly value the opportunity to learn from a wide range of situations and fields. Every day brings something different, which keeps my work engaging and interesting."

💡 Carmen's Advice for Success

"Always give your best effort and stay fully focused on the conversation, actively listening to all parties involved in order to interpret accurately and successfully. Be genuinely committed to helping others and resolving communication challenges."

Please join us in thanking Carmen for her remarkable service and congratulating her on this well-deserved recognition!

Interpreter Spotlight: Outstanding Service from Nixshia Lee Olmeda!

Huge shoutout to interpreter Nixshia Lee Olmeda for delivering exceptional service!

Nixshia recently facilitated a critical follow-up call between a nurse case manager and the family of a newborn recently discharged from the NICU. Thanks to Nixshia's precise, empathetic, and professional interpretation, both the mother and baby were successfully connected with all the postpartum care, support programs, and appointments they needed.

By the end of the call, the nurse was so impressed with Nixshia's skill and care that she specifically asked if she had a direct line so she could request her for every call!

Thank you, Nixshia, for representing Kelly Services with such excellence, accuracy, and heart. We are so proud of you!



INTERPRETER GUIDE: WHEN TO PROVIDE THE HIPAA DISCLOSURE

Knowing when to state the HIPAA disclosure protects privacy and builds trust.



RED CATEGORY: HIPAA DISCLOSURE REQUIRED

If you hear these, you **MUST** state HIPAA disclosure to the LEP.



Protected Health Information (PHI)



Patient names paired with diagnoses



Test results or lab work



Medical treatment plans



Social Security numbers, insurance info, personal identifiers during doctors visit



Medical Documents & Photos



Confidential Medical Discussions (any kind)



IF IN DOUBT, STATE THE HIPAA DISCLOSURE.

DOCTOR

PATIENT

ALWAYS say the HIPAA disclosure right at the beginning of the call.

GREEN CATEGORY: HIPAA DISCLOSURE NOT REQUIRED

You do **NOT** need to state HIPAA disclosure for general, non-sensitive calls.

- Standard appointment reminders (without details)
- General wellness check-ins (no diagnosis, no medicine mention)
- Administrative/staff communications (non-patient specific, e.g., discharge without instructions)
- General non-sensitive inquiries about patient



PROTECT PRIVACY. PROVIDE CARE. FOLLOW THE RULE.



YOUR WORDS MATTER.

Mentee Shoutouts

A big congratulations to this week's mentee standouts:

- Nairi Zulamian Koundahdjian
- Alanis Santos-Rivera
- Kristtina Pelaez Orellana
- Rosana Daza
- Andrea Reigosa

Thank you for your hard work, dedication, and continued growth during mentoring. Keep up the great work!

A Message to Our Colombian Interpreter Community

Our hearts are with everyone in Colombia during this incredibly difficult time. Many families and communities are facing the devastating effects of this week's powerful earthquake, with lives lost, thousands injured, and widespread damage across several regions. Rescue and recovery efforts are still ongoing as communities begin the long road to rebuilding.

To our interpreters, colleagues, and their loved ones who may have been affected, please know that you are in our thoughts. We are grateful for your resilience and hope that you and your families remain safe during this challenging time.

Take care of yourselves and one another.

Best Wrong Answers:

After finishing a 90-min call I:

"Stare at my cat and whisper 'I understand you better now'"

"I open Google maps to see how far i can run before the next call "

"Do spirit fingers and hug my Laptop while singing we are the Champions like i just did after my almost 2 hr long call."