

ANNUAL REPORT

2015-2016



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www.mcislanguages.com

TABLE OF CONTENTS

05

MESSAGES FROM THE CHAIR AND THE EXECUTIVE DIRECTOR

08

WHAT WE STAND FOR

08

OUR COMMUNITY

08

OUR DEVELOPMENT HISTORY

10

OUR THEORY OF CHANGE FRAMEWORK

11

OUR IMPACT & OUTCOMES

12

NEW SOCIAL IMPACT METRICS

13

OUR BUSINESS

16

MCIS' SPONSORSHIP INITIATIVE

19

MCIS' SERVICE OFFERINGS

21

MCIS AWARDS

29

OUR PEOPLE

45

FINANCIAL STATEMENTS

Our MISSION AND VISION

Mission:

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

Vision:

To connect people globally through languages.

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

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

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

OUR FUNDERS

MCIS thanks the following funders:

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



Ministry of the Attorney General - Ontario Victim Services



Office of Francophone Affairs



The City of Toronto - Homelessness Partnership Initiative



Ontario Trillium Foundation



MESSAGES FROM THE CHAIR AND THE EXECUTIVE DIRECTOR



This has been an exceptionally busy and successful year! In December of 2015, MCIS reached a major milestone when the Canadian Federal Government awarded us the contract for providing interpretation and translation services to newly arrived Syrian refugees. MCIS successfully contributed to the goal of receiving 25,000 refugees before the end of March 2016, delivering thousands of hours of interpretation with the help of our interpreters all across Ontario, in Montreal and, later, for the Canadian Red Cross in British Columbia.

Our qualified, professional interpreters worked closely with federal government employees, melding as a dedicated team throughout the project, supporting arriving refugees who had faced gruesome and multiple layers of trauma both in Syria and in the overseas refugee camps. The dedication and excellence delivered by MCIS employees and services providers resulted in a special recognition from the government, which heaped high praise on our team.

In the six years that I have served on the Board of MCIS, I have seen the extraordinary growth of this organization. During that time, we have invested in information technology infrastructure, online learning for interpreters, the growth of our translation department and the expansion of our hard-working, incredible staff. None of this was specifically in preparation for the challenge of the Syrian Project. Yet all of these investments made it possible for us to mobilize, within days, a truly exceptional effort for a truly exceptional project. The Interpreters for Syria Project gained nation-wide, and even international, news coverage. But I know that, every day, MCIS and its service providers serve Canadians and new immigrants with the same level

of professionalism, compassion and care, removing language barriers and ensuring access to medical, legal, educational and employment information and opportunities. This is the vision and mission of MCIS. And I remain honored and humbled to be a small part of such a worthy enterprise.

As I end my term as Chair of the Board, I would like to extend many thanks to our Executive Director, Latha Sukumar, her staff and volunteer team, and of course, our wonderful interpreters and translators, for their hard-work and tireless commitment to making this world a better place. I also wish to thank my fellow Board members for the time, energy and passion they bring to the continued growth and development of this great organization and cause.

Sincerely,

A handwritten signature in black ink that reads "Cambria Ravenhill". The script is cursive and fluid.

Cambria Ravenhill,
MCIS Board of Directors



In April 2015 I was nearing my 19th year at MCIS. It had been a long run. It felt like “I had been there, done that”. The question that was top of mind then was “what now?” However, since no one year had been like

another, I need not have wondered. And this year delivered in spades. In many ways, it was the most exciting and challenging year of my tenure for three reasons. One, we got truly serious about defining MCIS’ intended social impact. Two, we participated in a heartwarming, history-making initiative when MCIS interpreters worked alongside the Canadian government welcoming 25,000 Syrian refugees who landed on Canadian soil between December 2015 and February 2016. Three, we got our largest grant to date to develop a “one of a kind” Translator Training Program which will address the inequity that currently exists for individuals from lesser diffusion languages both as providers and recipients of translation services. So, a few words about each of these initiatives:

MCIS received a grant from the J.W. McConnell Family Foundation to hire a coach who worked with our management team to help us identify MCIS’ intended social impact as a non-profit social enterprise. Based on intensive research and weekly discussions over a six month period, the team identified the following as the problems MCIS is attempting to solve: language access is not currently embedded in human rights; people with language barriers struggle to access information, needed services, participate and integrate in daily life; service providers struggle to adequately serve clients with language barriers; and a lack of financial and policy support for professional language services leads to service providers opting for informal services. We developed a Theory of Change, with an action plan to address the above over the coming years and also changed our Mission and Vision.

In or around the first week of December 2015,

we received a call from the federal government inviting us to be the primary vendor to provide interpretation services for all the 25,000 Syrian refugees who were scheduled to arrive in Canada over the following two-month period. We were excited and anxious. We had to ramp up our capacity overnight, signing contracts with over 400 qualified Arabic interpreters and a few Armenian and Kurdish as well, to work in both Toronto and Montreal. Several of them needed security clearances and some needed to be trilingual with proficiency in French. The night the first plane landed was a historic one. The Prime Minister, Minister of Immigration, Refugees and Citizenship Canada and the Minister of National Defence, besides the Premier of Ontario were all there to receive the families who landed in the wee hours of December 10, 2015. An MCIS staff contingent was there to lend support to our interpreters. The air was joyful, the mood celebratory, and the gratitude on the faces of the new arrivals made the sleepless nights leading up to it all worthwhile. It still amazes me how lucky we were to be picked for this. And yet “luck” happens when opportunity meets preparedness. MCIS was serendipitously ready to handle this massive undertaking. As the largest trainer of interpreters in Canada, we had qualified Arabic interpreters in the pipeline and could deploy them on short notice; we had bilingual staff capability to coordinate with officials in Quebec; and had the requisite clearances to handle this important and high profile Federal Government contract.

In the last quarter of this fiscal year, we received yet another endorsement of MCIS’ work to date when we received approval of a three year grant to develop a Translator Training Program for translators working in languages of lesser diffusion. Through this grant we will fill a gap in training that no educational institution addresses, and train 500 local individuals both in-person and online to become qualified translators who can work with clients across the globe. We are delighted to create a product that will equip our residents with skills that will make them

more prosperous and will make Canada a “go to” location for language services and solutions. Other initiatives we undertook and completed include developing our Service Catalogue with over 50 different language services and rebranding ourselves as a Language Solutions hub.

We continued to provide the highest quality services thanks to our ever responsive interpreters and translators who displayed unmatched professionalism, passion and commitment. We grew our staff team and were also ably supported by a number of volunteers and placement students. The staff team came together to successfully address all challenges with determination, loyalty and single-minded focus.

Our Board provided exceptional leadership at every turn. We had to bid farewell to our Treasurer, Andrey Andin, who with his colleagues on the Finance Committee helped shape us into the fiscally responsible and accountable organisation that we are. We miss his eagle eye and tough questions. We thank Glen Wheeler who, as one of the lawyers on the Board, provided excellent oversight on potential risks and liabilities. Our exceptional past Chair Cambria, who continues on the Board but stepped down

from her leadership role this year, was the guiding light who steered us all with a strong and steady hand. Words cannot express our immense gratitude to her for being there when we needed her. This includes all the times she came in to sign cheques and documents at short notice.

Our profound thanks to our funders, the Ministry of Citizenship, Immigration and International Trade, which helps us provide interpretation services for victims of domestic and sexual violence, and to the City of Toronto which supports interpretation services for the homeless. Our thanks also to the Ministry of the Attorney General which continued funding us to develop and promote additional educational modules to address human trafficking and the Ontario Trillium Foundation which funded us to engage our communities through documentaries which we screened around the City of Toronto. All in all, an exceptional year!

Thank you.



Latha Sukumar,
MCIS Executive Director



WHAT WE STAND FOR

We want to provide language solutions that improve access to critical information and services and support the rights, safety and well-being of people.

Our advocacy efforts and sector leadership are focused on the promotion of language access as a basic human right best served through professional language services.

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

OUR COMMUNITY

Since its inception in 1989, MCIS has remained primarily committed to vulnerable persons and their right to access important public services which help them navigate situations of crisis. MCIS has facilitated communication between limited English/French speakers who are in need and a range of services in the public sector: shelters, law enforcement, health-care and criminal justice system agencies. Our primary beneficiaries, *people with language barriers*, are in need of professional language services and solutions so they can access the critical information & services they need (health and legal rights, education, employment), and have greater capacity to make informed decisions. This, our research has found, has an impact on their sense of safety and general well-being and, in turn, creates healthier communities. Therefore, our mission has evolved to include access to critical information and services through high quality language solutions, while our vision has expanded to connecting people across the world through languages, serving as their global voice.

OUR DEVELOPMENT HISTORY

MCIS Language Solutions, initially incorporated as Multilingual Community Interpreters Services (On), began in 1989 as the Scarborough Cultural Interpreter Pilot Project (SCIPP), with support from the Ontario Ministry of Citizenship's Wife Assault Prevention Initiative (WAPI). In 1991, this pilot, envisioned as a complex brokerage model between interpreters and their clients (social service and volunteer agencies), grew into a full-fledged service renamed the Metro Cultural Interpreter Service (MCIS). In 1993 its first Executive Director, Sandra Larsen, was hired and she expanded interpreting services to General Welfare clients and displaced workers through Ontario's Labour Adjustment Strategy (LAS). In 1994 the Founding Board renamed the agency again as Multilingual Community Interpreter Services (On) (MCIS) with a mission “to ensure equity and access to services for members of various ethno-racial communities” and to divest it from its host organization, Human Services of Scarborough (HSS).

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

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

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

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

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

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

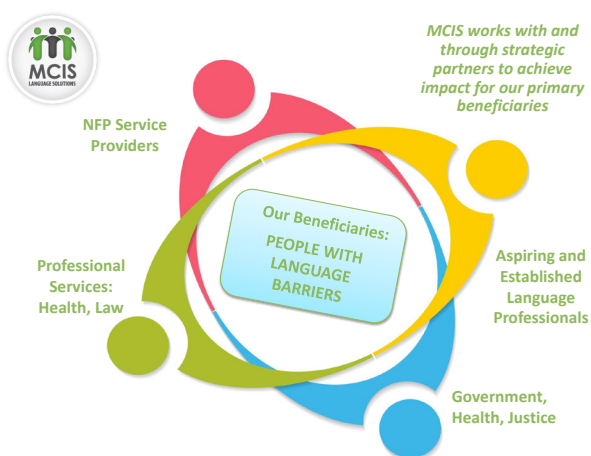
Through our Theory of Change process completed in 2016, we identified non-profit service providers and aspiring/ established language professionals to be our strategic partners with whose support we build sector capacity ensuring appropriate referrals to professional language services and greater public awareness about language barriers and industry standards to address them. Further, as a member of leading networks involved with improving public sector access for vulnerable newcomers, such as Ontario Network of Language Interpreter Services (ONLIS), Healthcare Interpretation Network (HIN), Association de l'industrie de la langue - Language Industry Association (AILIA), Ontario Council of Agencies Serving Immigrants (OCASI) and Domestic Violence Coordinating Committees, MCIS influences and shapes public policy and best practices as they relate to access to professional language services. We actively and continuously search for partners who will help us further our vision, mission and impact.

OUR THEORY OF CHANGE FRAMEWORK

In 2016, we participated in the Impact and Strategic Clarity program offered by Innoweave, a project of the J.W. McConnell Family Foundation. Taking a critical look at our organization, we realized that one of the key barriers we face is a lack of clarity about our impact outcomes. With the help of a couple of coaches over a period of six months we drafted, tested and refined our proposed theory of change. The initial factors that led us to seek strategic clarity were not only to identify our “intended impact”, but also ways to achieve it consistently, to communicate the direction we are taking to key stakeholders and to understand the ways in which our business activities relate to our social impact through proper metrics. We also found that the main problems we are solving include the following:

- Language access is not currently embedded in human rights;
- People with language barriers struggle to access information, needed services, and participate and integrate in daily life, while service providers struggle to adequately serve their clients with language barriers;
- There is a lack of financial and policy support for professional language services, leading to competition and service providers opting for informal services.

We believe our **primary beneficiaries** are people with language barriers in need of professional language services and, with the help of our **strategic partners** (non-profit service providers and aspiring/ established language professionals) and customers, we will build sector capacity ensuring appropriate referrals to language services and greater awareness about language barriers and highest industry standards.



Our newly established MCIS Social Innovation Lab will lead some of those initiatives. It aims to provide a trans-disciplinary playfield for learning about and experimenting with all forms of social innovation. It will combine courses, workshops and pilot projects to offer a cooperation platform to connect business, public administration and civil society.

OUR IMPACT & OUTCOMES

Historically we have measured the value of our social impact/ imprint focusing on six primary objectives:

- **IMPROVING ACCESS TO LANGUAGE SERVICES** for non-English speaking victims of domestic violence/sexual assault/human trafficking and homeless persons as part of our ongoing commitment to remove language barriers for our most vulnerable clients. We have routinely absorbed the cost of interpretation when individuals and organizations have not been able to afford it (up to \$10,000/year).
- **INFLUENCING STREAMLINED ACCESS** by participating in conversations and work at the local, provincial, national and international levels.
- **EDUCATING ELIGIBLE NEWCOMERS BY PROVIDING QUALITY TRAINING** and offering training subsidies for newcomers to Canada aspiring to become professional interpreters. It is widely known that getting work and exposure to the Canada-specific job market enables faster integration into Canadian society. MCIS subsidizes the training wherein over 90% of our trainee cohort consists of newcomers who have been in Canada for less than 5 years.
- **EDUCATING PUBLIC SERVICE PROVIDERS:** Given our solid reputation for the development of online training programs, in 2013 we were funded by the Ministry of the Attorney General – Ontario Victims Services to develop the Online Training Initiative to Address Human Trafficking. This is one of the most comprehensive, one of a kind bilingual online training programs for service providers that has attracted close to 3000 participants. We also expended a lot of MCIS' own resources educating public service providers on the importance of using professional community interpreters when serving their non-English/French speaking clients.
- **PROVIDING EMPLOYMENT:** MCIS provides job opportunities for people who face barriers to employment, in particular those in receipt of social assistance. In partnership with the City of Toronto's Investing in Neighbourhoods programs, we recruit individuals subsidized by the City for a year, train them and following that year absorb 40 % of all such recruits permanently into our payroll. We have been engaged with this program for over 7 years.
- **ADVOCATING FOR CHANGE:**
 - LEGISLATION – advocating for changes to legislation to ensure continued and enhanced access to public sector services for limited and non-English/French speakers. MCIS is part of networks that are involved in legislative reform, which include professional recognition for Community Interpreters and mandated use of Community Interpreters in all primary health care facilities and legal fora.
 - ENGAGING INTERPRETERS & TRANSLATORS WITH LOCAL LINGUISTIC COMMUNITIES
 - **Docs for Change** (2013-15), a two-year program funded by the Ontario Trillium Foundation developed in collaboration with the Doc Institute Toronto, appointed the very first generation of Docs for Change Fellows with the task of developing their documentary viewing skills and creating film clubs, and providing opportunities for community dialogue and social change.
 - **Social Impact of Translation** (2014) gathered translators and language rights activists who believe that translators play a key role in ensuring access to human rights and freedom of expression.
 - **Food for Language** (2013) – MCIS' collaborative writing project, a recipe book and collection of narratives shared by MCIS Language Solutions and Sandgate Shelter staff. The collection captured the dynamic relationship between food and personal narratives while showing the audience how food transcends culture and contributes to Canada's multicultural fabric and global citizenship.

NEW SOCIAL IMPACT METRICS

Given the increased complexity of non-profit social enterprises, there is a need for a sophisticated approach to gathering impact metrics. We capture our impact in the form of transactions, encountering occurrences, or actions that are quantitative, and transformations capturing perceptions and long term change in narratives (qualitative).



MCIS advocates to remove language barriers. This improves access to critical information about local schools and job opportunities, civic and political rights, and health and legal services. Information about these vital services makes it possible for people to fully participate in civic life and for communities to remain prosperous (Canadian Index of Well-Being).

THREE major ways to remove language barriers:

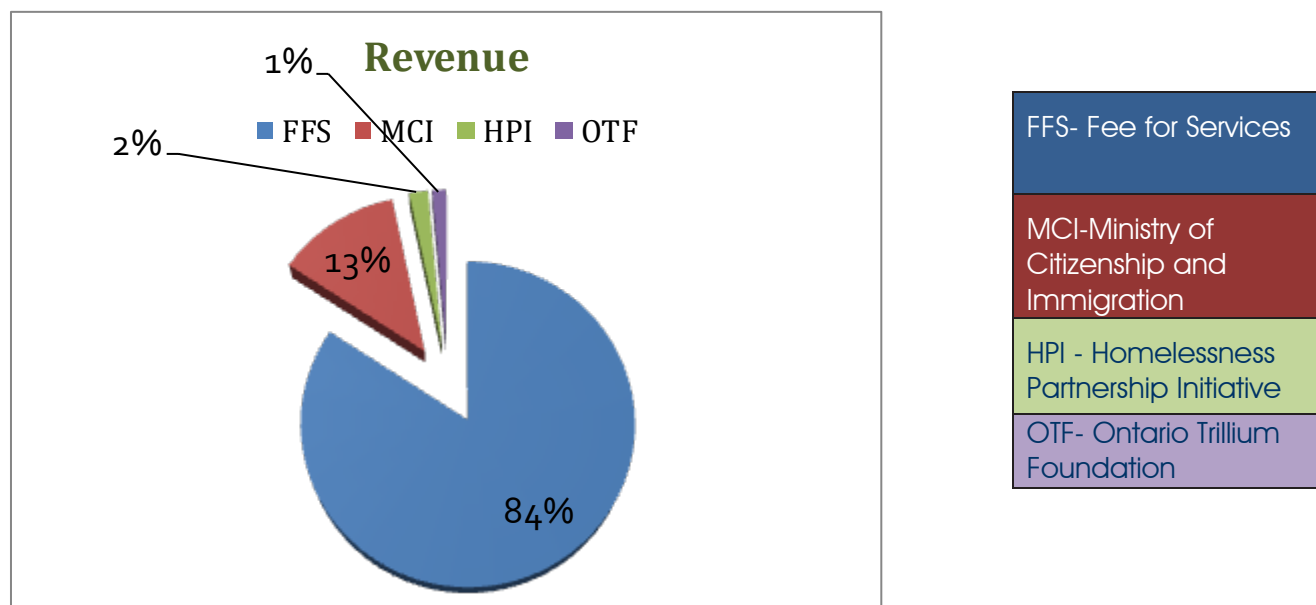
- I. provide access to information and services in a more familiar language,
- II. increase language proficiency through the use of language acquisition tools,
- III. take advantage of third party language solutions including translation and interpretation services.

OUR BUSINESS

MCIS is a provincially incorporated non-profit with a Board of Directors (13) and four Board subcommittees, which provide additional guidance in finance, marketing and operations, human resources and nominations and governance/ social impact. Internally, the work of MCIS is structured in eight operational departments: Interpretation Services, Translation, Testing and Training, Finance and Administration, IT and Internal Operations, Human Resources, Sales and Marketing, and Governance/ Social Impact.

Currently MCIS offers a comprehensive suite of over 60 language services which include conference interpreting (consecutive, simultaneous), court, group, liaison and face-to-face interpretation, message relay, immediate and scheduled telephone and video interpretation, translation, transcription and accessibility services (accessible document formatting, ASL, Braille, closed captioning and communication access real time translation).

We also envision and deliver innovative solutions such as expert language consulting, behavioural facilitation, project management, testing and e-learning development.



INTERPRETATION SERVICES

The highlight of the 2015-2016 fiscal year, the Interpreters for Syria project, mobilized 400 Arabic and Armenian language professionals to provide interpretation in Toronto and Montreal between December, 2015 and February, 2016. MCIS' team put its life on hold providing on an average one 5 hour shift daily at airports, welcome centres and several interim hotel locations around the two cities, often providing 24/7 services. We had an assignment fill rate of 99.8%.

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

During the 2015-2016 fiscal year, MCIS provided professional language services to over 740 service providers in the public, private and social services sectors, fulfilling 63,112 requests for language services that varied in scope, scale and complexity. Services were largely requested by Legal Aid Ontario, Toronto Public Health and York Region Community and Health Services Department.

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

WRITTEN AND AUDIO-VISUAL TRANSLATION AND TRANSCRIPTION

2015-2016 was a busy and exciting year for the Translation Department at MCIS. We translated 4.3 million words divided between 2,809 projects, while continuing to provide other complementary services such as desktop publishing, transcription, dubbing, and subtitling, always offering our clients creative, cost-effective solutions to assist in removing language barriers and ensuring access to critical information and services for our newcomer communities.

We have been extremely proud to support the settlement process of Syrian refugees by providing translation services into Arabic, Kurdish and Armenian to Immigration, Refugees, and Citizenship Canada and numerous community agencies that played a part in welcoming and supporting these refugees. MCIS has also helped privately sponsored individuals with free translation services. In addition, our donated translation services have supported the work of the Toronto Environmental Alliance, the FAITH Alliance to End Human Trafficking, Social Planning Toronto, Sexual Assault Centre of Hamilton Area, Guelph-Wellington Women in Crisis, and Toronto Police Services – Domestic Violence Unit.

Internally, we have continued to focus our efforts on streamlining our processes and increasing efficiencies. Our certifications for quality in translations under the Canadian General Standards Board Translation Standard was renewed and we received certification under the new ISO 17100 Standard for Translation Services following an audit.



TESTING AND TRAINING

MCIS develops and delivers training in person and through eLearning platforms. MCIS offers advanced court interpreting and advanced medical interpreting terminology training. 304 students participated in one or more of our training activities and 237 language tests were administered in the last fiscal year.

SALES AND MARKETING

The past fiscal year ushered in growth and change for the Sales and Marketing Department. Our overall business continued to grow through the acquisition of new clients via the RFP process, trade shows and overall networking initiatives. In addition to successfully winning the federal contract to provide language services to newly arrived Syrian refugees, our team also won key contracts which included the City of Calgary, Toronto Hydro, Winnipeg Health Authority and New Brunswick Translation Bureau.

When analyzing the overall business, we over achieved our budget by 27.5 % which included the Interpreters for Syria initiative. We also rebranded MCIS and are now officially operating as MCIS Language Solutions. This new strategy is now reflected in our new user and mobile friendly website which acts as a hub for all of our social media platforms.

A major focus was placed on streamlining internal processes and increasing overall efficiencies. As the year draws to a close, the whole team is excited about reinvesting our net profits in sponsoring a Syrian refugee family in 2017. If all goes well we may consider a second family for sponsorship.

IT & INTERNAL OPERATIONS

In 2015-2016 we kept working hard to make our systems better to support our business needs and to measure social impact. We implemented a new Case Management System for the Ontario Ministry of Citizenship, Immigration and International Trade (MCII) Language Interpreter Services program for victims of domestic and sexual violence. In 2015-2016 we also:

- Effectively implemented new Quality Assurance protocols;
- Developed protocols to ramp up services on a quick turnaround in anticipation of future demand for high volume services similar to the Interpreters for Syria project;
- Prepared for the implementation of cloud based solutions for service delivery.

INNOVATION AND TECHNOLOGY ADOPTION: INVESTING IN OUR FUTURE

MCIS is constantly innovating to create new online training systems for interpreters, find new ways to deliver our services online and optimize our internal processes. Our goal is to enable our clients to access our services anytime, anywhere and truly become a global voice for our stakeholders.

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

- Introduced a collaborative management process to plan, coordinate, control, and monitor our tasks that are becoming increasingly complex. This enabled project teams to collaborate across departmental and corporate boundaries to master complexity at a much higher level;
- Encouraged a culture of innovation and integrative decision-making by allowing for discoveries to emerge through constant iteration, trying different approaches and involving both in-house and external talent. Usually, creative solutions cannot be foreseen or planned and innovation does require problem-solving by trial and error.

MCIS' SPONSORSHIP INITIATIVE

MCIS had the honour and privilege of providing the Federal Government interpretation support when we welcomed to Canada 25,000 Syrian refugees who landed in Toronto and Montreal between December 2015 and February 2016. Recently, MCIS' Board decided to offer its support to the Syrian refugees in another way – by becoming the private sponsor of a family. MCIS working closely with Lifeline Syria has identified a displaced family of four consisting of husband, wife and two young girls, currently residing in Lebanon.

We have submitted our sponsorship documents to Immigration, Refugees and Citizenship Canada and have contacted the family's local Canadian contact, who brought their plight to Lifeline Syria's attention.



While eagerly waiting for the family to arrive, MCIS is gathering information and building partnerships with community agencies that can help us support this family through their first months post-arrival and their transition to independence after the first twelve months of our financial support.

We hope to share our experience with other individuals and organizations so they may be inspired to do the same.

SERVING VULNERABLE POPULATIONS

EQUITY OF ACCESS

NEARLY **1/3** OF ALL LANGUAGE
INTERPRETATIONS
ARE ACCESSED BY
VULNERABLE PERSONS



THAT'S ALMOST
18,300
LANGUAGE
INTERPRETATIONS FOR
VULNERABLE
PERSONS
IN 2015 ALONE



LANGUAGE
INTERPRETATION
ASSIGNMENTS
THAT
CHANGE
LIVES

8,873

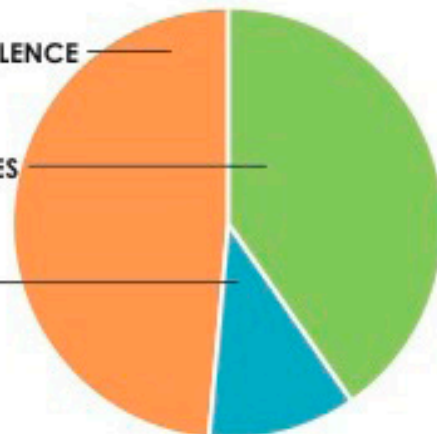
FOR VICTIMS OF VIOLENCE

7,365

FOR SYRIAN REFUGEES

2,029

FOR THE HOMELESS



MCIS' CORE VALUES	
RESPECT	<ul style="list-style-type: none"> ❖ We treat others as we expect to be treated ❖ We embrace and celebrate diversity and we value each individual's unique talents and contributions ❖ We create a workplace where our staff, customers and partners enjoy equal rights and opportunities and are treated with dignity and compassion ❖ We foster a climate of trust and openness by communicating in a timely, accurate and honest way
QUALITY	<ul style="list-style-type: none"> ❖ Our goal is to provide professional and reliable language services ❖ We listen to truly understand the needs of our customers and create excellent and consistent customer experience ❖ We meet our customers' needs by doing the right thing in the right way ❖ We improve our work to optimize our efficiency and effectiveness for a seamless customer experience
COLLABORATION	<ul style="list-style-type: none"> ❖ We can only be successful when we work together ❖ We collaborate to leverage our collective strength and make a difference in people's lives. ❖ We value team work because we learn and benefit from the experience and perspectives of others ❖ We believe in collective impact and work towards common goals
ACCOUNTABILITY	<ul style="list-style-type: none"> ❖ 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	<ul style="list-style-type: none"> ❖ We maintain curiosity and pursue lifelong growth and learning to stimulate our ability to meet challenges and take opportunities in the ever-changing world ❖ We believe a learning environment will help each individual achieve their full potential ❖ We commit to continuous education, reflection and self-improvement as the foundation for our future success

MCIS' SERVICE OFFERINGS

Interpretation

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

Written Translation

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

Accessibility Services

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

Other Solutions

Transcription

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

Training & Testing Support for Organizations

Behavioural Facilitation
Interpretation Auditing
Language Proficiency Assessment
Workplace Interpretation Training

Training and Testing For Language Professionals

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

CREATING A LEGACY OF WORLDWIDE COMMUNICATION MEETING THE GROWING GLOBAL NEED

389,092


NUMBER OF LANGUAGE INTERPRETATION PROJECTS OVER THE LAST 20 YEARS



INCREASE IN INTERPRETATION ASSIGNMENTS FROM 1996 - 2015

11,491

NUMBER OF TRANSLATION PROJECTS SINCE 2001



INCREASE IN TRANSLATION ASSIGNMENTS FROM 1996 - 2015



MCIS Language Solutions | 1.888.990.9014 | Your Global Voice
WWW.MCISLANGUAGES.COM  @MCISLanguages

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MCIS AWARDS

THE MCIS INTERPRETER OF THE YEAR AWARD is given to qualified interpreters who have demonstrated not only excellence in services delivered but also dedication and proficiency in the field of professional interpretation. This year's winners of the 2016 Awards include Zyad T. Rasheed Mohammed, Yasmine Mousa, Hadeel Abu-Gharbieh and Ahmed Al-Tameemi, all Supervisors of the Interpreters for Syria project.

Our warmest congratulations to the recipients of 2016 MCIS Interpreter of the Year award:



Zyad T. Rasheed Mohammed has a Master of Conference Interpreting (MCI) and is a certified conference interpreter with long professional experience in Canada and overseas. He also works as Course Director, curriculum developer and instructor in the MCI program at Glendon College, York University. He is a professor of English, linguistics and translation. In addition to being a community interpreting training facilitator at MCIS, he is accredited by the Ministry of the Attorney General (MAG) and the Immigration and Refugee Board of Canada (IRB).



Yasmine Mousa is an Arabic-English interpreter and translator. She was a correspondent for the Washington Post in Amman –Jordan from 2004 to 2008. Her stories explicate the exasperating human impact of the 2003 US invasion of Iraq, where she is originally from, as well as its ramifications on the region. Her reporting on the deteriorating educational level of Iraqi children, in an extensive article entitled The Lost Years for the American magazine Education Week, written together with the magazine's editor- assistant Mary Ann Zehr, earned them an award from the National Education Writers Association (EWA) in 2008. In 2010 she



Hadeel Abu-Gharbieh has been interpreting for MCIS since 2014. She is an accredited Arabic interpreter and has a B.A. in International Economics from Schiller International University, London, U.K

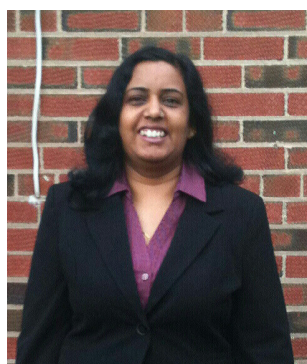


Ahmed Al-Tameemi is a professional conference interpreter and translator. He holds a Master in Linguistics and Master in Conference Interpreting from York University. Ahmed has lectured at many universities in the Middle East and North Africa and he is an active researcher in the fields of interpretation in conflict zones and Arabic dialects. He interpreted for Prime Minister Justin Trudeau and the Premier of Ontario, Kathleen Wynne, while they were receiving the first batch of Syrian refugees at the Pearson International Airport on December 10, 2015.



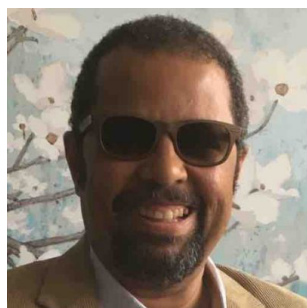
THE MCIS TRANSLATOR OF THE YEAR AWARD recognizes outstanding professional contributions to removing language barriers and measures responsiveness, reliability and technical skills. Based on the nature, diversity and complexity of translation work completed in the past year, SUPREETI SINGH has been awarded 2016 Translator of the Year. MCIS also wishes to acknowledge two Honorable Mentions:

Our warmest congratulations to the recipient of the 2016 MCIS Translator of the Year



Supreeti Singh immigrated to Canada in 2001 and has a Master's Degree in Psychology from India. She completed the MCIS Interpreter Training Program even before getting her first job in Canada. She has been working as an interpreter and translator in Punjabi and Hindi with MCIS and several other agencies in the GTA for the past 15 years. She is a licensed paralegal as well as a registered Canadian immigration consultant with her own practice.

HONORABLE MENTIONS



Ehab Ali's translation experience spans more than two decades. He worked as director of authorship and translation in an international organization derived from the Arab League, the main objective of which is to translate healthcare and medical textbooks and other health-related literature into Arabic. In this capacity, he has created a number of successful translation and publishing works, including textbooks, health education books, medical atlases as well as a series of highly specialized dictionaries.

Ehab has commissioned, reviewed and edited tens of books and publications and hundreds of articles and papers in a wide range of topics and disciplines. In addition, he was the founding editor of Medical Arabization magazine, a peer-reviewed Arabic medical journal, a position he held for ten years. He was also the founding editor of the Arabic edition of Nature magazine, in addition to being the editor of Science and Science Translational Medicine journals for several years.



Ali Negahban translates in English, Persian and Dari. He grew up in Iran and developed a passion for languages at an early age. After graduating in Business Administration, he began his career in translation at a major insurance company in 1994. He moved to Vancouver in the late 1990s and studied creative writing to further hone his language skills. As a freelance translator and interpreter, Ali has worked with many government agencies, at the federal and provincial levels, academic institutions, corporations and individual clients. Ali is also a Persian language teacher, with over fourteen years' experience in helping foreign language students develop Persian language reading, writing, and speaking skills. Aside from translating and teaching, Ali has been contributing essays, reviews and works of fiction to Persian literary journals and periodicals for fifteen years.

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

Our warmest congratulations to the recipient of the 2016 MCIS Intern of the Year Award – Umme Farah Rebeka Amin



Umme Farah Rebeka Amin completed her 3-month internship as finance intern at MCIS in August 2015. She is a graduate from the University of Dhaka and has worked with the United Nations World Food Programme in Bangladesh for more than 10 years as an accountant. She and her family immigrated to Toronto from Bangladesh in June 2014.

THE MCIS TRAINING FACILITATOR OF THE YEAR AWARD is awarded for outstanding professional contribution in removing language barriers by helping trainee interpreters meet their goals and achieve their objectives.

Our warmest congratulations to the recipient of the 2016 MCIS Training Facilitator of the Year Award – Meri Petrov



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

THE MCIS PROFESSIONAL PARTNER OF THE YEAR AWARD recognizes individuals who have made an outstanding contribution to the language industry through their innovative approach, leadership and accomplishments. The 2016 Award celebrates our outstanding partnerships with a group of professionals that helped MCIS fulfill its mission and vision.

Our warmest congratulations to the Interpreters for Syria Team from Montreal as our 2016 MCIS Professional Partners of the Year!



Joseph Cozma is an Arabic interpreter. He has a 22 year long career ranging from Director of Food and Beverage to Operation and Project Manager. His areas of specialization include human resources, team development training, sales and risk management.



Right from the start of December 2015, **Wafaa El-Loubani** supervised interpreters at the Montreal welcome centre, and numerous hotels where the new permanent residents were housed. She built a bridge between MCIS, IRCC, MIDI, Red Cross and the refugees. Wafaa El-Loubani is currently a refugee support worker and private sponsor for refugees. She helps people in need through CHARITAS, a charity and assistance organization that she founded. She has extensive experience in the field of humanitarian assistance and has worked with relief agencies as a social worker.



In addition to being an Arabic interpreter and one of the supervisors of the Interpreters for Syria project, **Mohamed El-Messiry** also held various records as a professional marathon swimmer. He immigrated to Canada in the 1980s and started his own trading business in 1994. He planned and ran trade shows in Quebec and Ontario, and also managed his TYR franchise for swimwear in Egypt. He has a Bachelor's degree in Commerce, majoring in Accounting from Alexandria University.



Omar El-Harrache has been an Arabic interpreter since 2005. His experience ranges from working as a Director of Global Innovation Technologies to working as journalist for various journals and magazines. He has a Bachelor's in Law, a Masters in Engineering from the University of Quebec and a Diploma in Arabic Literature.



THE MCIS STRATEGIC PARTNER OF THE YEAR AWARD goes to an organization that has supported MCIS by further defining the three Ps of strategic leadership: Purpose, Process and People.

Our warmest congratulations to Innoweave, the recipient of the 2016 Strategic Partner of the Year Award!



Innoweave is an initiative of the J.W. McConnell Family Foundation, in collaboration with Social Innovation Generation (SiG), thought leaders, academics, and partners from the private, public, and not-for-profit sectors. Innoweave's objective is to provide community sector leaders with new tools and processes to effect large-scale change.

Innoweave recognizes that many organizations do not have the resources or the time to incorporate new innovations that could increase their impact. By focusing on spreading practical tools for social innovation across the not-for-profit sector, Innoweave has the end-goal of both improving outcomes and increasing organizations' capacity for innovation.

Since its launch in 2012, more than 1,000 organizations have explored different social innovation approaches through Innoweave workshops and 350 organizations from across Canada have undertaken projects to enhance their impact with Innoweave coaching support.

THE MCIS GLOBAL COMMUNITY PARTNER AWARD celebrates outstanding contributors, non-profit organizations working in partnership with public, private and other social sector organizations, continually demonstrating the value of partnerships in the communities they serve. These organizations stimulate new approaches to developing standards for sustainable business practices and are visionary leaders sharing a vision of the future in which collaboration, improved access/removal of barriers and inclusion are upheld as the highest values for fostering community health and robust economic growth.

We are delighted to honor Lifeline Syria as our 2016 Global Community Partner of the Year!



Lifeline Syria was launched in June 2015 and incorporated as a not-for-profit in September 2015 in response to the ongoing humanitarian refugee crisis, to assist sponsor groups to welcome and resettle Syrian refugees as permanent residents in the GTA. The organization is committed to helping Syrian refugees settle in Canada.

This community engagement initiative enriches Canada as every other refugee movement has in the past; it enhances Canada's refugee resettlement commitment, provides opportunities for ordinary people to respond to a humanitarian crisis, assists Syrian families in the Greater Toronto Area to be reunited with their friends and family and gives refugees an opportunity to restart their lives in Canada.

To accomplish this, Lifeline Syria helps recruit, train and assist sponsoring groups to welcome and support refugee families during their first year in the GTA. It works with the Syrian community in the GTA to ensure that they help shape and participate in this initiative, convenes and engages community leaders in the GTA as champions for the program, works with governments at all levels to communicate sector-wide policy needs, works with pro bono lawyers to help process refugee applications accurately and efficiently, and liaises with Sponsorship Agreement Holders, the settlement sector and other partners to ensure that proper support is available to newcomers.

MCIS BOARD & COMMITTEE MEMBERS



CAMBRIA RAVENHILL (CHAIR) has over 20 years of experience in sales, marketing and training within the technology and telecommunications sectors. Currently, she is Manager of Business Strategy and Development for IT security solutions with a major Canadian telecom company. Previously, Cambria held senior level positions with a number of leading technology companies, managing sales and marketing teams across Canada and the eastern United States. She is a passionate advocate for removing barriers between people and prosperity, particularly utilizing new and emerging technologies. Cambria holds a degree in Economics from the University of Guelph and is married with two sons.



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



ANDREY ANDIN (TREASURER) is a finance and strategy professional with over 10 years of consulting, corporate development, and finance experience in the retail, consulting, financial services, and energy & resources industries. His areas of expertise include performance improvement, strategy development and analysis, and financial management. Andrey has an MBA from the Rotman School of Management and CMA (IMA, USA) and CFA designations. As a Canadian immigrant, Andrey believes in MCIS' vision and is looking forward to contributing to the company's achievements.



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



LARRY MAH (Board Member) has over 20 years of diverse experience in the areas of fundraising, relationship management and program design and measurement. He is currently a Commercial Account Manager at RBC and is responsible for a portfolio of clients in the Professional and Business Services industry. Larry is married and resides in Toronto with his family, which includes an 11 year old son and a 7 year old Wheaten Terrier.



GLENN WHEELER (Board Member) is legal counsel for the Canadian Office and Professional Employees Union (Ontario). Before joining COPE, he was in private practice. Prior to becoming a lawyer, Glenn worked as a journalist, and was, for more than a decade, Associate Editor of the Toronto alternative weekly NOW. Glenn is a member of the Qalipu Mi'kmaq First Nation in Western Newfoundland and a June Callwood Graduate Fellow in Aboriginal Law at the University of Toronto.



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

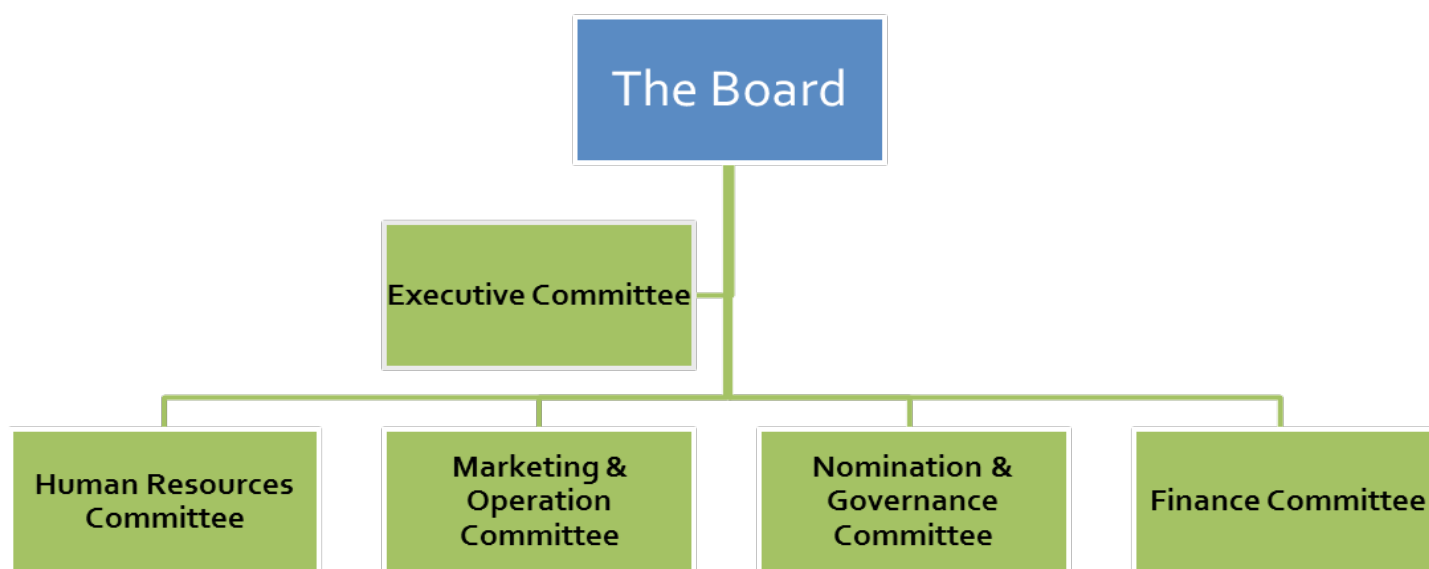


MICHELLE KELLY (Board Member) has been an active member of the MCIS Board since March 2012. She is a dynamic Chartered Accountant with both external and internal audit experience. Michelle works in George Weston Limited's Enterprise Risk and Audit Services department where she leads operational audits, advisory engagements, and special projects to help management reduce the organization's risk. While living abroad as a child, Michelle had firsthand experiences with learning new languages, using translation services, and navigating through unfamiliar cultures. These early experiences contributed to her passion for 'culture' and her desire to be actively involved in the not-for-profit sector.



TEZBIR SINGH (Board Member) is a strategy consultant with a focus on data technology and how it brings about transformational change in organizations. He has over 8 years of experience in the financial services industry and is currently a Director at CIBC's Chief Data Office. Prior to his current role, he worked in various leadership roles across technology and operations at CIBC as well as at Fidelity Investments. Tezbir has an MBA from the Rotman School of Management at U of T and an Electrical Engineering degree from Thapar University in India. Also, he has worked as a consultant for MCIS for over a year during his MBA.





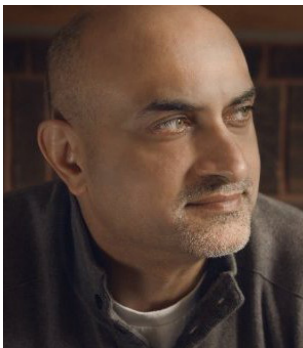
<i>EXECUTIVE COMMITTEE</i>	<i>HUMAN RESOURCES</i>	<i>MARKETING & OPERATIONS</i>	<i>NOMINATION & GOVERNANCE</i>	<i>FINANCE COMMITTEE</i>
Cambria Ravenhill Gautam Nath Andrey Andin Soussanna Karas Latha Sukumar	Glenn Wheeler (Chair) Herbert H Law Andrew Jardine Amy Wong Azhar Laher Erin Adams Carol Boulding	Gautam Nath (Chair) Tezbir Singh Ken Shen Rick Gill Sash Anand Shweta Nagpal	Soussanna Karas (Chair) Larry Mah Uttam Bajwa George Manios Thera Medcof	Andrey Andin (Chair) Michelle Kelly Angelina Mastroianni Marina Pakhomova Sanja Skrbic



Andrew Jardine is currently Senior Manager Human Resources at Tobias House Attendant Care Inc. Having been employed in the not-for-profit sector for the last 12 years, Andrew has developed a deep respect for those whose mission is to make a difference in peoples' lives, whether it be enabling people to live independently or work towards breaking down barriers. Over the years Andrew has had an opportunity to live, travel and receive his education all over the world, and is looking forward to combining his life and professional experience as a contributing member of the Human Resources committee.



Amy Wong completed her undergraduate degree in Industrial Engineering and "stumbled" into a career in management consulting, specifically in the Financial Services industry. Her breadth of work has ranged from business process reengineering, enterprise system implementation, training and communications. After receiving her MBA at the University of Toronto, she joined Deloitte and has focused on Risk Management. She is married and has a little girl and boy who help remind her of the simpler and more important things in life.



Azhar Laher is a proud father and husband, social entrepreneur, author, sports nut, teacher and certified life coach. He has worked in the HR industry for over 25 years and held senior human resources positions in both South Africa and Canada, focusing on strategic planning, total rewards, employee relations and diversity. He is currently Professor of Human Resources in the School of Leadership and Human Resources at Seneca College in Toronto.



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



Carol Boulding is the Human Resources Manager, Staffing & Recruitment at the Children's Aid Society of Toronto (CAST). As a Certified Human Resources Leader (CHRL) with over 20 years of human resources experience in the social service, health care, and insurance sectors, Carol is an HR generalist with experience in recruitment, diversity and inclusion, labour relations, occupational health & safety, compensation, and training and development. Carol recently obtained a Certificate in Leadership and Inclusion from Centennial College/CCDI.

MARKETING AND OPERATIONS



Ken Shen is a strategic and financial management professional whose career focus and passion has been supporting senior executives and business leaders to make informed business decisions and to succeed in the dynamic and competitive market environment. Ken's career spans the public sector and private sector in the areas of strategic and corporate development, financial and business planning, performance management and reporting, as well as business analytics. He is currently with BMW Canada Inc. as Manager of Strategy and Planning where he leads the effort in providing strategic development, planning solutions, as well as analytics support to the business partners and key stakeholders in making sound business decisions. Ken is a Certified Professional Accountant (CPA-CMA) and earned his MBA from Schulich School of Business at York University in 2003.



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



Shash Anand is a Computer Engineering graduate from the University of Toronto and also completed his MBA from Rotman School of Management. Shash has worked in start-ups, large companies like IBM and Motorola, and has been working at SOTI for the last 7 years where he has held a variety of positions including Support and Professional Services Manager, Product Manager, Product Marketing and Sales Manager, Director of Business Development and is currently the Vice President of Strategic Alliances. Shash enjoys spending time with his family and has a passion for sports and Bollywood dancing. Shash strongly believes in MCIS' vision.



Shweta Nagpal is a trade development professional having 10 plus years of international experience working with diplomatic missions and industry associations to build industry /government collaborations. Currently she is working with British Consulate in Toronto helping Canadian and British companies to do business with each other. She advises and helps them with business development and communication strategies on how to do business in Canada. Shweta is passionate about strategic communications and looking forward to continue making a meaningful contribution serving on MCIS Marketing Committee. Shweta holds an MBA in marketing and Post Graduate Diploma(s) in Public Relations and Mass Communications.



NOMINATION AND GOVERNANCE



George Manios has over 30 years of experience in policy formulation, administration, program development, adjudication and health and safety protocols in both the public and private sectors. He has worked for the Ontario Civil Service, the Federal government, and the City of Toronto. Currently, he is a Corporate Administrator and a Health and Safety Officer with Canadian Locators Inc. and its associate company, Tierra Geomatic Services Inc. George holds degrees in history and political science from York and McMaster Universities. He is married and lives with his family in Markham.



Thera Medcof is the Manager of Integration and Policy at The Alcohol and Gaming Commission of Ontario (AGCO). For over five years she has volunteered for the United Way of Toronto and York Region filling a range of positions including chairing an Agency Review Panel. She is currently a member of the Monitoring Management Advisory Group. Thera is an avid skier and has held the positions of Director of Finance and Director Charters on the North Toronto Ski Club Board of Directors.



Uttam Bajwa has a PhD in history from Johns Hopkins University, Baltimore, where she was a Fellow at the Institute for Applied Economics, Global Health, and the Study of Business Enterprise. She is currently a Research Fellow at the Office of Global Public Health Education & Training, Dalla Lana School of Public Health (University of Toronto), and a research and policy consultant with several Toronto-area non-profits.

FINANCE



Angelina Mastroianni, CPA, CA, CPA (Illinois) has over 25 years' experience in Accounting, Auditing and Senior Management. Most recently, she has been an integral senior member of both Sarbanes-Oxley and Bill 198 project teams, instrumental in the companies' attainment of corporate compliance, in addition to special operational reviews. Angelina has provided consulting/outsourcing services in such areas as internal audit, process/system improvements, finance, and special projects. She has administered and directed all accounting and financial matters in both permanent and interim management executive roles. Angelina's focus currently consists of actively participating and contributing in advising non-profit organizations in various capacities, serving on the MCIS Finance Committee since August 2012.



Marina Pakhomova is an accomplished finance professional with a proven track record of exceeding client and partner expectations. She is able to identify, analyze and solve strategic and operational problems, adding extraordinary value to the organization. She has a history of proven success in project management, business analysis, financial modeling and reporting, cost control and operational improvements. An energetic and articulate communicator with a talent for challenging teams to deliver excellence, Marina is an enthusiastic team player with the ability to establish and maintain effective partnerships and harmonious working relations.



Sanja Skrbic works at The Travel Industry Council of Ontario (TICO), a self-managed not-for-profit corporation, responsible for administration and enforcement of the Ontario Travel Industry Act, as Manager, Financial Compliance. Part of her role includes monitoring and assessing risk of the Ontario travel agencies and ensuring that they comply with relevant 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.

MCIS MANAGEMENT TEAM



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). As its Executive Director from 1996, Latha has grown MCIS into a language services social enterprise which provides a comprehensive suite of interpretation, translation, language testing and training services. Latha 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 and Immigrant Women's Health Centre to name a few. She has spoken in the media, before legislative committees and at public gatherings on victim rights issues. Latha is a guest lecturer at the Schulich School of Business and an avid blogger on important policy issues. Latha is involved in all the key language industry networks, presents at conferences and develops and facilitates training modules related to the justice system, legal access and cultural awareness.



ALEX ALEINIKOV joined MCIS as its Director of Finance and Internal Operations in October 2013. Alex has over twelve years of accounting and finance experience. Most recently, he served as the

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



LESTER KORBELY, Director of Sales & Marketing, is a trilingual sales and marketing professional with over 20 years' experience in working with multinational corporations. He comes to MCIS from Incomm Canada

where he was the Director of Account Management overseeing sales and marketing initiatives for central Canada. Prior to joining Incomm Lester worked at Kodak and Lexmark Canada where he held several positions in sales and marketing. He holds a Bachelor of Commerce degree from Concordia University in Montreal.

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

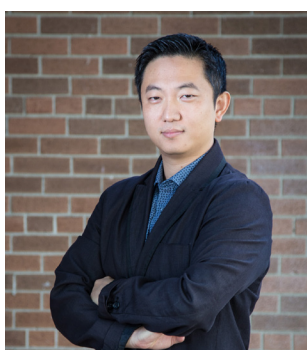


ALEJANDRO GONZALEZ - A passion for sharing knowledge is what drives Alejandro's commitment to technology and learning. Alejandro is the Resource Development Manager at MCIS Language Solutions, and a graduate from the Master in Conference Interpretation program of York University - Glendon School of Interpretation. His background is in Business Administration (Universidad Javeriana, Cali, Colombia; Broward College in Florida, US). He started his career in education early on as an instructor in language learning programs for professionals and young adults. Alejandro is passionate about engaging teaching

methods such as behavioral facilitation, integral learning, and task-based learning. His main focus is on helping trainees learn by doing rather than by passively listening to a lecturer. Since Alejandro first joined MCIS in 2008, he has contributed to curriculum and content development for the Classroom-based and Online Language Interpreter Training offered at the agency, with notable advancements to interpreting in the legal, healthcare and social services.



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



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



JUDY ABRAHAM, originally from Ethiopia and Eritrea, has made Canada her home for more than 20 years. She has worked as a CILISAT certified Amharic and Tigrigna Language Interpreter for over 15 years. Her love for languages and passion for helping others brought her to interpretation and teaching interpretation courses at MCIS and Seneca College. Judy has worked at MCIS for the last 10 years in different capacities: from the Training Department to Community Development Coordinator to Sales and Marketing. In her current role of Manager of the Sales and Marketing Department, her main activities include 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.



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



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



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



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

OUR THANKS TO ALL EMPLOYEES

Sales & Marketing	Lester	Korbely	Director of Sales and Marketing
	Judy	Abraham	Manager of Sales and Marketing
	Angie	Meade	Account Representative
	Andrea	Levin	Account Representative
	Vivek	Vijayapalan	Marketing and Communications Coordinator
	Selam	Aregai	Business Development Assistant
Finance & Internal Operations and IT	Alex	Alenikov	Finance, IT & Internal Operations Director
	Olga	Ryabinina	Financial Accountant
	Hedayat	Farooqui	Finance and Internal Operations Assistant
	Wen	Ma	Finance Assistant
	Anila	Radovicka	Finance Coordinator
	Baskar	Swaminathan	Finance Assistant
	Aster	Seifu Estifanos	Internal Operations and Finance Assistant
	Williams	Pedrogan	IT & Internal Operations Manager
	Paul	Zborshchik	IT & Internal Operations Assistant
	Anne	Dunford	Data Entry Assistant
	Gregory	Bourne	System Support Associate
	Laura	Zollner	Internal Operations Assistant
Interpretation Services	Jack	Xu	Interpreter Services Manager
	Jonathan	Carreon	Interpretation Services Team Leader
	Mahsa	Saffari	Backup Interpreter Services Coordinator
	Lydia	Zhang	Backup Interpreter Services Coordinator
	Raluca	Alb	Backup Interpreter Services Coordinator
	Ryna	Kim	Backup Interpreter Services Coordinator
	Vahid	Shayan	Backup Interpreter Services Coordinator
	Mariam	Hashim	Arabic Interpreter
	Manal	Alhamwi	On-call Project Assistant

	Anjum	Bakthula	Interpreter Services Coordinator
	Vladimir	Bikeev	Interpreter Services Coordinator
	Stella	Constanca	Interpreter Services Coordinator
	Zewdi	Gselassie	Interpreter Services Coordinator
	Shanta	Singh	Interpreter Services Coordinator- Reactive
	Kate	Abulizi	Interpreter Services Coordinator
	Samira	Abdulmana	Interpretation Services Coordinator
Testing and Training	Alejandro	Gonzalez	Resource Development Manager
Translation and Transcription	Victoria	Radvan	Training Coordinator
	Hiedeh	Farmani	Bilingual Recruitment Coordinator
	Evgenia	Karakehayova	Enrollment Coordinator
	Tenzin	Paldon	Training Outreach Assistant
	Nazanin	Azari	Testing and Training Assistant
	Veronica	Costea	Translation & Special Projects Manager
	Gabriela	Rodas	Translation & Special Projects Supervisor
	Imane	Sednaoui	Project Coordinator
	Alexandre	Cuvelier	French Translator
	Yanru	Zhu	Part-time Project Coordinator
	Maya	Worth	Part-time Project Coordinator
	Luisa	Cano	Client Services Assistant
	Brooke	Steward	Project Coordinator, Human Trafficking Training
	Fiona	Koscak	Back-up Project Coordinator
	Latha	Sukumar	Executive Director
	Eliana	Trinaistic	EA & Social Impact/ Partnership Development Manager
Human Resources	Rachel	Wu	HR Admin Supervisor
	Rafaela	Marchi	HR & Admin Coordinator
	Princess	Hew	Office Assistant

OUR THANKS TO PLACEMENT STUDENTS, VOLUNTEERS AND INTERNS

- Pearl Wang
- Umme Farah Rebeka Amin
- Marie Louise Charabaty
- Inna Treti
- Atamyrat Husainov

OUR THANKS TO PARTNER INTERPRETATION AGENCIES

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

Greater Toronto Area

- Barbra Schlifer Commemorative Clinic

Eastern Ontario

- Immigrant Women Services Ottawa

Northeastern and Northwestern Ontario

- Thunder Bay Multicultural Association

South-Western Ontario

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

Central Ontario

- INCommunities
- Kitchener-Waterloo Multicultural Centre

Across Ontario

- The Canadian Hearing Society

**GATEWAY TO VITAL
INFORMATION AND SERVICES
ALWAYS READY**

THE SPOKEN WORD

INTERPRETATION

ENSURING ACCESS TO
CRITICAL SERVICES INCLUDING:

1/3 **COMMUNITY***
SERVICES

1/4
GOVERNMENT

1/4
MEDICAL

1/5
LEGAL



*COMMUNITY-BASED SERVICES INCLUDE CHILDREN'S
SERVICES, EDUCATION, FAMILY, IMMIGRATION AND
SENIORS' SERVICES, LAW ENFORCEMENT, AND SHELTERS

59,169

THE NUMBER OF

**CRITICAL
SERVICE**

INTERPRETATIONS**

THE WRITTEN WORD

TRANSLATION

ENSURING ACCESS TO
CRITICAL INFORMATION INCLUDING:

36% **LEGAL SECTOR**

18% **GOVERNMENT**

JUST OVER
14% **MEDICAL**

14% **COMMUNITY***

PRESENTED BY MCIS LANGUAGE SOLUTIONS

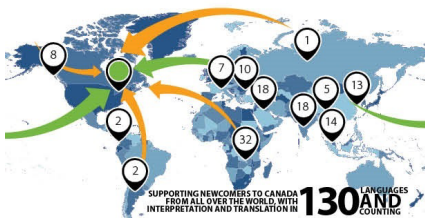
HOW THE POWER OF LANGUAGES SUSTAINS PROSPEROUS COMMUNITIES

MCIS advocates to remove language barriers. This improves access to critical information about local schools and job opportunities, civic and political rights, and health and legal services. Information about these vital services makes it possible for people to fully participate in civic life and for communities to remain prosperous (Canadian Index of Well-Being).

THREE major ways to remove language barriers:

- provide access to information and services in a more familiar language,
- increase language proficiency through the use of language acquisition tools,
- take advantage of third party language solutions including translation and interpretation services.

CONNECTING THE GLOBE CELEBRATING OUR DIVERSITY



TOP 20 INTERPRETED LANGUAGES

1. ARABIC
2. MANDARIN
3. TAMIL
4. SPANISH
5. PERSI
6. CANTONESE
7. HINDI
8. PUNJABI
9. VIETNAMESE
10. RUSSIAN
11. SOBALE
12. PORTUGUESE
13. URDU
14. DUTCH
15. ROMANIAN
16. KOREAN
17. JAPANESE
18. HUNGARIAN
19. ITALIAN
20. POLISH

TOP 20 TRANSLATED LANGUAGES

1. FRENCH
2. SPANISH
3. CHINESE (MANDARIN)
4. CHINESE (CANTON)
5. HINDI
6. PUNJABI
7. VIETNAMESE
8. KOREAN
9. RUSSIAN
10. TAMIL
11. TAGALOG
12. HUNGARIAN
13. URDU
14. PORTUGUESE
15. ITALIAN
16. ARABIC
17. JAPANESE
18. ROMANIAN
19. POLISH
20. ARMENIAN

DID YOU KNOW?

According to the 2011 Census, 213,500 Canadians have an Aboriginal language as their mother tongue. 60 different Aboriginal languages, grouped in 12 language families, are spoken in Canada.

THE SPOKEN WORD INTERPRETATION

ENSURING ACCESS TO CRITICAL SERVICES INCLUDING:

1/3 COMMUNITY SERVICES

1/4 GOVERNMENT MEDICAL

1/5 LEGAL

*COMMUNITY-BASED SERVICES INCLUDE CHILDREN'S SERVICES, EDUCATION, FAMILY, IMMIGRATION AND SENIORS' SERVICES, LAW ENFORCEMENT, AND 5 FILTERS

59,169 THE NUMBER OF CRITICAL SERVICE INTERPRETATIONS**

THE WRITTEN WORD TRANSLATION

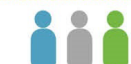
ENSURING ACCESS TO CRITICAL INFORMATION INCLUDING:

36% LEGAL SECTOR
18% GOVERNMENT
14% MEDICAL
14% COMMUNITY*

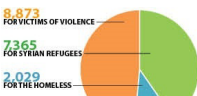
SERVING VULNERABLE POPULATIONS EQUITY OF ACCESS

NEARLY 1/3 OF ALL LANGUAGE INTERPRETATIONS ARE ACCESSED BY VULNERABLE PERSONS

THAT'S ALMOST 18,300 LANGUAGE INTERPRETATIONS FOR VULNERABLE PERSONS IN 2015 ALONE



LANGUAGE INTERPRETATION ASSIGNMENTS THAT CHANGE LIVES



CREATING A LEGACY OF WORLDWIDE COMMUNICATION MEETING THE GROWING GLOBAL NEED

389,092 NUMBER OF LANGUAGE INTERPRETATION PROJECTS OVER THE LAST 20 YEARS

11,491 NUMBER OF TRANSLATION PROJECTS SINCE 2001

INCREASE IN INTERPRETATION ASSIGNMENTS FROM 1996 - 2015

INCREASE IN TRANSLATION ASSIGNMENTS FROM 1996 - 2015

Contact

Getting in touch is easy!

TORONTO HEAD OFFICE

789 Don Mills Road - Suite 1010
North York, ON M3C 1T5 Canada
1 (888) 990-9014 / (416) 467-3097
(416) 426-7118
info@mcis.on.ca

NATIONAL SALES MANAGER

1 (416) 467-3087

VIRTUAL OFFICES

Our brick-and-mortar office space is located in **TORONTO** while our virtual offices are in:

VANCOUVER, CALGARY, WINNIPEG, MONTREAL and HALIFAX

This hybrid structure enables us to offer our clients lower costs, higher quality, faster turnaround times and a team built on talent, not geography.

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