

Language Services

Multilingual Community Interpreter Services

Multilingual Community Interpreting Services (MCIS)

Address: Administrative Office
1185 Eglinton Avenue East, Suite 605
Toronto, ON
M4C 3C6

Location: Don Valley Parkway and Eglinton Avenue

How To Contact Us: Phone 416-426-7051
Toll-Free 888-236-8311
Fax 416-426-7118
Website www.mcis.on.ca
e-mail mcis@on.ca

Commitment: MCIS is the official language services provider for the police, Victim Services, Domestic Violence Courts, hospital and community based programs in York Region. Through agency referrals, MCIS provides professional interpretation and translation services free of cost. MCIS is funded by the Ministry of Citizenship and is supported by the Ministry of the Attorney General and the City of Toronto through a Federal initiative.

We Will:

- Provide professional interpretation and translation services 24 hours each and every day.
- Provide conference calls, message relay and face-to-face contact at your agency, at another site, or in the client's home.
- Provide sight translation of key documents and communications.
- Provide interpretation in specialized fields of health, legal, immigration, child welfare and emergency service sectors.

Accountability:

- MCIS is sworn to abide by a Code of Ethics and quality assurance measures are adhered to in accordance with its contractual agreement with the Ministry of Citizenship and other government bodies.
- All Interpreters are professional assessed in language and interpretation competency in accordance with Ministry standards and are additionally trained in the specializations.
- Quality assurance measures are in place to guarantee the highest performance in each and every assignment.
- All interpreters are covered by Errors and Omissions insurance

by MCIS to limit any risk of liability.

- Feedback is welcomed and reviewed by a designated manager. The manager will respond to all feedback in accordance with directives outlined in the MCIS Policy and Procedures Manual.

Hours Of Operation: Emergency Service: 24 hours, 7 days a week

Office: Monday – Friday 8:30 a.m. to 5:30 p.m.

- What We Do:**
- Specialize in working with victims of violence whether it be domestic violence, family violence, child abuse, elder abuse or families of victims of homicide.
 - MCIS also provides services to the private sector with the same level of quality delivered.
 - Active impartiality, confidentiality and accuracy are provided at each and every assignment.

Who We See: Services are provided to limited as well as non-English speakers.

Procedures: Referrals must be made through a member agency.

Any agency can apply for membership by visiting MCIS website at www.mcis.on.ca.

Physical Access: Not applicable

Languages: Professional interpretation services are offered in 96 languages and numerous dialects.

Last Updated: September 11, 2006