

OUR MISSION:

TO IMPROVE ACCESS TO
CRITICAL INFORMATION
AND SERVICES THROUGH
HIGH QUALITY LANGUAGE
SOLUTIONS.

VISION:

TO CONNECT PEOPLE
GLOBALLY THROUGH
LANGUAGES.



Address: 789 Don Mills Road, Suite 1010,
Toronto, Ontario, M3C 1T5

Tel: 416-467-3097/1-888-990-9014

Website: www.mcislanguages.com



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MCIS Language Solutions is a non-profit that has evolved into a model social enterprise and has been relentlessly pursuing its vision to remove language barriers for over 27 years. With over 44 full time staff and employing a roster of over 5,000 interpreters and translators, MCIS provides a full suite of language solutions: from language interpretation, translation and transcription to localization, training and training development for government, legal, police services and healthcare organization in 300+ languages.

In 2013, Common Sense Advisory confirmed that MCIS is the largest non–profit language solutions provider in the world.

OUR FUNDERS

MCIS thanks the following funders:

Ministry of Citizenship, Immigration and International Trade (MCIIT) - Language Interpreter Services Program



Ministry of the Attorney General - Ontario Victim Services



Office of Francophone Affairs



**The City of Toronto -
Homelessness Partnership
Initiative**



Ontario Trillium Foundation



MESSAGES FROM THE CHAIR AND THE EXECUTIVE DIRECTOR



While the year comes to an end, it also heralds the beginning of a new year. 2017 was a great year as we brought in many new initiatives to further focus our business and build solid foundations for the way forward.

Our company name changed from MCIS Language Services to MCIS Language Solutions to better reflect our vision and mission to provide language solutions rather than mere services. This saw itself manifest in our new and improved branding, website and all marketing collateral materials.

We added about 150 new clients in the course of the year including retaining long term Legal Aid Ontario and winning back Children's Aid Society of Toronto. Our reach today goes beyond Ontario to British Columbia, Saskatchewan, Alberta, Manitoba and the US. We expect to make further inroads into these areas in the future.

Our technical IT support has always led us to better operational efficiencies and this was again supported by introducing our new Translation Management Software and Translation Memory.

The Theory of Change and Strategic planning processes gave direction to our 5 key strategic objectives for the next 3 years and our Operation plan for 2018 – These are Growth, Cost Reduction, Social Impact (People and Processes), Training & Research and Development (Products and Services).

2018 will see robust economic trends, Canada will surpass the US in the G7 basket but our housing market will remain flat. Government spending is targeted to grow as it normally does in an election year. Minister Hussen says that immigration is expected to reach 300,000 as the basic figure with some estimating it will lie between 315,000 and 320,000.

All this implies that the demand for MCIS Language Solutions will continue to grow and that will benefit everyone connected with the organization. It is a good time to be here and we predict all good things.

2018 will also see the emergence of a new MCIS board composition and we welcome new ideas, fresh thoughts and a renewed drive as we move forward.

We will be bidding farewell to long-term board members Cambria Ravenhill, Larry Mah, Soussanna Karas and Michelle Kelley and thank them for their long and outstanding service. Each of you has been wonderful in helping us reach where we stand today.

Thanks,

A handwritten signature in black ink that reads "Gautam Nath". The signature is written in a cursive, flowing style with a long horizontal line extending from the end of the name.

Gautam Nath,
MCIS Chair



On the 20th of September, 2017, I was on vacation in London, England and decided to attend the Association of Translation Companies (ATC) conference held there. It was attended mostly by European translation and interpretation companies. I was curious to know if the issues faced by MCIS in this fast paced industry, where technology disruption is an everyday occurrence, were faced by others as well. I was pleasantly surprised to find out that we are doing this right.

In the year ended March 31, 2017, MCIS Language Services transitioned into our new avatar MCIS Language Solutions (“MCIS”) and decided to focus more on Project Management and Customer Service, core functions that will continue to be valued even as technology replaces humans in the delivery of translation and interpretation services. A reframing of our service offerings as Language Solutions has helped us approach each project from a problem solving and customer-centric perspective. This was the resonant theme and mantra at the conference.

MCIS also took a long, hard look at its technology tools and slowly began to upgrade them with minimal business disruption. We now have new Computer Aided Translation (CAT) tools and the blueprint for a new Interpretation Management System (IMS). We hope technology will allow us to enhance our flexibility to offer a range of services as a Solutions company, and thereby help organisations with their language access strategy, globalisation and compliance with the Accessibility for Ontarians with Disability (AODA) and French Language Services Acts.

The forgoing is integral to the success of any organisation that wishes to participate effectively within Canada, and on global initiatives, both commercial and otherwise.

MCIS’ Theory of Change process which concluded early in or about June 2016, identified the four pillars which will help MCIS fulfill its Mission of improving access to critical information and services through high quality language solutions. They are (i) Winning business in new and sustainable ways; (ii) Developing strong partnerships with our vendors, customers and strategic partners; (iii) Leading change through advocacy; and (iv) Building organisational and community capacity to deliver professional language services. This year we made progress on those pillars and identified metrics which we shall continue to refine and track.

Our vision to improve the calibre of translators in languages of lesser diffusion materialised with the Ontario Trillium Foundation's support of our grant application to train 500 translators through in-person and online modalities within 3 years. In our first year of this project, the team developed a comprehensive curriculum consisting of 40 modules and trained 50 individuals in the pilot session. We are excited to provide our country's huge multilingual talent pool the opportunity to learn and deliver high quality translation services both locally and globally.

We approved Respect, Accountability, Collaboration, Quality and Learning as our core values and this too has resulted in a shift change in how we approach our work. We value everyone's contribution, work in teams to deliver high quality services, all in an atmosphere of continuous learning. We firmly established ourselves as a pan Canadian service provider with contracts in all Provinces in Canada.

We could not have done any of this without the amazing leadership provided by our talented and visionary board. We will miss longstanding members who are leaving us – Cambria Ravenhill, Michelle Kelley, Soussanna Karas and Larry Mah. Their contribution has been unparalleled. We continue to build our staff complement and capability to take on more demanding assignments. I am really proud of the strong team we have, and their overall passion and commitment. Of course, our translators and interpreters are our back bone and we are here only because of them. So our profound gratitude to them for working, often under challenging circumstances. Our funders Ministry of Citizenship and Immigration, Ministry of the Attorney General of Ontario, City of Toronto and the Ontario Trillium Foundation enrich our communities by supporting programs and projects that help individuals overcome barriers to fully participate in society. We are proud to uphold and fulfill their mandate of serving our priority neighbourhoods and communities.

"You are not here merely to make a living. You are here in order to enable the world to live more amply, with greater vision, with a finer spirit of hope and achievement. You are here to enrich the world, and you impoverish yourself if you forget the errand." - Woodrow Wilson

Thank you.



Latha Sukumar,
MCIS Executive Director



WHAT WE STAND FOR

We want to provide language solutions that improve access to critical information and services and support the rights, safety and well-being of people. Our advocacy efforts and sector leadership are focused on the promotion of language access as a basic human right best served through professional language services.

Our partnerships, to quote Suzana Grego from Skoll Foundation, are developing into a critical change agent to “create authentic alignment between core business and communications because what you do and what you say fuels transparency and trust in consumers, clients, and citizens alike.” In other words, we strive to create authentic, transparent and trusted bridges worldwide that will open up silos between people and languages.

OUR COMMUNITY

Since its inception in 1989, MCIS has remained primarily committed to vulnerable persons and their right to access important public services which help them navigate situations of crisis. MCIS has facilitated communication between limited English/French speakers who are in need and a range of services in the public sector: shelters, law enforcement, healthcare and criminal justice system agencies.

Our primary beneficiaries, people with language barriers, are in need of professional language services and solutions so they can access the critical information & services they need (health and legal rights, education, employment), and have greater capacity to make informed decisions. This, our research has found, has an impact on their sense of safety and general well-being and, in turn, creates healthier communities. Therefore, our mission has evolved to include access to critical information and services through high quality language solutions, while our vision has expanded to connecting people across the world through languages, serving as their global voice.

OUR DEVELOPMENT HISTORY

MCIS Language Solutions, initially incorporated as Multilingual Community Interpreters Services (On), began in 1989 as the Scarborough Cultural Interpreter Pilot Project (SCIPP), with support from the Ontario Ministry of Citizenship's Wife Assault Prevention Initiative (WAPI).

In 1991, this pilot, envisioned as a complex brokerage model between interpreters and their clients (social service and volunteer agencies), grew into a full-fledged service renamed the Metro Cultural Interpreter Service (MCIS). In 1993 its first Executive Director, Sandra Larsen, was hired and she expanded interpreting services to General Welfare clients and displaced workers through Ontario's Labour Adjustment Strategy (LAS). In 1994 the Founding Board renamed the agency again as Multilingual Community Interpreter Services (On) (MCIS) with a mission "to ensure equity and access to services for members of various ethno-racial communities" and to divest it from its host organization, Human Services of Scarborough (HSS).

On March 17, 1995 MCIS was incorporated and moved its first office from the Town Centre Court to a location in north Scarborough. After a year and a half in crisis, MCIS' funding temporarily resumed in December 1996 on a year to year basis. Latha Sukumar was appointed Executive Director in September 1996, and she formed an Advisory Committee which rallied for continued funding for MCIS. MCIS' interpretation services soon expanded to 21 languages from the original 8. At this time MCIS had 40 interpreters.

By 1997 the apparent lack of interpreters' education on working within the criminal justice system as it relates to domestic violence cases led to a grant MCIS received to pilot test the Domestic Violence Court Project Cultural Interpreter Program. This program trained interpreters to work with service providers who supported victims of domestic violence accessing the criminal justice system at designated domestic violence court houses at Old City Hall, North York and Durham, and at the hospitals participating in the Domestic Violence Project in the Greater Toronto Area and Durham.



In 2000, as its services expanded, MCIS successfully applied to be lead agency on a grant to build a web-based interpreter scheduling system which would be used by all language interpreter services funded by the Ministry of Citizenship and Immigration (MCI) across the Province. By now MCIS had grown from 2 to 6 Full-time Equivalents (FTEs) and 24/7 coverage.

Another milestone year for interpretation services across Ontario was 2004. First, MCIS was awarded the two year Supporting Community Partnerships Initiative federal grant to administer interpretation services to 14 City agencies serving the homeless and persons at risk of being homeless. The same year, MCIS secured a Ministry of the Attorney General grant to do needs assessment and develop community capacity for interpretation services. The result was “Giving Voice”, a research study which identified the language service needs of seniors, youth, children and survivors of homicide, and found and made recommendations for funding support for professional interpretation services to the above populations. MCIS involved other local language agencies, settlement agencies, interpreters and the public in this study.

During this time, MCIS began to offer interpreter training on a fee-for-service basis. This helped build its interpreter capacity and by 2006, the year it landed its first large fee-for-service contract for interpretation, its roster had grown to over 500 interpreters. That year, MCIS rebranded itself as a Social Enterprise and identified the above target groups as beneficiaries of its impact initiatives. From 2005 on, MCIS partnered with Rotman’s MBA interns to work on complex business solutions.

Fast forward to today; with a diversified client base, MCIS provides a full suite of 60 plus language services, including translation, transcription, training and accessibility services to over 740 organizations in government, the broader public sector and the private sector in over 300 languages.

OUR THEORY OF CHANGE FRAMEWORK

In 2016, we took a critical look at our organization realizing that one of our key barriers is a lack of clarity around understanding our intentional impact and the ways in which our business activities support our beneficiaries, stakeholders and clients. After a year of coaching, drafting and refining we are currently testing our theory of change and corresponding metrics.

The main problems we wanted to address is the fact that language access is not currently embedded in human rights, that people with language barriers struggle with access to information and services they need, and that continuous lack of funding and policy support for professional language services further disempower the most vulnerable preventing them from integration and full participation in civic life.

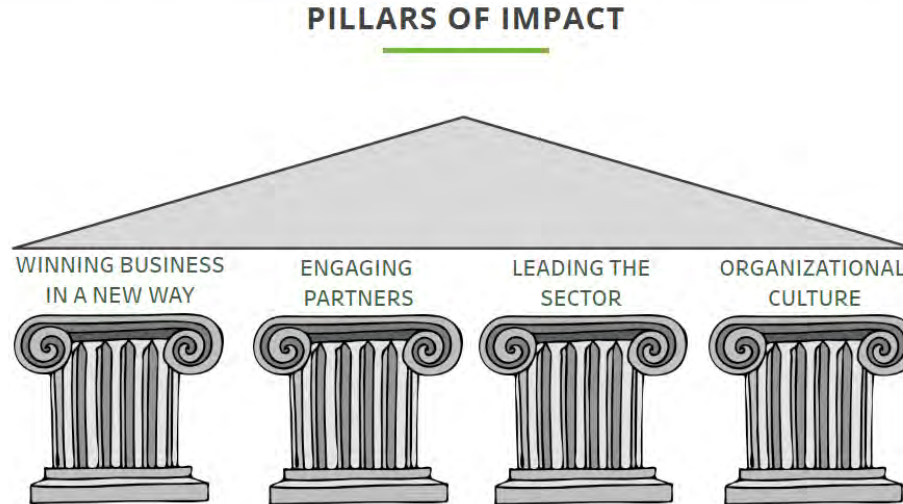
We understood that our primary beneficiaries, people with language barriers, will be adequately assisted only if we, with the help of our strategic partners (non- profit service providers, social enterprises, non-governmental services, aspiring/ established language professionals) and customers, proactively invest into social sector capacity ensuring that relevant skills, narratives and re-framing of the issues will influence and expand awareness around the impact language industry has on quality of our life, our health and well-being.

Our Pillars of Impact, identified in categories of business strategy, partners, sector leadership and organizational culture, were broken down into smaller, doable projects over the course of the year.

Some of deliverables in each category were:



PILLARS OF IMPACT



PILLARS of IMPACT		THEORY OF CHANGE ALIGNED OUTCOMES by QUARTER		
I. BUSINESS STRATEGY Decision making/winning in new ways	I.1 Develop NEW BUSINESS EVALUATION CRITERIA (metrics)	I.3 MCIS STRATEGY DOC 2016-2020		
	I.2 Develop SOCIAL PROCUREMENT EVALUATION (metrics)	I.4 MCIS COLLABORATIVE STRATEGY SESSION		
II. ENGAGING PARTNERS	II.1 Implement ONLINE SOCIAL IMPACT (SI) FEEDBACK	II.2 Develop STRATEGIC PARTNERSHIPS DEVELOPMENT (SPD) PLAN		
III. LEADING THE SECTOR Evaluation capacity; Advocacy; Research		III.1 Research and Develop ADVOCACY PROJECT		
IV. BUILDING ORG. CULTURE & CAPACITY	IV.1 MCIS' CORE VALUES	IV.4 Develop DATA MANAGEMENT PLAN (DMP)	IV.5 Develop OPEN (DATA) PLAN	IV.7 Create MCIS SOCIAL AUDIT TEMPLATE
	IV.2 SOCIAL IMPACT RESERVE criteria			
	IV.3 SOCIAL IMPACT KPIs		IV.6 Develop MCIS CHANGE MANAGEMENT PLAN (CMP)	

OUR BUSINESS

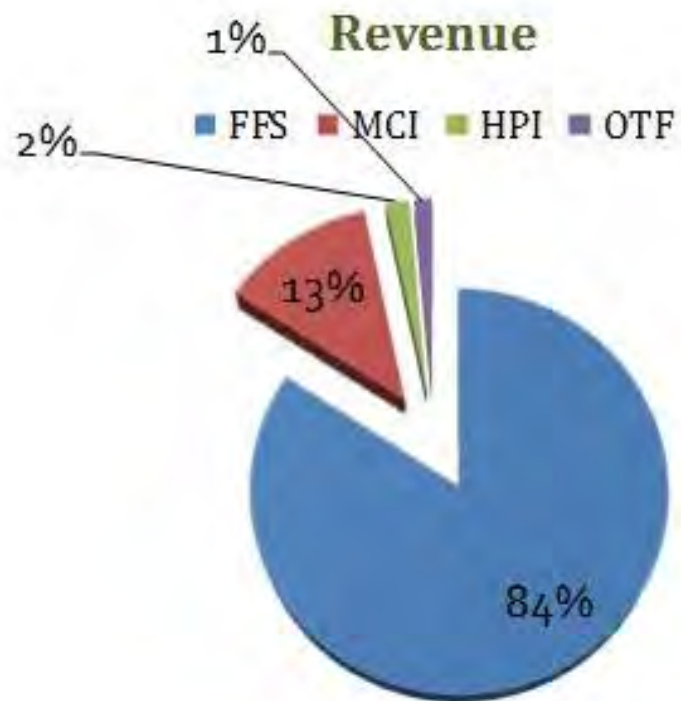
MCIS is a provincially incorporated non-profit with a Board of Directors (13) and four Board subcommittees, which provide additional guidance in finance, marketing and operations, human resources and nominations and governance/ social impact.

Internally, the work of MCIS is structured in eight operational departments: Interpretation Services, Translation, Testing and Training, Finance and Administration, IT and Internal Operations, Human Resources, Sales and Marketing, and Governance/ Social Impact.

Currently MCIS offers a comprehensive suite of over 60 language services which include conference interpreting (consecutive, simultaneous), court, group, liaison and face-to-face interpretation, message relay, immediate and scheduled telephone and video interpretation, translation, transcription and accessibility services (accessible document formatting, ASL, Braille, closed captioning and communication access real time translation). We also envision and deliver innovative solutions such as expert language consulting, behavioural facilitation, project management, testing and e-learning development.



Revenue by Program



FFS- Fee for Services
MCI- Ministry of Citizenship and Immigration
HPI- Homelessness Partnership Initiative
OTF- Ontario Trillium Foundation

INTERPRETATION SERVICES

During the 2016-2017 fiscal year, MCIS provided professional language services to over 740 service providers in the public, private and social services sectors. MCIS fulfilled 34,175 face-to-face assignments with a fulfillment rate of 99.2%.

Services were largely requested by Legal Aid Ontario, Toronto Public Health and York Region Community and Health Services Department.

Currently, the most requested languages in the GTA besides Mandarin are Arabic, Tamil, Spanish, Farsi, Cantonese, Hungarian, Punjabi, Vietnamese and Russian.

The Interpreter Services department also expanded its conference interpreting services, providing interpreters for conferences, focus groups and assemblies in French, Spanish, Arabic and Mandarin.



WRITTEN AND AUDIO-VISUAL TRANSLATION AND TRANSCRIPTION

2016-2017 was a busy and exciting year for the Translation Department at MCIS. We completed 3288 projects offering a variety of services including translation, revision, editing, transcription, dubbing, voice over, subtitling, language assessments, always striving to offer our clients creative, cost-effective solutions to assist in removing language barriers and ensuring access to critical information and services for our newcomer communities.

We have also been thrilled to start work on developing MCIS' unique translator training program to help fill the need for qualified translators in languages of lesser diffusion, with funding support from the Ontario Trillium Foundation. The pilot sessions were launched in March 2017 and we were able to train our first cohort of 50 graduates, who have found our training informative, engaging, and extremely useful in building and consolidating their translation skills.

Another milestone was the transition to our new translation management system, Plunet Business Manager, which went live in September 2016. By implementing this new TMS, our department has been able to streamline many of our internal efforts, increasing efficiencies, while also improving the accuracy of the service related data we store. This transition has been accompanied by numerous other initiatives through which we are leveraging the various technologies to improve the quality of our work.



TRAINING AND TESTING

MCIS continues to be the industry leader in Online and On-Site interpreter training programs across the country. Our general and advanced programs include: The Language Interpreter Training (Online and On-Site), the Advanced Court Interpreting and Advanced Medical Interpreting Training. In addition, we follow a guided and standardized approach to professional development through our Continued Competence Series which include: Cardiovascular Disease Training, Anti-Oppression Training, Interpreting for Survivors of Human Trafficking, Interpreting for Survivors of Sexual Violence, Mental Health & Autism, Interpreting in the Supervised Access Program, and Financial Services Interpreting. This year we also acquired copyrights for the Healing Voices Training: a Training Program for Interpreters Working with Survivors of Torture, War Trauma and Sexual Violence.



SALES AND MARKETING

The past fiscal year ushered in growth and change for the Sales and Marketing Department. Our overall business continued to grow through the acquisition of new clients via the RFP process, trade shows and overall networking initiatives. Our team was awarded key interpretation contracts by the City of Calgary, the Children's Aid Society of Toronto, Catholic Children's Aid Society of Toronto and The Ottawa Hospital Network which comprises of 3 hospital sites, The University of Ottawa Medical School and the Heart Institute of Ottawa. We also won key translation contracts which included the Department of Justice, Ontario Pension Board, Alberta Workman's Compensation Board of Alberta, Elections Ontario and PSEPC Human Trafficking.

When analyzing the overall business, gross revenue grew by 12.1% when compared to the previous fiscal year. Once again there was a strong focus on our Top 10 accounts for interpretation services and Top 20 accounts for translation services. Combined, all of our top accounts grew by 18.7% in revenue YOY. We continued our rebranding strategy by launching our new AODA compliant website in October 2016. This has led to a 21.0% increase in traffic to our website from October to March of 2017. Our new mobile-friendly website is not only interactive but it also acts as a hub for all of our social media platforms.

A major focus was placed on streamlining internal processes and increasing overall efficiencies. These efficiencies will continue to increase in the upcoming years as MCIS embraces new technologies.



IT & INTERNAL OPERATIONS

In 2016-2017, we kept working hard to make our systems better to support our business needs and to measure social impact. We successfully implemented a new project management system and translation memory engine for our translation department working in partnership with Plunet Inc. and XTM International in replacement of Multitrans Prism Flow. In 2016-2017, we also:

- Started gathering functional requirements for the implementation of a cloud-based solution for interpretation services; Excellent inputs obtained from GALA conference 2017.
- Supported Language Interpretation services (LIS) agencies serving Victims of Violence during the initial stages of Apricot as a centralized case management solution developed the previous fiscal year.
- Defined and discussed high-level IT Strategy for 2016-2019 with the Marketing and Operations committee; Valuable input was gathered as a result of discussions.-Prepared for migration of Training services to alternative hosting provider (Open2Know - Canadian Moodle Partner)
- Made continuous improvements in our IT infrastructure to ensure MCIS staff members are able to access all services on time and with minimal disruption (new hardware/software acquisitions, implementation on enhanced security in our firewalls, etc.)



INNOVATION AND TECHNOLOGY ADOPTION: INVESTING IN OUR FUTURE

MCIS is constantly innovating to move towards creation of systems to allow customers, language professionals and staff members to interact as efficient as possible taking into account industry standards and stakeholders requirements. MCIS is a unique organization in the competitive landscape that has the potential to become a leader. Our goal is to enable our clients to access our services anytime, anywhere and truly become a global voice for our stakeholders.

Over the past year MCIS changed and improved several areas. We:

- Introduced a new project management and translation memory tool that allowed Translation department to operate more efficiently (17% increase on projects with same headcount – compared to previous FY), provide better decision making tools and increase customer/translators satisfaction levels;
- Introduced a collaborative management process to plan, coordinate, control, and monitor our tasks that are becoming increasingly complex. This enabled project teams to collaborate across departmental and corporate boundaries to master complexity at a much higher level;
- Encouraged a culture of innovation and integrative decision-making by allowing for discoveries to emerge through constant iteration, trying different approaches and involving both in-house and external talent. Usually, creative solutions cannot be foreseen or planned and innovation does require problem-solving by trial and error.



CORE VALUES



RESPECT

We treat others as we expect to be treated

We embrace and celebrate diversity and we value each individual's unique talents and contributions. We create a workplace where our staff, customers and partners enjoy equal rights and opportunities and are treated with dignity and compassion. We foster a climate of trust and openness by communicating in a timely, accurate and honest way.



QUALITY

Our goal is to provide professional and reliable language services

We listen to truly understand the needs of our customers and create excellent and consistent customer experience. We meet our customers' needs by doing the right thing in the right way. We improve our work to optimize our efficiency and effectiveness for a seamless customer experience.



COLLABORATION

We can only be successful when we work together

We collaborate to leverage our collective strength and make a difference in people's lives. We value team work because we learn and benefit from the experience and perspectives of others. We believe in collective impact and work towards common goals.



ACCOUNTABILITY

We take responsibility for our own decisions and actions

We set high performance expectations and hold ourselves accountable for the quality of our work and the results we achieve. We assume responsibility for promised outcomes to our clients, our staff and the society we serve. We are proactive in all that we do, big or small.



LEARNING

We are a learning organization

We maintain curiosity and pursue lifelong growth and learning to stimulate our ability to meet challenges and take opportunities in the ever-changing world. We believe a learning environment will help each individual achieve their full potential. We commit to continuous education, reflection and self-improvement as the foundation for our future success.



MCIS' SERVICE OFFERINGS

Interpretation

In-Person Interpretation
Telephone Interpretation
Remote Video Interpretation
Group Interpretation
Conference Interpretation
Legal Interpretation
Medical Interpretation
Message Relay
Liaison Interpretation
ASL, LSQ and Deaf Interpretation

Accessibility Services

Closed Captioning
Braille Printing
Communication Access Real-Time
Translation (CART)
Accessible Document Formatting

Written Translation

Translation
Revision
Proofreading
Editing
Updating
On-site Translation
Certified/Notarized Translation
Back Translation
Transcreation
Localization

Other Solutions

Transcription
Recorded Interpretation
Subtitling
Voice-Over
Project Management
E-learning Development
Graphic Design
Desktop Publishing
Typesetting

Training & Testing Support for Organizations

Behavioural Facilitation
Interpretation Auditing
Language Proficiency Assessment
Workplace Interpretation Training

Training and Testing For Language Professionals

Advanced Court Interpreting Training (ACIT)
Advanced Medical Interpreting
Terminology Training (AMITT)
CILISAT Interpreter Skills Assessment
Classroom-based Interpreter Training
ILSAT Interpreter Skills Assessment
Interpreter Continued Competence Series - Online
Interpreter Mentoring
Interpreter Skills Assessment Skills Development Workshop
Language Professionals' Orientation (INT101 / TR101)
MLAT Interpreter Skills Assessment
Online Language Interpreter Training (OLIT)
Technology Applications Training for Recorded Interpretation Services

MCIS AWARDS

THE MCIS INTERPRETER OF THE YEAR AWARD is given to qualified interpreters who have demonstrated not only excellence in services delivered but also dedication and proficiency in the field of professional interpretation. This year's winners of the 2017 Awards include **Annie Leung and Mohamed Hussein**.



Annie has only been working professionally as a Cantonese interpreter for a short time, but her path to becoming an interpreter really began during her teenage years. A native of Hong Kong, she immigrated to Canada as a child, and over the years has found herself helping family and friends with making phone calls, as well as sight-translating letters and documents. Upon graduating from university, she thought she would be pursuing a career in the technical field, but a chance encounter introduced her to the field of interpretation and MCIS' Interpreter Training program. She enjoys the challenges of working as an interpreter, and continues to search for ways to grow professionally.



Mohamed was born in Somalia but was raised in Addis Ababa, Ethiopia. He attended the Ukrainian Academy of Agricultural Sciences in Kiev and has a Post Graduate Degree in Animal Genetics & Population Studies. He also graduated with a Master of Science Degree in Anthropology (Social Change and Development) from the University of London. Fluent in 5 languages and conversant in 2, he has been working with MCIS as a Somali interpreter since 2010.

THE MCIS TRANSLATOR OF THE YEAR AWARD recognizes outstanding professional contributions to removing language barriers and measures responsiveness, reliability and technical skills. Based on the nature, diversity and complexity of translation work completed in the past year, **Catherine Michelle Pepin** has been awarded 2017 Translator of the Year. Our warmest congratulations to the recipient of the 2017 MCIS Translator of the Year Award:



Catherine Michelle Pepin is from Sherbrooke, Quebec. She obtained a baccalaureate in Physics from Université de Sherbrooke followed by a PhD in Radiobiology, and specialized in medical imaging from the same institution. Strong of more than 20 years' experience in physics research applied to nuclear medicine, she started her translation journey 7 years ago. Catherine Michelle has also been editor of Ciel de Nuit for three years, a magazine published by the Club des astronomes amateurs de Sherbrooke of which she has been the President for one year.

MCIS also wishes to acknowledge two Honorable Mentions:

HONORABLE MENTIONS



Fred Jin has been an active English-Chinese translator with MCIS since 2016. He has extensive experience in translation, revision, proofreading, voiceover, transcription, localization and desktop publishing, of general legal, technical, paramedical and marketing documents. Following a B.A in International Journalism at Shanghai International Studies University, he came to Glendon College of York University, where he got his M.A. in Translation Studies



Roula Salam (ATIA) is a Lebanese-Canadian translator, researcher, and university instructor residing in Edmonton, Alberta, and teaching at the University of Alberta. She is an Arabic-English translator, an active member of the Association of Translators and Interpreters of Alberta, and has provided workshops for translators across the province. She has also presented several conference papers and publications on topics such as memory and the Lebanese Post-War novel and socio-political and spatial representations in Arabic literature, such as “The Space between Thawras: Space and Social Diversity in Contemporary Arabic Literature” (2013).

THE MCIS INTERN OF THE YEAR AWARD recognizes individuals selected for their outstanding achievements in the community and for upholding MCIS' values. The purpose of the Award is to recognize the important contributions of MCIS' interns who exemplify professionalism and give back to the community. Candidate criteria: served in an intern capacity in organizing and implementing programs for translators and interpreters, demonstrated excellence in improving quality, responsiveness and cost-effectiveness of all our services, and supported the work of MCIS, showing great initiative, creativity and competence. Our warmest congratulations to **Jen Nguyen**, the recipient of the MCIS Intern of the Year Award.



Jen is a passionate digital marketer with a focus on social marketing, digital advertising, and graphic design. Her time at MCIS as a Marketing and Communications Intern has made her a better candidate for her job search journey. Her previous and current roles and experience have helped her know more of all the aspects of digital marketing and how it has transformed businesses all over the world.

THE MCIS TRAINING FACILITATOR OF THE YEAR AWARD is awarded for outstanding professional contribution in removing language barriers by helping trainee interpreters meet their goals and achieve their objectives. Our warmest congratulations to the recipient of the 2017 MCIS Training Facilitator of the Year Award – **Meri Petrov**



Meri Petrov holds a B.A. in English language and literature. She has more than twenty years of interpreting and translating experience and over twenty-two years of ESL teaching experience. Meri is originally from Belgrade, Serbia, where she used to be a certified translator and sworn in court interpreter, as well as an ESL teacher. She continued being a language professional after coming to Canada. She is a Ministry of the Attorney General (MAG) fully accredited court interpreter, Association of Translators and Interpreters of Ontario (ATIO) certified translator, interpreter training facilitator and curriculum developer. Meri has hosted a number of professional advancement workshops, presented at international linguistic conferences and is a passionate advocate in the language industry.

THE MCIS PROFESSIONAL PARTNER OF THE YEAR AWARD recognizes individuals who have made an outstanding contribution to the language industry through their innovative approach, leadership and accomplishments. The 2017 Award celebrates our outstanding partnerships with a group of professionals that helped MCIS fulfill its mission and vision.

Our warmest congratulations to Parkdale Community Legal Services and Mark Elwood, Pace Productivity Inc., recipients of the Professional Partner of the Year Award.



Since 1971, Parkdale Community Legal Services has delivered poverty law services to low-income residents of Parkdale. Recently, the organization expanded its catchment area to include the west end neighbourhood of Swansea. The clinic covers a variety of subject areas, including social assistance, workers' rights, tenants' rights, immigration and refugee claims, mental health law, and domestic violence issues.

In addition to casework and summary advice, PCLS provides public legal education to Parkdale and Swansea residents and the broader community. It is actively engaged in grassroots organizing, lobbying and other law reform activities, frequently in cooperation with other Parkdale agencies and community organizations as well as social justice groups beyond our catchment area.

Parkdale is both a teaching clinic and a community clinic. They provide legal services and at the same time deliver Osgoode Hall Law School's Intensive Programme in Poverty Law. Their law students are the primary caseworkers, conducting client interviews, negotiating, and preparing and arguing before courts and tribunals. They also take part in public legal education, law reform and community development projects.

Mark Elwood, Pace Productivity Inc.



Mark has volunteered for Management Advisory Service (MAS), since 2004. His areas of expertise with MAS include facilitation, strategic planning, team building and board governance. Mark also has practical experience in the non-profit area as the former chair, and current director on the board of the Revue Film Society. Mark has won awards and recognition for his volunteer service from Jaycees Canada, the city of Toronto, McGill University, and MPP Cheri Di Novo. He is also an award-winning speaker. In his career, Mark is an internationally known productivity consultant. He shows organizations how their employees can spend more time on what matters most by conducting employee-friendly time studies. He also conducts training on productivity, teamwork, and presentation skills. He inspires people to get more done.

THE MCIS STRATEGIC PARTNER OF THE YEAR AWARD is awarded to an organization that has supported MCIS by helping us to define the four Ps of our strategic leadership: Purpose, People, Processes, and Profit.

Our warmest congratulations to **WelcomeHomeTO**, the recipient of 2017 Strategic Partner of the Year Award!



WelcomeHomeTO's vision is to create a dynamic settlement network where all newcomers are welcomed with open hearts and minds and supported to reach their highest potential for a stronger Canada. They **INFORM** through developing and sharing insights and personal stories of settlement from diverse perspectives; **CONNECT** by creating collaborative spaces and opportunities where newcomers and Canadians engaged in settlement efforts can connect, communicate, and collectively work towards a more effective refugee settlement experience; **EMPOWER** and support community-driven, refugee-focused initiatives, and **INSPIRE** existing and potential settlement supporters to create or adapt innovative solutions to the integration process.

THE MCIS GLOBAL COMMUNITY PARTNER AWARD recognizes innovative and effective non-profits, social enterprises and social purposes business that have been facilitating empowerment and community development from the ground up, cultivating awareness, building citizenship and enhancing individual and community participation.



This year we are awarding **Centre for Social Innovation**, a social enterprise based in Toronto, Canada, for their special contribution to nurturing innovation and creating the space for organizations with a social mission. Their multiple locations in Toronto and New York City serve not only as shared workspaces but also as hubs, innovation labs, community centers, and meeting and event space for social innovators and entrepreneurs. The Centre's mission is to catalyze social innovation and to foster collaboration by connecting social innovators and entrepreneurs working across sectors, and providing them with programming such as workshops, seminars, competitions and mentorship opportunities to accelerate their success. CSI also incubates a limited number of social innovations, providing them with programmatic, strategic, administrative and or financial services

The **MCIS STUDENT OF THE YEAR AWARD** goes to an interpreter with outstanding academic achievements and talents.

Our warmest congratulations to the recipient of the 2017 MCIS Student of the Year Award – **Enrique Cerini**



After almost 20 years in international trade and project logistics, Enrique Cerini decided it was time to focus full time on Spanish/English interpreting and translating, both tasks he had performed in many scenarios as part of job duties or in social situations. After some research, he enrolled in the MCIS Language Interpreter Training program and hasn't looked back. Today, Enrique has completed the Humber College LIT certificate and is an OCCl accredited interpreter, traversing the city providing a much-needed service to those who require assistance communicating, sometimes in very challenging situations. While enjoying the challenges that translating and interpreting in the private sector offer, Enrique says the biggest reward comes from community interpreting and knowing he has given a voice to those who otherwise may not be able to express themselves in a new and sometimes difficult land.

In addition to freelancing full-time with various agencies in the GTA, Enrique recently started interpreting with the Immigration and Refugee Board of Canada and plans on pursuing MAG accreditation. Enrique holds a Bachelor Degree, Business Administration from the Universidad Nacional de Rosario, a Purchasing Certificate from Ryerson University, a Project Management Certificate from the University of Toronto and is a Certified Customs Specialist with the Canadian Society of Customs Brokers as well as a Project Management Professional (PMP) with The Project Management Institute.

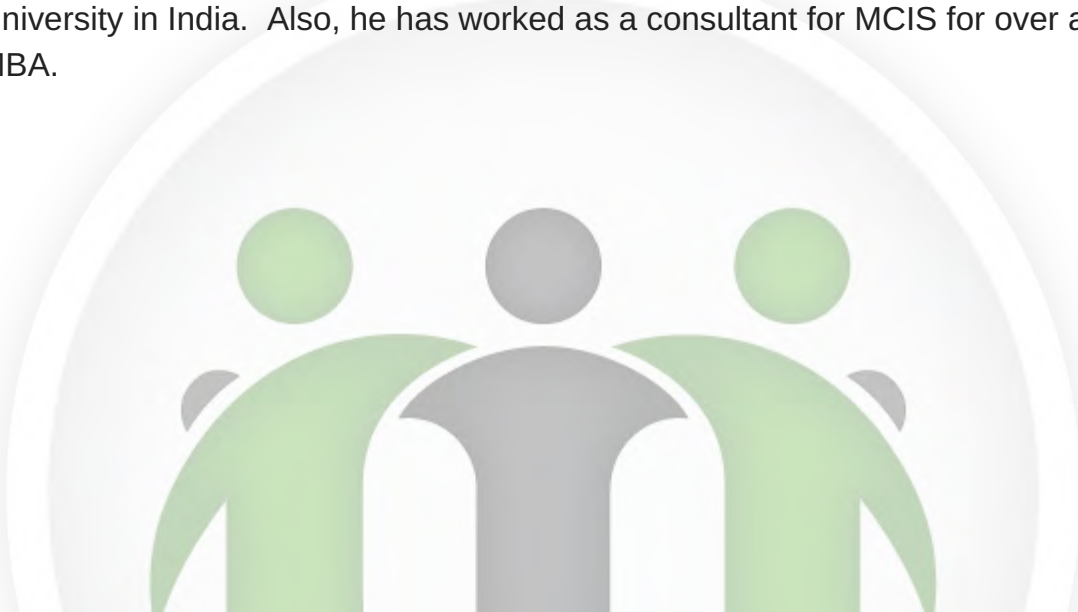
OUR PEOPLE



Gautam Nath (Chair) is a senior consumer products marketing professional with over two decades of corporate experience. He is Vice President at Balmoral Multicultural Marketing, Canada's pioneer communications agency targeting ethnic audiences. Gautam is also the founder of the Multicultural Marketing Society of Canada and Co-Chair of the Multicultural Marketing Interest Group at the AMA (American Marketing Association) Toronto chapter. Gautam serves on several boards and committees (York University, United Way etc.), contributes papers and articles to the media, and is also a prominent speaker at various universities and settlement agencies. He was awarded the top 25 Canadian Immigrants Award in 2011 and the June Call wood outstanding achievement award for voluntarism in 2017.



Tezbir Singh (Vice-Chair) is a strategy consultant with a focus on data technology and how it brings about transformational change in organizations. He has over 10 years of experience in the financial services industry and is currently a Director at CIBC's Chief Data Office. Prior to his current role, he worked in various leadership roles across technology and operations at CIBC as well as at Fidelity Investments. Tezbir has an MBA from the Rotman School of Management at U of T and an Electrical Engineering degree from Thapar University in India. Also, he has worked as a consultant for MCIS for over a year during his MBA.





Soussanna Karas (Secretary) has a law degree from Osgoode Hall Law School and was called to the Bar in 2005. She works as in-house legal counsel at the Travel Industry Council of Ontario (TICO). She has been employed with TICO for the last 10 years. TICO is a not-for-profit organization that has been delegated authority to license and regulate travel professionals by the Ontario Government. TICO fulfills the same role for travel agencies as the Law Society of Upper Canada does for lawyers. Prior to TICO, Soussanna worked and articulated at the Regional Municipality of Peel. Originally from Russia, Soussanna came to Canada in 1997 and has resided in Toronto ever since. Prior to her immigration, Soussanna has studied law and received her Bachelor and Master of Laws from the Syktyvkar State University, Russia. Soussanna is passionate about equal access to the justice system, consumer protection and community service, the values that are at the very core of MCIS. Soussanna is hoping to make a meaningful contribution to MCIS through serving on its Board of Directors.



Angelina Mastroianni (Treasurer) is a CPA, CA and CPA (Illinois) who has over 25 years' experience in Accounting, Auditing and Senior Management. Most recently, she has been an integral senior member of both Sarbanes-Oxley and Bill 198 project teams, instrumental in the companies' attainment of corporate compliance, in addition to special operational reviews. Angelina has provided consulting/outsourcing services in such areas as internal audit, process/system improvements, finance, and special projects. She has administered and directed all accounting and financial matters in both permanent and interim management executive roles. Angelina's focus currently consists of actively participating and contributing in advising non-profit organizations in various capacities. Growing up in an immigrant family, Angelina has developed a special appreciation for the invaluable services MCIS provides to communities facing language barriers.



Carl Mavromichalis (Board Member) is a stakeholder engagement expert with 20 years of experience in communications, research and public affairs. He is an Accredited Business Communicator and has worked in and with many leading organizations in Canada's in non-profit, government, and corporate, including Scotiabank, Air Canada, the Government of Alberta, the Government of Manitoba, Unifor, and the Public Service Alliance of Canada. In addition to his consulting expertise, Carl is one of Canada's leading authorities on the use of Virtual Town Halls to drive stakeholder engagement, having completed nearly 200 events. Carl has an Honours Bachelor of Arts Degree from the University of Guelph and a Post-Graduate Certificate in Public Relations from Ryerson University, and has received additional training in crisis communications.



Erin Adams has over 20 years of experience in human resources. She is Vice President of Human Resources at The Globe and Mail. Prior to joining The Globe in 2010, Erin worked in human resources at a property and casualty insurance company, and prior to that, in the hospital sector. Erin is passionate about enabling people to reach their full potential. Erin has an MBA from the Rotman School of Business and a Bachelor of Commerce degree from Queen's University. She is married with two daughters.

MOIS
LANGUAGE SOLUTIONS



Herbert H. Law (Board Member) graduated from the Sauder School of Business at the University of British Columbia with a specialization in industrial relations. Afterwards, he obtained hands on work experience in public sector labour relations with an employers' association in British Columbia. He then attended Queen's University in its Joint Masters of Industrial Relations and Law Program. Herbert has been practicing with the management side labour and employment law firm Mathews, Dinsdale & Clark LLP since graduation from Queen's University.



Ken Shen (Board Member) is a strategic and financial management professional whose career focus and passion has been to support senior executives and business leaders to succeed. Ken's career span from public sectors and private sectors in the areas of financial and business planning, performance management, as well as business analytics. Most recently, he has been an independent management consultant providing advisory services to his diverse client base. Prior to that he was with BMW Canada as a manager of strategy and planning where he provides strategic planning, reporting and analytics support to the business partners and senior executives in making sound business decisions. Ken is a Certified Professional Accountant (CPA-CMA) and earned his MBA from Schulich School of Business at York University.



Monica Franklin is an MCIS' Board member, a member of MCIS' Nomination and Governance Committee, a lawyer, and a member of Law Society of Upper Canada and Ontario Bar. Monica has worked as a lawyer in the legal clinic system for many years, focussing on the low income and vulnerable members of the community and their access to programs and services. Most recently, she was a staff lawyer and social assistance team lead at Flemingdon Community Legal Services in Toronto where she represented low-income clients at tribunals and mediations, and coordinated, supervised and trained staff, students, and volunteers. Previously she worked as a legal reviewer and researcher at the Community Legal Education Ontario (CLEO) translating public information literature for non-legal audience, and a staff lawyer at the York Community Services legal clinic in Toronto



Sanja Skrbic (Board Member) works at The Travel Industry Council of Ontario (TICO), a self-managed not-for-profit corporation, responsible for administration and enforcement of the Ontario Travel Industry Act and its Regulation. As Director, Financial Compliance, her role includes ensuring that the Ontario travel agencies are compliant with relevant travel industry legislation. Sanja graduated from Wilfrid Laurier University with an Honours Bachelor of Business Administration and holds a CPA, CA designation. She is a proponent of consumer protection. Having immigrated to Canada herself she believes that the work of MCIS is invaluable.



Shash Anand (Board Member) holds a Bachelor's degree in Computer Engineering from the University of Toronto as well as an MBA from Rotman School of Management. He worked at IBM for almost 5 years as a Technical Support Engineer and Business Operations Manager, before joining SOTI Inc. Within 8 years at SOTI, Shash's dedication and professionalism have propelled him to 6 different roles from Professional Services & Support Manager to Product Manager to Product Marketing & Sales Manager, to Business Development Manager, to Director and now Vice President of Strategic Alliances. Shash is now leading a team of professionals focused on creating and establishing strategic partnerships with OEMs, Technology Partners and Platform vendors. Based on the strategic partnerships, Shash's organization provides valuable insight into future product strategy for the SOTI One Platform.



Thera Medcof (Board Member) has over 12 years of experience in public policy, and is currently the Manager of Integration and Policy at the Alcohol and Gaming Commission of Ontario, where she is responsible for ensuring effective integration of new lines of business into the agency. Thera served on the Board of Directors of the North Toronto Ski Club for three years, and for over five years has been involved in the United Way of Greater Toronto and York Region agency review process, the last two years as a member of the Monitoring Management Advisory Group. She holds a BAH from Queen's University and an MSc in Regional and Urban Planning from the London School of Economics and Political Science.



Uttam Bajwa (Board Member) is a Research Associate at the Dalla Lana School of Public Health, University of Toronto and a policy and evaluation consultant for a number of Toronto-area non-profits. She is also Researcher with the Global Migration and Health Initiative and a Fellow at the Johns Hopkins Institute for Applied Economics, Global Health, and the Study of Business Enterprise. Her current research projects are on migration and health, global health pedagogy and capacity building, and precarious work. Dr. Bajwa has been on the Board of MCIS for one year.

COMMITTEE MEMBERS

FINANCE



Honghao (Jake) Sun (Committee Member) is a Chartered Professional Accountant (CPA,CA) and a Chartered Financial Analyst (CFA). Jake also completed CPA Canada In-Depth Tax Program Level I and Level II. Jake currently works at AirBoss of America Corp, a publicly listed company, as Manager, Tax and Accounting. Before joining AirBoss, Jake achieved high-performance ratings consistently as a Senior Tax Associate at PwC LLP in the past 5 years and helped clients in various industries such as private equity, real estate, technology to grow and succeed. Jake graduated from Sobey School of Business, Saint Mary's University with Summa Cum Laude. An advocate for volunteerism and multiculturalism, Jake has volunteered with MCIS, JDRF Canada, RBC Halifax Multicultural Festival, 2011 Halifax Canada Games, Heart and Stroke Foundation, The Terry Fox Foundation, and Capital Velo Fest to name a few.



Hilda Wu has over 15 years of financial management experience spanning across external audit, financial reporting, budgeting and forecasting, strategic planning, internal control and compliance. Hilda is a Chartered Professional Accountant (CPA, CMA) and is a candidate for the Canadian Risk Manager designation. Hilda has been a member of MCIS' Finance Committee since January 2017. She is also a member of the Board of Directors at the York Centre for Children, Youth and Families. Hilda's passion for language learning stemmed from her early childhood when her family relocated from Hong Kong to Taiwan, then later immigrated to Canada. This experience allowed her to gain appreciation of cultural diversity and inclusiveness at a young age, as well as fluency in English, Cantonese and Mandarin. Throughout her school years, she also gained some knowledge of French, Spanish, Italian and Japanese. MCIS's vision of connecting with people globally through languages touches her heart deeply.

NOMINATION AND GOVERNANCE



Rick Gill immigrated to Canada in 1995 from Trinidad. Since then he has lived or worked in all the provinces. His professional background includes at one point running for political office, and has involved a diverse array of experience in Retail Development, Regional and Project Management across Canada. In 2008 Rick became a Constable with the Royal Canadian Mounted Police stationed in Strathmore, Alberta, where he spent considerable time addressing the challenges faced by Canada's indigenous peoples. During this period in addition to policing duties, he was assigned to be the Liaison Officer to the local high school, appointed to the Advisory Council of (YELL) Youth Empowering Lasting Leadership, and became a member of the local Agricultural Society. This experience piqued his interest in community involvement, which he thoroughly enjoyed, until he left the police force and returned to Ontario to care for his ailing parents. Upon returning to Ontario, Gill made the decision to return to Retail Development. He currently manages the retail operations of a successful national Canadian company.



Pawel Kosicki is currently a member of the Strategy & Operations practices at EY. Prior to joining EY he worked in corporate strategy at Canada Post, as a consultant at BCG, and as an engineer at Rolls-Royce.

Pawel has also worked in Germany, Japan and Poland. He holds an MBA from York University and a Master of Engineer from the University of Toronto.



Since immigrating to Canada 11 years ago, Svetlana Lazareva has accomplished more than most people do in a lifetime. A registered nurse and educator, Lazareva has authored an inspiring resource book for immigrants, *The Sky is No Longer the Limit*, through which she shares the many lessons she has learned about her adopted home with newcomers who can benefit from this information. Lazareva founded ImmPress Institute, an organization committed to helping immigrants “to dream more, learn more, do more and become more.” Through ImmPress, Lazareva designs and delivers educational activities that support immigrants in becoming established in Canada. She undertakes research to better understand and communicate the immigrant experience and advocates on behalf of immigrants to influence public policy.

MCIS' MANAGEMENT TEAM



Latha Sukumar, Executive Director was recognized as one of 15 lawyers in Canada who has contributed to further equality rights by the Women's Legal Education and Action Fund (LEAF). As its Executive Director from 1996, Latha has grown MCIS into a language services social enterprise which provides a comprehensive suite of about 50 different language services including interpretation, translation, language testing, language consulting on strategy and technology and training. Latha is a member in good standing with the Law Society of Upper Canada and has an LL.B. and Masters in Women's Studies, both from York University. An advocate for the rights of newcomers, Latha has served on a number of community boards - Ontario Council on Community Interpreting (OCCI), Women Abuse Council of Toronto, Women's College Hospital, Kinark and Immigrant Women's Health Centre to name a few. She has spoken in the media, before legislative committees and at public gatherings on legislative and victim rights issues. Latha is a guest lecturer at the Schulich School of Business and an avid blogger on important policy issues. Latha is involved in all the key language industry networks, presents at conferences and develops and facilitates training modules related to the justice system, legal access and cultural awareness.



Alex Aleinikov joined MCIS as its Director of Finance and Internal Operations in October 2013. Alex has over twelve years of accounting and finance experience.

Most recently, he served as the Manager of Finance at Innovapost, a Canada Post subsidiary. Before that, Alex led a team of financial analysts and accountants at IBM Canada and managed a portfolio of 1.2 billion of IT outsourcing agreements and worked in various financial management roles and accounting capacities, domestically and overseas. Alex earned his CPA, CMA designation from the Society of Management Accountants of Ontario in 2002. He was granted an MPM degree in Financial Management from the University of Maryland, College Park, in 1995.



Lester Korbely, Director of Sales & Marketing, is a trilingual sales and marketing professional with over 20 years' experience in working with multinational corporations. He comes to MCIS from Incomm Canada where he was the Director of Account Management overseeing sales and marketing initiatives for central Canada. Prior to joining Incomm Lester worked at Kodak and Lexmark Canada where he held several positions in sales and marketing. He holds a Bachelor of Commerce degree from Concordia University in Montreal.

When not working, Lester enjoys spending quality time with his children Daniel and Olivia, playing guitar/piano, song writing and volunteering for different children organizations.



Alejandro Gonzalez - A passion for sharing knowledge is what drives Alejandro's commitment to technology and learning. Alejandro is the Resource Development Manager at MCIS Language Solutions, and a graduate from the Master in Conference Interpretation program of York University - Glendon School of Interpretation. His background is in Business Administration (Universidad Javeriana, Cali, Colombia; Broward College in Florida, US). He started his career in education early on as an instructor in language learning programs for professionals and young adults. Alejandro is passionate about engaging teaching methods such as behavioral facilitation, integral learning, and task-based learning. His main focus is on helping trainees learn by doing rather than by passively listening to a lecturer. Since Alejandro first joined MCIS in 2008, he has contributed to curriculum and content development for the Classroom-based and Online Language Interpreter Training offered at the agency, with notable advancements to interpreting in the legal, healthcare and social services.



Eliana Trinastic's background is in non-profit and project management, program design/delivery, civic engagement, PR, communication and social innovation. She has a Master's Degree in Information and Environmental Sciences (UofT), and her current research interests include social enterprises, social innovation and open data advocacy. In her role as Executive Assistant and Partnership Development/Social Impact Manager, Eliana's task is to help unpack complex and dynamic relationships between the non-profit organization as a business versus non-profit as a community change-maker, while focusing on measurable evidence of impact. Eliana contributed to several MCIS' projects, among others, Food for Language and Documentaries for Change.



Hongyan Jack Xu has been with MCIS since 2011. He assumed various roles, including Translation Coordinator, Training Coordinator, Resource Development Supervisor, Interpretation Services Manager, and Sales Manager. Jack holds a Master's degree in Conference Interpreting and Bachelors in Mathematical Sciences and Political Science. He is also an accredited community interpreter, and a certified instructor of Community Interpreting in the U.S. Jack successfully managed the Interpreters for Syria project, helping the federal government welcome and settle 26,000 Syrian refugees to Canada, with a team of 400 Arabic and Armenian interpreters. In October 2016, Jack was accredited as a Mandarin conference interpreter by the Federal Translation Bureau of Canada.



Judy Abraham, originally from Ethiopia and Eritrea, has made Canada her home for more than 20 years. She has worked as a CILISAT certified Amharic and Tigrigna Language Interpreter for over 15 years. Her love for languages and passion for helping others brought her to interpretation and teaching interpretation courses at MCIS and Seneca College. Judy has worked at MCIS for the last 10 years in different capacities: from the Training Department to Community Development Coordinator to Sales and Marketing. In her current role as National Sales and Marketing Manager, her main activity includes making sure MCIS is sustainable by increasing revenue. She is also passionate about working for a social enterprise committed to helping vulnerable persons and creating a world without language barriers.



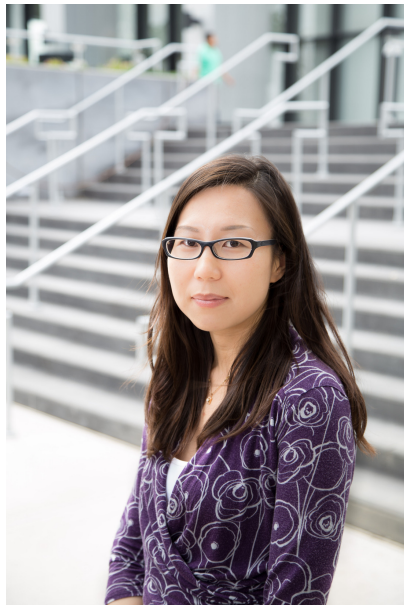
Veronica Costea, MCIS' Translation and Special Projects Manager, is a certified translator and accredited community interpreter with over 10 years of experience in the language services industry. Prior to joining MCIS, she worked as a freelance language professional, language teacher, as well as in computational linguistics research. She has also coordinated the development of MCIS' Online Training Initiative to Address Human Trafficking



Williams Pedrogan, IT and Internal Operations Manager holds a Bachelor's Degree in Computer Engineering. His particular expertise is in IT Management, Project Management, System Administration, DB management, Consulting, Business Intelligence and Marketing Research. He has worked for IT, Marketing Research, Pharmaceutical and Language Services companies locally and globally performing mostly internal operations and IT management duties. He has successfully managed complex system implementation projects working as a technical leader and project manager. He is a natural trouble solving individual with outstanding analytical skills. He is fluent in Spanish, Portuguese, English and is learning French.



Olga Ryabinina's background is in Engineering & Finance, and she joined MCIS in 2003. In her current role as Finance Accountant she performs critical functions related to accounting, budgeting, planning, compliance with Financial Regulations, Legalities, and Policies and representing MCIS in all external financial inquiries. Olga loves working at MCIS because of the dynamic pace, daily new challenges and great people.



Rachel Wu, HR and Admin Supervisor was born in China and received a B.A. in Business Studies (2004, Massey U, New Zealand). She then moved to Australia pursuing a Master's Degree in HR Management continuing to work for various multinationals in Beijing, China while acquiring extensive experience in areas of recruitment, operations, employee relations and learning and development. Rachel believes that effective daily HR practices are dependent on working collaboratively and proactively. Her cultural awareness, developed through her living and working experience in New Zealand, Australia, China and the US, are enriched with a couple of Canadian post-graduate certificates: Human Resource Management and Non-Profit Leadership and Management (Seneca College). Rachel joined MCIS in June 2014.

A Big Thank You to the MCIS Team!



Management and Governance	Latha	Sukumar	Executive Director
	Eliana	Trinaistic	EA & Social Impact/ Partnership Development Manager
	Laura	Maxwell	Social Impact & PR Coordinator
Sales & Marketing	Lester	Korbely	Sales & Marketing Director
	Judy	Abraham	Sales & Marketing Manager
	Deanna	Nemeth	Account Manager
	Andrea	Levin	Sales & Marketing Account Representative
	Selam	Aregai	Sales & Marketing Account Representative
	Vivek	Vijayapalan	Marketing and Communications Coordinator
	Manzura	Nazaramonova	Business Development Assistant
	Jen	Nguyen	Marketing Co-op Student (January to April 2017)
Finance & Internal Operations	Alex	Aleinikov	Finance, IT & Internal Operations Director
	Olga	Ryabinina	Financial Accountant
	Anila	Radovicka	Finance Coordinator
	Hedayat	Farooqui	Finance and Internal Operations Assistant
	Baskar	Swaminathan	Finance Assistant
	Aster	Seifu Estifanos	Internal Operations and Finance Assistant
	Jennifer	Zhang	Finance Intern (August to November 2016)
	Fatouma	Coulibaly	Finance Intern (January 2017)
	Abdul Basir	Abbasi	Finance Intern (March to May 2017)
IT	Williams	Pedrogan	IT & Internal Operations Manager
	Paul	Zborshchik	IT & Internal Operations Assistant
	Gregory	Bourne	System Support Associate
	Laura	Zollner	Internal Operations Assistant
HR	Rachel	Wu	HR Admin Supervisor
	Doris	Tsai	HR & Admin Coordinator
	Princess	Hew	Office Assistant

	Thuy	Nguyen	HR Intern (April to July 2016)
	Sanaz	Moaven	HR Intern (August to November 2016)
	Phoebe	Chua	HR Intern (December to January 2017)
Interpretation Services	Jack	Xu	Interpreter Services Manager
	Hiedeh	Farmani	Bilingual Recruitment Coordinator
	Jonathan	Carreon	Interpretation Services Team Leader
	Anjum	Bakthula	Interpreter Services Coordinator
	Vladimir	Bikeev	Interpreter Services Coordinator
	Stella	Constanca	Interpreter Services Coordinator
	Zewdi	Gselassie	Interpreter Services Coordinator
	Shanta	Singh	Interpreter Services Coordinator- Reactive
	Kate	Abulizi	Interpreter Services Coordinator
	Inna	Kotenko	Interpreter Services Coordinator
	Lydia	Zhang	Backup Interpreter Services Coordinator
	Raluca	Alb	Backup Interpreter Services Coordinator
	Latia	Watson	Backup Interpreter Services Coordinator
	Flavia	Zaka	Backup Interpreter Services Coordinator
	Nazanin	Azari	Backup Interpreter Services Coordinator
	Evanilde	Bekkout	Backup Interpreter Services Coordinator
Recruitment and Training	Alejandro	Gonzalez	Resource Development Manager
	Evgenia	Karakehayova	Enrollment Coordinator
	Flavia	Zaka	Training Coordinator
	Martin	Jimenez	Testing and Training Assistant
	Tenzin	Paldon	E-Learning Consultant
Translation and Transcription	Veronica	Costea	Translation & Special Projects Manager
	Louis	Labrecque	French Translator
	Diane	Bérubé	French Translator
	Luisa	Cano	Client Services Coordinator
	Gabriela	Rodas	Translation & Special Projects Supervisor
	Victoria	Radvan	Training Content Developer
	Imane	Sednaoui	Project Coordinator
	Paawan	Bhatia	Project Coordinator

	Yanru	Zhu	Part-time Project Coordinator
	Maya	Worth	Part-time Project Coordinator
	Amal	Dweik	Back-up Project Coordinator
	Carolina	Carvalho	Back-up Project Coordinator
	Ixchel	Cervantes	Back-up Project Coordinator
	Makhala	Taylor-Dube	Back-up Project Coordinator
	Fiona	Koscak	Back-up Project Coordinator

OUR THANKS TO PLACEMENT STUDENTS, VOLUNTEERS AND INTERNS

- Sanaz Moaven- HR Intern
- Jennifer (Ni) Zhang- Finance Intern
- Phoebe Chau- HR Intern
- Fatouma Coulibaly- Finance Intern
- Jen Nguyen Marketing- Co-op Student
- Abdul Basir Abbasi- Finance Intern
- Thuy Nguyen- HR Intern

OUR THANKS TO PARTNER INTERPRETATION AGENCIES

In addition we are grateful to our province wide partner agencies that are part of the Language Interpreter Services Program funded by MCIIT.

Greater Toronto Area

- Barbra Schlifer Commemorative Clinic

Eastern Ontario

- Immigrant Women Services Ottawa

Northeastern and Northwestern Ontario

- Thunder Bay Multicultural Association

South-Western Ontario

- Across Languages Translation and Interpretation Service
- Multicultural Council of Windsor and Essex County

Central Ontario

- INCommunities
- Kitchener-Waterloo Multicultural Centre

Across Ontario

- The Canadian Hearing Society

OUR MISSION:

TO IMPROVE ACCESS TO
CRITICAL INFORMATION
AND SERVICES THROUGH
HIGH QUALITY LANGUAGE
SOLUTIONS.

VISION:

TO CONNECT PEOPLE
GLOBALLY THROUGH
LANGUAGES.



Address: 789 Don Mills Road, Suite 1010,
Toronto, Ontario, M3C 1T5

Tel: 416-467-3097/1-888-990-9014

Website: www.mcislanguages.com

