NEWSLETTER
Week of October 18 to 24
2026

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.

New Joinee Welcome to our team

We are thrilled to welcome each of you to our amazing team!
Selena Hang
Nou Vang
Paw Kyaw
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!

Quick Call Reminders

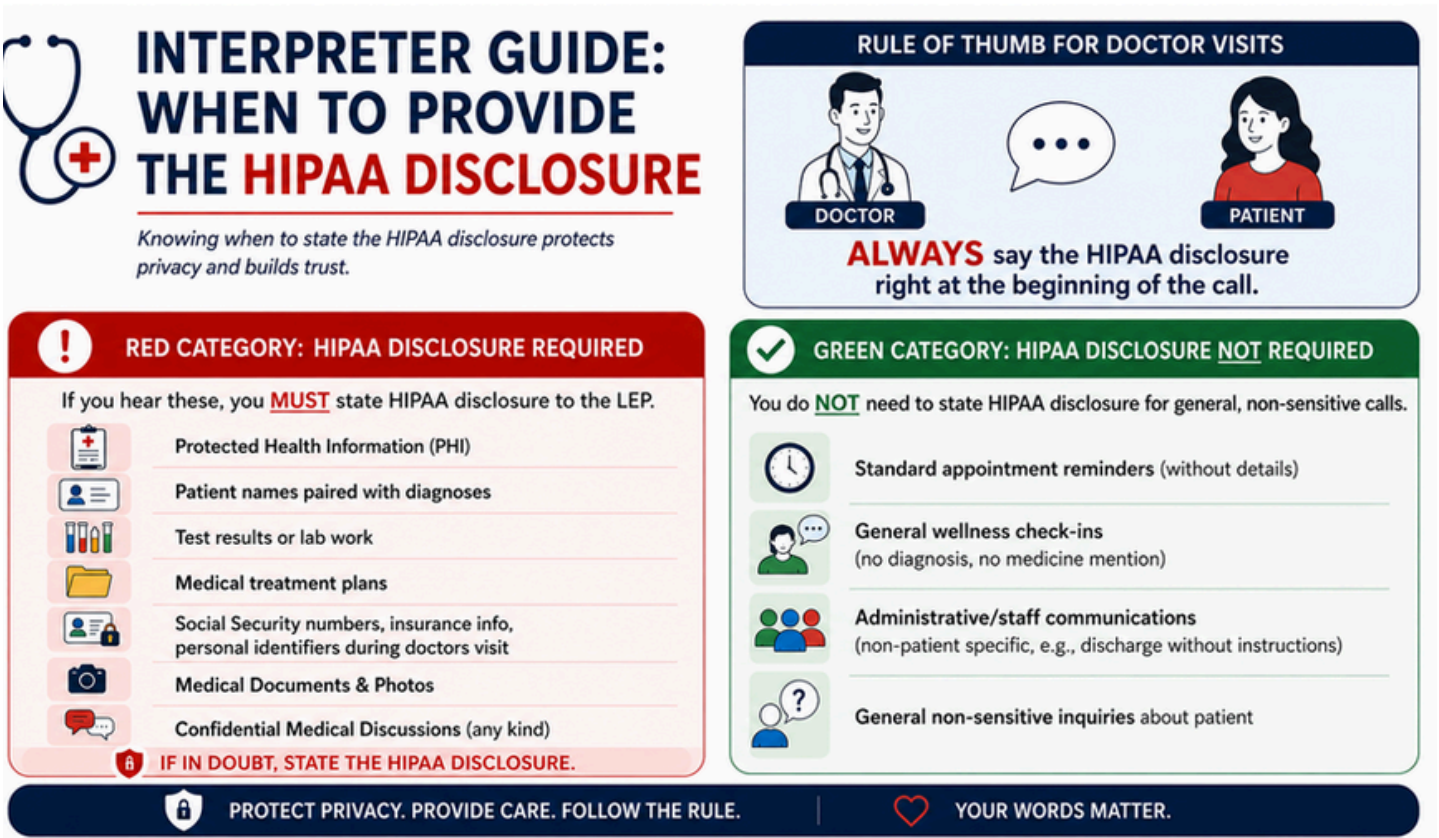
A few simple habits can make a big difference during every call:
Stay in your role. Facilitate communication without taking over the conversation or making decisions for either party.
Refresh the LP if you are left on hold with them for an extended period.
Interpret completely. Do not summarize, add, or leave

information out.
Ask for clarification when something is unclear instead of guessing.
Before disconnecting, confirm the interaction is actually complete and follow the client's closing protocol.

End professionally with a brief, courteous sign-off when appropriate.

Clear and complete communication from start to finish!

HIPPA Reminder!!



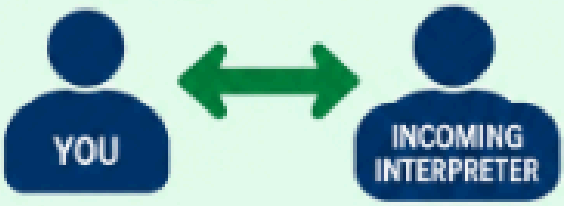
CALL TRANSFER PROTOCOL

Same Policy. Same Professionalism.

Reminder: All transferred calls must be accepted just as you would an incoming call. **We do not deny calls.**

1 ALWAYS ACCEPT

All transfer calls must be taken. Never tell another interpreter you are "not comfortable" or give them the option to decline the call.



2 PROVIDE CONTEXT

Do not do a cold transfer (unless it is only a gender-specific request). Give a brief handoff (1 minute or less) that includes:

- Register used and communication mode
- Nature of the call
- Any name signs
- Any specific signs or terminology that needed clarification

3 DO NOT SHOP

Do not contact multiple interpreters to find someone who will take the call. Disconnecting and reconnecting wastes the client's time and money.



The client is paying per minute for our service, including the transfer process. Repeated transfers may be viewed as a violation of waste and abuse laws.

4 END OF SHIFT

Interpreters are required to take calls until the very end of their scheduled shift. If a call comes in before the end of your shift, you are expected to stay on the call for up to 30 minutes beyond your scheduled end time.



Do not transfer a call simply because it is close to the end of your shift.

Provide context. Accept the call. Complete the transfer.

Same Team. Better Access.

Share your favorite Recepie for Halloween!!



🎃👻 **TEAM HALLOWEEN PHOTO FUN!** 👻🎃

It’s spooky season, team! 🧡🖤🕸️

Let’s add a little Halloween spirit to our team! 🦇✨ **Share your favorite Halloween picture with us! Whether you’re dressed up in a fun costume, rocking a spooky look, showing off your pumpkin creations, or enjoying some festive Halloween fun, we want to see it!** 🎃📸

👻 **Drop your Halloween pictures below and let’s see those spooky, silly, and boo-tiful looks!** 🧙‍♀️🧛‍♂️

Let’s fill the team page with some Halloween magic! 🍬🕷️

Happy Haunting, Team! 🧡🎃🖤

#TeamHalloween #SpookySeason #HalloweenFun