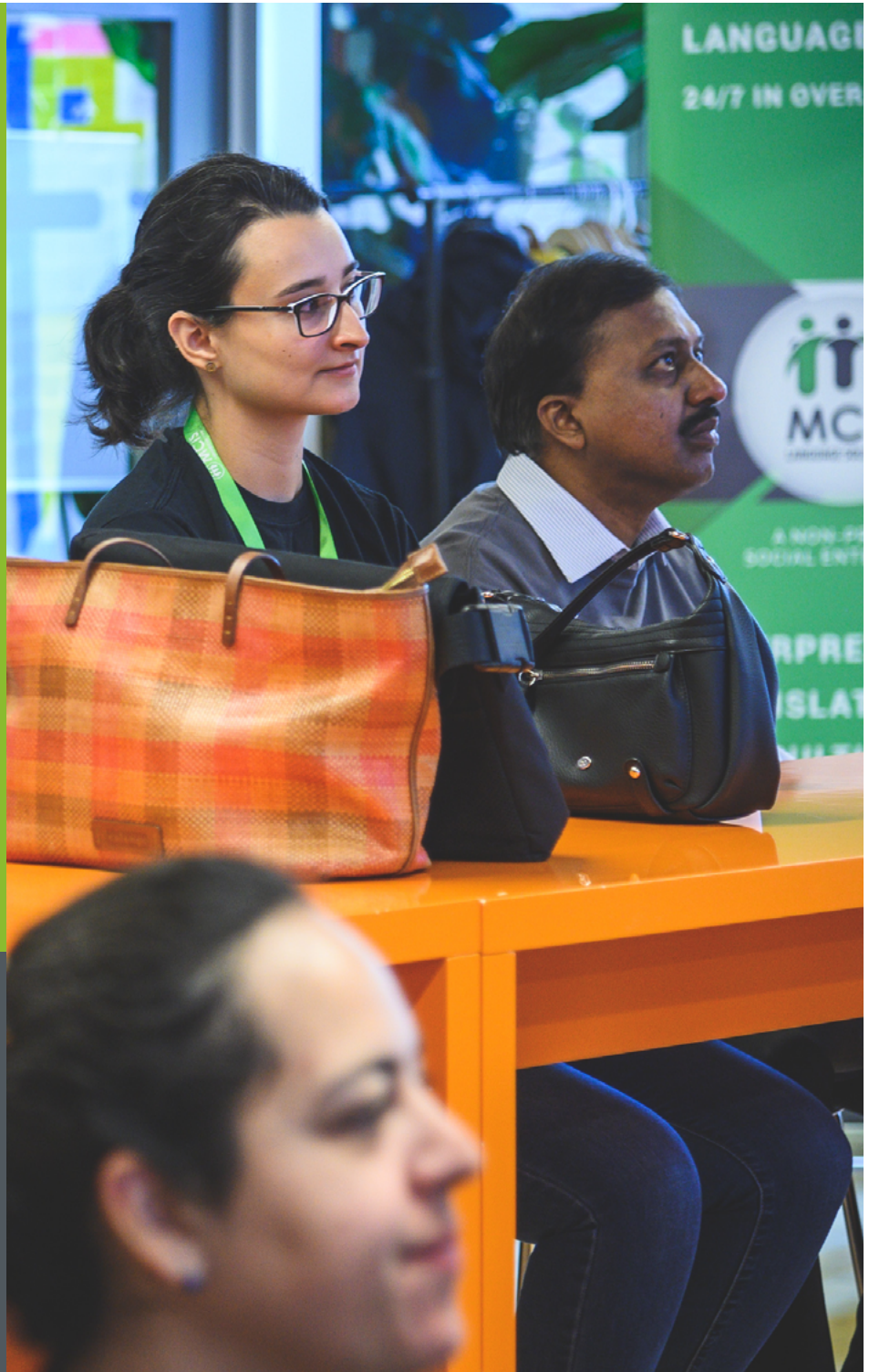




YOUR GLOBAL VOICE

FY2019 - 2020 **ANNUAL REPORT**

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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



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MESSAGE FROM THE CHAIR

The year that ended on March 31, 2020, seems like a lifetime ago given the paradigm shift we have seen in how we work and live post COVID-19. In a year that has experienced one of the greatest pandemics in history, it is more important than ever to ensure that language is not a barrier to any individuals looking for resources to guide them through these challenging times. Access to critical information in real-time is only possible by leveraging the latest advancements in various technologies and leveraging key qualified people who can provide the highest quality of interpretation and translation services. A testament to the great work that MCIS' Board and staff have done is how well the organization has weathered this pandemic, with minimal disruption to services, all of which are being seamlessly delivered with staff and contractors working remotely.

As a social enterprise, we make it our mission and vision to eliminate barriers for all, especially those that cannot afford access, and will provide our services for free.

Given the role MCIS plays, the information that MCIS has access to, in many cases, contains highly confidential and personal information, and it's for that reason cyber-security and compliance are at the forefront of the board's strategy.

So what were the key achievements of the past year that further strengthened MCIS to ensure the successful handling of its business and social impact initiatives through these extraordinary times? One, we added to our technology infrastructure, bringing interpreter scheduling to the cloud with the launch of our Interpreter Intelligence platform in July 2019. This project, which was two years in the making, was highly complex and handled by a small but mighty tech team of two individuals who worked with several technology vendors. The Board's Technology Committee members stepped up to provide able guidance. Two, MCIS delivered the immediate phone and video services through an online platform, thereby laying the

groundwork for the complete shift to remote services during the pandemic. Three, the Board encouraged MCIS to explore translation technology to stay current, relevant and financially viable. This led to the hiring of a translation technology consultant who has shown us the way to develop our machine translation and localization capabilities. Four, the Board invested time and effort to ensure MCIS' social impact initiatives aligned with its vision and mission. Some of our impact initiatives included:

- A Translation Pop Up event at The 519, for newcomers from the LGBTQIA2S+ communities;
- A Localization Sprint which trained translators in the use of Psiphon, a censorship circumvention tool that operates with the help of proxy servers around the world to get information to people when their state blocks their access to it; and
- Free interpretation, translation and training services to agencies and individuals that could not afford them.

MCIS continues to excite and inspire new initiatives every day. We continue to be a leader in the delivery of language services and solutions for the broader public sector across Canada, including all levels of government. We have grown our revenue by 10% year over year by winning more clients every year with our high quality and professional language solutions. We have white-label arrangements with training providers to provide our training. We are scrupulous in our due diligence before partnering with other providers to ensure the highest quality training programs that will help build the capacity of our sector.

A warm thank you to our funder the Ministry of Children, Community and Social Services as we continue to help survivors of domestic violence receive the timely community and legal services they need. We are also grateful to the City of Toronto and the Ontario Trillium Foundation for various grants that help us address the needs of our most vulnerable, the homeless, trafficked persons and victims of serious crime. We owe our utmost gratitude to our language professionals who make us look so good with their professionalism, responsiveness and compassion. We would not be here without them.

A few Board and Committee members are stepping down. I would like to thank Ken Shen for his years of great service to MCIS on the Board and its Marketing and Technology Committees. I learned a lot from his strategic questions, his experience and his insight. The departing Committee members are Thanh Tran and Alexa Daswani, and we thank them for their service as well.

I have learned a lot during my first year as Chairperson and look forward to continuing to lead the organization over the coming years. I am ably supported by extremely talented and visionary colleagues on the Board and Committees and a wonderful staff team at MCIS. 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.

Shash Anand
Chair of the Board of Directors



MESSAGE FROM THE EXECUTIVE DIRECTOR

It is an honour and privilege to present my report to all of you for the year ended March 31, 2020. However, we cannot view the year apart from the situation we find ourselves in now. So I would like to demonstrate how the work that MCIS has done over the past year is helping us weather this COVID-19 (“COVID”) pandemic, with minimal disruption to services, which are being seamlessly delivered with all staff and most contractors working remotely.

So what are five things that have enabled MCIS to successfully handle business and social impact initiatives through these extraordinary times?

One, we added to our technology infrastructure, bringing interpreter scheduling to the cloud, with the launch of our Interpreter Intelligence platform in July 2019. This project, which was two years in the making, was highly complex and handled by a small but mighty technology team of two individuals who worked with several technology vendors. A shout out to our IT and Internal Operations Manager, Williams Pedrogan, whose attention to detail, diligence and extraordinary problem-solving skills enabled our transition from a clunky and over-customized system to a more out-of-the-box solution. Our new system has vendor and customer portals, which therefore necessitated training for all our vendors and customers. This has been no mean task, but our vendor and account management teams headed by Lester Korbely were up to the challenge. The backbone

of interpretation services delivery is our Interpretation Services team headed by Veronica Costea. The IS team and Finance team, headed by Alex Aleinikov, enthusiastically embraced the system. In our transaction heavy operations, it was no mean task to achieve this transition with minimal business disruption.

Two, MCIS had anticipated a shift to remote services, although not quite the way it was brought on by COVID. We had already trained our interpreters to offer immediate phone and video remote services while experimenting with a telemedicine platform called Bluestream. This tentative foray enabled us to engineer an immediate pivot to remote services during the first three months of the lockdown. MCIS’ customers, who had until then resisted, were all lining up now, and luckily, we were ready to receive them.

Three, last year we hired a consultant to recommend translation technology initiatives we should undertake given Artificial Intelligence (AI) is gaining in our industry. Based on their recommendations, our translation team selected and incorporated machine translation into our workflow, identified better translation memory to upgrade to, and identified the right tools to measure key performance indicators (KPI) for greater efficiency and effectiveness of our translation services. In addition, our translation project managers and account managers are now trained and ready to fulfill localization projects.

Four, our transition to online training programs and white-label arrangements began in earnest last year. We realized the potential of the US and wider global market for training and decided to pursue it by adapting our training content to make it more generic and universally applicable. We could not have timed this shift better given the current demand for all forms of online training offerings, as people adapt to a new reality in a post-COVID world.

Five, we became much more intentional about all our social impact initiatives beginning in 2016, and ever since, have worked hard at various initiatives to advance our vision to connect people globally through languages and our mission of facilitating access to critical information and services with high quality language solutions. To this end, we have been delivering free interpretation and translation services, providing training subsidies and conducting various advocacy events. Last year, in addition to the above, we conducted a localization sprint, training translators on a software called Psiphon, which circumvents censorship on the Internet during news blackouts in certain parts of the world, and held a translation pop-up event for refugees from LGBTQIA2S+ communities at The 519 in Toronto. We also trained MCIS staff on how social enterprises operate so they could be aware of the impact they make through their work. When the lockdown happened, we had a highly motivated staff team that was flexible to take on any assigned tasks to ensure MCIS continued to deliver on its vision and mission. In addition, we had a dedicated team that could immediately mobilize around specific and relevant initiatives including setting up a free over-the-phone interpretation line, helping create a clearinghouse of translated information on COVID related matters in over 50 languages on our website, and offering free translation services.

I join our extraordinary and esteemed Chair, Shash Anand, in thanking all our funders who also help us

provide free services for our most vulnerable, survivors of abuse and the homeless.

Our interpreters and translators have always been there for us, but have shown their true mettle under current circumstances. One interpreter spent the day with an expectant mother through several hours of labour, and then when the baby was stillborn, stayed the entire night providing interpretation support for the inconsolable mother. This in a hospital setting in the midst of a raging pandemic. Every day we hear such awe-inspiring stories of superhuman courage and selfless service. Our translators have worked diligently and hard to deliver under tight timelines, for the City and school boards, so the public is able to receive information in a timely fashion. Never before have I been more convinced of the important work that our language professionals do and that we have the good fortune to facilitate.

That we had a financially successful year with over 10% growth in revenue was just the icing on the cake. I could not be more proud to lead a tremendous team of highly passionate and motivated individuals than I am now. I could not also be more grateful for the great leadership and guidance provided by an engaged volunteer board consisting of professionals who are at the top of their game in their respective fields. My utmost gratitude to each and every one of you. My sincere thanks to Ken Shen for his years of service on the Board and on its Marketing, and Technology Committees.

Thank you again for the privilege of working at MCIS with all of you. We will continue to scale great heights, removing language barriers as we continue to take on the greatest challenges of MCIS’ 30-year tenure.

Latha Sukumar
Executive Director

“Language access is fundamental to ensuring public health and safety, and for the full participation of all people in civic life.”

WE ARE MCIS

Established in 1989, 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 30 years. With over 60 full-time staff and a roster of over 5,000 language professionals, MCIS provides a full suite of language solutions: from language interpretation, translation and transcription to localization, training, and training development for governments, the legal sector, police services and healthcare organization in over 300 languages. In 2013, Common Sense Advisory confirmed MCIS as the largest not-for-profit language solutions provider in the world. MCIS celebrated its 30th anniversary in 2019.



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 due to, but not limited to, racialization, gender, sexual orientation, poverty, immigration status, and trauma.

OUR FUNDERS:



- Ministry of Children, Community and Social Services
Language Interpreter Services Program
- Ministry of the Attorney General
Ontario Victim 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.



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.



Having an innovative training department allows MCIS Language Solutions to provide valuable training and evaluation services to individuals aspiring to become a language professional, or partners who wish to leverage or white label our training services to fulfill their communications needs.

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.

The Interpretation Services Department offered and provided a full suite of interpretation solutions to match all situations and settings. Towards the end of the fiscal year, the entire department geared up to focus on virtual services such as remote video and telephone interpreting,

in response to the pandemic. The full list of services offered included:

- Conference Interpreting - Consecutive
- Conference Interpreting - Simultaneous
- Court Interpreting
- Community Interpreting - ASL
- Community Interpreting - Deaf Interpreting
- Community Interpreting - Spoken
- Foreign Language Dialect Coaching
- Group interpreting
- Liaison Interpreting
- Message Relay
- Recorded Interpretation
- Retainer Services for Interpreter

- Sight Interpreting/Translation
- Telephone Interpreting - Immediate
- Telephone Interpreting - Scheduled
- Video Interpreting - Scheduled

Meanwhile, our Translation Department saw a rise in multimedia requests, such as desktop publishing, video/ audio transcription, voice-over and subtitling, as well as the translation of e-learning content. They were well-prepared to manage these requests by boosting service offerings:

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

Our Training Department saw a sharp rise in activity as well, with expanded training offerings such as an international version of our Online Translator Training Program, an updated version of the Advanced Court Interpreter Training program, and collaborative efforts with CITG Canada. In FY2019-2020, the following training programs were offered:

- Online Interpreter Training Program
- On-site Interpreter Training Program
- Online Translator Training Program
- On-site Translator Training Program
- Advanced Court Interpreter Training
- Advanced Medical Interpreter Terminology
- U.S. Medical Interpreter Terminology
- Workshop for Interpreter Assessment
- Recorded Interpretation Workshop

In addition, 23 continued competence courses were available for language professionals’ continued improvement, including six new ones developed for translators.

In addition to the above, MCIS also used its knowledge and expertise in the language industry to provide our customers and partners with the following solutions:

- Language Consulting services
- E-learning Development
- Interpretation Auditing and Evaluation
- Language Proficiency Assessment
- Interpreter Training for Staff/Volunteers
- Multilingual Project Management
- Workplace Training for Multilingual Staff
- Behavioural Workshop Facilitation

DEPARTMENT REPORTS

INTERPRETATION SERVICES

The 2019-2020 fiscal year was a milestone for the Interpretation Services Department. It was the year that we launched our new interpreter scheduling platform, Interpreter Intelligence (II). The initial launch was scheduled for April 2018, but was postponed several times, which pushed the official launch to July 1, 2019. With the implementation of this new system, our three major objectives were to increase fulfillment, efficiency, and revenue. Although our fulfillment was not improving as we had anticipated, this system along with restructuring the team has not only increased the overall efficiency of the department, but has also increased our gross margins. With more than 50% of our work being automated and our goal to reach 80% automation and client adoption, our team can

now spend more time on other areas of expertise such as in-house services, special accounts, customer service and escalations. It has simplified the work of the interpreter services coordinators (ISC) and increased their overall morale.

In terms of service delivery and efficiency, 2019-2020 was an exciting year as we continued to refine our processes and expand our in-house services. The first six months after the launch of II were definitely challenging, as we had to adjust to this new platform and the new processes. However, we began to see some improvements in the last quarter, which was interrupted by the arrival of the pandemic. The Sales and Marketing team had also acquired another large account in the health

sector that was launched in December 2019 – HMMS – which accounts for over 20% of our total volume. The most requested languages in the GTA for 2019-2020 were Arabic, Mandarin, Spanish, Cantonese, Farsi, Tamil, Vietnamese, Punjabi, French, and Urdu.

The IS Department was also focusing on the expansion of our in-house services. We began increasing the amount of languages supported through our in-house call centre and have recently made some great progress towards expanding this initiative to a more stable platform. We have also extended our in-house services to our internal staff for

more cost-savings...but this success story will have to wait until next year's AGM.

Although we ended FY2019-2020 with the onset of a pandemic, we remained positive to the changes. With the help of our fabulous IT department, MCIS quickly made the necessary adjustments needed to deploy our staff to work remotely in order to continue providing services to our end-users. With the uncertainty of what the future holds, we are confident that MCIS will continue to be an innovative leader in the language industry and will always pursue ways to improve our level of service.

TRANSLATION SERVICES

The 2019-2020 fiscal year was the busiest year yet for the Translation Department: we delivered a whopping 4,650 projects! Over the last year, we have provided a wide variety of translation and related services, and have seen quite an uptick in multimedia translation requests – desktop publishing, transcription, voice-over, subtitling and more.

Aside from being a very busy year, it was also a very exciting year for the Translation Department. We welcomed a new in-house French translator to the team to increase our capacity for French translation projects. We also engaged with a consultant about our current processes, translation-related technologies and our use of these tools. With the help of the consultant, we have been able to develop our localization service offering, work towards offering machine translation as a service and improve some of our processes to increase

productivity, quality and efficiency. We have also been thrilled to continue to provide free translation services under MCIS' Social Benefits Initiative for individuals and organizations that require the service but cannot cover the cost themselves. This has included assisting individuals who required the translation of various personal documents to access critical services, as well as organizations working to increase access to critical information for people with limited or no English proficiency. Over the last fiscal year, we have had the opportunity to work on some exciting projects such as the translation of a course into Arabic about starting your own business, resources for educators on supporting transition resilience for newcomer groups, and many resources related to the COVID-19 pandemic.



"Although we ended FY2019-2020 with the onset of a pandemic, we remained positive to the changes.

With the uncertainty of what the future holds, we are confident that MCIS will continue to be an innovative leader in the language industry and will always pursue ways to improve our level of service."

TRAINING

2019/2020 was an exciting year for the MCIS Training Department. For the entire fiscal year, we focused on the successful delivery of our Interpreter and Translator Training Programs. We also adapted our Translator Training into an international version and updated our Advanced Court Interpreter Training. Moreover, we developed workshops for ATIO’s language professionals and Guelph Community Health Centre.

During this fiscal year, we established an exceptionally fruitful collaboration with CITG Canada, where we adapted the interpreter training specifically for aspiring Mandarin/ Cantonese-speaking interpreters.

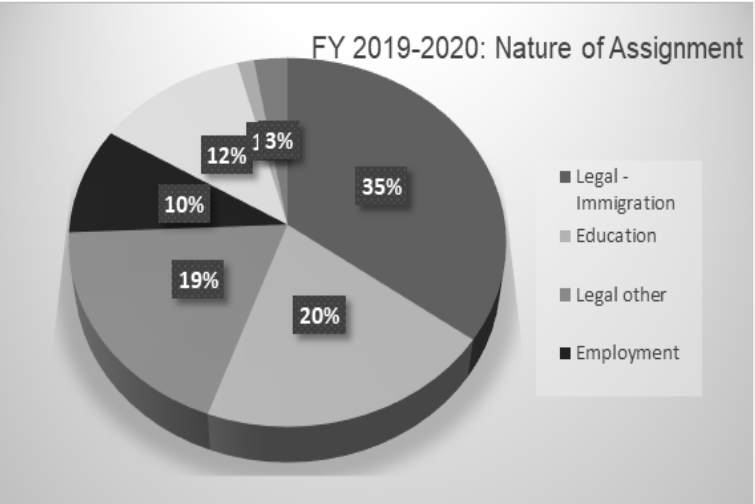
MCIS’ Training team was also dedicated to the online training initiative that addresses human trafficking. In order to continue engaging over 9,000 participants in the

training, we organized four webinars for this fiscal year. The webinars were attended by hundreds of participants, which initiated a collaborative exchange of ideas.

In 2019/2020, we worked on developing our online training to support senior victims of crime. The goal of this training, funded by the Ministry of the Attorney General, is to help service providers better support senior victims of crime. Our focus for the project during this fiscal year was on the research and engagement of numerous subject matter experts and frontline service providers. These experts in the field offered information and resources, shared their lived experience and work practice, protocols and policies – all of which assisted in the development of this training. We expect to launch the training at the end of 2020.

What a great year it was for the Training Department!

IN FY2019 - 2020, MCIS CONTINUED WITH PROVIDING FREE TRANSLATION AND INTERPRETATION SERVICES TO ELIGIBLE INDIVIDUALS AS WELL AS NON-PROFIT ORGANIZATIONS WITHOUT FUNDING.



Nature of Assignment	Items Count by Fiscal Year					Total
	2016/17	2017/18	2018/19	2019/20	2020/21	
Legal - Immigration		4	3	26	3	36
Education		4	3	15		22
Legal	5	21	18	14	2	60
Employment		3	2	7		12
Welfare	1	6	17	9		33
Health		3	2	1		6
Assessment			1			1
Child Welfare	1					1
Civic Participation		2	8			10
Counselling					2	2
Health - COVID-19					21	21

ADVOCACY AND SOCIAL IMPACT

MCIS continued with supporting language rights advocates in the Province of Ontario and across Canada while driving its own policy and research work to further shape language advocacy, develop and strengthen partnerships and find ways to mobilize knowledge.

Some of relevant advocacy efforts in FY2019-2020 were:

- Supporting the Memories of Mogadishu Conference that brought together Somali diaspora to explore the use of oral history and digital archives in preserving cultural heritage and collective memory.
- Presenting at conferences, e.g. Critical Link 9 (Translating Languages of Lesser Diffusion: The Ethics of Human vs. Machine Translation; Hacking

the Status Quo: Charting the Course of Language Policy in the Age of Disruption) and International Metropolis (The Promise of Migration).

And public events such as:

- Language Justice Series: Localization Sprint co-organized with Localization Lab, sponsored by Mozilla, to provide opportunities to learn about censorship worldwide and its effects on individuals’ access to information.

- Pop-up Translation Clinic at The 519 that tested the unique concept of bringing translation offices to communities, and gathered nearly 30 volunteers, including more than 10 translators in various language combinations, to serve over a dozen clients!

MCIS also leveraged the expertise of our Board of Directors and Social Impact Committee to help shape our policy priorities and processes.

HUMAN RESOURCES

FY2019-2020 was a busy and challenging year for the Human Resources Department as our business continued to grow and expand. The key objective of the HR team is to create an organization where employees can maximize the use of their capabilities, grow their skills and knowledge, and shape their behaviour to achieve long-term strategic goals. We truly understand that employees are our greatest and most valuable assets and nothing would become possible without having skilled and motivated people.

Last year, we continued to attract and hire new talent who were able to bring in fresh and innovative ideas. We also recruited 330 interpreters and 120 translators to join our roster to ensure capacity for service delivery. We completed

our Annual Employment Survey in July and based on the results, identified two major areas for improvement that focused on internal communication and employees' career advancement. The annual pay equity review was also completed to ensure that there were no gender wage gaps in our current pay practices.

Employees are our biggest competitive advantages. The HR Department will continue 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. We are committed to making MCIS a healthy, safe, diverse and productive work environment for its employees.



IT AND INTERNAL OPERATIONS

In 2019-2020, 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 2019-2020 include the following:

- **Interpreter Intelligence (II) go live/system adoption:** our new interpretation management solution went live on July 1, 2020. This implementation has been a great success so far, although it has been a challenging process for all internal departments, customers and interpreters. Based on feedback received from staff, customers and interpreters, we have made changes to our processes. As of now, II processes are highly automated, which allows us to process more requests.
- **In-house call centre for immediate interpretation services:** MCIS' high quality standards and our commitment to deliver the best service experience possible to our customers demands that we always look for the best technology available to allow us to use our own interpreters to deliver immediate interpretation services. MCIS has been evaluating solutions to improve service delivery quality and responsiveness through partnerships with technology providers.
- **Exploring alternatives for translation memory/machine translation solutions:** in an attempt to improve quality and efficiency for delivering translations services, MCIS has been evaluating alternative solutions. Some exciting news is coming up in the next months.
- **Significant changes to our IT infrastructure to support teleworking due to COVID-19:** MCIS made significant investments in technology to allow MCIS staff to safely and efficiently work remotely during these uncertain times (new firewall infrastructure, new dedicated high-speed Internet access, additional equipment).

MCIS has continued to support Language Interpretation Services (LIS) agencies serving victims of violence using Apricot as a centralized case management solution developed four 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 to our processes to be more efficient and serve more individuals in need of language solutions.

SALES AND MARKETING

ACCOUNT MANAGEMENT

The Account Management team had another stellar year where they delivered a total of \$9.3M in fee-for-service revenue. They outpaced the global market’s annual 6% growth with a strong performance of 13% YOY. Driving these results were key customers such as WSIB, OECM and The Ottawa Hospital, which all had double digit growth in revenue. The Account Management team worked closely with the OECM buying group by securing an additional 26 clients from this group. Because of this continued relationship with OECM, MCIS was named a Gold Supplier in OECM’s Supplier Recognition Program. WSIB recognizing the value that MCIS has brought to them throughout the years rewarded us with more business as WSIB chose to retain only a few elite service providers. As a result, MCIS increased their business by 36% and our relationship with this organization has never been stronger.

Following the successful RFP renewals for the Region of Peel and he Government of BC, the Account

Management team managed to continue the strong growth in these accounts by introducing new services into their current mix. Our healthcare segment also continued to grow leaps and bounds with new additions such as the Healthcare Materials Management Services (HMMS), which is a buying group consisting of 18 hospitals in Southern Ontario. Launched in December 2019, the two London hospitals have taken the top spot for the most monthly assignments in our healthcare segment. This customer will continue to grow as the Account Management team is currently pursuing the other 16 members in the HMMS group.

In the next year, the Account Management team will be primarily focusing on buying groups such as OECM and HMMS and other existing customers who currently do not utilize all of our services. Armed with our new technological initiatives and with the assistance of the RFP team, we look forward to launching and on-boarding new key customers in the new year.

BUSINESS DEVELOPMENT

This year, once again, the Business Development team was given some lofty goals that ,at first glance, seemed insurmountable. However, if anyone knows this team, they’ll know that they thrive on challenges and can overcome any hurdle. Tasked with winning new business in the West though, would this team finally be tasked with the unachievable? Hardly!

Not only did the BD team secure new business in Western Canada with the City of Calgary and the Government of Saskatchewan’s Ministry of Education, we also won new contracts with HMMS, encompassing London Health

Sciences Centre and St. Joseph’s Health Care facilities in London, the Mississauga-Halton LHIN, and Canada Council for the Arts, among others. Finally, through arduous RFP processes, we retained several long-standing Canadian customers. Overall, from current contracts and new contracts, the BD team saw an increase of 12% for FY2019-20.

As in past years, we will continue to focus on retention first and foremost, and adding to our repertoire of happy customers.



MARKETING

FY2019 - 2020 was an exciting year for marketing. The highlight of the year was the marketing and celebration of MCIS' 30th anniversary. The Marketing team created a special logo to be used for the anniversary celebration. In collaboration with the Business Development team, a large celebration was planned at the Ontario Science Centre. Unfortunately, it had to be postponed due to social distancing measures. But we got a chance to look back at the history of the organization, and learned a lot about how it grew and developed to the robust and mature organization it is today. Look to the near future for the rescheduled event!

For the anniversary, Marketing also designed a trendy t-shirt for all staff, board and committee members, consisting of our slogan both of Canada's official languages, as well as Cree, Ojibwe, and Inuktitut.

In other news, the official French counterpart of our website was launched using the Easyling engine. Look for the little flags to the right of our website window to switch between French and English! More languages are planned for the future.



VENDOR MANAGEMENT

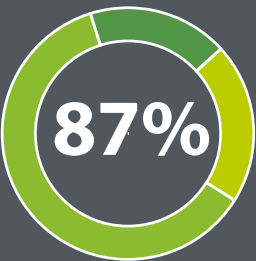
Vendor Management had an exciting year, as we implemented our new interpreter management system, Interpreter Intelligence, in July 2020. After a couple of delays, we finally went live with the project. Along with our IT team, Vendor Management was entrusted with the massive task of migrating all our existing language professionals over to the new system, creating new training materials for our interpreters and internal staff, and testing the system. In addition to launching II, Vendor Management has been busy with the following:

- Roster Clean-up: once the data from the old system was migrated to II, Vendor Management contacted over 3,000 interpreters to ensure that profiles were up-to-date with supporting documents, updated contact information, and services.
- Recruitment: recruitment of resources was moved to Human Resources, but Vendor Management continued to work on the recruitment of resources for immediate jobs, where an interpreter was not available. Over a period of one year, we received requests for resources in over 115 languages!
- Performance Management: one of most important roles of our department is to collect, investigate, resolve and communicate any feedback received from our customers. Within the last year, we worked on over 650 feedback instances with the Sales and Marketing team.
- Roster Management: Vendor Management makes sure that profiled are in line with customer requirements by making sure documentation, schedules and trainings are reflected correctly. We also support our interpreters and translators with any inquiries they may have about working with MCIS.
- Engagement: Vendor Management communicated changes, updates and new training opportunities to our interpreters and translators. We do this by organizing new professional development opportunities for our language professionals, in collaboration with our Training Department.

Life is always exciting in Vendor Management. We still love to hear from our language professionals, and provide continued support, especially during this pandemic. And, as MCIS invests in remote technologies and remote services, we are always looking for new opportunities for our language professionals.



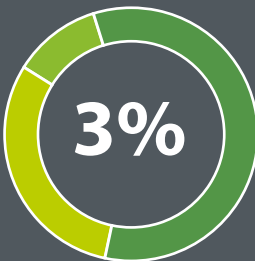
FY2019 - 2020 REVENUE ITEMIZATION



Fee-for-service



Ministry of Children,
Community and
Social Services



Other revenue
streams

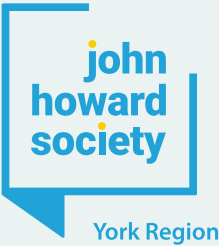
FY2018-2019 Revenue Itemization	Amount	Percentage
Fee-for-Service	9,318,124	87%
Ministry of Children, Community and Social Services	1,109,802	10%
Homeless Partnership Initiative	125,723	1%
Ontario Trillium Foundation	131,030	1%
Ministry of the Attorney General	92,809	1%
TOTAL	10,777,488	100%

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 winners for FY2019-2020.

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 to provide language services with higher quality, efficiency or cost effectiveness.



COMMUNITY PARTNER OF THE YEAR

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

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 have advanced MCIS' capabilities in further reaching its beneficiaries through expansion and development of its language services.





INTERPRETER OF THE YEAR

BAYAN QANDLA

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.

FACILITATOR OF THE YEAR

ELENA DAVYDOVA

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.



TRANSLATOR OF THE YEAR
MÉLISSA HÉBERT-GAGNON

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.



Other nominees for Interpreter of the Year:
Hema Thayani Gunanathan
Alekper Guseinzade

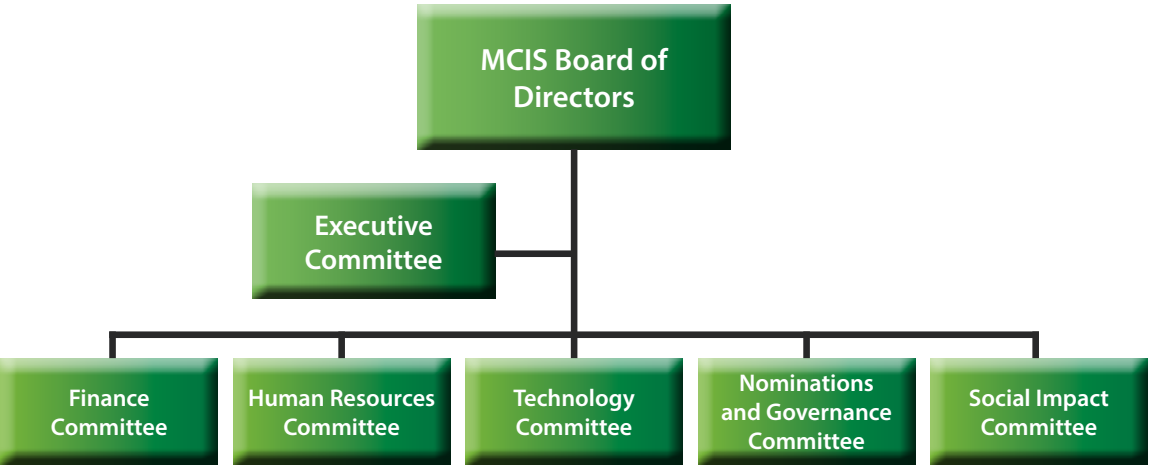
Other nominees for Translator of the Year:
Renjie Hu
Hasmukhlal Thakkar

Other nominees for Interpreter of the Year:
Elona Cano
Meri Petrov

OUR PEOPLE

FY2019-2020 BOARD OF DIRECTORS 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 and social footprint.



Executive Committee	Finance Committee	Human Resources Committee	Technology Committee	Nominations and Governance Committee	Social Impact Committee
Shash Anand Monica Franklin Hilda Wu Pawel Kosicki	Hilda Wu Renata Punwasee	Monica Donahue Herbert H. Law	Ken Shen Ken Szeto Shash Anand	Monica Franklin Pawel Kosicki Shimona Petroff Peter Murphy	Monica Franklin Jasmine Attfield
	Sudha Datta Maureen Wei Thanh Tran Ben Choi	Camille Jovanovic Saima Anwar Shazmin Dhansi	Jing Guo Shyam Sridhar Tony Aramouni		Alexa Daswani Suzanne Deliscar

1st row: board and committee member

2nd row: committee member



SHASH ANAND, 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. During eight 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 leads 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.



MONICA FRANKLIN, VICE-CHAIR

Monica is the Vice-Chair of MCIS’ Board of Directors 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 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, Monica worked as a legal reviewer and researcher at the Community Legal Education Ontario (CLEO) translating public information literature for non-legal audiences and a staff lawyer at York Community Services legal clinic in Toronto.



HILDA WU, TREASURER

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 has her Canadian Risk Manager designation. Hilda has been a member of MCIS’ Finance Committee since January 2017. 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 an 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.



PAWEL KOSICKI, SECRETARY

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.



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 spans 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 provided 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.



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.



KEN SZETO, BOARD MEMBER

Ken is General Counsel at STACK, a fin-tech startup in Toronto. He has been a lawyer for 12 years in both in-house and 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.



JASMINE ATTFIELD, BOARD MEMBER

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.



MONICA DONAHUE, BOARD MEMBER

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.



PETER MURPHY, BOARD MEMBER

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. Peter is a frequent public speaker and has published numerous articles on privacy law and other legal issues. Before joining Shibley Righton LLP, he 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.



ALEXA DASWANI, COMMITTEE MEMBER

As Vice-President, Health at Hill+Knowlton Strategies, and previously as 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 policy makers and the public.



RENATA PUNWASEE, BOARD MEMBER

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 also has an MBA from the Lazaridis School of Business and Economics at Wilfred Laurier University and CPA designation.



BEN CHOI, COMMITTEE MEMBER

Ben is a Chartered Professional Accountant with nearly twenty years of financial management experience within the financial services sectors in Toronto and internationally. He has mobilized to lead across diverse markets which has afforded a wonderful opportunity to develop a breadth of interpersonal and professional skills and at this point in his career, his ambition is to leverage this experience to serve his community. His vocational interest in supporting MCIS’ mandate arises from the desire to see that limited-English experience would not be a barrier for those clients needing critical care and public services.



SHIMONA PETROFF, BOARD MEMBER

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 Centre.



CAMILLE JOVANOVIC, COMMITTEE MEMBER

Camille is an experienced executive compensation professional and a trusted advisor to boards and senior management teams across Canada. She has advised companies across a board range of industries, with a recent focus on the cannabis sector.

Camille has experience supporting the development, assessment, and implementation of thoughtful and performance-linked compensation programs. She has also supported her clients in navigating high-stakes situations such as CEO transitions, strategic re-orientations, and significant transactions. She has a keen interest in environmental and social governance matters, and particularly the implications for boards and compensation committees. Camille joined Hugessen as an analyst in September 2014 and took on her current role in 2019. Camille graduated with an Honours Business Administration degree from the Ivey Business School in 2014. She achieved Dean’s Honour List in all years of study.



JING GUO, COMMITTEE MEMBER
Jing holds a Bachelor's degree in Software Engineering and Management from McMaster University. He is an experienced IT professional with experience as a technical manager, project manager, and product leader with a rich understanding of SDLC. Jing has led the development and deployment of large IT projects for both commercial and non-commercial clients from beginning to end.



SHAZMIN DHANSI, COMMITTEE MEMBER
Shazmin Dhansi is currently the Manager Total Rewards at Holt Renfrew and previously worked as the 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 designation and is currently working on her CCP designation.



MAUREEN WEI, COMMITTEE MEMBER
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, and condominiums to meet their financial reporting, tax planning and compliance needs. She has over 15 years experience in financial reporting, internal control, corporate finance management and tax planning. She believes volunteering is a good way of giving back to communities.



SHYAM SRIDHAR, COMMITTEE MEMBER
Shyam holds a Bachelor's degree in Computer Science Engineering from India, as well as an MBA from the Rotman School of Management. At Rotman, he majored in Strategy and Design Thinking. He loves problem-solving and started his career as a software engineer. Currently, Shyam works as a Principal Strategist at Oracle where he acts as the client CTO helping customers solve complex business challenges through technology. His work is focused on providing advisory services and technology strategies for senior leadership. He has worked with customers globally, and successfully delivered multiple digital transformation projects across industries. Shyam is a tech enthusiast, enjoys sailing and learning new things.



SAIMA ANWAR, COMMITTEE MEMBER
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.



SUDHA DUTTA, COMMITTEE MEMBER
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 in 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.



SUZANNE DELISCAR, COMMITTEE MEMBER

Suzanne was called to the Ontario Bar in 2004. As principal of Deliscar Professional Corporation, she focuses on matters involving both legal and language issues. Her practice was created through the combination of her language skills in French and Spanish and the practice of law in a variety of areas, including civil litigation, wills and estates, and family law. She has extensive experience in the translation of a variety of legal documents. In addition to extensive experience in the translation of official documents, Suzanne has reviewed, analyzed and abstracted over 500 Spanish language contracts for a large multinational corporation. She is also experienced in providing document review in French.



THANH TRAN, COMMITTEE MEMBER

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.



TONY ARAMOUNI, COMMITTEE MEMBER

Tony is 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 centres 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.

FY2019 - 2020 OUTGOING BOARD AND COMMITTEE MEMBERS

In 2020, MCIS says goodbye and good luck to the following Board and Committee Members. Best of luck in your future endeavours!



Ken Shen
FY2016 - 2020
Board Member
Technology Committee



Alexa Daswani
FY2019 - 2020
Social Impact Committee



Thanh Tran
FY2019 - 2020
Finance Committee

FY2019-2020 MANAGEMENT TEAM



LATHA SUKUMAR, EXECUTIVE DIRECTOR

Latha was recognized as one of 15 lawyers in Canada who has contributed to furthering equality rights by the Women’s Legal Education and Action Fund (LEAF). In 2018, Latha received the RBC Canadian Women Entrepreneur Social Change Award. As MCIS’ Executive Director since 1996, Latha has grown MCIS into a language services social enterprise which provides a comprehensive suite of 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 including the 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

Alex joined MCIS in October 2013. At the time, 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’s organizations.



VERONICA COSTEA, 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.



DEANNA NEMETH, BUSINESS DEVELOPMENT MANAGER

Deanna began working at MCIS in 2015 in the Translation Department. Fully bilingual, she was hired as an Account Manager for MCIS’ Sales and Marketing team in 2016, and in 2018, moved into her current role. Deanna has over 15 years of experience working in non-profit and public sector organizations in various capacities. She holds a Master’s in Translation Studies, an Honours B.A. in French Language and Literature and a Diploma in Public Relations. Most recently, Deanna completed a Specialization in Strategic Leadership and Management from the University of Illinois at Urbana-Champaign. In her downtime, Deanna is a French to English translator, travels as frequently as possible, and enjoys spending time with family and friends.



DUSAN MATIĆ, TRAINING MANAGER

Dusan, MCIS’ Training Manager, holds a B.A. in Linguistics and an M.A. in Cultural Policy. His experience in interpretation, translation, editing and proofreading has helped him gain a deep understanding and knowledge of the translation and interpretation industry.

Dusan believes that language is the most important part of cultural identity and that linguistic rights are one of the essential pillars of human rights.



ELIANA TRINAISTIC, SOCIAL IMPACT MANAGER

Eliana has backgrounds in non-profit and project management, program design/ delivery, civic engagement, PR, communications and social innovation. She has a Master’s 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.



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 in Conference Interpreting and Bachelor’s degree 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 Translation Bureau of Canada. In 2018, Jack led 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 2018. He holds a diploma in Environmental Studies from Seneca College and has worked extensively in the public and private sector. Jonathan has over 10 years of experience managing call centres in both inbound and outbound operations within corporate settings, 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, Jonathan’s 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, and 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, Judy’s main role 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.



NICOLE ANICHINI, TRANSLATION MANAGER

Nicole started working with MCIS in May 2017 as a Project Coordinator in the Translation Department and assumed the role of Translation Department Manager in April 2019. She holds an Honours B.A. in French from Wilfrid Laurier University and an Honours B.A. in Translation and a certificate in Technical and Professional Communication from Glendon College, York University. As Translation Manager, Nicole is responsible for overseeing the smooth day-to-day operations of the Translation Department. She is passionate about languages, culture, and breaking down language barriers.



OLGA RYABININA, ACCOUNTING MANAGER

Olga joined MCIS in 2003 as a Finance Assistant and currently holds the Accounting Manager position. With an educational background in engineering and 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.



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 M.Sc. in Social Sciences and Public Policy and a B.A. (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 traveling and the outdoors.



RACHEL WU, HUMAN RESOURCES AND ADMINISTRATION MANAGER

Rachel was born in China and received a B.A. in Business Studies in 2004, from Massey University in New Zealand. She then moved to Australia to pursue a Master’s degree in HR Management, while continuing to work for various multinationals in Beijing, China and 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 living and working 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 from Seneca College. Rachel joined MCIS in June 2014.



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 a natural problem-solving individual with outstanding analytical skills. He is fluent in Spanish, Portuguese, English and is learning French.

FY2019 - 2020 STAFF LISTING

Our sincerest thanks to all of our staff members!

Finance and Internal Operations	Anila Radovicka	Finance Coordinator
	Aster Seifu Estifanos	Internal Operations and Finance Assistant
	Baskar Swaminathan	Finance Assistant
	Breiszenn Ross Aguilar	Accounting Intern
	Hedayat Farooqui	Finance and Internal Operations Assistant
	Kamil Mamishov	Internal Operations and Finance Assistant
	Phuong Tien (Tina) Tran	Accounting Intern
	Raveenth Maheswaran	Finance Assistant
Human Resources	Camille Cristobal	Recruitment Coordinator
	Gabriela Salgado	HR Coordinator
	Kathleen Tran	Recruitment Coordinator
	Onaa Uhumagho	Talent Sourcer
	Princess Hew	Office Assistant
Interpretation Services	Anisa Abdulmana	Interpretation Services Coordinator
	Anjum Bakthula	Interpretation Services Coordinator
	Chioma Francis	Customer Services Representative
	Diana Julio	Back-up Interpretation Services Coordinator
	Eta Munkacsi	Back-up Interpretation Services Coordinator
	Evanilde Bekkout	Interpretation Services Coordinator
	Guillermo Molina	Interpretation Services Coordinator
	Halima Attah	Back-up Interpretation Services Coordinator
	Hillary Agard	Back-up Interpretation Services Coordinator
	Inna Kotenko	Interpretation Services Coordinator
	Josie Parisi	Bilingual Interpretation Services Coordinator
	Julia Mohseni	Back-up Interpretation Services Coordinator
	Kelly Zhang	Mandarin & Cantonese Interpreter
	Mahsa Saffari	Back-up Interpretation Services Coordinator

	Meena Mangal	Interpretation Services Coordinator
	Nancy Ajayi	Customer Services Representative
	Padma Kanagarajamuthaly	Back-up Interpretation Services Coordinator
	Shanta Singh	Interpretation Services Coordinator- Reactive
	Shirly Perez	Back-up Interpretation Services Coordinator
	Stella Easmine	Interpretation Services Supervisor
	Vladimir Bikeev	Interpretation Services Coordinator
	Zewdi Gselassie	Interpretation Services Coordinator
IT	Laura Zollner	Internal Operations Coordinator
	Luisa Cano	Internal Operations Coordinator
	Manny Ma	Project Manager for Special IT Projects
	Paul Zborshchik	IT Specialist
	Sabrina Razzaq	System Support Associate
Management and Governance	Sarah Haque	Board Admin & Communication Coordinator
Sales and Marketing	Alanna Quinn	Business Development Coordinator
		Training Sales Representative
	Alicia Ludwig	Account Representative
	Gregory Bourne	Sales Representative
	Hona Dabzad	Account Representative
	Nazanin Azari	Account Manager
	Selam Aregai	Account Manager
	Cheryl Lu	Social Media Coordinator
	Sanah Matadar	Social Media Coordinator
	Sara Parker-Toulson	Business Development Coordinator
Training	Amal Dweik	Enrollment Coordinator
	Makhala Taylor-Dube	Translator Training Coordinator
	Marmitha Rajah	Project Consultant
	Martin Jimenez	Training Support Specialist
	Sreyoshi Bose Datta	Translation Training Assistant
	Tenzin Paldon	E-Learning Training & Development Specialist
	Victoria Radvan	Training Content Developer

Translation Services	Brock Tremblay	Bilingual Project Coordinator
	Carolina Carvalho	Back-up Project Coordinator
	Clairine Yomi	French Translator
	Diane Bérubé	French Translator
	Fiona Koscak	Back-up Project Coordinator
	Gérald Gallant	French Translator
	Imane Sednaoui	Project Coordinator (leave)
	Ixchel Cervantes	Project Coordinator
	James Loughheed	Project Coordinator
	Jean Claude Ah-Teck	French Translator
	Louis Labrecque	French Translator
	Mailys Assi	French Translator
	Richard Sikes	Translation Technology Consultant
Vendor Management	Adila Asif	Vendor Management Assistant
	Evelina Xheka	Administrative Assistant
	Farjana Easmine	Administrative Assistant
	Hemalatha	Vendor Management Assistant
	Sundaramurthy	
	Olubimpe Olowoyo	Recruitment Administrator
	Summer Alkarmi	System Support and Administrative Assistant
	Adanna Nwaehie	Recruitment Administrator
	Joyce Nyamu	Vendor Support Coordinator
	Rashmi Ravi	Resource Development Assistant and Vendor Support Coordinator

STAFF ANNIVERSARIES

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



Lester Korbely
5 YEARS



Rachel Wu
5 YEARS



Paul Zborshchik
5 YEARS



Victoria Radvan
5 YEARS



Princess Hew
10 YEARS

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
Multicultural Council of Windsor and Essex County
- CENTRAL ONTARIO
INCommunities
Kitchener-Waterloo Multicultural Centre
- ACROSS ONTARIO
The Canadian Hearing Society

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