

EDITORIAL

Dear Readers,

The past few months have been a blur of activity, with MCIS kicking off new high volume contracts and concluding its search for a technology provider to replace our existing Scheduling system and software. A contract with The Ottawa Hospital (TOH) got us off to a great start on September 1, 2017 with the MCIS team visiting several times to train and orient local interpreters as well as to provide orientation sessions to TOH's numerous departments. As an added bonus, the MCIS team got to see first-hand the profound impact that our services have when someone is seeking treatment for a critical or chronic illness in a new country. We are immensely grateful to Serge M. Falardeau, Coordinator, Accessibility and Interpretation Services and rest of the team at TOH for their commitment to access and equity, and to all MCIS in-person and remote interpreters who are facilitating communication between patients and healthcare providers in a timely and professional manner.

Then just two weeks ago we signed our license to use contract for Bay area based Interpreter Intelligence's state of the art Scheduling and Assignment Management System software. We are projecting a "go live" date of April 1, 2018. In preparation for this launch, we reorganised to hire a Director of Client Services who will oversee service delivery by the Interpretation, Translation and Training departments and the Vendor Management function and also manage our transition to this new software. Following internal and external postings of the role and after a rigorous selection process, we hired Veronica Costea, previously Translation Manager at MCIS to fill this newly created position. We also reassigned Jack Xu, previously Interpretation Services Manager to a Sales Manager role to expand our service offerings and grow new verticals and appointed Jonathan Carreon previously Team Lead, Acting Manager of the Interpretation Services Department.

Given the technology disruption that is happening all around us in the language industry, we recognise our value-add as agencies will be in Vendor and Project Management. The above reorganisation contemplates those changes.

MCIS had its Annual General Meeting on October 18, 2017 and we voted in 3 new Board Members. They are Thera Medcof, Monica Franklin and Hilda Wu. Gautam Nath continues as Chair, ably assisted by Tezvir Singh as Vice Chair, and Angelina Mastroianni as Treasurer. Thera Medcof, Chair of our Nominations and Governance Committee assumes the role of Secretary. MCIS' Mission is to provide access to critical information and services with professional language providers. So even as we shore up our financial stability and technology capability, we never lose sight of the fact that we streamline our operations to fulfill this loftier purpose. Our Social Impact team organised a one of a kind Un-conference on "Hacking the Future of Canada's Language Industry" in July 2017 and a hackathon called Migrahack, inspired by a Stanford alum Claudia Nunez, who also supported our event, in November 2017.

At the Migrahack we had representatives from the non-profit, technology and journalism sectors work intensely for 2.5 days visualising data relating to migration to tell stories about immigrant access to employment and language services, to name a couple. Both events were very well attended and extremely successful. The above are all paving the way for a much more scaled up operation and more impactful services at MCIS over the next few years. With all that is going on, we are all looking forward to some respite over the holidays!

Wishing you all a wonderful holiday season!

Latha Sukumar
Executive Director, MCIS Language Solutions



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News and Updates

MigrahackTO



The event happened over 3 days from November 3rd to 5th, 2017 at the beautiful space donated to us by Mozilla at their prime downtown Toronto location. Our primary purpose was to gather all relevant folks, as above, in that space to see what could emerge from that. Not to intimidate, but to make it a fun event in a welcoming environment where everyone collaborates and each person's contribution is valued. [Click here to read more.](#)

Advanced Court Interpreter Training Program



We have the last session of the Advanced Court Interpreter Training running till December 16th. Please find course details below:

NEW DATE! Nov 18th - Dec 16th
Saturdays: 9:30am until 4:30pm
Location: 789 Don Mills Road, Toronto, ON, M3C 1T5
Cost: \$559 tax and materials included

More info here:
<http://www.mcislanguages.com/advanced-programs/>

Translator Training Program



The Fall in-class session of the Translator Training Program has come to a close, and we have trained another cohort of students!

We are sad to see them go, but very happy that we have a new group of alumni. We are accepting applications for the

Winter 2018 in-class session. So if you've been thinking about taking the Translator Training Program onsite – don't wait any longer. Apply now!

Here is the schedule for the Winter 2018 Session:

Daytime (Winter 2018):

Tuesdays & Thursdays, 9:30am -4:30pm.

Starting January 18, 2018 – March 27, 2018

After hours (Winter 2018):

Tuesdays and Thursdays, 6-9pm, and Saturdays, 9:30am-4:30pm.

Starting January 16, 2018 – March 29, 2018

For more information on the Translator Training Program, please contact traintranslators@mcis.on.ca.

The Translator Training Team has also been busy this past month on adapting content for the online version of the training set to launch in next spring! We are very excited to launch that component of the program.

MCIS Executive Director participates in the Association of Translation Companies Conference in London



Latha Sukumar, Executive Director participated in the Association of Translation Companies (ATC) conference in London. It was held at the Holiday Inn in Fitzrovia on September 20th and 21st. [Click here to read her blog.](#)

MCIS at Homeless Connect Toronto



The MCIS team was at Homeless Connect Toronto on October 29, 2017 providing free interpretation services in French, Spanish, Arabic, Cantonese and Mandarin. Homeless Connect Toronto brought together essential resources on housing, employment, ID clinics, health care, and other services under one roof for those at risk of or experiencing homelessness in Toronto.

MCIS Celebrates International Translation Day



MCIS celebrated International Translation Day on September 30. As part of the event translators and other stakeholders shared perspectives on how new technologies are disrupting the translation field and transforming the translators' role. We also networked with colleagues and met MCIS' Translation and Translator Training teams over a delicious lunch. [Click here to read more.](#)

MCIS team at the 58th Annual American Translators Association (ATA) Conference



The MCIS team was at the 58th ATA Conference in Washington D.C. Perhaps the only language service agency from Canada, we hit the ground running right from day one, networked our services and built partnerships.

