



MCIS Language Solutions

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! BIG IMPACT

Language access is a human right. For those with low fluency in official languages, communication barriers can impact access to basic needs such as housing, employment and healthcare. **MCIS Language Solutions is committed to social purpose working to uphold the right to be informed, heard and understood.**



Thinking Globally and Working Locally

MCIS advance their social purpose mission through three main areas of activity:



Growth & Delivery of Free Services to address language barriers and reduce the inequalities faced by those with low fluency in official languages providing free services funded through their Social Benefit Fund (SBI).



Capacity Building in the Language Sector to meet the needs of those facing language barriers and increase awareness of language rights amongst language professionals.



Advocacy & Strategic Partnerships are leveraged to advance language rights in Canada and support policy change through collaboration.

Opportunities for SDG Impact

3 GOOD HEALTH AND WELL-BEING



Language barriers impact the health and well-being of individuals by affecting access to critical health care, public health information and basic services.

10 REDUCED INEQUALITIES



Language barriers amplify inequalities that people with low fluency experience, such as poverty and discrimination.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



Language access and importance of inclusive language policies are not well recognized by governments and institutions.



Free translation and interpretation services help people to **communicate effectively with healthcare providers** and **gain access critical public health information.**

Growth & Delivery of Free Services



39%

of scheduled interpretation work was for **counselling & mental health**



53%

of translation work in 2021/2022 related to Covid-19



\$50,000

Value of free interpretation services related to healthcare (including mental health)



Capacity Building in the Language Sector



81

language professionals received **training for medical interpretation and translation.**

#HealingVoices is a training program designed by Voices of Love and delivered by MCIS. It teaches language professionals about trauma and the impact on survivors and helps address secondary trauma and foster well-being for interpreters.



23

language professionals participates in **#HealingVoices** training



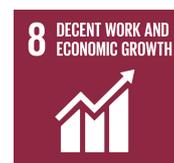
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"When the Covid-19 pandemic began, people were concerned and looking for the right information. **We translated the Covid information sheet and made a video in collaboration with public health.** Which helped the people we serve to understand Covid related information."

- Social Service Provider

Language Access and the Social Determinants of Health

Through translation and interpretation services, MCIS supports better access to information and basic services that relate directly to the social determinants of health. **The social determinants of health are the non-medical factors that influence physical and mental health outcomes.** Free language services provided have helped improve access to housing, food, education and employment.



Advocacy & Strategic Partnerships

The Strategic Partner of the Year award is presented to a partner organization that collaborate with MCIS. **In 2021/22 this award was presented to three partners in healthcare.**





Free translation and interpretation services help to **reduce inequalities faced by those experiencing language barriers**, particularly those who are **most vulnerable**.



Growth & Delivery of Free Services



In 2021/22 translation services related to **civic participation** increased. These critical services supporting engagement in public decision making for those facing language and communication barriers.

Language services can be a luxury. **40% of those requesting free services have income levels below \$10,000.**



language professionals providing services in less common languages, including; **Ganda and Twi.**



MCIS advocates for language rights and improved language policy by **co-organizing Language Advocacy Day, engaging directly with policy makers and conducting research.**



Advocacy & Strategic Partnerships

MCIS and a broad coalition of passionate stakeholders interested in language access, to plan the **first annual Language Advocacy Day Canada** initiative, which took place as an online event in February 2021.

#languagerightsmatter



Capacity Building in the Language Sector



85%

of language professionals trained from targeted groups including from **Rohingya and Afghan communities.**



+30%

increase in individuals receiving **free professional development training, related to LGBTQ2S+ issues, human trafficking, and elder abuse.**



"I will never go back in regards of my understanding of sign languages. **I now have a deep understanding of sign language as a language** and all the rights that should come with it."

- MCIS Staff Member, from OLRC feedback survey

The 2022 **Our Language Right Conference (OLRC)**, sponsored by MCIS, included sessions about **American Sign Language** and **Indigenous Languages in Canada.**

#LAD22

LANGUAGE ADVOCACY DAY



280+
individuals



40+
organizations

attended **Our Language Rights Conference** held on Language Advocacy Day 2022.



SDG Cities is a collaborative, community driven project supporting local action for the UN Sustainable Development Goals (SDGs). The project supports those working locally to understand and communicate impact related to the SDGs. All data presented is shared with permission. Visit www.sdgcities.ca for more.