

# BOARD NEWSLETTER QUARTERLY

MCIS Language Solutions

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## EDITORIAL

Dear Readers,

Have you gone for apple picking yet? If not, now is the time! Leaves are changing colours, so time for a fall drive as well! Canada is one of the most beautiful countries to live in and people enjoy each season in its unique way. I certainly discover new joys each year.

At MCIS, we continue with the same spirit of discovery. This time it is to provide effective and impactful delivery to our clients. With this purpose, we have launched the much-awaited MCIS interpreter app for our clients.

In this issue, we invite you to submit your proposals for the development of a Language Advocacy Kit and welcome you to join us on September 30th to celebrate the International Translation Day.

We also share insights from our Customer Skyliner Juliette's Place and the 2017 (un) Conference Report.

See you on September 30th!

Your Editors,

Shweta and Ken



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## A Message to our Customers

Dear Valued Client,

MCIS Language Solutions will be implementing a new charge to our immediate telephone service. Starting on September 1st, 2017, we will be charging for International long distance three-way connection calls.

In order to avoid being billed for this additional cost, please connect with the party you wish to communicate with, prior to conferencing in MCIS for immediate telephone services.

Please do not hesitate to contact us if you have any questions.

## CUSTOMER SKYLINER

### Sonila Zeslari, Outreach and Support Worker, Juliette's Place



As a leading language service provider, MCIS works with a variety of community care access centres, hospitals, and clinics. In this edition of the newsletter, we feature Juliette's Place and highlight how the organization creates a positive social impact using our services.

Our vision to connect people globally through languages aligns with the customer's vision to ensure that all women and children have the opportunity and support to live a life free of violence and abuse. Sonila Zeslari, Outreach and Support Worker, spoke to us about how they help women and children, share a great partnership with MCIS, and more.

- How do you help communities in your area?

As an organization we do a lot of community outreach by going to schools, crisis centers, community based organizations and speaking about the impact of violence and abuse, especially on younger children. For us it is important that the community that we serve is aware that places like Juliette's Place exist and support families (mothers and children) in their time of crisis.

- We have shared a great partnership. Have our services helped achieve your goal or further your mission and vision in some way? If so, how?

MCIS plays a huge role through interpretation to help us, as front line workers understand the needs of the families we serve. We are an emergency shelter and having interpreters coming to our shelter on short notice is a big help for our agency and for the families that we work with.

- What are your future projects and how do you see MCIS helping with the success of these projects?

I believe that given the nature of our service, and being a 24 hours emergency shelter where mothers and children knock on our door at any time throughout the day and night, using the video interpretation platform that MCIS uses between front line workers and interpreters would be a great way to get us the service we need in a timely and efficient manner. This year, we have reached out to most hospitals and crisis centers through our outreach services. Our plan is to reach as many schools as possible and educate the new generation about healthy communication and healthy relationships.

## INTERPRETER TRAINING PROGRAM

Daytime or Evening Language Interpreter Training Program: Click here to register for the daytime or evening language interpreter training program starting on October 18 and 25, 2017.

Advanced Court Interpreter Training Program: Click here to register for our Advanced Court Interpreter Training Program starting November 4, 2017.

Click here for more info: [www.mcislanguages.com/community-interpreting](http://www.mcislanguages.com/community-interpreting)



## News and Updates

### An MCIS Interpreter is now a Click Away!

On July 29, 2017, Interpreter Appreciation Day, MCIS launched an app that enables MCIS' clients to request immediate telephone, video and schedule future face to face, telephone or video assignments in collaboration with Bluestream technology. The app provides our clients with instant access to interpreters in various languages, and supports platforms including Video Remote Interpreting (VRI), and Over the Phone Interpreting (OPI). The partnership allows us to customise the application based on customer preferences which means the customer gets the qualified interpreter they need.

For more information on the app, click here.

### International Translation Day - Translating the Future 101

In May 2017, the United Nations officially declared September 30th as International Translation Day, recognizing "the practical contribution of language professionals, both in conference servicing and in the field including in the maintenance of peace and security, peace-keeping, the promotion of human rights and operational activities for sustainable development" and "that respect for the world's cultural and linguistic diversity is an essential prerequisite for the promotion, in the United Nations, of the spirit of openness, equity and dialogue."

Join us on September 30th for a celebration of International Translation Day where you will have an opportunity to:

- Share your perspectives on how new technologies are disrupting the translation field and transforming your role;
- Network with colleagues and meet MCIS' Translation and Translator Training teams over a delicious lunch;
- See a special screening of a documentary on meditation and mindfulness, as one of the ways to manage disruptions by increasing awareness and clarity.

Tickets for a raffle will be available for purchase on the day of the event- all proceeds to be donated to Translators Without Borders!

Don't miss this unique opportunity to celebrate your day in the company of colleagues who believe that #LanguageRightsMatter!

To register, click here.

We hope to see you there!

### MCIS Kicks off the Fall Session of Translator Training

This summer has been a busy one! Based on all the feedback we received from students, facilitators and other stakeholders, we've been busy updating our curriculum. And we're finally finished and are happy to start our Fall Sessions - our second group kicked off the After-hours session on September 19th, and the Daytime group starts on September 26th.

We also have some new facilitators on board! Keep an eye out for their profiles on our website. Remember - the first 500 students in the program receive the training at no cost on a first come first serve basis. If you have not pre-registered, complete our online form and one of our team members will get back to you with details on how/when to submit your supporting documents!

### We are now Inviting Applications for the Language Impact Challenge Grant

MCIS is inviting individuals, non-profit/ grassroots organizations and social enterprises to send us innovative and unique proposals for the development of a Language Advocacy Kit, a tool for both newcomers to advocate on behalf of their communities and decision makers and influencers to advocate within their organizations. The kit should help influence policy change around language rights and help those interested in improving language accessibility to understand how to create an effective advocacy campaign.

It should include at a minimum:

- Information about newcomer communities and challenges and barriers to language they face;
- General, compelling information on language rights and the importance of overcoming language barriers to improve access to critical information and services;
- Useful information on various methods of advocacy for (language) rights, when to use each, and how to voice concerns most effectively;
- Making a business case for risks associated with not providing access to services in languages of choice;
- A language access plan template to assist organizations that wish to implement one;
- A comprehensive outreach plan for making the toolkit available to communities and key decision makers across Ontario.

MCIS will shortlist the entries to 3 finalists, and a panel of judges will select the winner who will be announced at MCIS' AGM on October 18, 2017.

To apply, or get more information, please visit the Language Impact Challenge Page.

### MCIS Publishes 2017 (un) Conference Report

MCIS published the 2017 (un) Conference Report summarizing conversations from the July event at the Centre for Social Innovation in Toronto. We discussed the challenges in the language industry, the gaps in the current language service system, funding, viable business models and the role of tech/ digital tools in serving the vulnerable sector better. We were also very much interested in how to best utilise government assets to support freelance language professionals.



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