

Find an Agency in your Area

Greater Toronto Area

Barbra Schlifer Commemorative Clinic

489 College Street, Suite 503
Toronto, Ontario M6G 1A5
Tel: 416-323-9149, Ext. 236
e-mail: is@schliferclinic.com
www.schliferclinic.com

MCIS Language Solutions

789 Don Mills Road, Suite 1010
North York, Ontario M3C 1T5
Tel: 416-467-3097 / 1-888-990-9014
e-mail: is@mcis.on.ca
www.mcislanguages.com

Eastern Ontario

Immigrant Women Services Ottawa

219 Argyle Avenue, Suite 400
Ottawa, Ontario K2P 2H4
Tel: 613-729-1393 / 1-866-859-8182
email:
interpreters@immigrantwomenservices.com
www.immigrantwomenservices.com

Northern Ontario

Thunder Bay Multicultural Association

17 N. Court Street
Thunder Bay, Ontario P7A 4T4
Tel: 807-345-0551 / 1-866-831-1144
email: info@tbma.ca
www.thunderbay.org
Kenora
Tel: 1-888-242-5661

Southwestern Ontario

Across Languages Translation and Interpretation Services

129 Wellington Street
London, Ontario N6B 2K7
Tel: 519-642-7247 / 1-866-833-7247
email: info@acrosslanguages.org
www.acrosslanguages.org

Kitchener-Waterloo Multicultural Centre

102 King Street West
Kitchener, Ontario N2G 1A6
Tel: 519-745-2593
email: interpreters@kwmc-on.com
www.kwmc.on.ca

The Multicultural Council of Windsor & Essex County

245 Janette Avenue
Windsor, Ontario N9A 4Z2
Tel: 519-255-1127
email: languageservices@themcc.com
www.themcc.com

Niagara and Hamilton Regions inCommunities

235 Martindale Road, Unit #10
St. Catharines, Ontario L2W 1A5
Tel: 905-682-1900, Ext. 218
email: interpreters@incommunities.ca
www.incommunities.ca

Sign Language Interpreting - All Regions in Ontario Canadian Hearing Society

271 Spadina Road
Toronto, Ontario M5R 2V3
email: requests@oischs.ca
www.chs.ca

For the agency in your geographic region go to
www.languageinterpreters.on.ca

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VICTIMS OF DOMESTIC VIOLENCE, SEXUAL VIOLENCE AND HUMAN TRAFFICKING

HAVE A VOICE



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FREE LANGUAGE INTERPRETER SERVICES

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What is the Language Interpreter Services Program?

The Language Interpreter Services (LIS) program of the Ministry of Citizenship and Immigration provides funding for interpreter services to enable service providers to communicate with their clients who have limited English or French language skills, or are deaf, oral deaf, deafened or hard of hearing, who are victims of domestic violence, sexual violence, as well as those who have been exploited through human trafficking.



Language Interpreter Services are available in communities across Ontario 24 hours a day, 7 days a week in over 70 spoken languages. Interpreter services are also available for Deaf persons who use: American Sign Language - English (ASL), or Langue des signes Québécoise - French (LSQ).

Interpreters are trained to provide consecutive and simultaneous interpretation face-to-face and over the telephone. Face-to-face interpretation is provided in one-on-one and group settings.

Language Interpreter Services are provided without cost to eligible service providers.

Who can request this service?

Under the LIS program, all service providers who work with victims of domestic violence and sexual violence or those exploited through human trafficking are eligible to access language interpreters on behalf of their clients.

Eligible service providers include social, health care and legal services, including hospitals, shelters, Legal Aid Ontario, sexual assault centres and Domestic Violence Court Programs.

How do service providers request this service?

Service providers should contact an agency that delivers interpreter services under the LIS program in their area. For information on the geographic coverage, services and eligibility criteria, access www.languageinterpreters.on.ca, section *Geographic Scope of Agencies*.



www.languageinterpreters.on.ca

Who delivers the program?

The LIS program is delivered through nine non-profit agencies across the province.

Each agency recruits and maintains a roster of qualified interpreters who complete a recognized training program and pass a language proficiency test. Interpreters are also trained on sector-specific terminology.

The work of interpreters is guided by rigorous program delivery standards and a Code of Ethics as set out by the National Standard Guide for Community Interpreting Services (NSGCIS) for spoken languages, and the Association of Visual Language Interpreters of Canada (AVLIC) for sign languages.

LIS non-profit agencies across the province:



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