

ANNUAL REPORT

2017-2018



YOUR GLOBAL VOICE



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OUR
MISSION
VISION AND VALUES

Mission:
Improve access to critical
information and services
through high quality language
solutions

Vision:
Connecting people globally
through languages

Values:
Respect, Quality, Collaboration,
Accountability, Learning

2018

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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 29 years. With over 60 full time staff and employing a roster of over 6,000 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.

Every year MCIS invests its net income into initiatives that support free services for victims of violence and the homeless and training subsidies for aspiring interpreters and translators. With a growing demand for language services, a long track record of success, and deep roots in the community, MCIS has positioned itself to capture more market share in the language industry by simply demonstrating there is a better way to conduct business.

OUR FUNDERS

MCIS thanks our funders for 2017-2018:



- Ministry of Citizenship, Immigration and International Trade (MCIIT)
Language Interpreter Services Program
- Ministry of the Attorney General
Ontario Victim Services

Ontario Trillium Foundation



Homelessness
Partnership
Initiative



MESSAGE FROM THE CHAIR

It has been yet another year of growth and new discoveries at MCIS!

With growth comes more nuanced structure to tackle day to day operations.

At long last, MCIS hired a Director of Client Services, who took over all Service Operations. This allowed MCIS' Executive Director to focus on more strategic initiatives. A new hire dedicated to Board Administration helped coordinate the work of the Board and Committees to ensure all their skills and expertise were fully tapped into. She helped coordinate a Board Strategy Session, earlier this spring, ably facilitated by Consultant, Mark Ellwood.

Five themes emerged which Board members agreed to work on:

- Measure employee performance on MCIS' Social Impact
- Commit to dedicating staff effort towards Social Impact by volunteering activities in the community
- Commit dollars from top line revenue to MCIS' Social Impact initiatives
- Create impact through online activities (webinars, discussion forum, training, etc.)
- Create metrics to measure, report and communicate MCIS' Social Impact

Even ahead of this session, MCIS had entered into activities that supported its mission of better language access for all who needed access to critical information and services with an (un)Conference and Hackathon, both of which have been elaborated in the Executive Director's Report.

MCIS is now a pan Canadian service which, as it scales up, consistently brings more full time jobs to local communities and better working conditions to Canadian language professionals, who work with us as independent contractors.

In the last year, MCIS has successfully leveraged technology to streamline services and perform more routine tasks. As technology does the heavy lifting with routine tasks, MCIS' Human Resources team is working with line managers to build their respective staff members' skills so they can take on more complex tasks to prepare for a future work environment where automation and AI are ubiquitous.

MCIS' Board Structure has also evolved. Our Marketing and Operations Committee has been replaced by a Technology Committee, so we can be more focused about growing in an era of technology disruption. We also now have a Social Impact Committee focused on MCIS overall Strategy as a Social Enterprise primarily committed to fulfilling our mission of bringing down language barriers to critical information and services.

All in all, it has been yet another exciting year made possible by each and every one of you. My colleagues on the Board were on their toes with a sharp eye on MCIS' finances, a firm hand to guide its strategy and boots on the ground providing hands-on support with its technology and HR projects. Our profound gratitude goes out to three extraordinary individuals, who provided leadership and guidance and generously offered expertise in the fields of Finance, Human Resources and Technology, respectively; Tezbir Singh, Angelina Mastroianni and Erin Adams as they move on from the Board. We will miss you and hope you do stay connected with MCIS and spread the good word about our mission and vision through your networks.

Thanks to an amazing staff team that is always passionately racing ahead with a number of exciting projects that are making an impact in our communities. Thanks most of all, to our interpreters and translators for their selfless, passionate and dedicated service. Our thanks also go to funders at the Province, the City and the Ontario Trillium Foundation for continuing to support the important work MCIS does, addressing barriers to access.

We look forward to even more growth and greater impact in our local communities in the years to come! Onward and upward!

Sincerely,

Gautam Nath
Board Chair, MCIS Language Solutions

MESSAGE FROM THE EXECUTIVE DIRECTOR

We all want societies which are safe, where people thrive and can stay engaged so they can determine their living conditions and the lives of future generations. For this, access to critical information and services is key. As a multilingual hub that provides language access MCIS' mission is to provide such access. However, we cannot and do not work alone. We are, therefore, building partnerships across sectors to advocate, to collaborate and to innovate. Innovation happens when there is a willingness to be open-minded and to explore possibilities or when there is disruption or both. There is excitement around the possibilities that technology presents as a motivator to pursue change, but there is also disruption with automation that necessitates us proving and affirming our relevance in providing that value-add that automation cannot bring on. Our workplace, how we relate to each other, how we relate to our environment are rapidly changing and so we need to have new solutions to new problems and hence must get creative.

MCIS has continued on its path to being a Solutions company. We are evolving into our customer's strategic business partner, offering solutions to their language access issues by fulfilling their needs rather than just brokering services. This has meant more collaboration and pursuit of innovation, two predominant themes of this past year.

An example to illustrate the above themes. We won a contract for a large multi-specialty Ontario hospital with over 10,000 staff, serving a diverse immigrant and First Nations' population. This contract was a game changer in terms of the volume of requests and the demands on our operations. We had to ramp up capacity quickly and work differently to offer services 24/7/365.



To ensure all customers were served in a timely fashion, we set up an audio/video interpretation platform with in-house interpreters, in top demand languages, as back-up for when an in-person interpreter was not available.

We have continued to consolidate the sustainability of our operations by growing revenue which we use to provide services at cost and also to invest in two key areas of innovation & technology, and human resources. With our latest upgrade, a new interpretation assignment management system, we are reducing duplication of work, creating online access for customers and vendors, and automating routine tasks so staff can grow and add value in better ways. Our investment in Human Resources has largely been in anticipation of the changes in the work environment that Artificial Intelligence (AI) is bringing on. AI is gaining on us in a real way and at the speed of light. While this part is trite knowledge, Don dePalma, founder of Common Sense Advisory (<https://www.common senseadvisory.com/>), a language industry think-tank, warns us that mobile technology is bringing about the revolution in our sector

due to its qualities of proximity, immediacy and intimacy. In other words, mobiles which are being used for all forms of communication are raising the bar for translation and localization. Everyone expects to and will receive information in their language of choice. With every word we transmit through our mobile devices, we actively participate, adding to the intelligence of machines. So the language industry must re-think its role and relevance.

At MCIS we have responded to this paradigm shift by creating a Vendor Management department which recruits resources to respond to new

and emerging service needs. We are also strengthening the capacity of our Project Managers to handle complex assignments and slowly, but surely, growing the technological expertise of all our staff teams.

Not only this, we are leveraging technology to build industry capacity as a whole. Our online Translator Training program is aimed at the global community of language professionals from all languages. It enables them to upgrade their skills, to provide quality translations in keeping with universal trends in the field. MCIS' Training Team continues to research and develop different training programs to improve overall the quality of language services.

As a social enterprise, our primary objective is fulfilling our mission of improving access to critical information and services. We realize that collaboration is key for social change to happen. In October 2017 we organized an (Un) conference with non-profits, language companies and technology experts. Some ideas that emerged included the creation of language friendly apps to help newcomers and Limited English/French Speakers navigate public services. Another was reallocation of resources for services in primary languages over and above Canada's official languages. In November 2017, MCIS organized Toronto's first

migration hackathon, MigrahackTO. This event brought together people and taught them to visualize data on employment, domestic violence and linguistic access using Tableau.

Through all these initiatives MCIS' day to day operations have continued to grow and thrive. Every client matters and we endeavour to bring the same level of care to all our interactions. We have seen staff come and go. Of special mention, our Training Manager of ten years, Alejandro Gonzalez, left to pursue other opportunities. We thank him for his years of service and wish him success in his career. Thanks to all our language professionals who give so generously of themselves every day. Obviously, you are MCIS.

I thank the Board members for their guidance and leadership, my staff team for their passion and dedication and our funders the Province, City and the Ontario Trillium Foundation for supporting programs that improve language access for communities that need it the most.

Latha Sukumar
Executive Director, MCIS Language Solutions



STATEMENT OF PURPOSE

MCIS believes that language access is fundamental to ensuring public health and safety, and for the full participation of all people in civic life. MCIS employs an innovative social enterprise model to improve the quality and accessibility of a full suite of high quality language services in 300+ languages and reinvesting designated surplus into free services, training programs, and advocacy.

OUR MISSION:

Improve access to critical information and services through high quality language solutions.

OUR VISION:

Connecting people globally through languages.

OUR CORE VALUES:

RESPECT

We treat other 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, stakeholders 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 languages services: We listen to truly understand the needs of our stakeholders and create excellent and consistent stakeholder experience. We meet our stakeholders' needs by doing the right thing in the right way. We improve our work to optimize our efficiency and effectiveness for a seamless stakeholder 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 perspective 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.

OUR INTENDED

BENEFICIARIES:

MCIS is committed to providing high quality language services to anyone facing language barriers, and to making language services accessible to people facing discrimination including but not limited to: racialization, gender, sexual orientation, poverty, immigration status, and trauma.





HISTORY

In 1989, MCIS started out as a small program of a local planning body. In 1995, it became incorporated as a non-profit organization, providing free interpretation services for survivors of domestic violence in Scarborough. MCIS' funding at the time came from one Provincial government grant. Agencies that served these survivors were designated as eligible "service providers". When any one of these agencies contacted MCIS to communicate with a survivor who did not speak one of Canada's official languages, MCIS dispatched an interpreter to them, paid for by the government grant. Our challenge then was that our services were limited by the prescribed scope of one government grant.

MCIS' Board of Directors wanted to change that. So around 1996, MCIS staff reached out to Police, Victim Witness Assistance Programs in the courts, numerous community partners and champions to put together an Advisory Committee. We then lobbied the government for interpretation services to be included in the Ministry of the Attorney General's Domestic Violence Court Program, and saw the scope of our funded services expand to regions beyond Scarborough and to encompass all agencies within the criminal justice system.

However, the scope of our funded services was still too narrow. We knew women had a hard time reporting abuse and so there was need for linguistic access beyond our grant terms, at

key entry points in our system: healthcare and emergency services, child protection, public health, settlement, legal clinics and the like. This meant we had to diversify our revenue base to serve more people and in sectors not covered by government grants.

In 2006, the Board formally resolved that MCIS would earn revenue by monetizing its services, bidding on contracts put out by government and quasi-governmental bodies. This would enable MCIS to improve access to critical information and services for more vulnerable persons who faced language barriers in three ways. One, end users served through MCIS' contracts with government and public sector agencies, billed on a cost recovery basis, already represented the demographic MCIS wished to serve. Two, by reducing its reliance on government grants which were restrictive, MCIS would have greater flexibility to sustainably fulfill its vision and mission. Three, surplus earned would be reinvested in social impact initiatives which furthered MCIS vision, mission and values.

Fast forward to today, MCIS has transformed from being a small Scarborough based non-profit, wholly dependent on government funding, a budget of \$150,000, 2.5 employees and 40 interpreters providing interpretation services in 25 languages, to one with over 60 employees, 6,000+ interpreters and translators, offering services in 300+ languages, and an

annual budget projection for 2018/2019 of \$10.4M. Its portfolio includes core services such as interpretation, translation, transcription, training and training development; a full range of accessibility services including ASL, CART, and Braille printing, for a total of 50 different services. Today, MCIS continues to provide interpretation services to survivors of violence and the homeless through grant programs and offers services on a B2B basis to 800 organizational clients within all levels of governments as well as the broader public sector, including the Federal Translation Bureau and provincial government departments across Canada.

While maintaining a continuous revenue stream, MCIS has remained faithful to its mission of improving the safety, well-being and security of its primary beneficiaries – vulnerable populations that encounter language barriers – so they can access the information & services they need to make informed decisions. Over the last 15 years, MCIS has also trained thousands of language professionals in Ontario through initiatives such as pioneering online training programs, giving language professionals a means to earn a livelihood, or at the very least, gain entry into the local job market with new skills and a network of contacts. MCIS' most recent initiative, a one-of-a-kind intensive training for translators in languages of lesser diffusion, funded with a grant from the Ontario

Trillium Foundation, will have trained 500 Ontarians by March 2019. Together, these trainings have significantly improved the quality of services provided by all Language Service Providers (LSPs), who otherwise have limited access to qualified language professionals to serve a community in growing need of these services.

MCIS is also passionate about language access advocacy and developing new and effective ways to run language services to impact the highest number of people. MCIS' Social Impact work provides a platform for business, government and civil society to collaborate on projects to advance how services are delivered in our communities. In 2017, MCIS hosted an Un-Conference on Hacking the Language Industry and ran its first ever Hackathon on migration – MigrahackTO in November, in collaboration with organizations in Social Services, Technology and Journalism sectors. Throughout the year, MCIS staff has also engaged with the MCIS Social Impact Committee to develop a comprehensive Social Impact Strategy.

OUR PRINCIPLES IN PRACTICE

Using a Theory of Change model, MCIS developed a set of three overarching organizational goals, supported by four basic processes, also known as “Pillars of Impact”.

PILLARS OF IMPACT:

- 1. Winning Business in a New Way:** Winning business in a new way that aligns with our mission and vision by increasing our ability to innovate and experiment with new business models and strategies, focus on long-term objectives, and form strategic partnerships to optimize capacity.
 - o Seek contracts serving vulnerable populations, providing access to critical information and services.
 - o Collaborate with social enterprises, non-profits, and diversity organizations.
- 2. Engaging Partners in a New Way:** Engaging partners in a new way that will increase awareness of the role of language professionals, adoption of relevant narratives, sense of belonging to a larger community of language professionals, and ability to influence public awareness and consciousness.
 - o Form strategic partnerships to promote our organizational mission and vision.
 - o Increase awareness of the role of language providers.
- 3. Leading the Sector:** Leading the sector by increasing our internal research capacity, ability to innovate quickly, organizational and competitive capacity, and influence in public policy.
 - o Identify issues that need to be addressed with advocacy and research.
 - o Increase internal research capacity and ability to develop policy, motivate public enthusiasm, and influence public debates.
- 4. Organizational Culture:** Building an organizational culture and capacity to define core values, keep stakeholders informed by generating evidence-based metrics, and increase intentionality of social procurement and alignment with public sector development strategies.
 - o Align our hiring and social procurement practices with our core values.
 - o Increase ability to keep stakeholders informed.

GOALS:

Capacity

- Create organizational culture that aligns with our vision mission and values
- Lead the Sector in providing high quality innovative language solutions

Growth

- Grow sustainable revenue.
- Reduce costs of operation
- Win business in new ways, engage partners and lead the sector

Advocacy

- Incorporate our vision and mission in all our decisions and operations.

OUR BUSINESS

MCIS is a provincially incorporated non-profit with a Board of Directors and Board Subcommittees, which provide additional guidance on Human Resources, Technology, Nominations and Governance, Finance as well as Social Impact. Internally, the work of MCIS is structured in nine operational departments: Interpretation Services, Translation Services, Training, Vendor Management, Finance, IT and Internal Operations, Human Resources, Sales and Marketing, and Social Impact.



SERVICE LISTING

Currently MCIS offers a comprehensive suite of 50 language services:

Interpretation

Conference Interpreting – consecutive
Conference Interpreting – simultaneous
Court Interpreting
Community Interpreting
Group Interpreting
Liaison Interpreting
Message Relay
Sight Translation
Foreign Language Dialect coaching
Interpreter Retainer Services
Telephone Interpreting – Immediate
Telephone Interpreting – Scheduled
Video Interpreting – Scheduled

Translation

Back-translation
Certified Translation
Notarized Translation

Desktop Publishing
Editing
Graphic Design
Language Expertise
Localization
On-site Translation
Pre-editing
Post-editing
Proofreading
Revision
Transcreation
Translation
TEP (Translation, Editing, Proofreading)
Update

Accessibility

Document formatting
ASL
LSQ
Deaf Interpreting
Braille Printing
Closed Captioning
CART

Multimedia

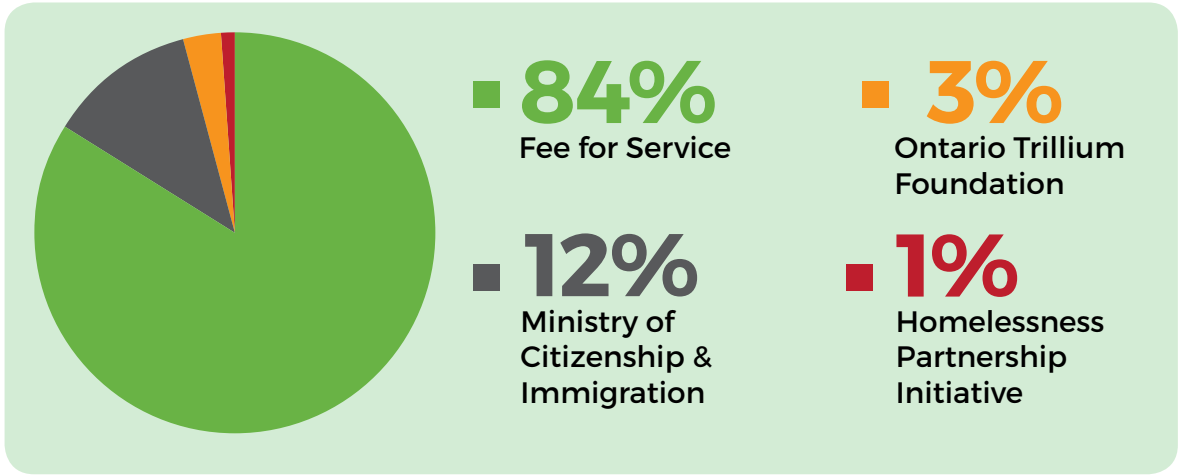
Recorded Interpretation
Subtitling
Inter-lingual Transcription
Intra-lingual Transcription
Voiceover

Training & Testing

Behavioural Facilitation
E-Learning Development
Interpretation Auditing
Language Proficiency Assessment
Interpreter training for staff/volunteers
Workplace Training for Multilingual Staff

Language Consulting
Project Management

2017-2018 REVENUE ITEMIZATION



DEPARTMENT REPORTS INTERPRETATION SERVICES

2017-2018 was definitely an exciting year for the Interpretation Services Department. The year began with a rocky start as we had lost 2 major accounts, York Region and TPH which had impacted MCIS in the first 2 quarters. However, with the help of our SAM team we were able to secure several new accounts such as The Ottawa Hospital, Children's Aid Society of Toronto, and Catholic Children's Aid Society of Toronto.

In terms of service delivery and efficiency, MCIS invested in the development of new services to meet the needs of our clients, such as partnering with BlueStream, an exchange platform that delivers on-demand access to remote specialists in healthcare settings. We are also in development of an In-House Immediate Phone service solution. Furthermore, we are also increasing efficiencies through the implementation of Interpreter Intelligence, a new Interpretation Management System which will be going live as of April 2019.

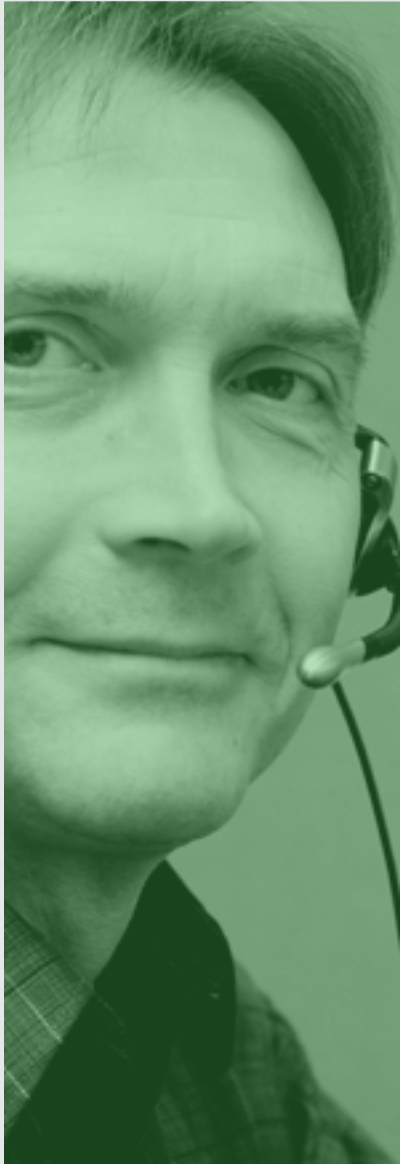
During the 2017-2018 fiscal year, MCIS provided professional language services to over 788 service providers in the public, private and social services sectors. MCIS fulfilled 40,486 face-to-face assignments with an overall fulfillment rate of 99% for all Interpretation Services. This not only includes face-to-face interpretation, but also scheduled and immediate phone, video conferencing, message relays, and conference interpreting. Services were largely requested by Legal Aid Ontario, The Ottawa Hospital and Children's Aid Society of Toronto.

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

TRANSLATION SERVICES

2017-2018 was a busy and exciting year for the Translation Services Department at MCIS. We completed 3325 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 provide free translation services under MCIS' Social Benefits Initiative for individuals and organizations that require the



service but are unable to cover the cost. This has included assisting individuals requiring translation of various personal documents to access critical services, as well as organizations working towards increasing access to critical information to limited/non-English speaking members of the various communities they serve.

We continue to explore ways in which technology can assist us in further improving the efficiency of our services and we are proud to have been invited to present on the creative use we have made of our translation management system, Plunet, in order to track and measure social impact at the international Plunet users' summit in Berlin, in June 2017.

TRAINING

Fiscal year 2017-2018 was the year that the Training Department officially took the Translator Training Program over from the Translation Department – and we couldn't have been more thrilled!

The Translator Training Program was developed and continues to operate with funding from the Ontario Trillium Foundation. The goal of the program is to offer equal access to translation training, and to help reduce the shortage of trained translators in Ontario. The program is being offered to students, for free, until March 2019.

For the majority of the year, the team's main focus was on running multiple sessions of the new in-class version of the Translator Training Program – which was launched in March 2017. And in its first fiscal year, MCIS trained 118 translation students, in addition to working tirelessly to implement feedback from students and facilitators to improve the quality of the program for each new session.

The e-Learning Development team also had their hands full with adapting and developing content for the On-line Translator Training Program. They worked within an aggressive and demanding schedule, and with various team members to bring the program to life.

We can't wait to see how the Translator Training Program does in the next fiscal year!

VENDOR MANAGEMENT

The Vendor Management Department at MCIS is responsible for the recruitment, performance management and retention of language professionals (interpreters and translators). The department supports recruitment and roster management for both Translation and Interpretation Services Departments; and performance management for the Interpretation Services Department.

We actively monitor new demographics, immigration trends or gaps in the market to guide our recruitment efforts, react to new RFPs secured by MCIS and/or any potential new contracts; and relay negative and positive feedback to our language professionals to ensure performance management and retention.

We currently have a roster of more than 4,000 active interpreters spanning across Canada who interpret in medical, legal and social service settings through face-to-face, audio and video mediums.

The primary focus areas of the department are:

- **Recruitment:** translators, interpreters, transcriptionists and any other talents that may be required under special projects
- **Performance Management:** relaying feedback to our language professionals, managing their and our service delivery expectations
- **Roster Management:** providing references for employment, future development of our resources, recommending any possible training needs
- **Establishing, testing,** and refining systems and processes as our department is still very young!
- **Experimenting with the new Interpretation Management System (IMS)** – Interpreter Intelligence to understand the platform in order to design user-friendly external and internal training materials and communications

SALES AND MARKETING

2017-18 turned-out to be another remarkable year for the Sales and Marketing Department. Our overall business continued to grow with the launch of new key clients such as the Children's Aid Society of Toronto and the Catholic Children's Aid Society of Toronto, who, coincidentally, are perfectly aligned with our social impact initiatives. Our New Business Development team wrote a total of 27 RFPs resulting in 16 of them being awarded to MCIS. New clients we brought on board comprised of: 5 federal government agencies, 4 provincial government agencies, The Ottawa Hospital and several other clients in the public and private sectors.

Overall gross revenue grew by 8.4% and this was spearheaded by our interpretation services which grew by 31.0% YOY. Primary focus was once again placed on our Top 10 interpretation accounts and Top 25 translations accounts. When combined, they grew by 12.2% in revenue YOY. Our website traffic increased by 58.6% due to the implementation of our new branding strategy along with a complete website overhaul. Our interactive website, complimented by our social media strategy, gave us direct unimpeded access to the key segments we service. In the new upcoming year, our aspirations are to develop and launch a B to C component to our website in order to further expand our social impact.



IT & INTERNAL OPERATIONS

In 2017-2018, we kept working hard to make our systems better to support our business needs as we are embracing more and more the idea of being a Language Solutions organization. Some initiatives we worked on during 2017-2018 include the following:

- In our continuous efforts to increase service quality, MCIS successfully implemented a **new Immediate Services Gateway** that allows us a more efficient allocation of MCIS interpreters (selected languages) for immediate phone/video assignments working in partnership with BlueStream Health and external language service providers.
- As a natural evolution of our existing CRM processes, we gathered functional requirements and selected – via RFP process – a new cloud-based Solution for Scheduled Interpretation Services with automatic integration with our accounting system. This solution, currently being implemented in partnership with Interpreter Intelligence and to be officially launched in 2019, is going to revolutionize the way we do things by allowing us to interact with our customers and language professionals in a more efficient way. Some relevant features will include

- ✦ **Customer Portal** – to allow requesters of selected programs to request interpretation services online as well as having access to a comprehensive set of reports and online invoices for services.
- ✦ **Vendor Portal** – to allow interpreters to accept interpretation assignments, report completion, availability management as well as having access to a comprehensive set of reports and online invoices for services.
- ✦ **Internal Portal** – this component will allow internal users to source interpretation assignments more efficiently making sure we always send the closest qualified interpreter possible to each face to face encounter.

✦ Accounting system upgrade

- MCIS kept supporting Language Interpretation services (LIS) agencies serving victims of violence using Apricot as a centralized case management solution developed 2 years ago.
- MCIS defined and discussed high level IT Strategy for 2016-2019 with the Marketing and Operations Committee (now evolving to be the Technology Committee); valuable input was gathered as a result of discussions.
- We 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 of enhanced security in our firewalls, etc.)

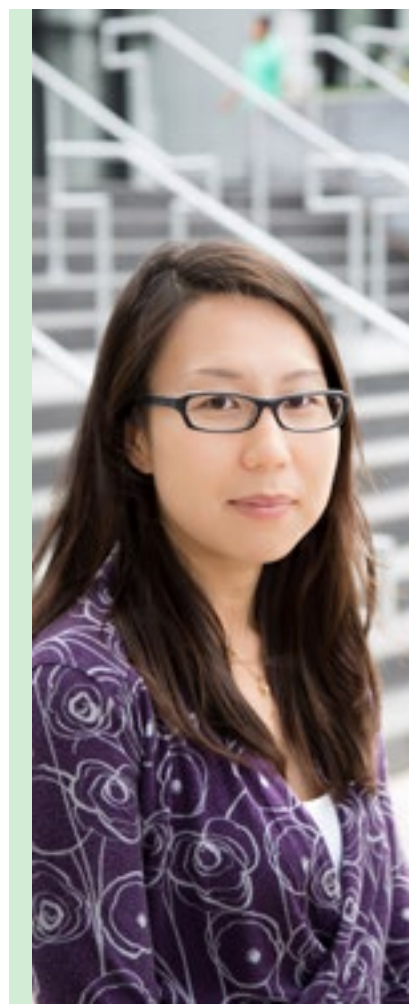
HUMAN RESOURCES

The HR department plays a key role in making MCIS an organization where people maximize the use of their capabilities, grow their skills and knowledge, and shape their behaviour to achieve long-term strategic goals. Our main job is to provide advice, guidance and HR services that would help in getting the best out of our people, and provide continuing support for the implementation of our business strategies.

Our human resource activities fall under the seven core functions: staffing, performance management, organizational development, compensation, legal compliance, safety and health, and employee relations.

Last year, the HR Department conducted the Pay Equity Review to ensure there were no gender wage gaps in our pay practices. We have also developed the succession planning framework for the ED role to ensure that necessary talent and skills will be available when needed. We were also able to act quickly in response to the major changes to the employment and labor legislation which came into effect in Ontario in early 2018, to achieve regulatory compliance.

The HR Department strives to make MCIS a healthy, safe, diverse and productive work environment for its employees.



THE 2018 MCIS AWARDS



MCIS PARTNERSHIP

PROFESSIONAL PARTNER OF THE YEAR

The 2018 winner of the MCIS Professional Partner of the Year Award is **The Ottawa Hospital**.



Accepting on their behalf, **Serge M. Falardeau**.

COMMUNITY PARTNER OF THE YEAR

The 2018 winner of the MCIS Community Partner of the Year Award is **ACCES Employment**.



Accepting on their behalf, **Sonja Johnson**.



THE MCIS INTERPRETER OF THE YEAR AWARD is presented to a professional interpreter that demonstrates excellence in services delivered, steadfast dedication to MCIS and the language industry, and professionalism in the field. A person that MCIS can always depend on for assignments, and receives constant positive feedback from our service providers.

The 2018 winner of the MCIS Interpreter of the Year Award is **Carmelina Lazzarino**, Italian interpreter.

Honourable mentions: Mustafa Kryeziu, Shik Hung (Edward) Sham



THE MCIS TRANSLATOR OF THE YEAR AWARD recognizes outstanding contributions in translation, and measures responsiveness, reliability and technical skills. The winner is selected based on the nature, diversity and complexity of translation work completed in the past year, and consistent reliability to MCIS assignments.

The 2018 winner of the MCIS Translator of the Year Award is **Sriranjani Vijenthira**, Tamil translator.

Honourable mentions: Arleen Kaur Sahni, Michael Ustick



THE MCIS INTERPRETER TRAINING FACILITATOR OF THE YEAR AWARD is conferred for outstanding contributions in guiding trainee interpreters meet their goals and achieve their objectives.

The 2018 winner of the MCIS Interpreter Training Facilitator of the Year Award is **Stefanie Moschonissios Cassidy**.

Honourable mention: Elena Davydova



THE MCIS TRANSLATOR TRAINING FACILITATOR OF THE YEAR AWARD is conferred for outstanding contributions in guiding trainee translators meet their goals and achieve their objectives.

The 2018 winner of the MCIS Translator Training Facilitator of the Year Award is **Carolina Alfaro de Carvalho**.

Honourable mention: Adrijana Jerkic

OUR PEOPLE

MCIS BOARD & COMMITTEE MEMBERS



GAUTAM NATH (CHAIR) is a senior consumer products marketing professional with over two decades of corporate experience. Gautam is 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 Callwood 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.



THERA MEDCOF (SECRETARY) 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



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 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 communicationcommunications.



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



HERBERT H. LAW 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.



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' vision of connecting with people globally through languages touches her heart deeply.



KEN SHEN 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 a MCIS' Board member, a member of MCIS' Nomination and Governance Committee, a lawyer, and a member of the Law Society of Upper Canada and Ontario Bar. Monica has worked as a lawyer in the legal clinic system for many years, focusing 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 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 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.



UTTAM BAJWA 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 a 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 in migration and health, global health pedagogy and capacity building, and precarious work. Dr. Bajwa has been on the Board of MCIS for one year.

2017-2018 COMMITTEE MEMBERS



Executive Committee	Finance Committee	Human Resources Committee	Marketing & Operations Committee	Nominations & Governance Committee
Gautam Nath	Angelina Mastrolanni	Erin Adams	Carl Mavromichalis	Monica Franklin
Tezbir Singh	Hilda Wu	Herbert H. Law	Ken Shen	Thera Medcof
Thera Medcof	Sanja Skrbic		Shash Anand	Uttam Bajwa
Angelina Mastrolanni			Tezbir Singh	
	Honghao (Jake) Sun	Monica Donahue	Rick Gill	Carol Boulding
	Renata Punwasee		Svetlana Lazareva	
	Sudha Datta			



CAROL BOULDING is an experienced Human Resources Manager with a demonstrated history of working in non-profit and broader public sector organizations. Carol is a strong human resources generalist with a CHRL designation and a Leadership & Inclusion Certificate with the Canadian Centre for Diversity & Inclusion (CCDI) focused in Diversity & Inclusion from Centennial College. She is also especially skilled in Recruitment & Selection, Workforce Management, Labour Relations, and Mentoring. Carol started with MCIS in 2013 as a member of the Human Resources Committee and is now on the Nominations & Governance committee.



HONGHAO (JAKE) SUN 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.



MONICA DONAHUE has developed and delivered Human Resources solutions in several industries – including consumer products, hospitality, industrial distribution supply chain, telecommunications/technology, health care and financial services. Working with business leaders, she's built and evolved teams with a focus on practical and timely solutions that have contributed to achievement of strategic and business results.

She has developed and embedded HR practices to improve organizations' competitive positioning. She loves working with business leaders to identify what they need to succeed, and develop sound people practices that suit the needs. She has worked for local, national and global organizations including TELUS, McCain Foods, Acklands-Grainger, and Home Trust Company.



RENATA PUNWASEE is an operations and fund valuations executive with over 12 years of experience in the management of onshore and offshore fund operations. This includes trade settlements, regulatory compliance, investor relations, accounting, valuation models and support of all front office personnel. Her love of travel has fueled a curiosity for languages and different cultures which led to international work experience in Bermuda and Mauritius. Renata holds a Bachelor of Science degree with a concentration in Applied Mathematics from the University of Western Ontario. She is currently working towards an MBA from the Lazaridis School of Business and Economics at Wilfred Laurier University and a CPA designation.



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.



SUDHA DATTA worked as Head of Operations with an international investment organization for over 15 years and was responsible for custody relationship, asset safety and servicing, securities lending and investment operations. He was honoured with the "Industry Legend" award by Global Custodian magazine in 2016. He is currently co-founder and managing partner of consulting firm "Soterium" and advises investment firms, pension trusts and family investment offices. He is a certified public accountant from the State of Colorado, a fellow member of the London Institute of Banking & Finance (U.K.) and a fellow of the Chartered Institute of Securities and Investments, U.K.



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.



2018 OUTGOING BOARD MEMBERS



TEZBIR SINGH - "My association with MCIS began when I joined as an MBA summer intern in 2010. I was then offered a contract as a part-time Strategy Consultant which continued to 2011. In 2012, after I began my career at CIBC, I was invited to join the Board.

I have seen the organization mature and grow into a viable and self-sustaining social enterprise. I was able to contribute to the Finance, Marketing & Operations and Technology Committees and found the experience very rewarding. I have enjoyed connecting with professionals from varied backgrounds on the Board and have formed close friendships with several MCIS staff.

With its dynamic Board and staff teams, I see MCIS scaling great heights. My best wishes for continued success fulfilling MCIS' lofty vision of improving access to critical information and services through professional language solutions."



ANGELINA MASTROIANNI - "My time with MCIS far surpassed all my expectations and it has been a highly rewarding experience contributing to the Finance Committee and MCIS Board.

MCIS has assembled a remarkable team led by Latha to forge ahead and fulfill its admirable mission. The organization has already achieved countless accomplishments and milestones and I am confident will continue to make a positive long-lasting impact on the vast communities MCIS serves."

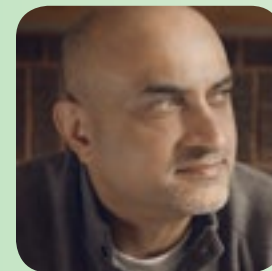


ERIN ADAMS - "I have enjoyed being part of MCIS for the past 6 years, the first two as an HR committee member and the last four as a board member. I had the pleasure of being involved in the interview process for a couple of positions and experienced first-hand the passion, dedication and skill of the MCIS team.

The work MCIS does is extremely important and I am proud to have been part of such a great organization. I wish Latha and the rest of the wonderful MCIS team all the best in the future."



2018 INCOMING BOARD MEMBERS



AZHAR LAHER has worked in the Human Resources industry for over 25 years and held senior human resources positions in both South Africa and Canada, focusing on strategic planning, total rewards, employee relations and diversity. He is currently Professor of Human Resources in the School of Leadership and Human Resources at Seneca College in Toronto.

Azhar is also the author of Confessions of a Dad: My Kids Don't Understand the Value of Money. He also manages a blog related to providing "life advice for young adults finding their way in life" - www.askdad.life. Azhar enjoys coffee (usually accompanied by tiramisu), local bookstores and anywhere he can stick his toes in the sand. His big loves are his family, paying it forward, and following Toronto sports teams.

Azhar will be joining the Human Resources Committee.



KEN SZETO is General Counsel at STACK, a fin-tech startup in Toronto. He has been a lawyer for 12 years both in house and in private practice, with a particular focus on the technology sector. He was previously General Counsel for NexJ Systems and Ingram Micro Canada, and previously worked in private practice in both Toronto and New York. Ken holds a law degree from the University of Windsor and a chemical engineering degree from the University of Waterloo. He began his work at MCIS in 2018, and his experience in board governance, law and technology as well as a passion for helping others combine to add great value to MCIS.

Ken will be joining the newly formed Technology Committee.



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.

Pawel will be joining the Nominations and Governance Committee, and the Social Impact Committee.

MCIS

MANAGEMENT TEAM 2017-2018



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, Director of Finance and Internal Operations, joined MCIS in October 2013. At the time of joining, Alex had 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 of 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.



VERONICA COSTEA, Director of Client Services, 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.



ALEJANDRO GONZALEZ, *Resource Development Manager*, is driven by a passion for sharing knowledge, technology and learning. Alejandro is 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 On-line Language Interpreter Training offered at the agency, with notable advancements to interpreting in the legal, healthcare and social services.



ELIANA TRINASTIC, *Social Impact Manager*, has backgrounds 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 (U of T), and her current research interests include social enterprises, social innovation and open data advocacy. In her role with MCIS, 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 measureable evidence of impact. Eliana contributed to several MCIS' projects, among others, Food for Language and Documentaries for Change.



HONGYAN (JACK) XU, *Marketing Manager*, has been with MCIS since 2011. He held numerous previous positions including Translation Coordinator, Training Coordinator, Resource Development Supervisor, Interpretation Services Manager, and Sales Manager. Jack holds a Master's degree in Conference Interpreting. 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.

As Marketing Manager, Jack is leveraging his operations experience and graphic/web design knowledge boost the brand awareness of MCIS.



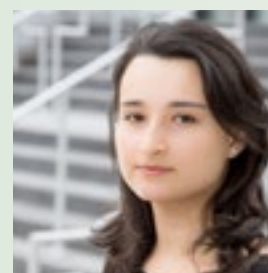
GABRIELA RODAS, *Training Manager*, is a Spanish into English translator. She holds a BA in Hispanic Studies, a Spanish-English Translation Certificate and a Masters in Translation Studies from Glendon College, York University. She has worked as a project manager and translation supervisor in the language services industry for 7 years, managing large teams of translators for multilingual translation requests. As Training Manager, Gabriela oversees MCIS' full suite of training offerings, including community interpreter training, community translator training, advanced legal and medical trainings, a wide selection of specialized on-line training courses such as working with the LGBTQIA+ community, as well as the On-line Training Initiative to Address Human trafficking, sponsored by the Ministry of the Attorney General.



JONATHAN CARREON, *Interpretation Services Manager*, has been with MCIS since 2015. He had previously assumed the role of Interpretation Services Team Leader and officially became Manager in April of this year. He holds a college diploma in Environmental Studies from Seneca College and has worked extensively in the public and private sector. Jonathan has over 10 years of managing call centers in both inbound and outbound operations within a corporate setting leading up to 150 team members nationally & 50 offshore, managing 3 departments, collaborating with internal and external stakeholders developing succession plans achieving business objectives. He is no stranger to the call center industry having worked with large companies such as LAO, Pitney Bowes, and CIBC, just to name a few ranging from sales to services in both B2B and B2C capacities. In his current role, his main activity includes the coordination of the Interpretation Services Department, the company's face for customers and is therefore charged with providing them the best possible experience.



JUDY ABRAHAM, *National Sales manager*, is 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, 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.



LUISA CANO, *Translation & Special Projects Supervisor*, oversees the translation department's operations, and is responsible for the reporting and design of data analytics related to translation services. She is interested in data that supports and demonstrates evidence-based commitment to people with language barriers. Luisa holds a BA in teaching English as a foreign language. Her previous background is in research, education, and museum studies.



PAAWAN BHATIA, *Vendor Manager*, holds a MSc in Environment, Politics and Globalization from King's College London (UK) and a BA (Hons) in Hospitality Management from the University of West London (UK). His past experience in the hospitality, not-for-profit sector and on-line publishing industries gears him for his current role at MCIS. His passion for people, culture and travel is what motivates Paawan to enjoy his work. Since the Vendor Management Department is the youngest of all other departments at MCIS, on a usual day, you will find him busy working on creating training materials for internal staff and external users, connecting with Vendors for quality assurance, and recruiting to build MCIS' capacity across various languages and regions.



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 pro-actively. 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.



OLGA RYABININA, Accounting Manager, joined MCIS in 2003 as a Finance assistant and currently holds the Accounting Manager position. With an educational background in Engineering & Finance, Olga plays a critical role in MCIS' financial accounting and planning. She ensures MCIS' compliance with financial regulations, legalities and policies, and represents MCIS in all financial inquiries. Olga loves working at MCIS because every day brings its own challenge.



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.

OUR THANKS TO ALL MCIS EMPLOYEES

SOCIAL IMPACT	Zoya	Khan	Social Impact & PR Coordinator
SALES AND MARKETING	Deanna	Nemeth	Account Manager
	Andrea	Levin	Account Manager
	Selam	Aregai	Account Manager
	Vivek	Vijayapalan	Marketing and Communications Coordinator
	Alicia	Ludwig	Business Development Assistant
	Eric	Thanh	Marketing Co-op Student
			(April to August 2017)
	Usila	Antoine	Enrollment Assistant
	Yajie	Xu	Marketing Co-op Student
	FINANCE		
Anila		Radovicka	Finance Coordinator
Hedayat		Farooqui	Finance and Internal Operations Assistant
Baskar		Swaminathan	Finance Assistant
Aster		Seifu Estifanos	Internal Operations and Finance Assistant
Nashwan		Al-Sharif	Internal Operations and Finance Assistant
IT	Paul	Zborshchik	IT & Internal Operations Assistant
	Gregory	Bourne	System Support Associate
	Laura	Zollner	Internal Operations Assistant
HR	Doris	Tsai	HR & Admin Coordinator
	Princess	Hew	Office Assistant
	Sunita	Parajuli Thani	HR Intern (May to August 2017)
INTERPRETATION SERVICES	Stella	Constanca	Acting Interpreter Services Supervisor
	Anjum	Bakthula	Interpreter Services Coordinator
	Vladimir	Bikeev	Interpreter Services Coordinator
	Zewdi	Gselassie	Interpreter Services Coordinator
	Shanta	Singh	Interpreter Services Coordinator- Reactive
	Inna	Kotenko	Interpreter Services Coordinator
	Anisa	Abdulmana	Interpreter Services Coordinator

INTERPRETATION SERVICES	Josie	Cuntrera	Bilingual Interpreter Services Coordinator
	Kate	Abulizi	Interpreter Services Coordinator
	Lydia	Zhang	Interpreter Services Coordinator
	Nazanin	Azari	Interpreter Services Coordinator
	Evanilde	Bekkout	Interpreter Services Coordinator
	Guillermo	Molina	Interpreter Services Coordinator
	Mahsa	Saffari	Interpreter Services Coordinator
	Meena	Mangal	Interpreter Services Coordinator
	Hillary	Agard	Customer Services Representative
	Anna	Grunfeld	ASL Interpreter (TOH)
	Kelly	Zhang	Mandarin & Cantonese Interpreter (TSH)
	Fardeen	Dinavee	Back-up Interpreter Services Coordinator
	Tatiana	Bekker	Back-up Interpreter Services Coordinator
	Yamuna	Samuel	Back-up Interpreter Services Coordinator
RECRUITMENT AND TRAINING	Linda	Zhu	Back-up Interpreter Services Coordinator
	Flavia	Zaka	Training Coordinator
	Martin	Jimenez	Testing and Training Assistant
	Tenzin	Paldon	E-Learning Consultant
	Makhala	Taylor-Dube	Translator Training Coordinator
TRANSLATION SERVICES	Victoria	Radvan	Training Content Developer
	Luisa	Cano	Translation & Special Projects Supervisor
	Louis	Labrecque	French Translator
	Diane	Bérubé	French Translator
	Imane	Sednaoui	Project Coordinator
	Ixchel	Cervantes	Project Coordinator
	Brock	Tremblay	Project Coordinator
	Yanru	Zhu	Part-time Project Coordinator
	Amal	Dweik	Back-up Project Coordinator
	Carolina	Carvalho	Back-up Project Coordinator
VENDOR MANAGEMENT	Evgenia	Karakehayova	Recruitment Coordinator

OUR THANKS TO

PARTNER INTERPRETATION AGENCIES

We are grateful to our province wide partner agencies that are part of the Language Interpreter Services Program funded by the provincial Ministry of Citizenship, Immigration and International Trade:

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

GET IN TOUCH WITH US



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<https://www.linkedin.com/company/mcis-language-services/>



https://www.youtube.com/channel/UCCdqWFk8_a3uunQJzJba_TA/



<https://www.instagram.com/mcislanguagesolutions/>

