



Interpreter Orientation Package

Welcome to the MCIS Language Solutions Roster. Your language abilities are invaluable to the facilitation of critical information and services. The information below will provide you with a greater understanding of the process and the expectations in being an interpreter.

Should you have any further inquiries, please do not hesitate to contact our Vendor Management (VM) Department by email at careers@mcis.on.ca.

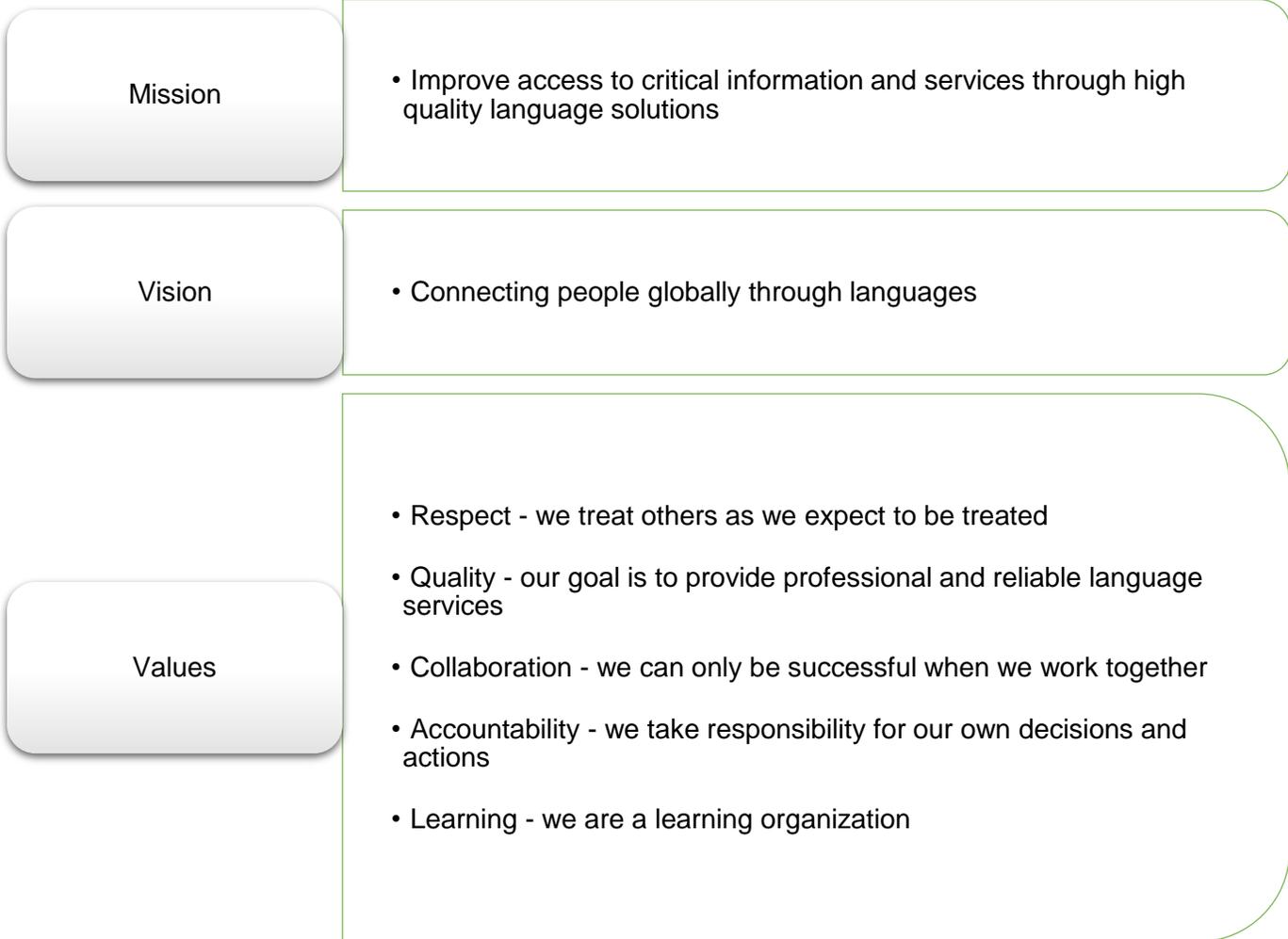
Table of Contents

MCIS Language Solutions - Summary of Services	1
MCIS Language Solutions – Mission, Vision and Values	1
Structure of Receiving Interpretation Jobs.....	2
Interpreter’s Introduction	2
Interpreter’s Code of Ethics.....	3
Interpreter’s Dos and Don’ts.....	4
Dress Code.....	5
ID Badge.....	5
Performance Management Plan.....	5
Direct Deposit Schedule.....	6
Important Contacts.....	6
Critical Illness Insurance Policy.....	6
Industry Standards.....	7
Frequently Asked Questions (FAQs).....	8
Social Impact	10
Additional Information	10

MCIS Language Solutions – Summary of Services

MCIS Language Solutions is a non-profit social enterprise that has been relentlessly pursuing its goal to remove language barriers for over 30 years. With over 60 full time staff and engaging a roster of over 6,000 interpreters, translators, voice artists, transcriptionists, training facilitators, and other language professionals, MCIS provides a full suite of language solutions: from language interpretation, translation and transcription to localization, training and training development for government, legal, police services and healthcare organizations in 300+ languages.

Every year MCIS invests some of its net income into initiatives that support free services for victims of violence and the homeless, and training subsidies for aspiring interpreters and translators. With a growing demand for language services, a long record of accomplishment of success, and deep roots in the community, MCIS has positioned itself to capture more market share in the language industry by simply demonstrating there is a better way to conduct business.



Structure of Receiving Interpretation Jobs

Our [Interpreter Intelligence \(II\) System](#) will allow interpreters to do the following:

- View offered jobs
- Accept or decline offered jobs
- Obtain mandatory Service Provider (SP) signature at the end of each in-person job
- Successfully close jobs to get paid by MCIS
- Mark availability so that the job offers are made according to your available times
- Mark unavailability when travelling or taking time off
- Access and view information to past and upcoming jobs

An email notification will be sent to you with a job offer. When using a cellular device, click on the links to either accept or decline the jobs. Alternatively, once the notification is received, login to II on your computer using your credentials, and the offered jobs will be listed in the “Offered Jobs” section on your dashboard. Please note that accepting a job does **NOT** mean you are confirmed for the job. Never proceed for a job unless a confirmation email has been sent to you.

By accepting a job, you are informing MCIS that you are available for the job. A notification will be sent to the Interpretation Services (IS) Coordinator about your availability. MCIS will contact you to confirm you for the job, if selected.

Once you receive the Job Confirmation email, review all details. Should there be a scheduling conflict or discrepancy, please email the IS Department at is@mcis.on.ca.

Once the job is complete, close the job within the 48 hours to notify the Finance Department so that you can be paid on time.

All interpreters are required to complete the Interpreter Intelligence Training, found here: <https://www.mcislanguages.com/iitraining-vendor/>

Interpreter’s Introduction

The interpreter’s introduction is the most important part of your job. It establishes the proper ground rules and explains the role of the interpreter, which is especially important for first time recipients of language services. The interpreter’s introduction ensures a smooth and properly conducted session for both yourself and your clients.

Each introduction should take approximately 30 seconds.

- Hello, I am **[name]**, **[language]** interpreter for MCIS.
- I will interpret everything said today as accurately and faithfully as possible.
- Please speak directly to each other, using short and clear sentences.
- I will keep everything I hear confidential unless required by law.
- I will remain impartial.
- I may take notes to aid my memory, but I will destroy them at the end of the session unless required by law.
- If needed, I may interrupt you to ask for clarification.
- Can I be your interpreter today? (*wait for response*)
- I will now introduce myself in **[language]**.

Interpreter's Code of Ethics

Accuracy and Fidelity

- Render all messages in their entirety accurately, as faithfully as possible without addition, distortion, omission and embellishment of the meaning.
- The interpreted sentence should have the same meaning and effect as the original sentence.

Confidentiality

- Information learned about clients and cases should not be disclosed to anyone outside the interpretation assignment. However, as an interpreter, if you come across information indicating that a person's life or that a child's safety may be in danger, you should report the situation to the SP immediately. These are the two exceptions where confidentiality can be broken and the SP be informed. In addition, you may debrief with MCIS staff members in confidence if you have any questions or concerns related to the assignment or to the parties involved.

Respect for Persons

- Respect all parties in the job.

Impartiality

- Interpreters strive to remain free of preference or bias to any party involved.
- Interpreters are not advocates or opponents to any party. Interpreters are to only interpret messages from the source language to target language and vice versa.

Maintaining Role Boundaries

- Strive to perform within professional boundaries. Refrain from personal involvement or invested emotions.
- The interpreter cannot do anything outside of his/her role. This is to avoid any risks to the interpreter.

Accountability

- Interpreters are responsible for the quality of interpretation provided and accountable to all parties and organizations engaging in the service.

Professionalism

- Be professional, assertive and ethical at all times.
- The interpreter must constantly project a professional image. This includes verbal and non-verbal actions.

Continued Competence

- Commit yourself to lifelong learning in recognition that languages, individuals, society and services are constantly evolving. Competent interpreters will strive to maintain the delivery of quality interpretation.
- Investing in courses in both English and the other language will broaden understanding of topics that may benefit your career.

Interpreter Dos and Don'ts

Dos:

- ✓ Verify all job details (date, time, location and special instructions) in the confirmation email provided by MCIS
- ✓ Prepare for the job by reviewing relevant materials that will facilitate a smoother interpretation
- ✓ Establish a system where you record and track all jobs. It helps if you allot 10-15 minutes every night to review newly received/confirmed jobs and input it in your calendar. Should you notice a conflict or discrepancy, notify the IS Department immediately by emailing is@mcis.on.ca
- ✓ Google map all job locations so you understand how your upcoming days will unravel. If the job location is unfamiliar, always allot extra time to account for navigation
- ✓ Factor in traffic and weather conditions for each job. Be mindful that construction and public transit delays can also impact punctuality. If running late due to external factors, please notify the IS Department immediately by calling 416-467-3097 ext. 700
- ✓ Arrive at least 10-15 minutes prior to the job commencement time. This will allow you to navigate the facility, freshen up (use restroom, drink some water) and settle down
- ✓ When conducting all over-the-phone interpretation jobs, the space must be quiet, confidential and free from external distractions
- ✓ Introduce yourself at every assignment in the target and source language
- ✓ Always follow the Interpreter's Code of Ethics

Don'ts:

- ✗ Do not arrive late. Jobs are scheduled at a specific time that allows all parties to attend. Arriving late will negatively impact the schedule of all parties
- ✗ Avoid engaging or initiating personal conversations with the participants during and after the interpretation assignment
- ✗ Do not disclose or share experiences
- ✗ The use of a cellular device for purposes other than researching/clarifying a terminology in the source or target language is prohibited. Should you require clarification regarding a terminology by using a cellular device, ask for permission from the SP and the client. Undivided attention allows for a more accurate rendering of information, which is important in all interpretation jobs
- ✗ Do not bring anyone with you to the jobs (e.g. children, spouses, partners, friends, and pets)

Dress Code

One's appearance has the potential to create a positive or negative impression.

Some general tips to follow:

- Business casual or smart casual attire is always a suitable option as it projects professionalism
- Attire that are more suitable for exercise, outdoor and leisurely activities are not allowed
- All clothes should be clean and free of rips, tears and holes
- Clothing with graphics, offensive, inappropriate text should be avoided

Many, if not all, of the clients serviced by MCIS Language Solutions promote a scent-free environment. Cologne, perfume, body mists/sprays and scented lotions are not encouraged. Routine personal hygiene is encouraged.

ID Badge

Once an interpreter's profile is complete (resume, academic credentials, proof of eligibility to work in Canada, direct deposit information) and the interpreter obtains a Vulnerable Sector Screening, an ID badge will be issued. If you have a complete profile with MCIS, and have not received an ID badge, please contact info@mcis.on.ca.

The interpreter is required to wear the ID badge to every MCIS interpretation job.

For renewal of the ID badge, please contact info@mcis.on.ca 1 week prior to the expiry date.

If you believe that you have not submitted any of the above documents, please contact the VM Department at careers@mcis.on.ca to request a review.

Performance Management Plan

Every interpretation job is unique in its nature, however the Interpreter's Code of Ethics and the expectations remain the same. MCIS Language Solutions aims to establish, maintain, and cultivate growth within our interpreters. We do this by receiving and communicating both positive and constructive feedback from the SP to our interpreters.

The Vendor Management (VM) Department investigates all feedback that is received.

If feedback is positive, we communicate the message to our interpreters to acknowledge the efforts of the interpreter in striving to meet our mission.

If feedback is constructive, we communicate the message to our interpreters to identify the challenges that exist and work to address, remedy and prevent similar occurrences for future interpretation jobs. We understand constructive criticism as a learning experience for further betterment in the field. Participation of the interpreter is integral in this process.

When MCIS recognizes that service quality or delivery has been compromised, we pursue our Performance Management Plan that is comprised of a three-strike system, whereby each strike remains active on the profile for 6 months. After three strikes, a profile is suspended from the roster.

Direct Deposit Schedule

Assignments Submitted Period	Compensation Date
1 st -15 th	31 st of the month or 1 st of the month/business day
16 th -31 st	15 th -16 th of the month or the first business day after the 15 th

This cycle is repeated every month.

Contact Information

Department	Requests/Information	Contact Number	Email Address
Interpretation Services (IS)	<ul style="list-style-type: none"> - Clarification of assignment details - Declining assignments (due to unanticipated circumstances) 	416-467-3097 ext. 700	is@mcis.on.ca
Vendor Management (VM)	<ul style="list-style-type: none"> - Profile completion (resume, academic credentials, eligibility to work in Canada, and Professional Services Agreement (PSA)) - Changes to contact information (address, email, phone, etc.) - Reference letters 	416-467-3097 ext. 530	careers@mcis.on.ca
Training (TR)	<ul style="list-style-type: none"> - Ongoing program support - Administering of the Language Skills Assessment (CILISAT/ILSAT) 	416-467-3097 ext. 500	training@mcis.on.ca
Enrollment	<ul style="list-style-type: none"> - Course program information - Course enrollment - Flexible financing options 	416-467-3097 ext. 723	enrollment@mcis.on.ca

Critical Illness Insurance Policy

Language professionals, who are working with MCIS Language Solutions and living in Canada, have the opportunity to obtain an affordable Critical Illness Insurance policy offered by AllState Benefits. The coverage is available to all MCIS Language Professionals who are Canadian residents and actively at work; you must have worked at least 15 hours each week providing language services (through MCIS or any other agency/direct client) and performing all duties of your regular occupation for at least 3 months except for minor illness or injury. There will be no requirement for any medical tests or health background to be provided. If you are interested, please contact Allstate Benefits to enroll yourself into this program by sending an email to Rachel Ennis at benefits@allstate.ca with the following information: Resource ID, full name, email address, gender and physical address.

Industry Standards

The importance of continual development throughout one's career is highly advantageous. MCIS Language Solutions conceptualizes, designs and offer courses that aim to equip language professionals with the skills and knowledge necessary to confidently conduct interpretation assignments and translation projects.

These courses allow bilingual and multilingual individuals to full engage their linguistic abilities through extensive training and testing to become a language professional.

Below are some of the courses, which we offer.

Course	Course Content	Duration (Approximately)	Cost (CAD)
INT101	This online orientation delves into the basics of interpretation and the role of the interpreter.	1 – 1.5 hours	Free
On-site Language Interpreter Training (OsLIT)	An interactive learning experience that delves into the fundamental of language, legal and medical interpretation. On-site classes offers role-play scenarios, a field trip to an Ontario court and a wealth of practice resources.	6 – 9 weeks	\$990.00 + HST
Online Language Interpreter Training (OLIT)	An accessible platform that delves into the fundamental of language, legal and medical interpretation. Online classes offer a flexible schedule, which means that education is not compromised.	6 weeks	\$850.00 + HST
Community Interpreter Language and Interpreting Skills Assessment Tool (CILISAT)	This language proficiency test evaluates the individual's linguistic and interpretation skills in the source and target language.	Preparation required; 1.5 hours of testing	\$215.00 + HST
Interpreter Language and Skills Assessment Tool (ILSAT)	This language proficiency test evaluates the individual's linguistic and interpretation skills in the source and target language.	Preparation required; 1.5 hours of testing	\$195.00 + HST

If you have any academic credentials or certificates relevant to interpretation, please inform the VM Department so they can accurately capture your experience and expertise.

Frequently Asked Questions (FAQs)

1. Will MCIS issue a T4 during income tax season?

We do not issue T4s for income taxes as every individual works with us on a freelance basis. Please retain any invoices issued. Once on II, you can also extract reports on history of payments.

2. I have accepted a job and just found out I cannot attend. What do I do?

Notify the IS Department immediately by emailing is@mcis.on.ca and calling us at 416-467-3097 ext. 700. Please always plan ahead to avoid last minute cancellations. Without an interpreter, the Limited English Speaking Person (LESP) will experience delays in accessing information and services. The VM Department continuously monitors the performance and number of jobs that were cancelled (denied) by the interpreter. Should we notice a pattern or a high percentage of denied jobs, it may lead to suspension from our roster.

3. What if I do not understand a specific terminology during an interpretation job?

It is always best to prepare common terminology related to the nature of the job. For example, for an ophthalmology appointment, I would familiarize myself with terms such as dacryocystorhinostomy (DCR), blepharoplasty, ptosis repair, levator advancement, etc. If I am unfamiliar with the terminology at the time of the job, I may either politely interrupt the conversation to either search the terminology using online foreign language medical and legal dictionaries for the translation or ask the SP for clarification. This allows me to ensure that my interpretation is accurate.

4. I am late for my job. What do I do?

It is always best practice to allot sufficient time for travel, especially to account for construction, traffic congestion, weather conditions, etc. If running late, please notify our IS Department by calling us at 416-467-3097 ext. 700. Apps like Google Maps and Waze offers real-time data on traffic conditions, so it gives you a general idea on the commute times.

MCIS Language Solutions does not process compensation for the time you are late and when services are not rendered.

5. I am scheduled for an over-the-phone interpretation job. Do I wait for the call?

Generally, the expectation is for the interpreters to call the phone number detailed in the job confirmation email. In certain cases, the SP may choose to initiate the call, however, this would be outlined in the 'Special Instructions' section in the job confirmation email. If unsure, please clarify via email with the IS Coordinator ahead of the job.

6. I have arrived for my job but there is no one at the door/reception/lobby? What do I do? How long should I wait?

Please call the IS Department at 416-467-3097 ext. 700 after 5 minutes of waiting. Inform the IS Coordinator so they can provide assistance or perhaps connect you with the SP. Wait for further instructions. Wait at the location for a minimum of 30 minutes.

- 7. How much will I be paid? What is the minimum for face-to-face and phone jobs?**
MCIS Language Solutions provides services to over 800 clients spanning Canada. We offer face-to-face and over-the-phone interpretation. All clients are different; therefore, their rates also vary. Generally, face-to-face and phone job range from \$20-25, however it is best to check with the IS Department before accepting a job.
- 8. Is there a dress code?**
Yes. Business casual and smart casual are often suitable attire for jobs. Please refer to the Dress Code section, on page 5, for further information.
- 9. What if the SP says they want me to interpret for upcoming appointments?**
Kindly inform the SP to request a follow-up appointment through MCIS by either submitting a request online or emailing the IS Department at is@mcis.on.ca.
- 10. Is the SP signature required for all in-person jobs?**
Yes. The SP signature is a mandatory requirement for all in-person jobs. When closing a job using your cellular device, input all the information requested before proceeding to request SP signature. Once signature is obtained, ensure you review and submit the closing report.
- 11. My phone battery died or the job location has poor reception. How do I obtain SP signature for closing a job?**
It is always best practice to have at least one copy of the [Verification of Services \(VoS\)](#) form with you for every in-person interpretation job. Simply input all the information requested before proceeding to request SP signature. Once signature is obtained, you can proceed to closing the job at home using your computer. Remember to upload the paper VoS.
- 12. Is parking and mileage automatically included?**
All incidental expenses must be pre-approved. Mileage is calculated as more than 25 kilometers one way, using the shortest distance on Google Maps, excluding toll routes.
- 13. How do I close jobs using the Interpreter Intelligence (II) system?**
You must close the job within 48 hours of job completion to avoid delays in payments. You can close a job using your cellular device and obtaining the SP signature before leaving the job location or have the SP sign the VoS form so you can close the job once you have access to a computer.
Training materials on closing a job using a cellular device can be accessed here: <https://www.mcislanguages.com/iitraining-vendor-cell-closing/>
Training materials on closing a job using a computer can be accessed here: <https://www.mcislanguages.com/iitraining-vendor-computer-closing/>
- 14. Does MCIS provide Errors and Omissions Liability Insurance?**
MCIS Language Solutions covers Errors and Omissions Liability Insurance of the third parties we engage with for the provision of services. However, we do encourage all language professionals who are actively working in this field to purchase individual insurance.

Social Impact

Social impact is a significant, positive change that addresses a pressing social challenge.

Our social impact focuses on continuous growth of professional language services, increased capacity of our partnership networks to create intentional social change and advocacy for all, including language-facilitated access to information and services. We believe that by reaching our impact targets, it will allow people to fully immerse themselves in civic life and for communities to create prosperous, inclusive and healthy environments for generations to come.

In that sense, your role within MCIS as well as within Canada's rich, culturally diverse society will actively shape, influence and improve the social fabric of the communities you serve. Our interpreters are much more than freelance contractors, perhaps even more than usually described communication bridges for people with language barriers. We see your potential to be our partners, our language rights advocates and our advocates for social change.

We are confident that your addition to our roster will be a mutually beneficial, fruitful relationship where you will be able to grow personally, professionally, and linguistically while remaining committed to the highest standard of language service delivery to those who need them the most.

We wish you every success in your journey with us.

Additional Information

For more information not listed in this Interpreter Orientation Package, please contact the respective departments or visit our [website](#).

Our office is located near Don Mills Road and Eglinton Avenue East:

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