



SOLUTIONS CATALOGUE

Your Global Voice



MCIS
LANGUAGE SOLUTIONS

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OUR HISTORY

SERVING THE VULNERABLE POPULATION

Since its inception in 1989, MCIS has maintained its commitment to vulnerable persons and their rights to access critical information and services in their languages. Our organization was initially created to remove language barriers for victims of domestic and sexual violence, with high-quality interpretation services in a responsive manner.

WHO WE ARE TODAY

Throughout the years MCIS has evolved into a world class organization which now offers over 50 professional language services. Some of these services include: interpretation, translation, transcription, training, testing, accessibility and consulting which we offer globally in over 300 languages 24/7/365. Although MCIS has branched out into new market segments such as business, technology, insurance, banking, legal, medical, pharmaceutical and retail, we have never forgotten our humble roots and are still proud to identify ourselves as a Non-Profit Social Enterprise. All net profits generated from our business are re-invested into social initiatives which assist limited English speaking vulnerable populations.

OUR VISION IS CLEAR . . .

To connect people globally through languages.

OUR MISSION IS SIMPLE . . .

To improve access to critical information and services through high quality language solutions.

OUR VALUES ARE FIRM . . .

Respect - Quality - Accountability - Collaboration - Learning



TRANSLATION SOLUTIONS

We work collaboratively with our customers to develop translation solutions that meet your unique needs in an efficient and cost-effective way.

Why choose our translations services?

- ✓ Over 750 translators, both in-house and off-site
- ✓ Certified translators
- ✓ Translations in more than 300 languages
- ✓ Quotes within 24 hours
- ✓ A dedicated project manager
- ✓ 3rd Party Liability Insurance for Errors and Omissions
- ✓ Rigorous quality assurance process
- ✓ Real-time project monitoring via customer portal



TRANSLATION SOLUTIONS WE OFFER TODAY INCLUDE:

Translation	Revision	Transcreation
MCIS translates all types of written documents for a wide range of sectors including government, business, technology, insurance, banking, legal, medical, pharmaceutical and retail. All our translations are revised by a second language professional.	We providing revision and editing services for your content to ensure it is accurate, appropriate for your target audience, and achieves the impact you require.	We offer creative translation services for all your advertising and marketing needs. This helps ensure the content is not only accurate, but also that it achieves the desired impact on your audience, through cultural adaptation for the market you are targeting.
Certified/Notarized	Proofreading	Localization
Our team provides certified and notarized translations of documents for official purposes, such as credential assessments, citizenship applications, or in order to be submitted as evidence in court.	We provide proofreading services to ensure proper spelling, punctuation, line breaks and font display for the content you are about to publish.	MCIS can help you localize your website, mobile applications, or software for a multicultural audience, by not only translating the text to get the meaning across, but also adapting the content to the locale of the target audience.

INTERPRETATION SOLUTIONS

MCIS will find the right professional for your assignment. We have an extensive network of over 5,000 language professionals working in more than 300 languages including American Sign Language (ASL) and Aboriginal Languages.



Our organization prides itself in observing some of the highest quality standards in the market when it comes to training and recruiting language interpreters. Some of the combined credentials of interpreters in our roster include:

- ✓ Community interpreter training from a recognized post-secondary academic institution or a community-based agency (A minimum of 100 instructional hours)
 - Fundamentals or language interpretation
 - Role of the interpreter and code of ethics
 - Interpreting in general legal, medical and social services settings
- ✓ Interpreter skills assessment (ILSAT or CILISAT)
- ✓ Advanced interpreter training in medical and legal settings
- ✓ Court interpreter accreditation from the Ministry of the Attorney General (MAG)
- ✓ Immigration interpreter accreditation from the Immigration and Refugee Board

OUR INTERPRETERS ARE CONSTANTLY MONITORED THROUGH CUSTOMER FEEDBACK, ARE COVERED BY ERRORS & OMISSIONS INSURANCE AND ARE AVAILABLE 24/7/365.

Consecutive Interpreting	Simultaneous Interpreting
<p>Also known as dialogue interpreting, it is commonly used in small meetings, as well as in appointments between 2 to 3 people, generally in legal, medical, and social services settings. In consecutive interpreting there are pauses every two to three sentences to allow the interpreter to convert the message from the source language and verbalize into the target language.</p>	<p>Ideal for small group sessions or for larger audiences as the ones found in conference settings. The interpreter follows the speaker and conveys the message almost instantaneously. The interpretation can be whispered like in a small group session, or with the use of conference interpretation equipment (a soundproofed booth with microphones, an interpretation console, and receivers).</p>
<p>Service delivered: In-person, telephone (immediate/scheduled) or video</p> <p>Minimum: 2 hours in person, 1 hour video and telephone by the minute</p>	<p>Service delivered: In-person or video</p> <p>Minimum: 4 hours for both</p>

ACCESSIBILITY SOLUTIONS

We continuously strive to make sure all language and communication barriers are removed through the services we provide.

We offer a range of solutions that can support your organization in ensuring your services are accessible and comply with the Accessibility for Ontarians with Disabilities Act (AODA).



SOLUTIONS WE OFFER TODAY INCLUDE:

ASL	Tactile Signing	CART
American Sign Language - Communication between English speakers and deaf, deafened, or hard of hearing persons that have learned to sign in ASL.	Communication for individuals who are both sight and hearing impairment (Deaf blindness).	Communication Access Realtime Translation -Live, word-for-word transcription of speech to text so that individuals can read what is being said in group settings or at personal appointments on a laptop or a larger screen.
LSQ	Deaf Interpreting	Braille Printing
La langue des signes québécoise – Communication between French speakers and deaf, deafened, or hard of hearing persons, that have learned to sign in LSQ.	Needed when trying to communicate with a deaf person who has limited communication skills or uses non-standard ASL gestures.	We provide Braille translation and printing services to help your organization produce print materials that are accessible to the visually impaired.

LANGUAGE CONSULTING

MCIS Language Solutions can remove any potential language barriers by providing you with a complete solution.

MCIS caters to international corporations all the way through to small local firms. No job is too big or too small for us to handle! We work with organizations from all different business sectors which include:



We offer a broad spectrum of customized language solutions for your specific needs. Our language consulting services are ideal for: businesses dealing with multilingual or multicultural clients, corporations operating internationally, public sector clients and companies looking to expand abroad.

Our team of professional consultants are ready to assist you expand your business anywhere globally.



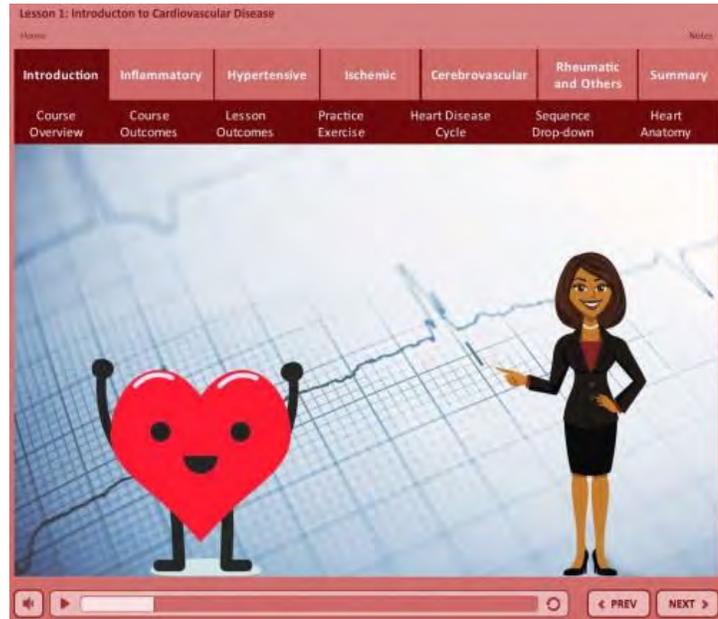
TRAINING AND TESTING

Staff Language Training and Testing

Does your organization have a need to train and test your internal staff for language proficiencies?

Is your company seeking training programs for frontline workers who need to upgrade their skills in one of Canada's two official languages?

Look no further since MCIS Language Solutions can accommodate your needs through self-paced on-line courses or via on-site programs.



Looking to become a Language Professional?

WE OFFER THE FOLLOWING TRAINING PROGRAMS:

Community Interpreting	Advanced Interpreter Training	Translator Training
<p>Ideal for candidates who are new to the industry, or for those seeking to obtain a proof of training in general or community interpretation.</p> <p>These courses focus on the fundamentals of language interpretation, as well as interpretation in general legal, healthcare and social services settings. The program is available both On-Site and Online.</p>	<p>These courses are ideal for professional interpreters who are already actively working in the field, or for those looking to further their skills and opportunities to work in legal and medical interpretation settings.</p>	<p>Available Spring 2017 - MCIS is currently developing a unique language independent training program for translators in languages of lesser diffusion.</p> <p>This training is being developed to help address the shortage of professional translators in languages of high demand in Ontario.</p>

KEY SOLUTIONS

Interpretation

- ✓ In-person Interpretation
- ✓ Telephone Interpretation
- ✓ Video Remote Interpretation
- ✓ Group Interpretation
- ✓ Conference Interpreting
- ✓ Court Interpreting
- ✓ Subpoena Attendance
- ✓ Message Relay
- ✓ Liaison Interpreting
- ✓ Sight Translation

Accessibility

- ✓ American Sign Language (ASL)
- ✓ La langue des signes québécoise (LSQ)
- ✓ Tactile Signing
- ✓ Deaf Interpreting
- ✓ Closed Captioning
- ✓ CART (Communication Access Real-time Translation)
- ✓ Braille Printing
- ✓ Accessible Document Formatting

Translation

- ✓ Translation
- ✓ Editing
- ✓ Proofreading
- ✓ Update of a translation
- ✓ On-site translation
- ✓ Certified or notarized translation
- ✓ Transcreation
- ✓ Desktop Publishing
- ✓ Layout formatting
- ✓ Typesetting
- ✓ Localization

Other Services

- ✓ Transcription
- ✓ Recorded Interpretation
- ✓ Subtitling
- ✓ Voiceover
- ✓ Project Management
- ✓ Language Consulting
- ✓ Language proficiency training & testing (Staff)
- ✓ Interpreter and translator training & testing

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