

## **What is Convo Interpreting**

Our belief is to be the quintessence of a positive environment that captures the true meaning of “be you” for our customers and colleagues through interpreting services.

In other words:

Change is inevitable, but we are the champion of change, since it is the portal to the global growth and accessibility for the ASL community. With this being said, we are versatile and adaptable because we see the change as a movement for the better tomorrow.

We are like a family, we believe in the work of embracing our client to indulge all of the client’s essence to portray them adequately and efficiently. We are honored to say that Convo interpreters take this kind of quality into their daily practice. In doing so, we will become our customer’s most trusted choice in communication.

## **Call Center Managers**

"Convo is founded based on the philosophy of empowering the Deaf community." As call center manager, it is our job to maintain a healthy environment, positive teamwork experience, and unity that impacts our callers experience. This begins with training, monitoring, facilitating a healthy environment, that leads to healthy growth in Convo VRS in interpreting and customers.

## **Scheduling Department**

The Scheduling department strongly believe in fostering the positive environment by being part of the support system for Convo interpreters. We do so by ensuring that support for the interpreters is present by establishing schedule needs in order to have the features that the VI needs, such as: team support in conference calls, a break system, adequate amount of staff to have some relief time between calls. Since we are ASL-centric, where we cherish the importance of interpreters, we also include the importance of the Deaf and hard of hearing customer’s confidence in Convo reliability by providing smart schedule needs.

## **Vice President of Operations**

As Vice President of Interpreting, it is my mission to carry our core value: "Be You" by practicing and developing this with our internal staff who impacts the support, services, and core experience for the Deaf community, providing the safe environment for each of our call centers to grow in our own unique way together. With this being said, interpreting is not only our skill, we also are able grasp and deliver exactly what is being felt at that moment during the call. The unfolding of these experiences begins with proper support and strong communication based on Convo values.

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# Chapter 1: Introduction

Before you read this guideline, think of what kind of employee you are. What are your priorities as a employee, and what do you consider most important? There are myriad types of employee characteristics. Not everyone has just one type, some people may have overlapping characteristic types.

For the role as a Convo Interpreter, the utmost expectation is to always treat your colleague as a team. A good interpreter shares influence, support others' needs, gives positive and constructive feedback, accepts feedback, and encourages high standards of performance. This will not only benefit the workplace environment, but the success of the interpreting experience with the customers.

We are the turning point of interpreting experience that believes in empowering interpreters and customers. Convo employs a dynamic mix of Deaf staff, hearing, and CODA interpreters and believes in providing competent interpreting services while maintaining strong ties to our roots in the ASL community. The guideline is designed to serve as information to the Convo team and provide resources that will help you as you start your employment with us.

Congratulation on becoming part of the Convo family!

[Synergy Chart](#)

## 1.1 Positive Culture

Here at Convo, we strive to create and maintain a cohesive and cooperative work environment. Not only while interpreting, but in our day to day interactions with each other as well. We aim to cultivate a positive culture and we rely on everyone to participate in such behaviors that support our unified goal.

- Keep personal and professional life appropriately separated.
- Be a team player. Making sure that you are always conscious, and considerate of your fellow VIs.
- Communicate! Let people know when you are having a bad day and need some space. It never hurts to keep people “in the loop.”
- Allowing for conflict management opportunities. If there is a grievance between VIs, do what is necessary to resolve it in a professional manner.

## Chapter 2: CPC

Convo is like a family, where else could you work in an embraced environment that understands you as yourself? We not only cherish our customers' experience, but our employees as well. Our company had a lot of changes since day one and we will continue to change for the sake of a better tomorrow. Keeping up with global changes is the only way growth and accessibility can happen for our ASL community. We encourage our interpreters to embrace the customer, to indulge all of our customer's essence in order to portray the customer adequately and efficiently. We take pleasure in saying that our interpreters take this kind of quality into daily practice and we will continue to do so by working with our communities involved.

The Code of Professional Conduct outlines employee ethical and professional responsibilities in the areas of personal standards, professional development, professional integrity and conflicts of interest. Please use this as your guide to enhance your work relationship with your colleagues.

### **Personal Standards**

Convo employees shall demonstrate the highest ideals of honor and integrity in all public and personal relationships to merit the respect, trust and confidence of the elected officials, other employees and the public. They shall:

- Recognize that Convo's mission is to serve the best interests of Deaf customers as we want to ensure that they are being "*understood*."
- Interpreters shall maintain their profession as follows:
  - Adhere to standards of confidential communication.
  - Possess the professional skills and knowledge required for the specific interpreting situation.
- Conduct themselves in a manner appropriate to the specific interpreting situation.
- Demonstrate respect for customers.
- Demonstrate respect for colleagues, interns, and students of the profession.
- Maintain ethical business practices.
- Interpreters engage in professional development opportunities/ trainings (Convo University)
- Emphasize friendly and courteous service to the customers and public.

### **Professional Development**

Convo employees shall be responsible for maintaining their own competencies and for enhancing competence of their colleagues through professional development opportunities.

### **Professional Integrity**

The employees shall demonstrate integrity in written and signing word. They shall not (1) knowingly sign, subscribe to or permit the issuance of any statement or report which contains misstatements or which omits any material fact or (2) knowingly be a party to, or permit any illegal or improper activity. Additionally, the employees shall act with honor, integrity and virtue in all professional relationships.

They shall:

- Exhibit loyalty and trust in the affairs and interests of Convo Communications.
- Respect the rights, responsibilities and integrity of their colleagues and other public officials with whom they work and associate.
- Manage all matters of personnel within the scope of their authority so that fairness and impartiality govern their decisions.
- Promote equal employment opportunities, and in doing so, oppose any discrimination or harassment.
- Seek no favor; believe that personal aggrandizement or profit secured by confidential information or by misuse of public time is dishonest.

### **Conflicts of Interest**

The employees shall actively avoid conflicts of interest or even the appearance of conflicts of interest. They shall discharge their duties without favor and shall refrain from engaging in any outside financial or personal interests incompatible during the performance of their duties. They shall not:

- Directly or indirectly seek or accept personal gain which would influence or appear to influence, the conduct of their official duties.
- Use public property or public resources for personal gain.

## **Chapter 3: Effective Communication**

“There is only one rule for being a good talker, learn to listen.”

-Christopher Morley

At Convo, our goal is to promote a sense of family, unity, and professionalism. That is not always an easy task, especially when various personalities converge in one call center. Set your

perspective as your learning opportunity to work with others that are different from you to increase your work experience.

Here are the four agreements by Don Miguel Ruiz that you can refer for effective communication in building work relationships with others:

- 1) Be impeccable with your words
- 2) Don't make assumptions
- 3) Don't take anything personally
- 4) Always do your best

## Chapter 4: Schedule Request

### 4.1 Schedule Request

The managers will need to submit the schedule requests by the 15th of each months for schedule that is 2 months in advance. Thus, the managers will send out an email with schedule request template to gather your schedule request, please honor the selected deadline by your manager. Please fill out the form and send it to your manager. When you are given the schedule that you are available for, please put in your best efforts in honoring your schedule for the next 2 months. If there are any adjustments needed, please discuss with your manager to find the best solution. If you need to unassign your shift and it is 30 days away or more, you may unassign it yourself. If the shift is 30 days or less, please seek out for coverage for your shift. If no coverage is found, the shift will be considered as abandoned. The company recognizes that life happens, but please do not make scheduling conflicts a consistent behavior. If you find yourself constantly changing your schedule or if management notices a pattern, a meeting may be requested for a better solution. However, if the pattern is ongoing, then a disciplinary action may be taken. Please review the Shift Change Form agreement to understand what the expectations are.

Please be aware that the schedulers always try to honor the schedule request from each VI from Full Time Employee (FTE) to Part Time Employee (PTE) to General Benefit Staff (GBS) based on the availability that the company's schedule allows. The schedule is built from our call volume and patterns. This means that the schedule expectation is always fluid.

On any Convo recognized holiday, the FTE are removed from the schedule completely, and the part time will be cropped to 4 hours to the best fit of the schedule. If the shifts are available on the schedule and FTE/PTE would like to work that day whether there is a differential pay or not, that is possible. The overtime will not apply from the paid holiday time off on the OT calculation daily or weekly. GBS will be left on the schedule unless they request to be off on that day or the schedule do not see fit with the holiday call pattern.

PTO or CTO can be used to help a VI to meet their employment status expectation, but it will not be considered as overtime pay.

#### [Schedule Request](#)

The scheduling department uses Shiftboard as a schedule resources. This is where you will find all of the shifts that are available, that are assigned to you, and your timecards. More information on timecards can be found in chapter 5.1.

### 4.4 Schedule Communication

Any schedule related communication other than schedule request for 2 months in advance, please send an email to [shiftchange@Convorelay.com](mailto:shiftchange@Convorelay.com). The lead, manager, or schedulers will be in contact with you.

If you are unavailable to commit to your scheduled shift, please fill out the Shift Replacement Form with effort to find replacement. If you are able to find coverage or was unable to do so, please indicate that in the form and send it to [shiftchange@Convorelay.com](mailto:shiftchange@Convorelay.com)

### 4.6 Holidays, Time off, Differentials and Status Change

Working on Holidays:

As you all know, our industry is 365/24/7. Holidays will be posted at the beginning of each year. Every Part Time and General Benefitted Staff interpreter is required to commit to at least one, 4 hour, shift on a Convo recognized holiday.

If working, some holidays will have a special differential rate - others will not. Differential rates will be distributed at the end of each year for the following year. Everyone, PT/FT and GBS, can earn differential rates.

All of the Full Time Staff will be removed from the schedule on Convo-recognized holidays. The shifts can be picked up after the schedule has been posted to fit your preference. We thank all of you for stepping up and supporting each other for the holidays.

If you want to take a day off that is 30 days or greater, please unassign your shift. You can also indicate days off on the schedule request form that is collected 2 months in advance. You may use CTO or PTO, Floating Holiday (if applicable) to make up your hours and pay if needed. This means that you will need to create your own timecards within the payroll timeframe.

Please click on this link to get detailed information on differential pay, holiday schedule, and any additional information regarding to bereavement, status, and PTO/CTO.

[Link to Holiday & Differential Expectation](#)

Convo Recognized Holiday	
New Years Day	Friday, January 1
Memorial Day	Monday, May 30
Independence Day	Monday, July 4
Labor Day	Monday, September 5
Thanksgiving Day	Thursday, November 24
Christmas Eve	Saturday, December 24
Christmas Day	Monday, December 26*
Floating Holiday #1	
Floating Holiday #2	
Please note: Overnight shift on Convo Recognized holiday's differential is 150% *Christmas Day is on Sunday and the paid holiday is the next following business day, which is Monday, December 26.	

Holiday Pay Differentials																								
Holidays	12a	1a	2a	3a	4a	5a	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p
Memorial day																								
Independence day																								
Labor Day																								
Thanksgiving																								
Christmas Eve																								
Christmas																								
New Year's Eve																								

Rate	Color Code
100%	
110%	
125%	
150%	

### Status Change Information:

We provide three different categories of employment status: Full Time, Part Time, and General Benefit Staff. You may choose which is the best fit for you. To further examine the employment requirement, please read the status change form and discuss any questions with your manager.

It is ok to change your status due to any reason, but keep in mind that there are expectations on when to change your status and still earn benefits. Please be aware that your hourly rate may change upon changing status and may not change back to your old pay rate if your change your status again. The time frame for when you change your status is explained below.



Please follow the dates below for the amount of hours you can use, anytime your status change falls during these dates to receive Paid Holiday benefits.

January 1 to June 1\*:

FT gets 16 hours of Floating Holiday at their choice.

PT gets up to 8 hours paid holiday at their choice. June 2 to December 31:

FT gets 8 hours of Floating Holiday at their choice.

PT gets 4 hours of Floating Holiday at their choice.

June 2 to December 31\*:

FT gets 8 hours of Floating Holiday at their choice.

PT gets 4 hours of Floating Holiday at their choice.

Example 1:

If a GBS employee decides to promote to Part-Time Status on August 7, then the employee is entitled to 4 hours of FH for that fiscal year.

Example 2:

If a PTE has used up 8 hours of FH and becomes FT on June 25th, then the employee will not get additional FH, but the employee will benefit with the Convo holidays schedule, PTO accrual, and pay.

\*Please note:

You are able to change status once a year to receive Paid Holiday benefits. However, if you have already changed your status and want to change again in one fiscal year, you may do so for the sake of more hours, but the Convo's recognized paid holiday benefits will not apply.

## Chapter 5: Shift and Timecard

Shiftboard is an online resource for VRS and Onsite shifts. This is also where you will clock in and out from your shift. Please use the computer system at Convo to clock in or out from your shift. Do not do it from your mobile device unless approved by the manager due to technical issues if there are any. Please note that logging in/out from Shiftboard using a personal device without authorization can lead to immediate termination. If you have any questions regarding to your schedule or timecard on shiftboard, please send an email to [shiftchange@Convorelay.com](mailto:shiftchange@Convorelay.com). If you are unsure of how to do a specific task on shiftboard, please reach out to your ask your

lead and manager for support. There is a guideline on how to use Shiftboard and create/adjust timecard, which is further down in this chapter.

The company is operated based on Pacific Time Zone. Convo begins new business day at 12am and ends at 11:59pm.

#### Timecard information:

Please check regularly to ensure your timecards are accurate. This is not only limited to VRS, but includes onsite, center meetings, and outreach. Should you find an error, please adjust the incorrect timecard and to appropriately reflect your shift and communicate with the manager if you made any adjustments and note in your timecard accordingly. You are responsible for ensuring timecards are accurate when they are due. Please follow the payroll schedule. If they are not accurate, or if there is one missing, then the time will have to be added to the next payroll. Since we understand that we all are human, and we can overlook things, we ask you to please be cautious with your timecard. If your timecards have errors or you forgot to create your timecard(s) within the pay period more than 2 times in one financial year (Jan 1 to Dec 31), then the warning procedure will apply.

You can also review your timecards on Shiftboard. You can do so by going to the timecard section, pick the date range, then search. If you have any questions, please see your Lead/Manager.

#### Mileage Reimbursement:

Please keep record of all mileage commutes from onsite interpreting into this form and submit it to your manager by the last day of the month. Payroll will process this and send you a separate check to reimburse for your commute. Please note that this only applies to certain locations, please check with your manager if your location applies. If you miss the deadline because life happens, you can submit it to the next following month, but communicate with your manager.

#### [Mileage Form](#)

If it is an event or outreach event, please check with your manager.

#### [Shiftboard 101](#)

#### [Timecard 101](#)

## 5.3 Weather and Technical Incident

When Convo recognizes a hazardous travel conditions due to weather, we will announce via email and the managers will also communicate of call center closures. If the call center closes due to mother nature, the time scheduled to work during the closure will be unpaid.

For any technical issues that requires repair, Convo will give 48 hours notice of the closure of the

call center without pay. For any reasons that technical issues appears under 48 hours and requires immediate restoration, then any scheduled VI will be paid for the time off if they do not accept the OTB offered.

## 5.4 OTBs

Option to Bail (OTB) is the option end one's shift before the designated time without pay. This is determined based on traffic and schedule needs.

- OTB is given from the Scheduler and VPO, it is not to be requested from the VI
- When accepting OTB, put "EOS" on Campfire and note in your timecard.
- If you need to leave due to an emergency please notify the CC-Manager and email to [shiftchange@Convorelay.com](mailto:shiftchange@Convorelay.com). The managers will communicate with the schedulers.
- Please do not take it personally if you are not offered OTB, the schedulers are doing this in the best interest of the Company.

### **Overtime OTB:**

All states are protected by Federal Labor Standard Act: title 29 section 778.102 to allow employer to send employees home during approved overtime hours (40.5 hours and beyond). In other words, the schedulers can offer the OT to the employees, but if we become slow and their support during overtime is no longer needed, the schedulers can request you to log off. You will get paid for the hours you actually worked.

California has a slight exception: For any hours that is beyond 8 hours in a full day (midnight to 11:59pm) is overtime. Any California employee that works in California are entitled to get overtime pay for the actual overtime hours worked.

The VIs who are in California will need to accept to log off if the service is no longer needed during the overtime hours as informed by the scheduler.

## 5.5 BOS, EOS, and Redundancy

Please clock in using the shiftboard. If you have issues with shiftboard, please document the time and discuss with your lead or manager.

Please do not clock out from the matrix until the end of your shift. For instance, if your shift ends at 3pm, please clock out at 3pm, not 2:50pm.

If it is the end of your shift but you notice it has been very busy, you may offer stay longer if you are able. Busy could mean steady calls with less than 3 minute break in between, or 0-2 available interpreters for 30 or more minutes. Contact your Manager or Scheduler for authorization. If they

are not avail, please contact WFM. Only contact VPO if you have reached all and have not gotten anything within 15 minutes.

Sometimes staying longer is to just give an interpreter or two a break before they have one less person on the system. Sometimes staying longer means to wait until the next shift arrives. If you are unsure, see if the Lead, Scheduler, or a Manager is available on Campfire to assist you with that question. If not, check the queue and see how long each interpreter has been on a call. If one of your colleagues been on for approximately 20 minutes, you can check in, and provide breaks as necessary.

When staying longer, when can you leave? Very simply, when call volume slows down, another interpreter comes in, or you need to go. Please note your timecard that you stayed longer than scheduled shift to ensure accuracy.

Closers are the last shift before the Overnight crew begins. Please remain logged in the matrix until your Overnight colleague logs into the system or is there to immediately relieve you.

#### Redundancy:

The FCC requires that we have at least 2 call centers open and working at the same time at ALL times. If you are getting ready to take a break, lunch, or end your shift, please ALWAYS check to be sure there will still be at least 2 call centers working.

If you notice that there may be an issue with redundancy, please reach out (via text message) to your call center manager and scheduler, if you have not received anything from them within 10 minutes, please reach out to Cat, and if 5-10 minutes have passed, please reach out to Azora.

#### Meal break:

If you are the only VI in one of two call centers open, please do NOT log out of the console. Take your break/lunch while staying in standby instead. Make a note in campfire that you're taking break but staying in standby for redundancy needs. If this was necessary to do during your lunch, you'll still need to "clock out" and "clock in" to Shiftboard to ensure that your time cards are issued correctly. If there is more than one VI in your CC, please log out from the system and shiftboard.

If you are working on day or evening shift, please follow your meal break assigned to you. You can find it on your shift on Shiftboard. If you do not see your meal break and you are working for 6.5 or more hours, please reach out to [shiftchange@Convorelay.com](mailto:shiftchange@Convorelay.com) to get your meal break at 30 minutes or 1 hour. If you need to adjust your meal break, please email [shiftchange@Convorelay.com](mailto:shiftchange@Convorelay.com) in advance, (few days prior to your shift) so we can secure the

meal break for you. If you have not received anything from [shiftchange@Convorelay.com](mailto:shiftchange@Convorelay.com) within 1 to 2 hours of your BOS, please reach out to your lead/manager for support.

## 5.7 OT

Overtime is granted by the schedulers and VPO when there is a demand in productivity. If you are staying on to provide support for the call management because there is zero to 1 person in the queue to take calls, please stay up to 15 minutes. If you can stay on longer, please check with your manager. If the manager is not available, please reach out to the schedulers for approval to stay on longer to provide support.

Any employee can work up to 40 hours based on the available shifts provided through Shiftboard.

The VIs are responsible to ensure that they do not go into overtime when it comes to extending, picking up hours, or staying on longer due to a call if there is transfer or in house switch available.

Holiday pay and PTO/CTO are not considered as overtime due to the fact it is not a physical working hours. Any physical worked hours are counted as working hours. OT applies to physical working hours. For any reason that you go into OT, get approval first. If you had to stay on due to the emergency of the call, please communicate with your manager and document in the notes on timecard.

## 5.8 Payroll schedule

Please click on the link to review the payroll schedule.

[Link to Payroll Schedule](#)

# Chapter 6: Breaks and Campfire

## 6.1 Campfire Environment and Breaks

Campfire is the tool VIs use to communicate between all of our call centers and the geeks. The purpose of Campfire is to coordinate breaks, address technical issues, call for support/witness/team. It is imperative that the Campfire environment remain positive between all involved staff. If a VI has an issue regarding Campfire communication, they are to direct their concerns to their CC-Manager or Lead. The information shared on Campfire is to be kept at

a minimum for clarity and to track breaks. The following chatrooms are divided according to their purpose:

Call Centers: Use for call center business. Such as announcing breaks, reporting tech issues, announcing arrival or departure, etc. The information below are examples of meeting expectations when communicating with call centers.

- Breaks: “Break, ETR :22am.”
- Mini: “Mini, ETR :27”
- Leaving station for different reason: “Someone at the door”
- Technical issue: “Geeks: brief description of issue”
- May move to Tech chatroom.

Tech Room: Use for communication with the geeks department for any tech issues.

Chit Chat: Want to talk about the game? Want to talk about the recent news? Want to tease someone? Have questions for the VIs not related to a call? This is the place to do it.

Extended Break: Any VI that needs to take extended break, will need to request for approval from their manager.

[Link to break guideline](#)

## Chapter 7: Stations

### Stations

Please be aware that your primary objective in the office is to be prepared to take the call. Of course you should have fun while you are working, but your cubicle is part of the office and others around you will need to support in work management. Respect your co-workers and enhancing the harmony of the workplace will go a long way in keeping stations tidy and ready to use.

### Food

Please store foods in the kitchen where they belong for safe consumption. There are several methods that can be used to reduce on bacterial growth, avoiding contamination, possible risk of infestation, and reducing food spoilage. Everyone using the kitchen should clean up after themselves, it not only shows class and professionalism, but it also means the kitchen remains hygienic.

Examples:

- Properly store dried food on designated shelf.
- remove refrigerated food items that belong to you by the designated day of the week determined by your hub. Please follow the posted fridge policy at your hub.
- Please label your containers with names and expiration date.
- Try your best to avoid eating in the stations- eat in the break room or any other space where appropriate, please.
- If you eat at your station, please keep the noise to a minimum and wipe down with clorox wipes.
- Please be conscious of strong odors. Please do not leave old food in your space or personal box.

### Personal Bin

The bin is provided to you for your personal property which is furnished by Convo to eliminate clutter at the workplace.

Convo assumes no liability for any damages, loss, and/or theft caused by a third party to the personal property of staff members.

All storage facilities, work spaces, including stations and personal storage bins are the property of Convo. Convo reserves the right to have access to these areas and to such property at any times without advance notice. Therefore, employees should not expect that such property should be treated as private and personal only to the employee. Likewise, electronic and voice mail are also company property and are to be used for business purpose. Internet accounts are to be used for company business. Convo reserves the right to inspect, monitor, and have access to company computers, electronic mail, voice mail messages, and internet communications.

This is to promote the safety of employees, company visitors, and security for facilities.

## Chapter 8: Dress Code & Scent

### Chapter 8.1 Dress Code

Employees are expected to use good judgment and to show courtesy to their co-workers by dressing in a manner that is presentable and appropriate. If you are doing Convo-related events or assignments outside of VRS, the dress code may change to fit the type of assignment/event.

Professional to casual-professional attire is appropriate for Convo VIs, below are examples of what and what to not wear in VRS and/or Onsite setting.

#### VRS Dress Code:

Permissible attire includes:

- Solid top that covers shoulders and a neckline that rests just below the collarbone
- Lower half must have a hemline that rests at the knees or below
- Jeans are OK as long it is not acid-washed or has holes.

Not permissible attire includes:

- Washed out or frayed and/or stained t-shirts
- Low cut tops
- Tank tops
- Excessive jewelry
- Bejeweled or decorated tops
- Patterned tops
- T-Shirts
- Pajamas

Onsite Dress Code:

- Black and solid attire
- Jeans or slacks OK
- Collar, crew, button up is OK
- No rings, scarves, long earrings
- Wear clean and closed shoes
- Always wear Convo pin

## Chapter 8.2: Scent Policy

We ask for everyone to be mindful of fragrance lotion, perfumes and soaps that can cause issues to arise for those with chemical sensitivities. Given that chemically sensitive individuals may react to different products with widely varying degrees of severity, it is very difficult to ensure a consistently comfortable and accommodating work environment under every conceivable set of circumstances. Even so, it is the company policy and the desire of Convo to minimize to the extent possible the barriers and difficulties experienced in the workplace by employees subject to chemical/fragrance sensitivities. Hence this is why we have phased out the use of any scented cleaning products, soaps at the workplace.



If an employee's allergies and sensitivity to odors are in fact disabilities, medical documentation will be required so we can work with the employee to determine if any further accommodation is feasible. Please continue to refer to your manager and Human Resources for communication and support purposes.

One method of being considerate to your fellow VIs is being cautious of bringing scents into the call centers. Some of our VIs suffer from allergies and intolerances to strong odors. Odors such as perfume, cologne, scented lotions, body oils, disinfectants/deodorizers (i.e. Lysol and Febreze), etc. Such odors can create an uncomfortable work environment for some. Not only uncomfortable to the senses, but physically uncomfortable for those suffering from allergies as well. Please do not wear scented products into the call centers to prevent such reactions. Even if the odor of the product does not offend you, it may be offensive to one of your colleagues. If a VI contravenes against the scent policy, this may result in adjustment or loss of shifts, warning, and/or termination.

## Chapter 9: In-house service

For any reason that the manager is out of the office and cannot attend to any special request, but the service is needed and no assigned Person of Contact has been made, please decline any mail or door request unless you get the authorization from the call center manager, WFM, Geeks, VPO, or Executive Officers.

Your first initial contact should be the Leads, before reaching out to Managers, then WFM and VPO.

## Chapter 10: Lobby and Other Rooms

The living room is provided for any employees who are scheduled to work shortly. It is not a place for people to hang out if they are not scheduled on that day unless they communicate with the manager for pre-approval. The manager must be aware of who will be using the lobby while away from the Call Center. This is to ensure safety for all employees.

If there is a quiet space, please alternate with other employees as needed and keep the noise to minimum.

If you want to use another room, please discuss with the manager of your needs in advance for approval.

# Chapter 11: Social Media Policy

The company urges the employees to take caution when posting information on their social media pages.

Everybody at Convo is a teammate and contributes tremendously to the company's relationships with customers, potential employees, and TRS/VRS advocacy groups and regulators. Your actions and comments reflect on each other and on Convo. When posting about Convo on blogs, Facebook, Twitter, etc., keep in mind that Convo:

- Wants to share information that is accurate, official and consistent
- Has trademarks and style guides
- Has proprietary data and trade secrets
- Has legal obligations with user data and personnel records
- Be yourself but also be aware that you are responsible for any comments that negatively impact the company.
- If unsure what to say or what not to say, simply use information from our website, FAQ, blog, Facebook, Twitter and YouTube pages, etc., or ask your Manager.

Examples of what is illegal to share on social media, or outside of the Call Center:

- Content of calls
- Customer's information/location
- Pictures of the call center
- Selfie in the Call Center
- Videography
- Screenshots
- Internal company announcements

# Chapter 12: Diversity, Equality, & Justice

With a growing number of employees and customers dedicated to this company, we are attracting an ever increasing variety of employees. The company is committed to understanding and accommodating their diverse needs to promote ongoing success. Below is a list of terms, and their definitions, to be familiar with to effectively manage accommodations sensitively.

Diversity: Difference among groups of people and individuals based on ethnicity, race, socioeconomic status, gender, exceptionalities, language, religion, sexual orientation, geographical area, etc. Also includes background of experience, viewpoints, thoughts, and ideas.

Equality: The state of being equal in status, language, rights, and opportunities.

Justice: Ensuring fairness for everyone.

# Chapter 13: Brave Space

## WE ARE ALL A WORK IN PROCESS

Issues of diversity, inclusion and social justice are fluid.

We are always learning and there is always more to learn. Someone once said “the moment you think you have arrived, that is the moment you know you haven’t.”

As Convo has grown over the years so has the diversity within our space where differences create a place where we come together on a journey of learning and growing.

We as the ASL Community engage in critical dialogue through our everyday lives with our team and often we create conscious questioning and active listening. A primary assumption of Brave Space is that everyone speaks with the positive intent of seeking greater knowledge and understanding. Please use this as the perspicacity in creating a brave space within the workplace where all employees of Convo can come to learn, grow and be.

1. Strive to learn about experiences other than your own, and seek permission to ask questions about other people’s experiences: e.g. “Would you be willing to tell me more about...”
2. Recognize that your experiences, values, etc are unique and avoid generalizing. Similarly, avoid language that all people are in the majority (e.g. heterosexual, Caucasian, Republican/Democrat, or Judeo-Christian) and stereotyping based on assumptions.
3. Address conflicts peacefully to the best of your ability, and seek assistance if needed.
4. Validate and support the ideas, feelings or experiences of others.
5. Always ask questions to learn more of another’s experiences; avoid attacking or debating the validity of someone else’s experiences. Please be conscious of how you present your questions. For instance, will the question you ask be something that you will be comfortable with if a person asked you that question?
6. Be considerate of each other’s activities (meetings, projects, reading, etc) and mindful of noise levels, as this is a shared space.

7. Be welcoming, create community, and be respectful of privacy and/or confidentiality when requested. Don't share another's private story if you are not certain it is for consumption beyond this space.
8. Before reacting or responding to jokes or statements you feel are hurtful or offensive to yourself or others, ask for clarification: e.g. "What I heard you say is... Is that correct?"
9. Be supportive of people who interrupt or respond to what is perceived to be hurtful or offensive jokes and statements.
10. Practice forgiveness: remember that this is a space where we are all learning and growing.
11. Be mindful of sexually charged topics, language and perceived behavior as we all come from different cultural and life experiences, and have different boundaries.
12. Be careful not to "OUT" others (e.g. gay, feminist, etc) and be particularly mindful of how you might unintentionally out someone when you see them outside of Convo.
13. If you don't know how someone identifies, and you need to know, ask them instead of making assumptions and labeling them. (e.g. ask "How do you identify?" instead of "You're gay, right?")

## Chapter 14: Portal, FMLA, Jury Duty, and LOA

- If you need to track your documents, please check with through portal website:  
<https://theinfini.com/convo/>
- FMLA: Entitles covered employees to take an unpaid, job-protected, leave for up to 12 weeks within 12 month period. FMLA allows an employee to use the leave within the spectrum of specified family and medical reasons, and still be insured based on state's qualification requirements. FMLA can be used in a single block of time, multiple small blocks of time, or on a part time basis. There is no minimum on notifying the employer of FMLA use, but encourage your employee to communicate in advance when possible. When an employee requests FMLA, they must be notified within 5 business days if they are eligible or not. The employee has up to 15 days to provide documentation for FMLA verification. If FMLA is not granted, a reason must be cited.

### Other Reason for Leave that can be used with FMLA

- Domestic Violence Victim
- Parent or child who has been a victim of domestic violence
- Organ or bone marrow donor (when serve to qualify)
- To care for ill family member
- Care for a child within one year after birth or placement
- In loco parentis
- Military Care can take up to 26 weeks.

[Link to FMLA template and guideline](#)

- Leave of Absence, LOA: For any reason that you need to have prolonged absence that is not protected by the FMLA, please discuss this with your manager and write a LOA proposal with the understanding that this will be taken case by case basis and please include:
  - Length of leave (with start and end date)
  - Reason
  - How benefit payments will be made
  - How LOA will support them
- LOA is limited to:
  - Unpaid leave
  - Absence cannot be less than 4 weeks and no more than 16 weeks
  - Employee is responsible for all premiums for health insurance
  - No benefits accrued during absence
  - Shift may not be guaranteed, but the schedule department will try their best to secure it if possible. Please be aware that it may be possible that your status may become GBS if there are not enough shifts available.
- Jury Duty: Anytime that an employee is summoned to Jury Duty, please follow the state or local laws pertaining to attendance and compensation for the employee. The Federal Fair Labor Standard Act does not require payment for time not worked, including the time spent serving jury duty. However, the state or local law may indicate otherwise. The decision regarding payment should be based on the state or local law that provides the most protection. Inform your Call Center Manager and we will communicate with the HR, schedule, and any other parties involved as necessary.

[Link For State Law Guideline](#)

- For Local law: Call your local court administrator or state labor department.

# Chapter 15: Compliance

It is critical to follow the FCC regulations along with Convo policy. Please review the compliance manual and all other information regarding to confidentiality and procedures in this chapter.

[Link to Convo VRS Compliance Manual](#)

## 15.1 Guideline to procedures with VRS.

There are procedures in handling these types of calls, please review below to become cognizant with the procedure to be prepared when it happens at the moment while you are in the call.

[Link to Emergency Call Handling](#)

[Link to 911 Procedure Update](#)

[Link to VRI Suspicion Call](#)

[Link to International Calls](#)

[Link to Privacy Screen](#)

[Link to Fraudulent/Impermissible VRS Call](#)

## Chapter 15.2 Red Flag

Red Flag report is to provide information for VI's protection for any issue of fraudulent or impermissible call and any abuse of the VI or VRS. The VI will originate the red flag report and the manager will review, finalize, follow up with the VI, then submit the form to VPO and General Strategy Officer. When the VPO receives the Red Flag Form, he will review to see if if this needs to be escalated to the other department to find solution. For instance, the VPO may reach out to Convo Support Department, Technology Department, or discuss this with the General Counsel on the action to solution in the best interest for the company.

[Link to Red Flag Form](#)

## Chapter 15.3 Confidentiality

[Link to Confidentiality and Call Center Security](#)

[Link to Whistleblower Procedure](#)

## Chapter 16: Secondary Job

Convo understands that Interpreters also do freelance jobs, however, we ask all employees to respect the confidentiality of Convo information to internal only at Convo work hour. Full time staff will need to keep it to a minimum. If there is an additional employment that conflicts with the work schedule, duties, and/or impairs or has a detrimental effect on the employee's work performance is prohibited.

## Chapter 17: You got questions, we got answers

Onsite: (VRS to follow):

### **1) Will I be required to accept onsite interpreting assignments with Convo?**

A: You are not required to accept Onsite Interpreting, however, this new addition to the company is still new. Thus, the expectations may change in the future.

### **2) I applied as a VRS interpreter in the past, will I need to apply separately for Onsite Interpreting?**

A: Once you are a Convo interpreter, you will qualify for both services: VRS and Onsite Interpreting.

### **3) I am currently affiliated with other agency/ies, what will that mean for me as a Convo Employee?**

A: Convo has been a VRS provider and that will remain as our main focus while we start to incorporate Onsite Interpreting. This means that you may continue to work with other agencies, but please keep in mind that this may change in the future. If this changes, we will be sure to communicate in advance and give you ample time with the new adjustments.

### **4) I work with other interpreting agencies, but I also do onsite interpreting with Convo. How do I present myself as a Convo employee with the client that I have worked with in the past?**

A: Please introduce your name and that you are here as a Convo Interpreter. If they have questions about the other agency that you work for, please kindly inform the client that you are here to provide interpreting service for the customer and Convo, and ask them to set a different time to discuss this topic off the hours.

### **5) What do I do when I arrive to the location for the Onsite Interpreting assignment?**

A: When you arrive to the site for Onsite Interpreting assignment, we believe first impression is everything. Please introduce yourself to the Deaf client with your name, and you are here representing Convo with a smile. At any time that a hearing person speaks to you (interpreter), always communicate using sim-com method. For any questions related to the cost, payments, and anything other than the interpreting work, please ask the person to wait until the end of the assignment. If they have any questions, please refer them to Convo on the business card.

**6) I do freelance interpreting and Convo's rate is different from what I charge my client, how will this work?**

A: Whenever you accept an assignment with Convo, you will be playing a pivotal role in supporting the company wishes and goals. If you are working as a Convo interpreter and teams with another Convo employee or with other agencies' interpreter, this is a great opportunity to work with others that are different from you in order to build your experience and make a positive impact.

**7) Will I ever be asked to volunteer my time as an interpreter for Convo?**

A: Convo truly believes in paying their employee for any assignment that they do, but as a service to the community we may ask for volunteers to provide interpreting services.

**8) Will my rates be adjusted based on each client's payment?**

A: Convo will be paying at the predetermined rate.

**9) If the onsite assignment requires vaccines, a background check, fingerprints, or anything else at an additional cost, will Convo cover the expense(s)?**

A: Convo will cover these types of expenses.

**10) If there is a cancellation, will I still receive pay for the assignment?**

A: If the assignment is canceled within 24 hours or less, then it will be considered as payable. If the assignment is canceled with notice greater than 24 hours, then it will not be a paid assignment.

If the cancellation is 24 hours or less, the hours will apply to your schedule requirement, if it is cancelled with notice greater than 24 hours, please pick up an shift from VRS or Onsite assignments.

**11) What is the consequence(s) if I show up late to my assignment?**

A: If this occurs more than once for the onsite assignment then the same procedure applies from the agreement from Status Change Form. This form can be found in the Convo Interpreter Guideline.



**12) Will I still accrue and meet my schedule expectation for doing onsite assignments?**

A: Any hours you work with Convo is counted towards to Convo Schedule hours, thus you will be accruing PTO or CTO based on your employee status.

**13) Will I be reimbursed for tolls, mileages, and parking?**

A: All assignments vary (review chapter 5), please refer to your manager for Onsite interpreting assignments information.

**14) Some assignment require prep time such as performances, concerts, and similar type of assignments. Will I get paid for the prep time?**

A: We encourage you to find your own time to prepare yourself for the gig. Our POC will gather information to share with you that may be beneficial to you as an interpreter. Please keep in mind that not all clients will send synopses in advance or at all.

**15) What if the assignment runs past the scheduled time, what do I do?**

A: The client is aware that they will need to check in with you. If they do not, please kindly remind them of the duration, if they want to extend please encourage them to contact us to approve or if necessary, send in another interpreter to trade or support the meeting. Please also inform the schedulers that this will be run over and what kind of support is needed.

When the assignment is finished, please send an email to [shiftchange@Convorelay.com](mailto:shiftchange@Convorelay.com) of how long the assignment took. Please remember to create your timecard to fit the duration of your assignment.

**16) How early do I need to come for the onsite assignment and what do I need to do?**

A: Please come in 20 minutes early to prepare yourself for the assignment along with any questions that the customer may have. If any questions escalates beyond your role, please encourage them to send an email on the business card (give the business card). If you do not have it with you, have them to send their questions to [requests@Convorelay.com](mailto:requests@Convorelay.com). Also, please keep in mind that the priority of arriving early is to work with the client to get a further understanding of their communication style in order to give the best quality of communication for both parties.

Always use sim-com method if the hearing person is asking interpreters questions that is for interpreters to respond, to allow communication accessibility for Deaf client. In addition to this, this will allow the Deaf client to take over the conversation if it is directed for the client.

**17) If the client have not showed up at the beginning of the assignment, what do I do?**

A: For any assignment less than 4 hours, please stay onsite for 30 minutes (or until the schedulers inform you that you may leave). If your assignment is 4 hours or greater, please stay

for up to 1 hour or until the schedulers inform you that you may leave). Please be in communication with the schedulers to work out the logistics.

**VRS:**

**18) If I arrive to my shift late, can I make up my hours by staying longer past my EOS?**

A: We encourage you to arrive to the hub few minutes before your BOS to get settled in. If the inevitable happens, please communicate by sending an email to [shiftchange@Convorelay.com](mailto:shiftchange@Convorelay.com). The Lead/Manager or Scheduler will inform you if you can stay on longer if there is a need regardless if there are red shifts in the fishpond.

**19) I need to adjust my lunch break, with whom should I communicate?**

A: Please give your full effort in keeping your assigned lunch break, however if it is absolutely necessary to adjust your meal break, reach out to your colleague to swap lunch breaks. If you had no luck in finding someone to swap your lunch break, please communicate with your manager to see if any accommodations can be provided.

If you missed your meal break because you were on the call that was highly sensitive and to your best professional judgement to stay on until the end of the call, please communicate with your manager in finding the different time to take your meal break.

**20) I forgot to clock in/out, what do I do?**

A: We encourage this to be avoided, but if this happens, please create a timecard and note the reason in the notes portion of the timecard.

**21) I missed my break, can I make up my break?**

A: Please try your best to keep your break. If you were providing support for call management, please take it right away when there is more support. If it is not possible, you can also ask the lead/manager/VI to swap with you so you can take your break.

**22) I need to take a mini, but the lead/manager is not available**

A: Please reach out to your colleagues for support so you can take your mini. If there is no one available, use your best judgement if you need it or that you can wait until it is your turn to take your break. If you need to go to the bathroom, the mini is not for bathroom break, please go ahead and put RR on the campfire.

**23) It is really busy and I am spent.**

A: We understand that there are some busy days, please look at this in a positive manner. The customers are loving Convo because of each one of you. If you need a break outside of your

designated break time, please inform your lead and/or manager so they can provide proper support for you and your colleagues.

**24) Will the Mileage be included for my commute to Call Center?**

A: In the past, we offered this option because the amount of staff were under 100, but with the amazing growth in interpreting department, this have changed. For those VIs who gets the mileage reimbursement are grandfathered as long as they are employed with us.

-If you have been grandfathered in to receive mileage reimbursement and have to take a leave for more than 2 months, decides to apply again, and re-hired, please be aware that the mileage reimbursement will no longer apply.

**25) My colleague and I have disagreement, what should I do?**

A: Please review Chapter 3 on why it is great to learn how to work with colleagues. If you have tried everything to resolve difference independently, please reach out to your manager and a find solution to this. If no resolution is found after consulting with your manager, please reach out to the Human Resources for support in finding the best solution.

**26) What should I do if I witness someone doing something wrong?**

A: If you witness an illegal activity or breaking protocol/Convo policy,, please inform your manager as soon as possible. The manager will address this quickly with the proper procedure. Your name will remain anonymous.