

New Joinee Welcome to our team

We are thrilled to welcome each of you to our amazing team!

Lemarzala Tarakhil

Xe Xiong Moua

We want to take a moment to let you know how truly excited we are to have you on board. This is the beginning of an exciting journey, and we look forward to supporting you as you settle in and grow with us.

Once again, welcome—we're so glad you're here!

Interpreter of the Month

Celebrating Excellence, One Call at a Time! 💙

Each month, we're excited to recognize an interpreter who goes above and beyond in supporting our Limited English Proficient (LEP) customers and making a difference through their work.

This month, we proudly recognize:



Phannapai Dek



Congratulations!

Your dedication, professionalism, patience, and commitment to providing quality interpretation are truly appreciated.

Thank you for being an important part of our team and for helping make communication possible when it matters most.

Your voice makes a difference! 💙

Let's Work Together

We want to work with you.

As your Talent Team, our goal is to support you, help you succeed, and make sure you have the resources and guidance you need to do your best work. We know that unexpected situations happen. You may have a scheduling concern, technical issue, personal situation, or question about a process. Please communicate with us as early as possible.

The sooner we know what is happening, the more opportunities we have to understand the situation and determine how we can support you.

 Communication Makes a Difference

You communicate → We listen → We work together → We find solutions

We also ask that you:

- Follow your scheduled shifts and established processes.
- Communicate concerns promptly.
- Ask questions when you're unsure.
- Reach out when you need help.
- Keep us informed about situations that may affect your work.
- Be open to coaching and feedback.

 Remember

Reaching out for help is not a problem. Not communicating can make it harder for us to help.

We want to build a relationship based on communication, trust, accountability, and support.

We are on the same team. 

 Our Commitment to You

We will continue to listen, provide guidance, answer your questions, and help you navigate challenges whenever we can.

Let's communicate. Let's support each other. Let's work together.

WEEKLY NEWSLETTER

NiCE or Scheduling Issue? Call the Urgent Line

For NiCE or scheduling-related issues, use the Kelly support line instead of the LLS Help Desk:

TA / Urgent Line: 877-586-4940

Press 1 for Scheduling

Check Your Schedule as Soon as It's Posted

Once your next two weeks of schedules are available in NiCE, review them right away.

If you notice a scheduling error, report it as soon as possible so there is time to correct it before your shift.

Need Time Off? Use the Right NiCE Option

If the shift is already on your schedule: use Schedule Change Request.

If the week is not posted yet: use Time Off Manager.

If your shift has already started and you need to disconnect, you may still request UTO for the remaining scheduled time only. It cannot be used for time that has already passed.

Always submit UTO for scheduled hours only.

One Question = One Mailbox

Please send your request to only one Kelly mailbox. Sending the same request to multiple mailboxes can create duplicate work and delay the response.

If you're unsure where it belongs, send it to 33UL@kellyservices.com.

Kelly | INTERPRETERS

SR REMINDER

When to submit an SR – and when not to

✓ SUBMIT AN SR ONLY FOR:

-  **Technical issues** after all troubleshooting steps have been completed.
-  **Ongoing or recurring technical issues** related to Interpreter Connect (IC).
-  **Other true LLS Help Desk technical issues.**

🎧 AFTER CREATING AN SR:

- Follow up with the Interpreter Help Desk.
- Interpreter Help Desk:
 **+1 877-561-5824**
- Always mark **"Unable to Continue Shift"** when submitting an SR.
- If this is not selected, the SR will be **invalid**.

✗ DO NOT SUBMIT AN SR FOR:

-  **NiCE / Scheduling Issues**
Call the TA Line / Urgent Line
 **+1 877-586-4940**
Press 1 for Scheduling.
-  **Internet or Power Outages**
Do not submit an SR.
Please email only.
-  **Other non-technical issues**
Do not submit an SR.

How Do We Handle *Difficult Calls?*

Join us for a brand-new workshop designed to give you **practical tools, strategies, and mindset shifts** to navigate challenging interactions and **protect your peace of mind**.



Stay Calm
High-Stress
Situations



Handle
Difficult
Interactions



Protect
Your Peace
of Mind



Gain Practical
Strategies
& Tools



PIN BLOCKED?

HERE'S EXACTLY WHAT TO DO.



1 REPORT IT RIGHT AWAY



Email:

33UL@kellyservices.com

Subject line:

URGENT PIN BLOCK for [PIN] [NAME]

INCLUDE IN YOUR EMAIL:

- ✓ Screenshot or exact error message
- ✓ Your scheduled shift
- ✓ What happened / why you think the block occurred
- ✓ Any troubleshooting steps you already tried

2 IDENTIFY THE TYPE OF BLOCK

Different teams handle different types of blocks.



IT BLOCK

Due to technical related issues (e.g. connectivity, system, or platform issues).

Only LLS Help Desk can unblock.



STANDARD BLOCK

Due to tactivity or performance (e.g. Unavailable, Refused calls, Short calls, Login activity, Loitering QA, etc.).

Kelly will address and request the unblock once the issue is resolved.



VPN BLOCK

Due to use of a VPN or similar network.

Only LLS Help Desk can unblock.

3 AFTER HOURS OR WEEKENDS?



Email **33UL@kellyservices.com** right away with the **URGENT PIN BLOCK** subject line.

Include the error message and your scheduled shift. The team will address it first thing the next morning.



4 IMPORTANT REMINDERS

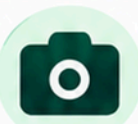


Do not use a VPN or similar network.

VPN usage will result in a block and only LLS Help Desk can unblock.



Follow troubleshooting steps and stop reconnecting if you notice repeated issues.



Report the issue as soon as possible with screenshots and details.



Keep your IHD Support Request (SR) number for your records. Even if you contact IHD, please still email **33UL** to inform us.



LLS Help Desk (IHD)

+1 877-561-5824



Email

33UL@kellyservices.com



CALL the TA Hotline

877-586-4940

When INT is being recorded for VRI & Hybrid INTs



WHEN THE INTERPRETER IS BEING RECORDED

KNOW THE POLICY | STAY PROFESSIONAL | REPORT WHEN NEEDED

*Same Policy.
Same Professionalism.*

Recording situations are rare, but they do happen. Not all recordings are the same. Here is what you need to know and how to handle them.



1

WE NEVER RECORD!

Interpreters are **NEVER** permitted to record any portion of a call. This includes:



- ✗ Video recordings
- ✗ Audio recordings
- ✗ Screen recordings
- ✗ Photos or screenshots
- ✗ Recording from another device

Recording a call from the interpreter's end can create serious privacy/HIPAA concerns and is **NOT** permitted.

BOTTOM LINE: WE NEVER RECORD OUR CALLS.

2

PATIENTS MAY RECORD THEIR OWN VISIT

A patient is allowed to record their own doctor visit from their end. They do not need permission from the interpreter.



- ✓ This is the patient's medical encounter.
- ✓ It is relatively rare.
- ✓ It may feel a little awkward, but continue to interpret professionally.
- ✓ The patient recording their own visit is very different from us recording the call.

3

HEALTHCARE FACILITIES MAY ALSO RECORD

We are living in 2026 and technology is everywhere. Healthcare environments may routinely use:



- ✓ AI-assisted dictation
- ✓ Documentation systems
- ✓ Security cameras
- ✓ Other authorized recording technology

Because of this, there may be situations where audio or video is being captured as part of the facility's normal operations. Continue to follow normal interpreting procedures unless you are specifically informed that the interpreter is being recorded for **PUBLIC USE**.

4

PUBLIC RECORDING IS NOT PERMITTED

If it is made clear that the interpreter's **IMAGE, VIDEO, or VOICE** is being recorded for material intended for **PUBLIC USE**, this is not acceptable.



Examples include:

- Television
- News interviews or broadcasts
- Documentaries
- Publicly distributed videos or media
- Content intended to be viewed by the general public

If you become aware that this is happening, inform the caller that recording the interpreter for public use is not permitted. **Make sure we continue to use a professional tone of voice when informing them, this is not allowed.**

5

WHEN IN DOUBT — REPORT IT!

Any time something happens on a call that makes you uncomfortable or you are uncertain whether the situation was appropriate, **DOCUMENT IT**.



- 1 Submit a **CALL REPORT** using the appropriate Call Report process.
- 2 Submit a **SERVICE REQUEST** to the appropriate team for review and follow-up.

Be sure to include:

- 📅 Date of the call
- 🕒 Time of the call
- 📞 Caller ID / Identifying call information
- 📋 A clear description of what occurred

*See
Something.
Say
Something.*



PROTECT THE CLIENT. PROTECT YOURSELF. FOLLOW THE POLICY.

Same Team. Better Access.

PROFESSIONAL
ETHICAL
TRUSTED

ARE YOU READING THE NEWSLETTER?

Find the word that does not belong



- 1** We hid **one random word** somewhere in this newsletter.
- 2** If you find it, **send us the word you found.**
- 3** Everyone who submits the correct word will receive an **extra scheduled paid break.**

Extra
paid break!

Read closely –
it could be anywhere.

