

Attendance Expectations:

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 ongoing patterns of attendance issues are unacceptable

Absence Categories & Allowances

(Measured through the training period)

Employees are responsible for:

- Maintaining reliable internet and equipment
- Completing assignments during working hours (0500-1230 PST)
- All absences or late assignments must be reported within 24 hours.

Escalation Path

Missing any live sessions can result in immediate removal from the program. These preplanned sessions are a requirement for training.

Three absence* occurrences will result in removal from assignment.

First recorded absence: Direct contact from TSR.

Second recorded absence: Direct contact from TSR.

Third recorded absence: Removal from assignment.

*An absence includes but is not limited to failure to complete assignments within working hours on their given day.

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