



Common Questions About Scheduling and payroll

Question. How are my scheduled break times calculated?

Answer. Scheduled break times are calculated based on a region's labor law. See below for how scheduled breaks are calculated based on the length of a shift.

Shift Length	15 Mins Paid Break	30 minutes Non-Paid Lunch Break
1-3.5 hours	No break	x
4-4.5 hours	1 break	x
5-5.5 hours	x	1 break
6-7.5 hours	1 break	1 break
8 hours	2 breaks	1 break

Question. How many unscheduled breaks can I take in a shift?

Answer. Interpreters should not be taking unscheduled breaks unless they have an urgent need to use the washroom. No more than 5 minutes should be taken for unscheduled breaks since you should be utilizing your scheduled breaks instead.

Question. Why did I not get the hours I preferred?

Answer. When our scheduling team posts a schedule, they use the interpreter's availability which is given to the Kelly Recruiter. The hours/shifts are based on our Customer Requirements, Call Volume for the target language and Staffing Demand.

Question. When will my shift be published?

Answer. Interpreters will receive their first schedule after they complete their training in full and prior to their Go-Live date. Following an interpreter's first schedule, new schedules are posted monthly. Please speak with our admin team @7916 for more information.

Question. How am I notified when a shift is published?

Answer. Interpreters will be notified that their shifts are published via email and notification on the Deputy app. Please make sure to check your email and application frequently to see updates.



Question. How often do we get new schedules?

Answer. Interpreters can expect to receive new schedules once per month.

Question. How many times can I change my availability after the probation?

Answer. Interpreters should not request a change of availability unless it is a life changing situation. For example, they have moved to a different time zone. This change will be subject to approval and based on the target language, call volume and the customers' demand. The change request needs to be made prior to the schedule being posted for that time.

Question. Why does Deputy show my schedule in a different time zone? Can I change my time zone to reflect where I live?

Answer. Deputy is standardized to show all schedules in Pacific Time. You will not be able to update Deputy to reflect your time zone. All times in this position are reflected as PT. You can save this website for time zone conversion:

⑨ <https://www.timeanddate.com/time/zone/canada>

Question. What do I do when I am scheduled to take a break but am still on the phone with a customer? Should I make a note in Deputy and indicate why I could not take my break as it was scheduled?

Answer. We encourage interpreters to take their breaks as they are scheduled. Break times are scheduled to account for staffing requirements from Language Lines Solutions (LLS). If you happen to be on a long call or had back-to-back calls which caused delays in break times, please take your break as soon as you finish the call(s). **Please note on your timesheet: e.g., 'back-to-back calls caused scheduled break delayed.'** If you forget to make a note, Kelly's payroll system tracks when you log in and log out and will adjust your timesheet accordingly.



Question. If I need to book time off, do I use the unavailability option within Deputy?

Answer. The unavailability tab is not available. Instead, you will need to make a leave request in Deputy, and it will be review and approve by the scheduling team.

Question. Will I be scheduled on statutory holidays, or do I need to request time off for statutory holidays?

Answer. You may be scheduled on a statutory holiday. LLS is a 24/7, 365-day operation. However, there may be staffing reductions for USA statutory holidays. If a reduction is needed the scheduling team will be posting the announcement on Deputy.

Question. Why are there changes to my timesheets?

Answer. Our timesheet team match your call logs; actual log in, lot out and break time with the times you submitted on Deputy.

If the hours on your timesheet do not match the hours logged through the application, then changes will be made to resolve discrepancies. Changes can be made to a timesheet if there has been inaccurate reporting of an interpreter's hours. This can arise due to technical issues with the app, changes to break times due to back-to-back calls, or changes to their daily schedule (e.g., medical appointment). These changes are verified through Kelly's Payroll clerk and Timesheet team who are informed by LLS' system database.

Question. Can I update my Deputy profile to my preferred name?

Answer. You cannot make this change on Deputy. This information needs to stay the way it is as we use it to process your payment. If there is any mistake with your full legal name, please send an email to the admin team @7916.

Question. How can I request a leave/vacation?

Answer. All leave requests need to be submitted using Deputy. It will be review and approve by the scheduling team. All interpreters are entitled to 3-weeks of vacation per calendar year. You do not need to take them consecutively. If you are on a leave, you cannot pick up shifts and work. Your vacation time cannot be carried over to the next calendar year.



Question. Do I get paid for any sick/urgency leave and vacation?

Answer. All leaves are unpaid. However, you get a percentage of vacation pay on each weekly cheque based on labor standards of the province you live in. The province of QC is excluded. In QC, vacation pay is accrued and paid at the end of each reference year. If a QC employee wants to be paid out for vacation prior to the end of the year, they can email our admin @7916. We will request payroll to process the vacation pay accordingly.

Question. Can I pick up additional shifts on deputy?

Answer. Interpreters can pick up shifts that they are not scheduled for, on Deputy. If there is an "Open Shift" in Deputy, that means it is available for pick up. To pick up a shift, click on "Open Shift" and input your Deputy ID. Interpreters can work the full shift or part of the shift that they pick up. If you can only work part of the shift. **Please make note on your timesheet "Partial Shift Pick Up"**. If an interpreter is already scheduled for an 8-hour shift, then they will not see any open shifts on Deputy. If they are scheduled for 4 hours, they will only see open shifts that are 4 hours or less. In total, you can only work maximum, 8 hours a day. **Note – for more information, see Welcome to Deputy Manual.**

If your questions do not appear on this FAQ sheet, please reach out to our Admin Team 7916@kellyservices.com for more information.

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