

Shared Understanding



Powerful solutions
for modern businesses

www.languagearc.com





LRC has implemented an unparalleled qualification process employing only experienced professionals with extensive backgrounds in linguistics, interpreting, translation, cultural mediation, ethics, and language evaluation.

ABDULLAHI SHEIKH
CEO, LANGUAGE RESOURCE CENTER

Helping you **get ahead**



LANGUAGE RESOURCE CENTER (LRC) is one of

the largest interpretation and translation services providers in the country. We provide a complete portfolio of services in over 230 languages including American Sign Language to all industries. We offer workshops on cultural competence, interpretation, translation, and more, all with unmatched quality thanks to our extensive team of trained and experienced

professionals. Our services are provided to a wide range of clients from refugees to business professionals.

We are committed to providing clients and their consumers linguistically and culturally competent services that meet all their language needs. Rooted in the conviction that cultural gaps can be bridged in all industries and between all people, LRC provides unparalleled

interpretation and translation services that support healthcare, government, legal, commercial, and educational institutions to better serve their culturally diverse members.

We look forward to helping you get ahead.

Our core services



On-site Interpreting

For situations in which face-to-face interaction is preferable, our professional interpreters can meet your language needs at the desired location, pre-requested or on-demand, for over 230 languages.



Over the Phone Interpreting

Ideal for short encounters or emergency situations while an on-site interpreter is on the way, our telephone interpreters are available on-demand 24/7 in a wide range of languages.



Video Remote Interpreting

This modern and reliable option allows for consumers and interpreters to have access to visual information essential for effective communication without necessarily having the interpreter on-site.



American Sign Language

Available on-site and via video, our ASL interpreters are nationally certified professionals dedicated to supporting the deaf and hard of hearing community.



Language Assessments

Our language assessment services provide comprehensive insight into proficiency in English and over 230 foreign languages by the highest standards in the industry.



Trainings and Workshops

From basic to advanced levels, our highly interactive and engaging trainings are imparted by professional interpreters with years of experience and vast knowledge in their fields.



Translation Services

From simple posters to complex research papers, we translate written materials of any kind to over 230 languages; all with top quality guaranteed by our 5-step review process and high translation standards.



Centralized Scheduling

Our Customer Service Specialists work every day around the clock to meet your interpreter scheduling needs with utmost efficiency and efficacy thanks to the use of advanced technology and years of experience.

On-Site Interpreting

face to face communication

1 FACE TO FACE COMMUNICATION IS THE MOST COMMON AND EFFECTIVE TYPE OF COMMUNICATION.

When working with Limited English Proficient (LEP) or deaf/hard of hearing persons, professional personal human interaction and visual contact are imperative to

maintain the efficiency, accuracy, and dependability of the communication.

Our On-Site Interpreting service is the most appropriate solution for meetings, conferences, and procedures requiring face-to-face interaction. The LRC interpreter will help maintain effective

communication unhindered by the language skills of either party, as well as bridge the cultural gaps expressed in non-verbal communication. This ensures that the objectives of your interaction are achieved, boosting productivity and customer satisfaction.

2 OUR ON-SITE INTERPRETERS REPRESENT YOU!

LRC on-site interpreters will not simply interpret what you or your LEP and/or deaf/hard of hearing consumers say; our interpreters will discuss your requirements with you in detail before the actual interpretation to build

a foundation of understanding about your business and your objectives. This enables them to provide the optimum interpretation service that can lead you to success when working with LEP or deaf/hard of hearing individuals. Our interpreters are not just 'bilingual bystanders' - they

know who you are and are well aware of your objectives. All LRC interpreters are highly skilled, carefully screened, qualified and trained in industry requirements. They are bound by strict codes of conduct and ethics to ensure high levels of integrity and professionalism, essentially acting as your own associates.

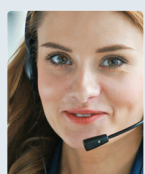
Is An On-Site Interpreter Really Needed?

ASSESSMENT OF THE INDIVIDUAL'S COMMUNICATION needs and the nature of the event play a vital role in determining the most suitable type of interpretation. Generally, on-site interpreting is advisable for lengthy, complicated, and critical matters especially in settings such as healthcare, legal, and business due to the communication complexities that may arise. Using a trained professional on-site will help you maintain effective communication that is confidential, ethical, culturally accurate, and unhindered. This ensures that the objectives of your interactions are achieved while maintaining compliance with state and federal laws.



Our Over the Phone Interpreting (OPI) service offers immediate access to trained interpreters over the telephone in over 230 languages, anytime, anywhere.

Over the Phone Interpreting



WHY USE OVER THE PHONE INTERPRETING?

Over the Phone Interpreting (OPI) is widely used in a number of settings, including healthcare, government, business, finance, 911/Emergency, and other situations in which immediate communication is necessary and there is no time to request or wait for an on-site interpreter to arrive.

OPI is ideal for short encounters such as arranging appointments, brief follow-ups, simple inquiries, and emergency situations while an on-site interpreter is on the way. OPI is not recommended for lengthy interactions, particularly if important, sensitive, or confidential issues are being discussed, and/or understanding of non-verbal expressions is important.



OUR QUALITY ASSURANCE GUARANTEE

All LRC interpreters go through a standard training course, skill evaluation, and rigorous credentialing process to ensure that they have in-depth understanding of effective interpreting and national interpretation standards.

LRC interpreters maintain accuracy, completeness, and confidentiality. They also have a keen understanding of the requirements of impartiality, professionalism, scope of practice, and integrity.

Our interpreters fully comply with HIPAA policies and adhere to the National Code of Ethics & Standards of Practice for Interpreters in Healthcare (by the National Council on Interpreting in Healthcare (NCIHC) and the International Medical Interpreters Association (IMIA)), assuring top quality service.



No setup fees
No installation fees
No licensing fees
No station costs
No maintenance fees
Free demos, tech
support and training!
Save mileage charges!



We Proudly Serve the Education,
Finance, Business, Medical, Legal
and Governmental Industries



Video Remote Interpreting Efficient and Dependable



WHY USE VIDEO INTERPRETING?

Video Remote Interpreting (VRI) is the option for you if the interpreter needs access to visual information in order to give a meaningful interpretation or if your patient/consumer is deaf/hard of hearing. Just install the application, login and select any of over 230 languages for access to one of our trained interpreters. ASL and Spanish are available on-demand 24/7/365 and other languages can be pre-requested with a limited waiting time.

Research shows that 90% of all communication is non-verbal. Offering access to crucial facial expressions and body language will allow your clients and consumers to obtain verbal and non-verbal information, providing them with a more complete message. All you need is a webcam and a computer with internet connection.

Our VRI service is also extremely cost effective. You save on associated expenditures such as mileage and minimum hour(s)

charges, while also saving time by eliminating the wait for an interpreter to arrive. Our audio/video connection can be established almost instantaneously and you can start your communication without delay.

Most importantly, VRI is efficient and dependable. VRI speeds up your operations and enhances your efficiency. Need to reach someone immediately for assistance? Our operators are just a click away at anytime.

American Sign Language expertise

1 THE DEAF COMMUNITY DOES NOT JUST CONSIST OF INDIVIDUALS WHO ARE COMPLETELY DEAF. The hard of hearing, deaf and blind, and cochlear implant recipients can also be community members. Individual membership is based on each person's involvement

and association with the deaf community. Upbringing and educational background play a huge role in each deaf person's culture and language. As a result, deaf consumers may use various forms of sign systems anywhere on the spectrum from "Signed Exact English" to "American Sign Language" (ASL).

LRC employs interpreters who are college graduates of Interpreter Training Programs (ITP). ITP provides training in linguistics, ethics, professionalism, interpreting techniques, deaf culture, and history. Our licensed and certified professionals provide fluent services for the deaf and hard of hearing community.

2 LRC IS AN ORGANIZATIONAL MEMBER OF THE NATIONAL ASSOCIATION OF THE DEAF (NAD) AND THE REGISTRY OF INTERPRETERS FOR THE DEAF (RID). We abide by the Code of Professional Conduct that has been set by these organizations which regulates

the professionalism, ethics, confidentiality, training, and testing of their members.

LRC has implemented additional steps in our quality control process to ensure the highest standard of excellence possible. Our ASL interpreters go through a rigorous screening process

'above and beyond' the industry standard to ensure our clients and their consumers receive the highest quality of service. This process includes a screening, interview, language assessment, and performance evaluation. We strive to provide the best interpretation service possible for the deaf community.

Language Assessment

ACCURATE ASSESSMENT of any self-accredited skill is the best way to obtain strong credentials and proven expertise. Our language assessment services provide comprehensive insight into proficiency in English and over 230 foreign languages by the highest standards in the industry.

Language assessment involves evaluating an individual's skill levels in interpretation and translation by means of monitored oral and/or written exams. Our services are available to individuals needing formal certification for a self-acquired language skill or companies interested in certifying their multilingual employees for the purpose of compliance with federal, state, or company regulations. LRC has the experience and resources necessary to perform these assessments accurately and affordably, employing high standards and yielding assessment results you can trust. **OUR LANGUAGE ASSESSMENT PROCESSES:** 1. Language Fluency, 2. Interpretation Skills, 3. Translation Skills, 4. Industry-Specific Language.



CURRENT WORKSHOPS:

- Interpreting Basics
- LRC Level One Interpreter Training
- LRC Level Two Interpreter Training
- Basic Medical Terminology
- Advanced Medical Terminology
- Interpreting in Mental Health Settings
- Working with Interpreters: Providers' Training
- Bridging the Gap-Interpreter Training
- Fundamentals of Translation



Superior Training

In addition to offering you unparalleled interpretation and translation services, LRC also conducts comprehensive trainings and workshops.

LRC conducts small instructor-to-student ratio trainings and holds industry leading workshops. You can contact us to attend our events or set up private training sessions at a venue of your choice and convenience. Workshops can be

tailored to your needs or special workshops/trainings can be created especially for your company.

Make learning a new experience. Our professional training staff ensures that any training or workshop you

take with us is a positive learning experience. Our goal is that rather than "completing a course," participants view our workshops as engaging events relevant to their professional development and personal interests. Our instructors will not bombard participants with information, but interact with them to foster an open learning environment where participants can learn from one another's experiences as well as from the superior knowledge and extensive experience of the instructor. Contact us today to learn more about our upcoming events.



Translation Services

Language Resource Center translates a variety of materials for individuals and institutions. We guarantee top quality service that will exceed your expectations.

LRC translators complete a thorough analysis of your material's nature and purpose. Throughout the translation process, we make sure that we grasp the essence of your objectives while retaining exact meaning. In the end, we provide you with a completed project that meets your requirements and exceeds your expectations.



Confidentiality

LRC abides by all regulations of privacy and confidentiality as stated in the Health Insurance Portability and Accountability Act (HIPAA) and we treat all submitted materials as absolutely private and confidential.



Materials Translated

Books
Booklets
Brochures
Documents
Flyers
Presentations
Signs
Websites
Videos
...And More



Submission Methods

CD
Dropbox
Email
Fax
Flash Drive
Hard Copy
Website Upload

Languages Serviced

Our language listing is constantly updating. If you are unable to find your required language, please contact us.

Acholi	Cebuano	Fante	Ibo	Laotian	Mien	Quechua	Tedim
Afrikaans	Chaldean	Farsi	Ilocano	Latvian	Mina	Quiche	Telugu
Akan	Chamorro	Fijian	Indonesian	Lebanese	Minangkabau	Rhade	Teochew
Akateko	Chaozhou	Filipino	Italian	Arabic	Mixteco Alto	Romanian	Thai
Albanian	Chin	Finnish	Japanese	Liberian	Mixteco Bajo	Russian	Tibetan
Algerian	Chinese	Flemish	Jarai	Liberian	Mizo	Samoan	Tigrinya
Arabic	Chuukese	French	Javanese	English	Mnong	San Miguel	Tikree
ASL	Creole	French Creole	Jurchol (Luo)	Lingala	Moldovian	Santa Eulalia	Toishanese
Amharic	Croatian	Fukienese	Kaho	Lithuanian	Mongolian	Saraiki	Tongan
Arabic	Czech	Fulani	Kanjobal	Luganda	Montenegro	Serbian	Trukese
Armenian	Danish	Fuzhou	Kannada	Luo	Montengard	Shanghainese	Tshiluba
Ashanti	Dari	Ga	Karen	Maay Maay	Moroccan	Shona	Tunisian
Assamese	Dega	Gbandi	Karenni	Macedonian	Mushunguli	Sichuan	Arabic
Assyrian	Dene	Gen	Kayah	Maithali	Nahuatl	Sinhalese	Turkish
Azerbaijani	Dewoin	Georgian	Khmer	Maithili	Navajo	Slovak	Twi
Bahnar	Dindi	German	Kikongo	Malay	Nepali	Slovakian	Tzotzil
Bambara	Dinka	Ghana	Kinyarwanda	Malayalam	Newari	Somali	Ukrainian
Bandi	Djerma	Gissi	Kirundi	Malaysia	Nuer	Soninke	Urdu
Belarusian	Duala	Gokana	Kissi	Malinke	Oromo	Sorani	Vai
Bengali	Dutch	Gola	Kiyombe	Mam	Ouatchi	Spanish	Viah
Bosnian	Dzongkha	Greek	Kiziguwa	Mandarin	Pangasinan	Sudanese	Vietnamese
Bulgarian	Ebo	Gujarati	Korean	Mande	Papiamento	Arabic	Wolof
Bunong	Ede	Haitian Creole	Kpelle	Mandingo	Pashto	Susu	Xhosa
Burmese	Elicano	Haka	Krah	Mandinka	Patoi	Swahili	Yiddish
Burundi	Eritarian	Hausa	Krahn	Marathi	Persian	Swedish	Yoruba
Cambodian	Estonian	Hebrew	Krio	Marshallese	Polish	Tagalog	Yup'ik
Cantonese	Ethiopian	Hindi	Kunama	Masalit	Portuguese	Tai Dam	Zarma
Cape Verdean	Ewhe	Hmong	Kurdish	Mayan	Pulaar	Taiwanese	Zo
Catalan	Falam	Hungarian	Kurmanji	Mendi	Punjabi	Tamil	Zulu



Focus on your core business and increase efficiency by letting our Customer Service Specialists manage your on-site interpretation needs 24/7/365.

Centralized Scheduling



ADVANCED TECHNOLOGY

LRC employs the most modern telephone systems currently available and your calls are processed in a personalized manner. All calls are monitored for quality control purposes and handled with minimum wait time.



CLIENT SUPPORT

We understand that clients have specific needs and that these needs may change over time. We offer one-on-one client support prior to service set-up, during service implementation, and after deployment.



CUSTOMER SERVICE SPECIALISTS

Our experienced customer service staff is trained in call processing, conflict resolution, and emergency response. We work with callers to attend to their individual needs and ensure customer satisfaction.

BENEFITS



- **LIVE ANSWERING SERVICE**
- **APPOINTMENT SCHEDULING**
- **DATA ENTRY**
- **DISPATCHING SERVICE**
- **SUPPORT SERVICE**
- **ORDER TRACKING**
- **INBOUND & OUTBOUND CALLS**

Get **in touch**

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INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION
Leading the advancement of professional interpreters

