



YOUR GLOBAL VOICE



FY2018 - 2019 **ANNUAL REPORT**

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TABLE OF CONTENTS

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

		PAGE
I.	About Us	02
II.	Message from the Chair	03
III.	Message from the Executive Director	04
IV.	Statement of Purpose	06
V.	Our Services	08
VI.	Department Reports	10
VII.	Awards	14
VIII.	Our People	18
IX.	FY2018-2019 Board and Committee Members	18
X.	FY2018-2019 Management Team	30
XI.	FY2018-2019 Staff Directory	35
XII.	Staff Anniversaries	37
XIII.	Partner Agencies	39
XIV.	Stay In Touch	40

ABOUT US

Organization



MCIS Language Solutions is a not-for-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 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 over 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.



MESSAGE FROM THE CHAIR

In the year ended March 2019, MCIS doubled up efforts to demonstrate commitment to its vision, mission and mandate as a social enterprise. This was partly motivated by the Board's intention to ensure our strict compliance with CRA regulations. So under MCIS' three strategic pillars - growth, capacity and advocacy - we articulated MCIS' key objectives and activities, and demonstrated how these tie back to our vision, mission and mandate as a not-for-profit. We did this in four ways:

- One, by demonstrating how we are growing sustainably while pricing services on a cost-recovery basis. This meant a small surplus in some contracts, and a loss in others, that fulfilled our mission of improving access to critical information and services;
- Two, by investing our income in technology to improve service quality and efficiency, and to scale up our operations offering different service modes, including remote services to more of our intended beneficiaries, non-English or French Speakers (NE/FS);
- Three, by investing in social impact initiatives, such as better training for language professionals and individuals working with vulnerable persons, and advocating for language access as a human right;
- Four, by being strategic with the staff Variable Compensation Plan, incentivizing staff to foster an organizational culture as a social enterprise and to engage in volunteer activities in the community.

My colleagues on the Board ably chaired committees which assisted MCIS staff, developed our technology strategy, our new and improved Variable Compensation Plan and key performance indicators for all our activities as a social enterprise. They also provided significant input into the development of our new technology system for scheduling interpretation assignments, which after two years of intense work by staff and technology consultants, is poised to launch in July 2019.

Among the various new initiatives we engaged in, two are worthy of mention. We formed several strategic partnerships and conducted a day-long Language Policy Hackathon in collaboration with the Policy Initiative Institute of the Munk School, University of Toronto. Key findings have made it into a report published on MCIS' website (<https://www.mcislanguages.com/blog-post/language-policy-hackathon-report/>).

In February 2019, we were invited by the Special Senate Committee on the Charitable and Non-Profit Sector and asked to present our views on "Addressing the Capacity for Innovation" in the sector. We made the following submission: The best way to support non-profits, charities and social enterprises create innovation in the sector is to have clear definitions for these entities, as well as a commitment to innovation that translates into removing financial barriers, e.g. having dedicated "innovation" staff, a budget for research and development, and budget for collaboration among multiple stakeholders, including academia and the private sector. We also asked the government to make better use of technology to centralize data and create greater transparency of the work being done by the sector and its impact on communities. We were pleased to see our presentations make it into the final report that was published (https://www.globalphilanthropy.ca/images/uploads/CSSB_Report_Final_e.pdf).

As I conclude nine years on the Board of MCIS, and the last three years as its Chair, I want to say that it has been a great experience for me working with amazing Board members, staff and language professionals. I have seen great infrastructure building and growth, and know that the sky is the limit given the passion, commitment and professionalism of everyone associated with this dynamic, global organization.

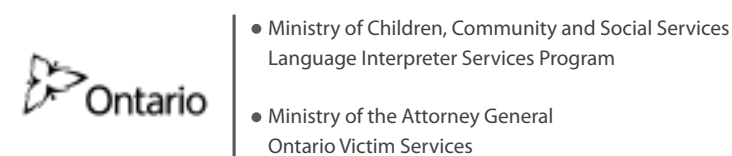
A few Board members are stepping down with me. Thank you Sanja Skrbic, Thera Medcof, Carl Mavromichalis, Herbert Law and Uttam Bajwa for your leadership and contribution. My thanks to Executive Director Latha Sukumar, and her team for all that they do to keep MCIS humming, and to the tremendous group of language professionals who do the actual work in the trenches every day, rain or shine. Our sincere thanks also goes out to all service providers assisting NE/FS, funders - Ministry of Children, Community and Social Services, Ministry of the Attorney General, City of Toronto and the Ontario Trillium Foundation. I promise to stay connected with MCIS and to offer it my support.

Sincerely,

Gautam Nath
Board Chair, MCIS Language Solutions

Our Funders

MCIS thanks our funders for FY2018-2019:



MESSAGE FROM THE EXECUTIVE DIRECTOR



30 years, a reflection

In 1989, MCIS started out as a small program of a local planning body, and in 1995 became incorporated as a not-for-profit organization, providing interpretation services for domestic violence survivors when they accessed community services in Scarborough. MCIS' funding came from one provincial government grant. Agencies that served survivors were designated as eligible "service providers" and when any one of these agencies contacted MCIS to communicate with a survivor who did not speak one of the 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 wanted to change all that. So in or around 1996, MCIS staff reached out to police, Victim Witness Assistance Programs, courts and 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 in the GTA and beyond.

However, there was more work to be done, more vulnerable individuals we had to reach. We knew, for example, that women had a hard time reporting abuse and so there was a need for linguistic access, beyond our grant terms, at key entry points in 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, and bidding on contracts put out by government and quasi-government 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, MCIS could serve end-users who represented its target demographic through contracts with government and public sector agencies, billed on a cost-recovery basis. Two, MCIS could reduce its reliance on restrictive government grants so it would have greater flexibility to sustainably fulfill its vision and mission. Three, so MCIS would earn a small surplus which could be reinvested in scaling up its operations and thereby further its impact pursuant to its vision, mission and objectives.

Fast forward to today. MCIS has achieved its goal of becoming self-sustaining. It offers services in 300+ languages across Canada. Its 50 different services include interpreting, translation, transcription, dubbing and training programs for language professionals. MCIS' eLearning training programs for those who wish to become interpreters and translators are recognized as prerequisites towards Master's programs at universities in Canada and Europe, respectively. MCIS has 65 full-time equivalents, 5,000 language professionals and serves over 700 customers across all levels of government in Canada and some in the U.S. Its growth into a successful organization includes a commitment to bottom-line objectives - sound finances and protection of human rights and diversity. To this end, MCIS builds partnerships with immigrant-serving organizations in communities across Canada and technology partners that provide platforms for the streamlined delivery of its services. Its commitment to recruiting highly-qualified newcomers and local language professionals is increasing Toronto's and Canada's visibility as a multilingual hub that can provide language services to the globe.

MCIS stays ahead of the curve by innovating to embrace disruption being brought on by technology. It also balances building market share with ensuring alignment of all its activities with its vision and mission, all the while assiduously monitoring KPIs addressing language barriers. It further demonstrates its commitment to advancing the public good by taking a collaborative approach within the language industry and

the community services sector, building capacity for the industry as a whole with trained language professionals, and by advocating for legislative and policy change that will help build engaged communities that can thrive and build our province and country. This is a challenge, but also a tremendous opportunity that MCIS continues to leverage.

This Year

Like we have done over the past several years, this year, MCIS served several thousand individuals across Canada, who needed access to critical information and services with qualified language professionals. We worked hard to launch our Interpreter Management System so we could scale up our operations to serve more individuals who need services and to better support free services for survivors of violence, the homeless and other marginalized individuals. We provided training subsidies for aspiring interpreters and translators. We concluded our Translator Training project which saw over 450 individuals graduate, all of whom received the training free of cost.

This year, our advocacy initiatives included presentations at industry conferences and before the Senate Committee, public awareness campaigns, through social media and with strategically placed posters at healthcare facilities, a Hackathon and in-service talks at various service provider organizations.

In anticipation of the disruption that technology is bringing within the language services industry, and given the complex needs of our service providers to properly serve their clients, we are increasingly taking on the role of expert consultant and solutions provider. Our strategic partnerships with technology and other vendors of different services, has enabled us to bundle services for custom offerings. Our key focus this year was to build an organizational culture that supported our structure as a dual purpose company, one with social and financial goals. We did this by training staff and managers to practice dual-minded leadership, by aligning staff performance goals to MCIS' overall social impact goals and by creating a staff volunteer program in the current year, so they could understand and experience the value of creating impact. We developed and provided webinars for interpreters on working from an Anti-Oppression framework.

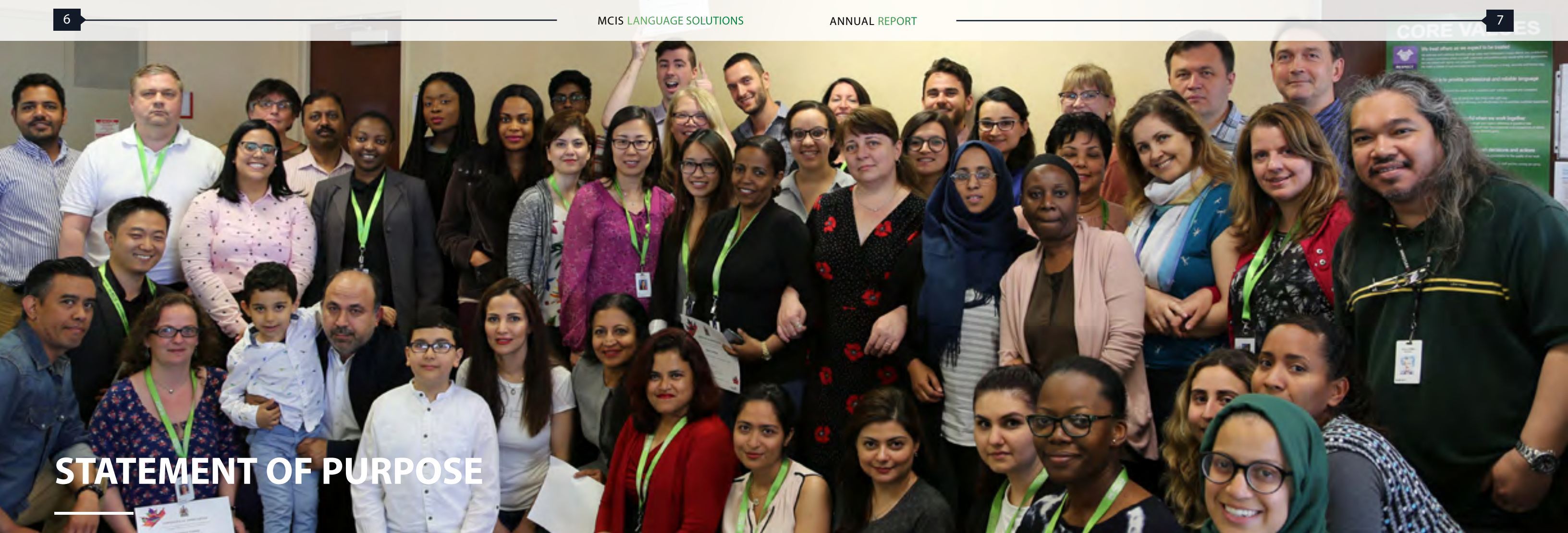
I join Gautam in thanking all departing Board members. Their contribution has been immense and they leave big shoes to fill. Like Gautam, my gratitude goes out to our funders for helping us do very important work in our communities.

As MCIS grows, we continue to nurture strong leaders within the staff team and to promote from within. We have the best team and I thank them for their passion and commitment. Our language professionals are our backbone and they come through for us in spades, every day through every assignment. The impact they are making directly translates into more empowered individuals making important life decisions as they navigate through complex systems in our city, province and country. So my heartfelt gratitude to them for their "can do" attitude and the love and compassion they bring to their work. This past year has been a whirlwind and we may have neglected some of you, or may have appeared distracted or uncaring. We apologize and would like to offer that we have focused on staying the course in an era of disruption where things in our industry are changing at breakneck speed, making us go back time and again to reassess our priorities. We will do much better in the coming years. I personally thank you all for the opportunity to lead MCIS and for all your support through our journey over the years.

Thank you

Latha Sukumar,
MCIS Executive Director





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 language services, providing a full suite of high-quality language services in 300+ languages to service providers, and reinvesting designated surplus into free products and services, training programs, and advocacy.

OUR 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, 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 language 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 teamwork 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 secondary forms of marginalization including, but not limited to, racialization, gender, sexual orientation, poverty, immigration status, and trauma.

OUR SERVICES

Over the years, MCIS has evolved from a simple community agency providing community interpreting services, to a network hub of language solutions in areas of interpretation, translation, training, multimedia and accessibility services.

During FY2018-2019, MCIS' comprehensive offerings included 40 interpretation and translation related services, as well as 37 training, testing and consulting services:



Interpretation Services

MCIS Language Solutions offers a wide range of interpretation services designed to meet the needs of customers across all sectors. Situated in the most linguistically-diverse city in the world, MCIS is in a unique position to ensure quality, responsiveness and manage cost for interpretation services in 300+ languages.

Conference Interpreting - Consecutive	Liaison Interpreting
Conference Interpreting - Simultaneous	Message Relay
Court Interpreting	Recorded Interpretation
Community Interpreting - ASL	Retainer Services for Interpreter
Community Interpreting - Deaf Interpreting	Sight Interpreting/Translation
Community Interpreting - Spoken	Telephone Interpreting - Immediate
Foreign Language Dialect Coaching	Telephone Interpreting - Scheduled
Group interpreting	Video Interpreting - Scheduled



Translation Services

Over the years, MCIS Language Solutions has evolved its translation offerings, moving beyond simple word processing to encompass a full suite of language-related services that involve written texts across a multitude of communication outlets, and across all sectors of public and private services.

Accessibility Document Formatting	Pre-editing
Back-Translation	Post-editing
Braille Printing	Proofreading
Captioning	Revision
Communication Access Real-time Translation (CART)	Subtitling
Certified Translation	TEP (Translation, Editing, Proofreading)
Desktop Publishing	Transcreation
Editing	Transcription - Inter-lingual
Graphic Design	Transcription - Intra-lingual
Language Expertise	Translation
Notarized Translation	Updating
On-site Translation	Voiceover



Training and Consulting Services

In addition to interpretation and translation services, being a language solutions and social services hub, as well as having an innovative training department allows MCIS Language Solutions to provide valuable training, testing and consulting services to our customers, service partners, as well as aspiring individuals who wish to enter the language services field.

Training and Consulting for Organizations

Behavioural Workshop Facilitation
E-learning Development
Interpretation Auditing
Language Proficiency Assessment

Language Consulting
Interpreter Training for Staff/Volunteers
Multilingual Project Management
Workplace Training for Multilingual Staff

Language Professional Training for Individuals

CORE TRAINING OFFERINGS

Online Interpreter Training Program
On-site Interpreter Training Program
Online Translator Training Program
On-site Translator Training Program

ADVANCED TRAINING OFFERINGS

Advanced Court Interpreter Training
Advanced Medical Interpreter Terminology
U.S. Medical interpreter Terminology

WORKSHOPS

Workshop for Interpreter Assessment
Recorded Interpretation Workshop

OFFERINGS IN FRENCH

Les bases de l'interprétation
Formation à l'interprétation en ligne
Interpréter pour les victimes de la traite des personnes
Interpréter pour les victimes de violence sexuelle

CONTINUED COMPETENCE PROGRAMS

Cardiovascular Disease Terminology
Anti-Oppression Training for Language Professionals
Introduction to Audiovisual Translation - Subtitling
Introduction to Transcription
Introduction to Advertising Translation
Introduction to Business Translation
Introduction to Localization
Introduction to Financial Translation
Introduction to Scientific & Technical Translation Interpreting for Survivors of Human Trafficking
Interpreting for Survivors of Sexual Violence
Interpreting in Mental health & Autism Settings
Interpreting in the Supervised Access Program
Interpreting for Financial Services
Interpreting for LGBTQIA* Newcomers
Managing a Translation Business

DEPARTMENT REPORTS

MCIS is a provincially incorporated not-for-profit with a Board of Directors and Board Subcommittees, which provide additional guidance on Human Resources, Technology, Nominations and Governance, Finance and Social Impact. Internally, the work of MCIS is structured in the following manner: Client Services (Interpretation Services, Translation Services, Training); Sales and Marketing (Sales and Account Management, Business Development, Marketing); Vendor Management; Finance; IT and Internal Operations; Human Resources and Social Impact.

Client Services

Arabic

Mandarin

Tamil

Spanish

Farsi

Punjabi

French

Cantonese

Hungarian

Vietnamese

INTERPRETATION SERVICES

The 2018-2019 fiscal year was definitely another exciting one for the Interpretation Services Department. We lost one of our major hospital accounts to a competitor. But as one door closes, another one opens, and the SAM team was able to secure several accounts and build a stronger presence in Western Canada with accounts such as WorkSafeBC and Alberta Fair Practices.

In terms of service delivery and efficiency, 2018-2019 was also a year of learning and patience. Our IVR was updated to better serve our customers and assist with our immediate services, and we developed a partnership with CITG who was instrumental in the success of our parent-teacher project. We also invested in a new interpreter scheduling platform which was initially to be launched back in April 2018. However, this project required various partners and resources to assist and MCIS did not want to rush into this new implementation, so the official launch date was pushed until July 2019...but that story will have to wait until next year's AGM. As we continue to develop our in-house services, MCIS has also invested in our very first In-House Interpreter (Mandarin/Cantonese) who has been able to increase the efficiencies within the department by maximizing their time to provide remote services for our customers.

During the 2018-2019 fiscal year, MCIS provided professional language services to over 700 service providers in the public, private and social services sectors. This not only includes face-to-face interpretation, but also scheduled and immediate phone, video conferencing, message relays, and conference interpreting. Services continue to be largely requested by Legal Aid Ontario, The Ottawa Hospital and Children's Aid Society of Toronto.

The most requested languages in the GTA for 2018-2019 were Arabic, Mandarin, Tamil, Spanish, Farsi, Punjabi, French, Cantonese, Hungarian, and Vietnamese.



TRANSLATION SERVICES

2018-2019 was a busy and exciting year for the Translation Department at MCIS. We completed **4,215** projects – the highest number of projects in the department's history! We provided a variety of services including translation, revision, editing, desktop publishing, transcription, voice-over and language assessments, always striving to offer our customers creative and cost-effective solutions to help break down language barriers and ensure access to critical information and services for 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 themselves. 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.

The Translation Department had the opportunity to work on some interesting projects over the last year including transcription of statements for the National Inquiry into Missing and Murdered Indigenous Women and Girls and translation of a comprehensive course for new drivers in Manitoba.

TRAINING

2018-2019 was an exciting and very productive year for the Training Department at MCIS. After the inception of the Translator Training Program in the previous year, this year we reached a milestone by launching the online version of the Program. This gave aspiring translators from across the province the opportunity to obtain training. The Program has helped reduce the shortage of translators in languages of lesser diffusion in Ontario. A total of 507 people completed this training during the funding period.

The entire fiscal year we focused on the successful delivery of our interpreter and translator training programs. Our big success was training over 200 interpreters in the new course "Interpreting for LGBTQIA* Newcomers". In Canada, there has been an increasing number of refugee claimants applying for asylum on the basis of discrimination due to their sexual orientation or gender identity which has made this course fundamental in training with MCIS.

MCIS' training team was also dedicated to the Online Training Initiative which addresses Human Trafficking. We have developed new training on addressing labour trafficking in the hospitality industry. In addition, in order to continue engaging the over 8,000 participants in the training, we organized four webinars for this fiscal year. The webinars were attended by hundreds of participants and initiated intense and fruitful exchange of ideas.

We ended this successful year with exciting news – we received a grant from the Ministry of the Attorney General to develop and deliver online training to service providers in Ontario that will enable them to better support senior victims of crime.

What a great year it was for the Training Department!

“ Sales and Marketing

BUSINESS DEVELOPMENT

Our small but mighty Business Development team has been hard at work and had their hands full bringing in new business and retaining current customers through RFPs, bids and tenders. This year we also undertook the grant writing process for MCIS.

Building on the success of the 2017/18 Fiscal Year, FY2018/19 saw MCIS win 13 contracts, including WorkSafeBC, WSIB, Manitoba Public Insurance and the Alberta Fair Practices Office. With these new contracts won, our current contract customers and customers retained through an RFP process, the Business Development team oversaw an increase of \$1.2M or 26% in gross revenue over the course of the year!

Our focus for the next year will be to grow our capacity so that we can continue to retain current customers, seek new customers in the west and the U.S., and successfully submit grant proposals so that MCIS can implement new programs seeking to serve Limited and Non-English speaking populations.

MARKETING

Over FY2018-2019, the Marketing Department continued to strengthen the MCIS brand by creating MCIS' first ever Brand and Style Guidelines, completing SEO on the top 10 pages of the website, removing bugs from the website previously preventing upgrades to the latest version of WordPress, designing and implementing a new Interactive Voice Response layout for MCIS' phone system, completed research on Neuro-Machine Translation and post-editing services as new service offerings, designing MCIS-branded lanyards, pens and USB drives, and even replaced all the door plaques at the office for consistency. In addition, we used our database expertise to create and maintain a new Academic Management System for the Training department, which keeps track of all trainees, course registrations and payment information.

We also published monthly general and training newsletters, and provided business cards, promotional postcards and language ID cards as needed.

“ 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 help in getting the best out of our people, and provide continuing support for the achievement of the business strategies. Our human resources 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 completed the compensation benchmarking for all MCIS positions to better understand the compensation trends in non-profit labour markets, and re-designed our compensation strategy in order to remain competitive in attracting and retaining the best talent. The HR Department strives to make MCIS a healthy, safe, diverse and productive work environment for its employees.

“ IT and Internal Operations

In 2018-2019, 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 2018-2019 include the following:

As a natural evolution of our existing CRM processes, last year 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 will be launched in July 2019 and will change how we do things by allowing us to interact with our customers and language professionals in a more efficient way. Some relevant features 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 - New features coming up include additional automation features for offers and interpreter assignment, video remote interpretation, among others.

MCIS has continued to support Language Interpretation Services (LIS) agencies serving victims of violence using Apricot as a centralized case management solution developed three years ago. MCIS defined and discussed a high-level IT strategy with the Technology Committee; valuable input was gathered as a result of discussions and we are already working to incorporate changes in our processes to be more efficient and serve more individuals in need of language solutions. We made continuous improvements to our IT infrastructure to ensure MCIS staff members are able to access all services on time and with minimal disruption (new hardware/software acquisitions and implementation of enhanced security in our firewalls).

“ Vendor Management

Being the youngest department at MCIS, Vendor Management is responsible for interpreter engagement, retention, escalations and performance. We are currently managing a roster of over 4,800 interpreters and over 500 active translators. In the 2018-2019 fiscal year, the team has been responsible for the following:

- Recruitment: VM is responsible for ensuring a robust roster to maintain the targeted fulfillment rate of 98.5% for interpretation services and the targeted revenue for the Translation Department. This includes hiring for rush jobs with no available resources available on the roster for both the Translation and Interpretation Services Departments.
- Performance Management: relaying any positive or negative feedback received from the customer, while investigating and proposing a solution to reduce any repetition of similar issues in the future;
- Profile Management: providing reference letters, recording and maintaining data quality for them to be listed for upcoming jobs; matching them to correct type of services;
- Engagement: communicating upcoming trainings, any potential changes or information and/or new business opportunities to our vendors and from our vendors to MCIS Senior Management.

In addition to the above mentioned functions, VM has been busy gearing up for the launch of MCIS' new Interpreter Management System, Interpreter Intelligence (II). This included creating new training materials for internal staff and freelance interpreters, and updating the SOPs to include new process and system functions.

AWARDS

Each year, MCIS Language Solutions recognizes business, community and individual partners that have been instrumental in enabling MCIS to fulfill its mission of providing critical access to information and services. These are the awardees of FY2018-2019.



Professional Partner of the Year

The Professional Partner of the Year award is presented to a partner organization that has shared its knowledge, experience, expertise and/or technology, which has in turn enabled MCIS Language Solutions to provide language services with higher quality, efficiency or cost effectiveness.

The FY2018-2019 MCIS Professional Partner of the Year Award winner is:



**interpreter
intelligence**



Community Partner of the Year

The Community Partner of the Year award is presented to a partner organization that has collaborated with MCIS Language Solutions in its advocacy efforts to advance language rights, improve access to critical information and services, to vulnerable populations that experience language barriers.

The FY2018-2019 MCIS Community Partner of the Year Award winner is:



Strategic Partner of the Year

The Strategic Partner of the Year award is presented to a partner organization that has collaborated with MCIS Language Solutions through mutually beneficial initiatives, which has advanced MCIS' capabilities in further reaching its beneficiaries through expansion and development of its language services.

The FY2018-2019 MCIS Strategic Partner of the Year Award winner is:





Interpreter of the Year

The MCIS Interpreter of the Year award is presented to a professional interpreter who 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 2019 winner of the MCIS Interpreter of the Year Award is **Hannah Hoang**, Vietnamese interpreter.

Honourable mentions:

Marie-Madeleine Bickford

Lina Rajeh Amin



Facilitator of the Year

The MCIS Facilitator of the Year award is conferred for outstanding contributions in guiding trainee interpreters and translators to meet their goals and achieve their objectives. An individual dedicated to excellence in teaching, passion in passing on the knowledge and skills of language professionals, and respect in the classroom.

The 2019 winner of the MCIS Facilitator of the Year Award is **Elona Cano**, interpreter and translator training facilitator.

Honourable mentions:

Elena Davydova

Meri Petrov



Translator of the Year

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 2019 winner of the MCIS Translator of the Year Award is **Yanru Zhu**, Chinese translator.

Honourable mentions:

Jean Claude Ah-Teck

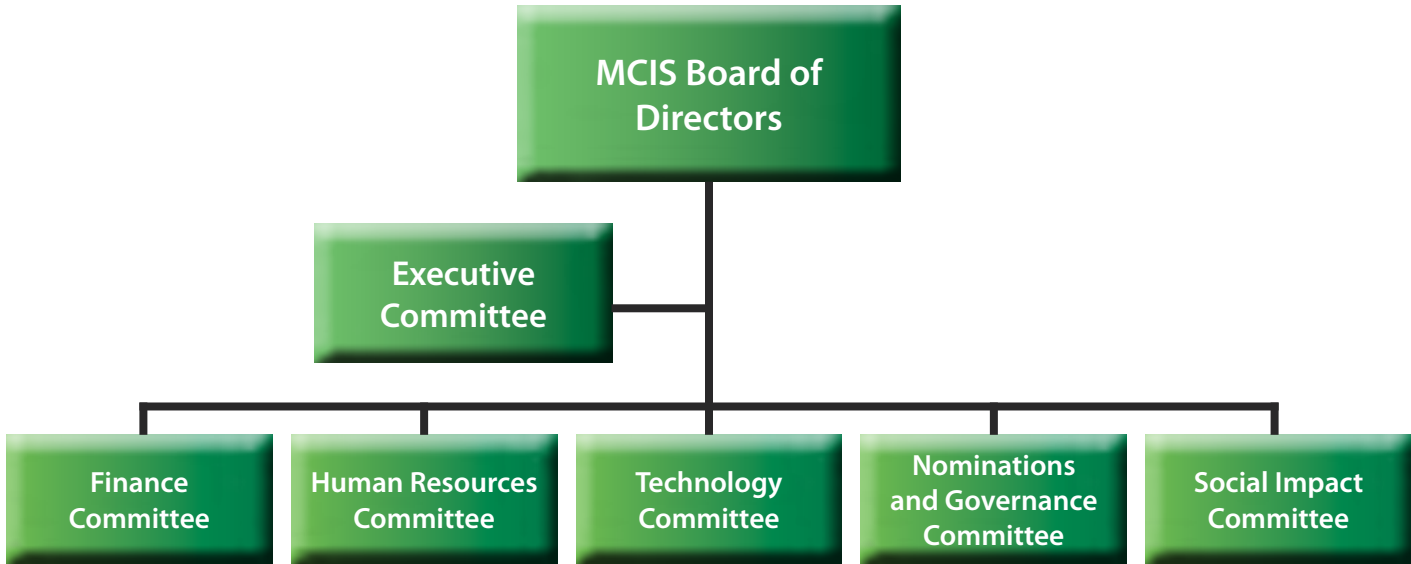
Mohammad Sharafaldeen



OUR PEOPLE

FY2018-2019 BOARD AND COMMITTEE MEMBERS

As a not-for-profit, MCIS Language Solutions is overseen by a volunteer board of directors and sub-committees. Members dedicate time to MCIS on top of their own career and family commitments, to govern the organization’s strategic direction as well as social footprint.



FY2018-2019 Committee Composition:

Executive Committee	Finance Committee	Human Resources Committee	Technology Committee	Nominations and Governance Committee	Social Impact Committee
Gautam Nath Sanja Skrbic Shash Anand Thera Medcof	Hilda Wu Sanja Skrbic	Azhar Laher Herbert H. Law	Ken Shen Ken Szeto Shash Anand	Monica Franklin Pawel Kosicki Thera Medcof	Monica Franklin Uttam Bajwa
	Honghao (Jake) Sun Maureen Wei Renata Punwasee Sudha Datta Thanh Tran	Monica Donahue Saima Anwar Shazmin Dhansi	Jing Guo Shyam Sridhar Tony Aramouni	Carol Boulding Peter Murphy Shimona Petroff	Alexa Vogel Jasmine Attfield Tracy Eckebrecht

1st row: board and committee member

2nd row: committee member

Board Members



GAUTAM NATH

Chair

Gautam is a senior consumer product marketing professional with over two decades of corporate experience. He 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 Callwood Outstanding Achievement Award for Voluntarism in 2017.



SHASH ANAND

Vice-Chair

Shash 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 five 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 six 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 a future product strategy for the SOTI One Platform.



THERA MEDCOF

Secretary

Thera 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.

Board Members



SANJA SKRBIC

Treasurer

Sanja 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.



AZHAR LAHER

Board Member

Azhar 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 a 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.



CARL MAVROMICHALIS

Board Member

Carl 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.

Board Members



HERBERT H. LAW

Board Member

Herbert 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

Board Member

Hilda has over 15 years of financial management experience spanning across external audits, 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

Board Member

Ken Shen is a strategic and financial management professional whose career focus and passion have 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 the Schulich School of Business at York University.

Board Members



KEN SZETO

Board Member

Ken 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 and passion for helping others combine to add great value to MCIS.



MONICA FRANKLIN

Board Member

Monica is an MCIS Board member and a member of MCIS' Nominations 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.



PAWEL KOSICKI

Board Member

Pawel 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 is a member of the Nominations and Governance Committee at MCIS.

Board Members



UTTAM BAJWA

Board Member

Uttam 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.

Committee Members



ALEXA VOGEL

As an Account Director on Edelman's health team in Toronto, Alexa develops and executes integrated communication strategies, specializing in client strategy. She supports clients in building relationships with key opinion leaders, patient advocacy groups and scientific experts to ensure balanced media coverage of scientific and medical issues with aligned communications to policymakers and the public.



CAROL BOULDING

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 on 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 and Governance Committee.



HONGHAO (JAKE) SUN

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 five 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.

Committee Members



JASMINE ATTFIELD

Jasmine is a lawyer with a passion for social justice and law reform. She specializes in research, strategic planning, and communications. Jasmine is passionate about MCIS' mission to increase language access and its mandate as a pioneering social enterprise. Jasmine works in politics and spends her spare time baking.



JING GUO

Jing holds a Bachelor's degree in Software Engineering and Management from McMaster University. Experienced IT professional with experience as technical manager, project manager, product leader, with a rich understanding of SDLC. Led the development and deployment of large IT projects for both commercial and non-commercial clients from beginning to end.



MAUREEN WEI

Maureen is a Chartered Professional Accountant and Licensed Public Accountant in Ontario. She graduated from Laurentian University with an MBA degree. She works as a public accountant serving various clients in Toronto, including private businesses, not-for-profit organizations, condominiums to meet their financial reporting, tax planning and compliance needs. She has over 15 years experiences in financial reporting, internal control, corporate finance management and tax planning. She believes volunteering is a good way of giving back to communities.



MONICA DONAHUE

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 the 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.

Committee Members



PETER R. MURPHY

Peter is a partner in the Toronto office of law firm Shibley Righton LLP. Peter has over 20 years of experience in business, real estate and wills and estates law, with a special focus on the law of technology, marketing and privacy. Peter advises businesses and organizations on commercial transactions, intellectual property and technology contracting, corporate governance, data protection and privacy issues. He also advises individuals, including Canadian artists, on wills, trusts and estate planning. Mr. Murphy is a frequent public speaker and has published numerous articles on privacy law and other legal issues. Before joining Shibley Righton LLP, Mr. Murphy was a partner at Gowling WLG LLP and practiced as a law associate at McCarthy Tetrault LLP. He holds a Juris Doctor degree from the University of Toronto, and an Honors Business Administration degree from The Ivey School of Business, University of Western Ontario.



RENATA PUNWASEE

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.



SAIMA ANWAR

Saima is a human resources professional with 10+ years of experience working in the marketing industry. Currently her focus is on Total Rewards where she specializes in aligning compensation strategy to business practices. Saima is a strong advocate of diversity and inclusion, and facilitates learning sessions for her organization on the topic. She is also passionate about recruitment, workforce analytics, and project management. In her spare time, Saima likes to travel, volunteer, and explore Toronto with her family.



SHAZMIN DHANSI

Shazmin Dhansi is currently working as a National Compensation Manager for the Salvation Army overseeing compensation administration for 10,000+ employees. Shazmin has successfully designed, planned and implemented a new compensation program for all employees across Canada and Bermuda. Shazmin is up to date on current legislative requirements and is maintaining pay equity within her current organization. Shazmin has an Executive MBA, CHRL and is currently working on her CCP designation.

Committee Members



SHIMONA PETROFF

Shimona is a seasoned corporate finance professional and management consultant, experienced in a variety of industries performing a diversity of functions. Shimona started her career in Finance with large for-profit organizations, following which she managed operations and strategy for not-for-profits including government, university and charitable entities. Shimona performed roles in business development, finance, cash and debt management and business planning via interim management or consulting for various corporate clients in Saskatchewan and Ontario.

Shimona has provided consulting services to not-for-profits on strategy, fundraising, budgeting, business development, operational efficiencies, Board of Directors development and relationship management. She has served on several not-for-profit boards and committees including Canada Israel Chamber of Commerce, Shores, Te-Amim, Israel Cancer Research Fund and Forest Hill Jewish Center.



SHYAM SRIDHAR

Shyam enjoys problem solving, and after completing his engineering in Computer Science, started his career as a s/w developer building products for insurance companies. After gaining deep technical and operational expertise, he moved on to implementing enterprise solutions for clients across North America, spanning across multiple industries, including manufacturing, service, retail and technology. In his current role as a client CTO he helps customers solve complex business challenges through technology. He works closely with the CxO to create a unified vision through internal collaboration and define/implement technology strategies.



SUDHA DATTA

Sudha 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.



THANH TRAN

Thanh is Acting Director of Finance at Grand Challenges Canada, overseeing all financial activities of the organization including corporate, programs and compliance. Prior to joining Grand Challenges Canada, Thanh was a Project Manager at SickKids Hospital, overseeing a portfolio of grants and managing multiple national research projects. Thanh completed her undergraduate degree at Western University and obtained her Chartered Professional Accountant/Certified Management Accountant designation. Outside of work, Thanh volunteers at Pathways to Education as a Youth Mentor, is a BrainWAVE committee member with the Brain Tumour Foundation of Canada and is a Finance Committee member with MCIS Language Solutions.

Committee Members



TONY ARAMOUNI

A visionary IT leader and big-picture strategist with the ability to inspire lasting change among diverse stakeholder groups with a reputation for being a trusted adviser, driving collaboration, support, and consultation. Working for The Travel Industry Council of Ontario (TICO), developing and implementing a new IT strategy that supports the development of the business objectives contributing to the continued growth of the organization, with over 25 years of experience in managing data centers and operations in Canada, the USA and overseas, supporting several industries. Tony graduated from DeVry Institute of Technology with Bachelor of Science, Electronics Engineering Technology and certifications in Lean Six Sigma, Change Management, ITIL and COBIT. Tony's diverse experiences, across industries, countries, and cultures bring great value to MCIS.



TRACY ECKEBRECHT

Tracy has re-shaped and re-vitalized a range of consumer-focused businesses in both a full time and consulting capacity. Her expertise is grounded in marketing and enhanced by experience in general management, manufacturing, IT and business development. She accelerates business performance by helping clients with:

- Long range strategy and operating plans
- Brand creation and brand revitalization
- Marketing strategy and planning
- Leadership of complex initiatives

Tracy has held full time executive roles in marketing, strategic planning and general management with Coca-Cola Canada, Levis Strauss Canada, Holt Renfrew, Cara Operations, and Ault Foods (now Parmalat).

For over ten years she has been helping her consulting clients achieve their goals. Clients include Ontario Teachers' Pension Plan, Camelot (The UK National Lottery), BayBridge Senior Housing (AMICA Mature Lifestyles), ORCA (Ontario Retirement Communities Association), Impark, Hain-Celestial, Ciba-Vision, Neilson Dairy, Second Cup, and Imvescor. She brings the vision, collaborative process, and business acumen to create winning strategies and translate them into plans that focus and energize organizations to deliver exceptional results. Tracy earned an MBA from McMaster University and an honours degree in Translation and Interpreting from Laurentian University.

2019 OUTGOING BOARD AND COMMITTEE MEMBERS

In 2019, MCIS says goodbye and good luck to seven board and committee members. Best of luck in your future endeavours!



GAUTAM NATH

FY2010-2019
Chair



THERA MEDCOF

FY2017-2019
Secretary



SANJA SKRBIC

FY2016-2019
Treasurer



CARL MAVROMICHALIS

FY2016-2019
Board Member



HERBERT H. LAW

FY2015-2019
Board Member



UTTAM BAJWA

FY2016-2019
Board Member



CAROL BOULDING

FY2013-2019
Committee Member

2019 INCOMING BOARD MEMBERS

MCIS Language Solutions welcomes five new board members in 2019. They are familiar faces as they were previously members of the governance committees!



JASMINE ATTFIELD



MONICA DONAHUE



PETER R. MURPHY



RENATA PUNWASEE



SHIMONA PETROFF

FY2018-2019 MANAGEMENT TEAM

Senior Management



LATHA SUKUMAR

Executive Director

Latha 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). In 2018, Latha received the RBC Women Entrepreneur Awards in the category of Social Change. As MCIS' Executive Director since 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.

Senior Management



ALEX ALEINIKOV

Director of Finance
and Internal Operations

Alex 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 and Marketing

Lester is a trilingual sales and marketing professional with over 20 years' experience 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, songwriting and volunteering for different children organizations.



VERONICA COSTA

Director of
Client Services

Veronica is a certified translator and qualified interpreter with proficiency in five languages. She has worked in the language industry for the past 15 years in various capacities, including language service delivery, computational linguistics research, and development of various training programs for language professionals, including training on interpreting for survivors of sexual violence and human trafficking and language-independent translator training for languages of lesser diffusion. Veronica is a passionate advocate for removing linguistic barriers in accessing critical information and services and language rights as human rights. She has published articles on this topic and routinely presents at international industry conferences.

Department Managers



DEANNA NEMETH, NEW BUSINESS DEVELOPMENT MANAGER

Deanna began working MCIS in 2015 as a Project Coordinator in the Translation Department. Fully bilingual, she was hired as an Account Manager for MCIS' Sales and Marketing team in 2016, and in 2018, she moved into her current role. Deanna has over 15 years of experience working in non-profit and public sector organizations in various capacities such as community, business, and resource development, marketing and public relations. She holds a Master's in Translation Studies, an Honours B.A. in French Language and Literature and a Diploma in Public Relations. In her downtime, Deanna is a French to English translator, travels as frequently as possible, and enjoys spending time with family and friends.



ELIANA TRINASTIC, SOCIAL IMPACT MANAGER

Eliana 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 measurable evidence of impact. Eliana contributed to several MCIS' projects, among others, Food for Language and Documentaries for Change.



GABRIELA RODAS, TRAINING MANAGER

Gabriela is a Spanish into English translator. She holds a BA in Hispanic Studies, a Spanish-English Translation Certificate and a Master's 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.

Department Managers



HONGYAN (JACK) XU, MARKETING MANAGER

Jack has been with MCIS since 2011. He had previously assumed various roles in translation, training, interpretation services and sales. Jack holds a Master's degree in Conference Interpreting and Bachelors in Mathematical Sciences and Political Science. He is also an accredited community interpreter. From late 2015 to early 2016, Jack successfully managed the Interpreters for Syria project, helping the federal government welcome and settle 26,000 Syrian refugees to Canada. In October 2016, Jack was accredited as a Mandarin conference interpreter by the Federal Translation Bureau of Canada. In 2018, Jack lead the project to revamp the IVR system for MCIS, and used his expertise in database design to create an Academic Management System for the training department.



JONATHAN CARREON, INTERPRETATION SERVICES MANAGER

Jonathan 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 centres in both inbound and outbound operations within a corporate setting leading up to 150 team members nationally and 50 offshore, managing three departments, collaborating with internal and external stakeholders developing succession plans achieving business objectives. He is no stranger to the call centre 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 with the best possible experience.



JUDY ABRAHAM, NATIONAL SALES MANAGER

Judy is originally from Ethiopia and Eritrea, has made Canada her home for more than 20 years. She has worked as a CLISAT 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 over 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.

Department Managers



PAAWAN BHATIA, **VENDOR MANAGER**

Paawan started working with MCIS in June 2016 as a Project Coordinator with the Translation Department. Following this, Paawan moved to the Recruitment and Training Department as a Recruitment Coordinator; and in March 2018, Paawan was promoted to establish the Vendor Management Department. Paawan has an MSc in Social Sciences and Public Policy and a BA (Hons) in Hospitality Management obtained in London, UK. His academic and professional experience in corporate and not-for-profit sectors allows him to strike the right balance in prioritizing MCIS’ objectives. In his free time, Paawan enjoys the traveling and the outdoors.



RACHEL WU, **HUMAN RESOURCES & ADMINISTRATION MANAGER**

Rachel 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.



OLGA RYABININA, **ACCOUNTING MANAGER**

Olga joined MCIS in 2003 as a Finance Assistant and currently holds the Accounting Manager position. With an educational background is 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 & INTERNAL OPERATIONS MANAGER**

Williams holds a Bachelor’s Degree in Computer Engineering. His particular expertise is in IT management, project management, system administration, database management, consulting, business intelligence and marketing research. He has worked in 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 natural problem-solving individual with outstanding analytical skills. He is fluent in Spanish, Portuguese, English and is learning French.

FY2018-2019 **STAFF LISTING**

Our sincerest thanks to all of our staff members!

Management and Governance	Sarah Haque	Board Admin. & Communication Coordinator
Sales and Marketing	Selam Aregai	Account Manager
	Nazanin Azari	Account Manager
	Andrea Levin	Account Manager
	Alicia Ludwig	Account Representative
	Hona Dabzad	Account Representative
	Gregory Bourne	Sales Representative
	Alanna Quinn	RFP Coordinator
	Usila Antoine	Enrollment Assistant
Finance and Internal Operations	Anila Radovicka	Finance Coordinator
	Hedayat Farooqui	Finance and Internal Operations Assistant
	Baskar Swaminathan	Finance Assistant
	Aster Seifu Estifanos	Finance and Internal Operations Assistant
	Kamil Mamishov	Finance and Internal Operations Assistant
	Nashwan Al-Sharif	Finance and Internal Operations Assistant
	Breiszenn Aguilar	Finance Co-op Student
IT	Paul Zborshchik	IT Specialist
	Sabrina Razzaq	System Support Associate
	Laura Zollner	Internal Operations Assistant
	Manny Ma	Project Manager for Special IT Projects
HR	Gabriela Salgado	HR Coordinator
	Princess Hew	Office Assistant
	Doris Tsai	HR & Admin. Coordinator
Interpretation Services	Stella Constanca	Interpretation Services Supervisor
	Anjum Bakthula	Interpretation Services Coordinator
	Vladimir Bikeev	Interpretation Services Coordinator
	Zewdi Gselassie	Interpretation Services Coordinator
	Shanta Singh	Interpretation Services Coordinator
	Inna Kotenko	Interpretation Services Coordinator
	Anisa Abdulmana	Interpretation Services Coordinator
	Josie Cuntrera	Bilingual Interpretation Services Coordinator
	Evanilde Bekkout	Interpretation Services Coordinator
	Guillermo Molina	Interpretation Services Coordinator
	Meena Mangal	Interpretation Services Coordinator
	Chioma Francis	Customer Services Representative
	Kelly Zhang	Mandarin & Cantonese Interpreter
	Diana Julio	Back-up Interpretation Services Coordinator
	Tatiana Bekker	Back-up Interpretation Services Coordinator
	Yamuna Samuel	Back-up Interpretation Services Coordinator

	Hillary Agard	Back-up Interpretation Services Coordinator
	Kate Abulizi	Back-up Interpretation Services Coordinator
	Mahsa Saffari	Back-up Interpretation Services Coordinator
	Ali Mahdi	Back-up Interpretation Services Coordinator
	Padma Kanagarajamuthaly	Back-up Interpretation Services Coordinator
	Eta Munkacsi	Back-up Interpretation Services Coordinator
	Anna Grunfeld	ASL Interpreter
Training	Dusan Matic	Training Coordinator
	Flavia Zaka	Training Coordinator
	Makhala Taylor-Dube	Translator Training Coordinator
	Martin Jimenez	Training Support Specialist
	Tenzin Paldon	E-Learning Training & Development Specialist
	Amal Dweik	Enrollment Coordinator
	Sreyoshi Bose Datta	Translation Training Assistant
	Mona Ghali	Project Consultant, Human Trafficking Training
Translation Services	Luisa Cano	Translation & Special Projects Supervisor
	Louis Labrecque	French Translator
	Diane Bérubé	French Translator
	Imane Sednaoui	Project Coordinator
	Victoria Radvan	Training Content Developer
	Ixchel Cervantes	Project Coordinator
	Brock Tremblay	Bilingual Project Coordinator
	Nicole Anichini	Project Coordinator
	James Lougheed	Project Coordinator
	Sara Aguirre	Back-up Project Coordinator
Vendor Management	Joyce Nyamu	Vendor Support Coordinator
	Kathleen Tran	Recruitment Assistant
	Adanna Nwaehie	Recruitment Administrator
	Evgenia Karakehayova	Recruitment Coordinator
	Rashmi Ravi	Resource Development Assistant
	Ikechukwu Nwibe	Resource Development Assistant

STAFF ANNIVERSARIES

This year, we congratulate and celebrate the following staff members on achieving their 5, 10, 15 and 20 year milestones!

5 Years



ALEX ALEINIKOV

Director of Finance and
Internal Operations



VERONICA COSTEA

Director of Client Services



LUISA CANO

Translation and Special
Projects Supervisor



BASKAR SWAMINATHAN

Finance Assistant



LAURA ZOLLNER

Internal Operations Assistant

10 Years



HEDAYAT FAROOQUI

Finance and Internal
Operations Assistant



ZEWDI GSELASSIE

Interpretation Services
Coordinator

15 Years



OLGA RYABININA

Accounting Manager



VLADIMIR BIKEEV

Interpretation Services
Coordinator

20 Years



SHANTA SINGH

Interpretation Services
Coordinator

PARTNER 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 Children, Community and Social Services:

GREATER TORONTO AREA

Barbra Schlifer Commemorative Clinic

EASTERN ONTARIO

Immigrant Women Services Ottawa

NORTHEASTERN AND NORTHWESTERN ONTARIO

Thunder Bay Multicultural Association

SOUTHWESTERN ONTARIO

**Across Languages Translation and Interpretation Service
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