
Attendance Expectations: Proposed Guidelines for Temporary Interpreters

Effective Date: February 1, 2026

Purpose

This Attendance Policy outlines expectations for temporary employees assigned through Kelly on the LanguageLine account. Consistent attendance and punctuality are essential to support LanguageLine's service-level standards and ensure uninterrupted support for LEP clients.

Policy Intent

These guidelines aim to:

- Provide interpreters with flexibility for emergencies
- Ensure accountability for attendance reliability
- Clarify that unreported absences or ongoing patterns of attendance issues are unacceptable

Absence Categories & Allowances

(Measured on a rolling 12-month basis)

Technical Requirements (Remote Assignments)

Employees are responsible for:

- Maintaining reliable internet and equipment
- Logging in to systems on time
- Reporting technical issues immediately

Repeated technical failures not related to a disability or other protected condition may be treated as attendance issues.

Internet/Power Issues, Tardiness, and Early Departures

- Up to **3 occurrences** are permitted for internet/power issues, late logins, or early departures, unless location-specific sick leave laws apply. Eligible employees will be notified of applicable sick/safe leave requirements.
- Additional occurrences beyond the allowed three may result in attendance-related discipline.
- Employees who expect to be late must notify Kelly as soon as possible with an estimated login time.
- Leaving early requires prior approval from Kelly unless an emergency occurs.

Illness

- Managed in accordance with state-specific guidelines.
 - Employees in eligible locations will be notified of sick/safe leave plan requirements.
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Leave Requests

- The **first 30 days (Mentoring Period)** must be scheduled during the Go Live period.
 - Kelly submits schedules to Language Line for mentor allocation and curriculum planning.
 - Missed mentoring days must be made up.
 - After the 30-day mentoring period, interpreters may use their **15 annual calendar days** of leave.
 - All leave must be requested in Deputy with **at least 24 hours' notice**.
 - Only scheduled working days should be requested as leave in Deputy.
 - Doctor's notes excuse absences without deducting from the 15 annual leave days.
 - Partial-day leaves do **not** count toward the 15 allotted days.
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Unreported Absences (No Call / No Show)

- No-call/no-show incidents override all other attendance allowances.
 - Any no-show—including opened or swapped shifts that are not picked up—results in immediate disciplinary action.
 - **Exception:** If the employee opens or swaps a shift and it is successfully covered by another interpreter.
 - These options are intended for urgent, unexpected matters only.
 - They should not be used regularly (e.g., weekly or monthly) and should remain rare.
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Escalation Path

1. Reminder/Coaching – Upon reaching attendance thresholds
 2. Written Warning – For repeat patterns
 3. Final Warning – If issues persist
 4. Removal from Assignment – For continued reliability concerns
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Location-Specific Notes

U.S. Interpreters

- Entitled to **15 unpaid days annually** for any reason
- Eligible employees will be notified of sick/safe leave requirements

Puerto Rico Interpreters

- Accrue sick/vacation time monthly (based on 130 hours worked)
 - Same attendance thresholds apply as U.S. interpreters
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Compliance & PTO Usage Patterns

- PTO and sick leave (U.S. & PR) are fully honored.
 - Kelly may take action if absence patterns negatively impact operations or team dynamics.
 - Protected leave (FMLA, ADA, sick accruals) will always be respected.
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Prohibited Retaliation

Employees will not be retaliated against for:

- Requesting or using protected leave
 - Requesting reasonable accommodation
 - Reporting discrimination or harassment
 - Reporting safety concerns
 - Engaging in any protected activity under federal, state, or local law
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