

New Joinee Welcome to our team

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

Mohammad Amin Farahi

Alec Her

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!

Wanted Commendations

We want you to know that we actively look for positive feedback and commendations from our clients and customers. When we receive recognition for your professionalism, patience, efficiency, or exceptional service, we want to make sure your hard work is acknowledged and celebrated.

If a client takes the time to recognize you, we are happy to share that feedback with you and, with your permission, highlight it in our INT Newsletter.

Your great work does not go unnoticed!

☀️ We appreciate everything you do to represent our team and provide excellent service.

BREAKS & LUNCH GUIDELINES: QUICK REFERENCE

To help ensure consistency, accuracy, and proper adherence tracking in Interpreter Connect, please review the following reminders about break usage during your shift.

Scheduled Breaks- Your scheduled lunch break is 30 minutes and should not exceed this time.- Your scheduled paid break is 15 minutes and should not exceed this time.-

Please make every effort to take your breaks and lunch at the scheduled times shown in NiCE whenever possible.

Using the Break Button The Break button should be used for: Scheduled paid breaks Very short unscheduled breaks, generally under 5 minutes If you know you will be away for more than 5 minutes, please log out of Interpreter Connect completely instead of remaining on Break.

As a general guideline, more than 3 short unscheduled breaks per shift should not be necessary. If additional time away is needed, please log out accordingly.

Using the Lunch Button The Lunch button should only be used for your scheduled 30-minute lunch break

Key Takeaway- Break = short interruptions only, generally under 5 minutes- Lunch = scheduled 30-minute lunch break only- Longer absences = log out of Interpreter Connect

Thank you for your cooperation in helping maintain accurate system tracking and smooth operations.

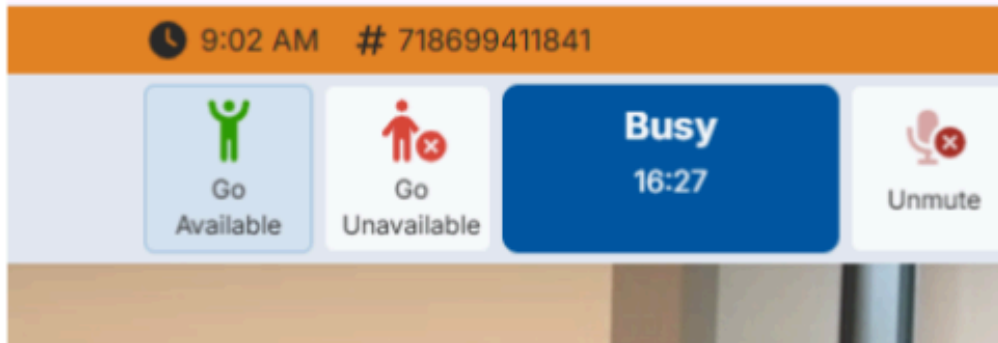
Thank you for everything you do each day. Your professionalism, empathy, and commitment make a difference on every call

BREAKS & LUNCH GUIDELINES: QUICK REFERENCE

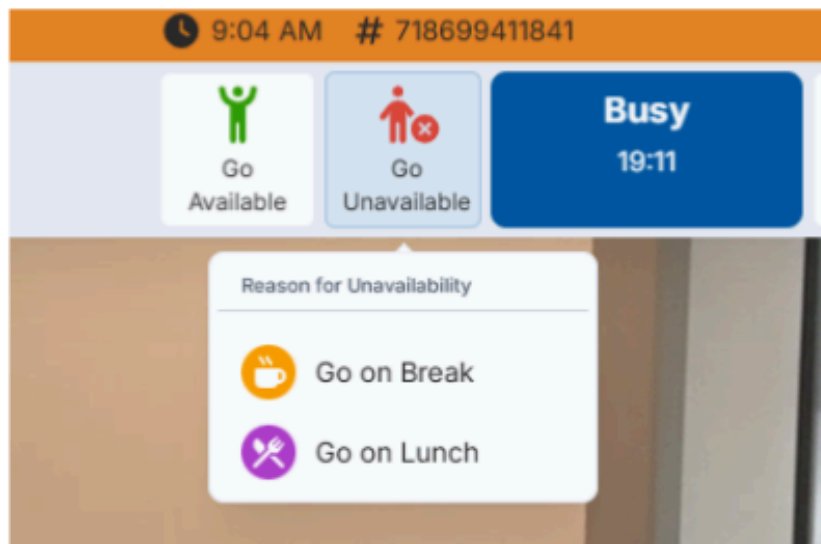
GO UNAVAILABLE

How to Take Your Break or Lunch

Use the Go Unavailable button anytime you need to step out of the call queue during your shift. This includes your 10-minute break each hour worked and your 30-minute lunch break.



WHILE ON AN ACTIVE CALL: You can select **Go Unavailable** before the call ends. Choose **Break** or **Lunch** to set your **next status**. When the active call ends, you will immediately go to the selected **Break** or **Lunch** status instead of returning to the queue.



WHEN YOU ARE NOT ON A CALL: Pressing **Go Unavailable** immediately opens the **Reason for Unavailability** menu. Select **Go on Break** or **Go on Lunch**. You will immediately be taken out of the queue.

10-MIN BREAK	Use your 10-minute paid break for each hour worked.
30-MIN LUNCH	Use Go on Lunch for your 30-minute unpaid lunch when applicable.
RETURN	When finished, select Go Available to return to the call queue.

REMEMBER: Anytime you need to step out of the queue, use **Go Unavailable** and select the correct reason: **Break** or **Lunch**.

TRENDS OF THE WEEK

"Refrain from Direct Interactions with the ILEP" This week's focus highlights an important interpreting best practice: refraining from direct interaction with the Limited English Proficient (ILEP/LEP) speaker. Maintaining proper interpreter positioning ensures accuracy, neutrality, and professionalism during every call.

1. Stay in the Role of Conduit Your primary responsibility is to faithfully render everything exactly as spoken.

Do:- Interpret everything exactly as it is said- Maintain full accuracy and completeness

Don't:- Summarize or explain meaning- Add personal interpretation or clarification Wrong: "What they're trying to say is..." Right: Render the message word-for-word Tip: Think "microphone, not filter.

2. Avoid Direct Interaction with the LEP Interpreters should not engage directly with the LEP as if they are part of the conversation.

Do: - Speak in third person when needed- Request clarification in third person: "Interpreter requests repetition of date of birth."

Don't: - Address the LEP directly as the agent

3. Never Take Over the Call Your role is to facilitate communication only, not to participate in decision-making or provide support beyond interpreting.

Do: Remain neutral and transparent | Interpret all sides of the conversation accurately Don't: Answer questions for either party | Provide advice or personal input | Attempt to resolve the issue yourself

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.

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

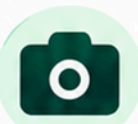


Do not use a VPN or similar network.

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

DAYS TO CELEBRATE IN October

1 WORLD VEGETARIAN DAY	2 INTERNATIONAL DAY OF NON-VIOLENCE	3 MEAN GIRLS APPRECIATION DAY	4 CINNAMON ROLL DAY	5 NATIONAL BE NICE DAY	6 GARLIC LOVERS DAY	7 NATIONAL FRAPPE DAY
8 NATIONAL PIEROGI DAY	9 INTERNATIONAL BEER & PIZZA DAY	10 NATIONAL ANGEL FOOD CAKE DAY	11 SOUTHERN FOOD HERITAGE DAY	12 NATIONAL GUMBO DAY	13 NATIONAL FOSSIL DAY	14 NATIONAL DESSERT DAY
15 NATIONAL CHEESE CURD DAY	16 NATIONAL LIQUEUR DAY	17 NATIONAL PASTA DAY	18 NATIONAL CHOCOLATE CUPCAKE DAY	19 NATIONAL NEW FRIENDS DAY	20 NATIONAL BRANDIED FRUIT DAY	21 INTERNATIONAL DAY OF THE NACHO
22 EAT A PRETZEL DAY	23 NATIONAL BOSTON CREAM PIE DAY	24 NATIONAL BOLOGNA DAY	25 NATIONAL ART DAY	26 NATIONAL PUMPKIN DAY	27 AMERICAN BEER DAY	28 NATIONAL CHOCOLATE DAY
29 NATIONAL CAT DAY	30 HAUNTED REFRIGERATOR NIGHT	31 HALLOWEEN				

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DAYS IN THE
MONTH

National Pizza Month





Baseball World Series



Yom Kippur



**Cosmos & Marigold
October Flowers**



Halloween

OCTOBER



Opal Birthstone

FUN FACTS



National Origami Month

Breast Cancer Awareness Month



AUTUMN



Autumn Season

Astrology Signs



Libra



Scorpio



Cinnamon Roll Day



Octopus Day



National Popcorn Month

10th Month of The Year





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