

ANNUAL REPORT

2010 - 2011



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Shyrose Janmohamed
Chair, MCIS's Board



Latha Sukumar
Executive Director

Message from the Chair and the Executive Director

Life at MCIS has never been about remaining complacent. Like previous ones, this year has provided startling insights and has been about balancing growth with capacity building.

At its last Planning Session, early in the last fiscal year, board and management considered several questions against the larger context of an industry embracing video conferencing technology and mobile phones. Should MCIS investigate video-conferencing for its existing and new clients? Should it offer "immediate" telephone interpretation? Should it diversify to new markets both vertical and geographic? With expansion across geographies, should it offer training via e-learning modules? The answer to all of these questions was a resounding "yes". The result was that over the past year, MCIS focused on the following areas, continuing the plan that was started in Fiscal 2010

- Using new technologies to make MCIS's services easily and quickly accessible to a broader client base at a lower cost in keeping with its vision of creating a world without language barriers
- Expanding MCIS's client base across the public sector both local and non-local
- Offering video and immediate phone services
- Developing eLearning modules for interpreter and service user training

With these areas of strategic direction, staff researched and identified technologies that would improve our efficiency and reduce our cost. They also surveyed our existing client base to determine if new technologies would meet client needs and explored the use of these with new clients who were coming on board. Most solutions that were simple and easy to use were not practical within different public sector IT environments. Not all clients were prepared to transition to what appeared to us to be a logical solution that addressed their needs better than their current systems.



"In order to remain responsive to our clients we needed to ensure that we could serve them in new, creative ways, that don't require hefty travel expenses: video INTERPRETATION was the answer to a compromise between face-to-face and telephone interaction. Our team set out to recruit and orient a large number of interpreters for this new service offering."

Working through all the numerous challenges, MCIS finally created a solution for immediate telephone and video interpretation that would be compatible with most systems and built the service models for the delivery of these offerings. The research helped MCIS win contracts for the provision of these services, including Legal Aid Ontario for whom MCIS is the designated service of its centralised Client Services Centre and for 84 legal clinics, province wide.

In order to implement its scaled and strategic growth trajectory, MCIS identified the need to build its interpreter capacity province wide. Qualified interpreters had to be recruited and trained with the help of new technology. In December 2010, MCIS secured a 2 year grant from the Trillium Foundation to do just this and has been hard at work developing interactive training modules on a user-friendly platform. MCIS hopes to have its entire training online by December 2011. The Ministry of Citizenship ("MCI"), always a great supporter of all MCIS initiatives, has provided grants to help it develop online bilingual language labs in 10 languages. Another MCIS training initiative that deserves mention is its 70 hour intensive Court Interpreter Test Preparation workshop ("CITP"). MCIS staff, pro bono lawyers and law students put in countless volunteer hours to develop training tools which replicate the pressure of working within the courtroom. The workshop is very popular and over a 100 students have taken it prior to attempting the Ministry of the Attorney General ("MAG") test for court interpreters.

MCIS's Board has been governing with utmost diligence to ensure its work stays aligned with its vision and mission. The Board underwent a governance review and has implemented its recommendations for structured oversight. It has also modified its Committee structure to adapt to the complexity that MCIS's growth brings. Committees have increased in size and include a number of subject matter experts who can help the Board execute its tasks in the areas of Finance, Human Resources, Nominations, Governance and Marketing.

Last year, MCIS's Board also led the implementation of a new Performance Management System which culminated in the recent creation of a Balanced Scorecard and a Dashboard with performance metrics for individuals, departments and the organisation as a whole.

Achievements

Now let's turn our attention to MCIS's service achievements in the past year. Its revenue increased by 25% with a corresponding increase in its service volume. The following deserve specific mention:

- We expanded our service offerings to include Conference Interpretation, American Sign Language (ASL) and the CITP
- Helped over 2500 victims of domestic violence receive over 15,000 hours of free service (\$468,000)
- Helped over 800 homeless persons receive over 2,400 hours of free service (\$60,000)

- Provided support for counselling sessions that rehabilitated 500 perpetrators of abuse (\$208,000)
- Provided free service to victims of human trafficking (Streetlight Support Services) and to at risk refugee youth (Covenant House) (\$6000)
- Provided over 50 full subsidies to train bilingual people become professional interpreters (\$50,000)
- Conducted 35 public education sessions on the importance of working with professional interpreters
- Advanced the cause of interpreter standards and regulation
- Administered over 300 language tests and trained over 250 interpreters
- Offered 300 new immigrants the opportunity to get their first Canadian work experience
- Partnered with Social Services to provide fulltime employment to four individuals, three of whom we hired to full time positions
- Offered free tax training sessions to interpreters
- Spread education about legal rights and Canadian values throughout the new immigrant communities via our training
- Participated in several Language Industry activities including making academic presentations at international conferences to improve language industry standards and to promote professional recognition for the interpreting professional (Paper presented at Critical Link International in Birmingham, White Paper co-written and presented to Association of Translators and Interpreters of Ontario)

A number of MCIS's free services were made possible by grants from MCI, our core funder, the City of Toronto's Homelessness Partnership Initiative ("HPI"), the Ministry of the Attorney General supported Partner Abuse Response ("PAR") program and MCIS's own reserve. We thank our funders and the hundreds of agencies that we work with, for their support of services for people who do not speak English. We would like to make special mention of Toronto Public Health, Children's Aid Society of Toronto, the Regions of Peel and York and Legal Aid Ontario.

It is with a heavy heart that we turn to this last part which involves bidding farewell to long serving board members. Board members leaving the board include our Chair, Shyrose Janmohamed, Vice Chair, Sue Pulfer, Chair of Human Resources Committee, Catharine Dunnett and Secretary, Audrey Johnson. Each one has made an amazing contribution and will

be individually recognised this evening. We will miss them, as I am sure they will miss MCIS. We hope to draw upon their expertise in the years to come. We also take this opportunity to welcome new folks to the MCIS family on our Board and Committees. As we have always said, nothing will be possible without the amazing work that MCIS's interpreters and staff put out every single day. A big "we would not be gathered here today but for you" to them!

In closing, we ask that in a world where certainty is a rare commodity, "You must be the change you wish to see in the world". Mahatma Gandhi (1869-1948)



Shyrose Janmohamed

Chair, MCIS's Board



Latha Sukumar

Executive Director

OUR PROFILE

Vision

We are committed to creating a world where people can interact as if there were no language barriers.

Mission

We will ensure, by removing language barriers that people of diverse ethnic and linguistic backgrounds are able to communicate effectively.

OUR FUNDERS

MCIS thanks the following funders:



**Government
of Canada**

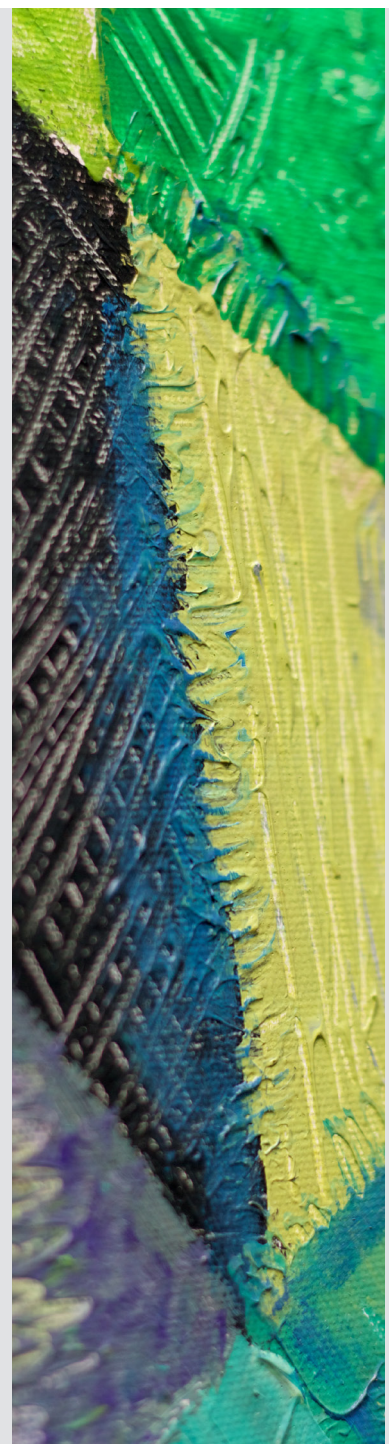
Ministry of Citizenship and Immigration - Language Interpreters' Services Program

Ministry of the Attorney General - Ontario Victim Justice System

The Government of Canada - Homelessness Partnership Initiative

The City of Toronto

"We are also currently implementing a new Translation Management System – which includes both a project management component, as well as a translation memory and terminology management component. We are hoping that once this new solution is fully implemented it will streamline our project work flow and will allow us to become even more competitive on the **TRANSLATION** *market, by providing high volume high quality translation services at competitive rates and turnaround times."*



BOARD OF DIRECTORS - Executive



Shyrose Janmohamed, Chair

Shyrose Janmohamed is a Chartered Accountant and currently the Director of Finance and Human Resources at The Historica-Dominion Institute, an organization dedicated to promoting Canadian culture and heritage. She has an Honours B Comm from the University of Toronto. She was born in Tanzania and immigrated to Canada when she was two. Shyrose's understanding and passion for the not for profit sector allow her to share her expertise and support the organization through its growth.

However, she strongly believes that she continues to learn more from MCIS with each passing year.



Sue Pulfer, Vice-Chair

Sue is retired and now focuses on her volunteer work with non-profits like MCIS. Sue holds a Bachelor of Science majoring in Computing Sciences from Carleton University in Ottawa. She began her career in the IT sector in Ottawa and moved to Toronto in 1988 where she began work with Oracle Corporation. Sue participates on the Finance, and Marketing Committees at MCIS.

In addition Sue has assisted in oversight of MCIS summer Interns and their projects as well as recruitment for both new Board Directors and new MCIS staff.

Executive - **BOARD OF DIRECTORS**

Royal Poulin, *Treasurer*

Royal is Chief Financial Officer at RES PUBLICA Consulting Group. He was RES PUBLICA's Director of Finance during his first two years before moving to Toronto to occupy the position of Vice-President, Finance and Administration for the Toronto office of NATIONAL. Before that he was Director of Finance and Administration at Softel Communications, a Montreal-based developer of software applications with offices in Montreal, Manchester, U.K. and Atlanta.

Royal also worked for Arthur Andersen as senior consultant and for Microcell as a Financial Analyst. Royal was born in Sherbrooke and is fully bilingual. He holds a B-Com from Université de Sherbrooke and received his CMA accreditation in 1998 finishing 7th in Canada.



Audrey M. Johnson, *Secretary*

Audrey has been active in community and corporate organizations and causes for 15 years including serving as Executive Director of a national women's organization, serving on government task forces and committees, and in various corporate and social enterprises. Currently she is working in a pro bono capacity as the Director of Operations for Strategic Leadership Forum. She has significant knowledge of social and economic issues related to marginalized communities, women's health, diversity, equity, and human rights.

Audrey holds a double major Bachelor of Arts degree in psychology and sociology from the University of Calgary, a Master of Business Administration at Royal Roads University and a Master of Laws with a specialty in alternative dispute resolution from Osgoode Hall Law School, York University.





"Our classroom-based training kept us just as busy. We spent time educating 255 interpreters while also adapting our curriculum and

TRAINING

tools to be ever more relevant to interpreters' needs. As a result, our training has fewer lectures, is more participatory and has more online resources to support classroom-based instruction. It is this blended approach that has given us the confidence to successfully deploy our courses online."

Directors - **BOARD OF DIRECTORS**

Catharine Dunnett is the Founder of Sutherland Human Capital Consulting. Catharine has had the opportunity to consult to organizations in a broad base of industries including professional services, media, manufacturing, distribution, regulatory bodies, real estate, financial services and the not-for-profit sector. Recognizing that many small to mid-sized organizations lack the resources for dedicated full time Human Resource professionals, Catharine has chosen to focus her practice on assisting these organizations.

Catharine has been a Director with MCIS since 2008 and is the departing Chair of the HR & Governance Committee.



Andrew Jardine currently holds the position of Senior Manager Human Resources at Tobias House Attendant Care Inc. Having been employed in the not for profit sector for the last six 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 Board of Directors at MCIS.



BOARD OF DIRECTORS - Directors



Rupert Gordon joined the MCIS Board in November, 2009 and has served on the Marketing and Nominations Committees. He is currently Director, Early Learning and Child Care Policy at the Ministry of Education. He has been employed by the Ontario Government for over 10 years and has worked in the Cabinet Office and the Ministries of Municipal Affairs and Housing, Public Infrastructure Renewal, Finance and Intergovernmental Affairs. He holds an Honours B.A. in Mass Communication and Political Science from Carleton University in Ottawa. He also holds three graduate degrees in Political Science - an M.A., an M.Phil. and a Ph.D. – from Yale University in New Haven, CT where he was a Canada-US Fulbright Scholar. He has studied several languages including French, German, Italian and Greek.

Rupert is married to Rebecca Tuff, a kindergarten teacher, and they live in Leslieville with their two daughters Eliza (age 8) and Charlotte (age 5).



Lisa da Rocha is Vice President, Lead Generation Services for Brookfield Residential Property Services and co-founder of Office Coffee Solutions. She has a Honor's Bachelor of Science from the University of Toronto and a Masters in Business Administration from Schulich School of Business.

Lisa brings to MCIS's Board over 10 years of experience in leadership roles in general management, marketing communications and business development and as a first generation Canadian, a strong appreciation for the value of interpretation services to immigrant communities.

Directors - **BOARD OF DIRECTORS**

Cambria Ravenhill has over 20 years of experience in sales, marketing and training within the technology and telecommunications sectors. Currently, she is a Manager of Strategy and Planning for products and sales channels 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. Cambria participates on the Finance, Nominations and Marketing Committees at MCIS.

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 is a senior consumer products marketing professional with over two decades of corporate experience. He is a partner at Monsoon Communications, a leading multicultural marketing agency based in Toronto. 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.

Mr. Nath serves on several boards, United Way Toronto, contributes papers and articles to the press and is also a prominent speaker at various universities and settlement agencies. He was recently awarded the Top 25 Canadian Immigrants Award 2011.



BOARD OF DIRECTORS - Directors



Glenn Wheeler 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 for more than a decade was associate editor of the Toronto alternative weekly NOW.

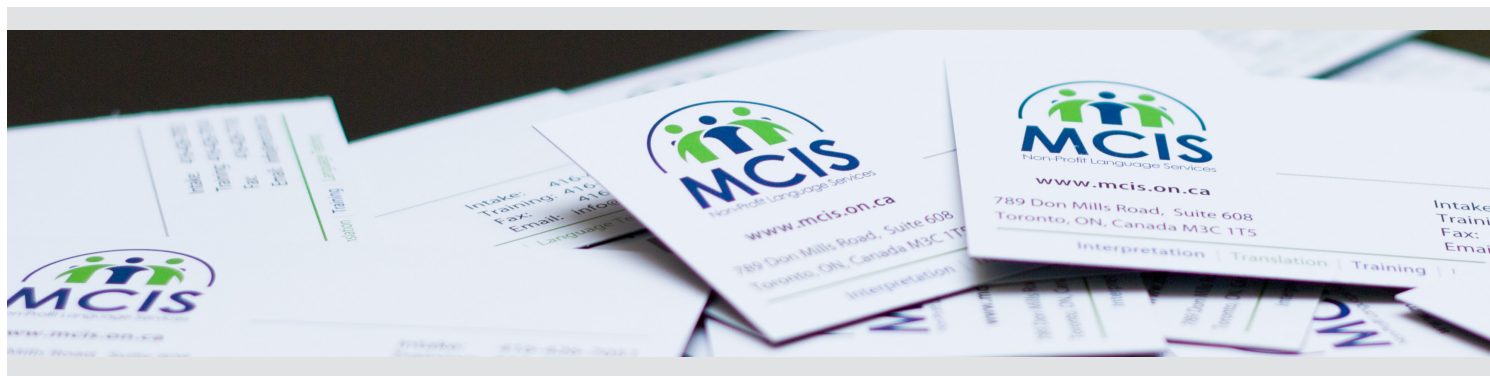
A believer in the importance of community and volunteer service, Glenn is pro bono legal counsel for the Canadian Alliance of Dance Artists (Ontario), which represents the interests of professional dance artists.

Eugenia Christakis is a Senior Manager, External Legal Services for TD Bank Financial Group. Eugenia's role at TDBFG is to work with TD's internal lawyers, business units and Preferred Legal Firms to identify opportunities to manage costs and maximize value through improving TD's use of external counsel. From 2003 to 2008, Eugenia was a member of the leadership team of one of the UK's Magic Circle firm's Banking and Tax practices as the Senior Finance and Operations Manager for these practices. In that role she was responsible for maximizing the profitability of the practices.

Eugenia has an MBA from London Business School and her CMA designation.

Inder Duggal is now retired and dedicates his time volunteering with organizations like MCIS. Inder holds a Bachelor of Commerce Honours Degree from Delhi University. He obtained his Chartered Accountants (CA) designation in 1977 and passed the examination for the American Institute of Certified Public Accountants (CPA) in 1987.

Inder was a Board member of a large publicly traded company for many years and brings to MCIS very strong financial and operational expertise.



STAFF - Executive Director



Latha Sukumar

Recently 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 and is a member in good standing with the Law Society of Upper Canada.

An advocate for the rights of newcomers, Latha has served on a number of community boards - Healthcare Interpretation Network (most recently as Treasurer), 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 has guest lectured at the Schulich School of Business and Ryerson University.

Latha is involved in all the key language industry networks, presents at conferences and develops & facilitates training modules related to the justice system, legal access and cultural awareness.

Besides being a social entrepreneur, Latha is an avid blogger, a yoga teacher and Vipassana meditator.

Administration & Translation - **STAFF**



Maria I. Ramirez
Office Manager



Claudia Huelgas
Project Coordinator

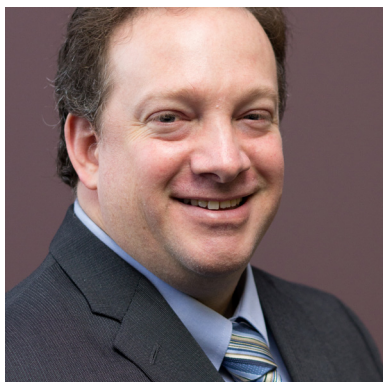


Veronica Costea
Translation Coordinator



Mauricio Bermudez
HR Coordinator

STAFF - Training & Recruitment



Felipe Villegas
Manager Training Development



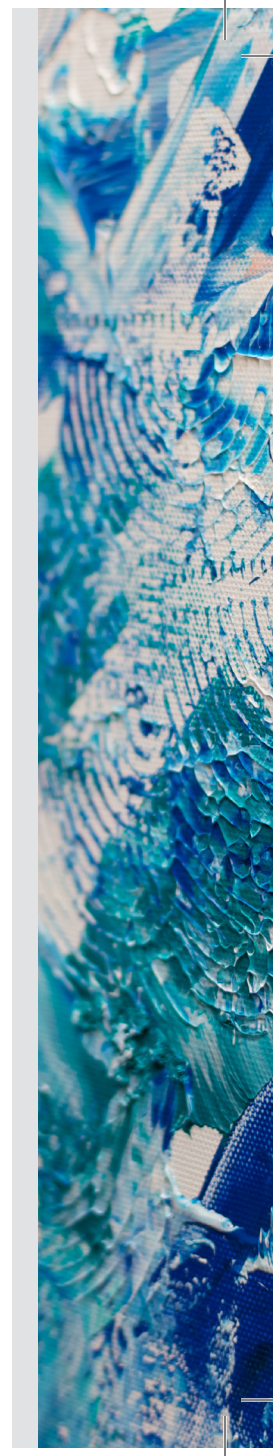
Judy Abraham
Training Supervisor



Alejandro Gonzalez
Training Coordinator



Princess Hew
Training Assistant



Training & Recruitment - **STAFF**



Roselyn Mugide
Recruitment Coordinator



Jhonattan Bonilla
Recruitment & Training Assistant

STAFF - Intake & Service Delivery



Peer Flach
Service Delivery Director



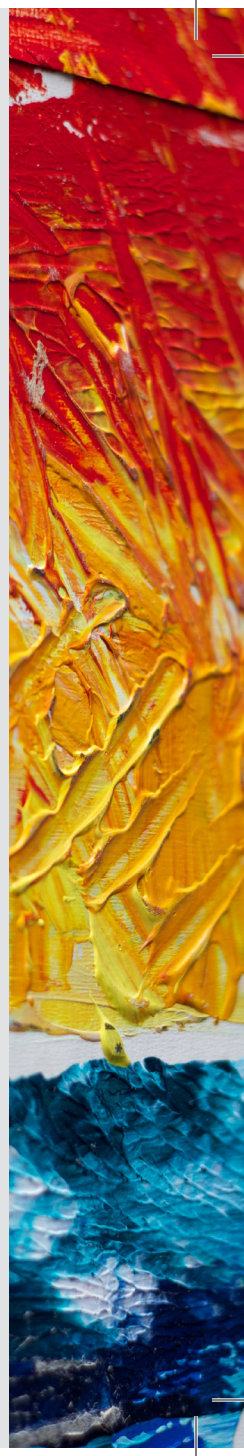
Shanta Singh
Intake Coordinator



Vladimir Bikeev
Intake Coordinator



Anjum Bakthula
Intake Coordinator



Intake & Service Delivery - **STAFF**



Sarina Parisi
Intake Coordinator



Zewdi Gsellasie
Intake Coordinator

STAFF - Strategy & Business Development



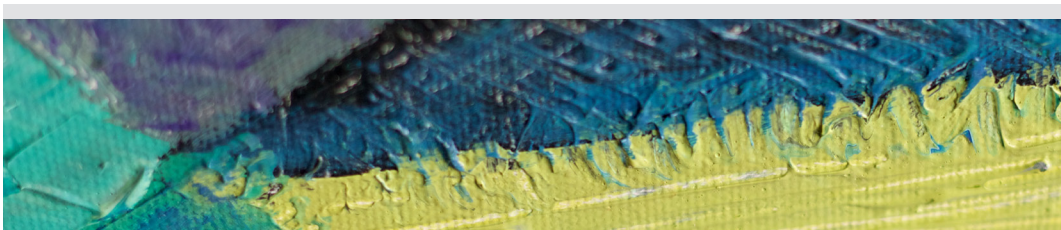
Richard Brooks
Business Development Director



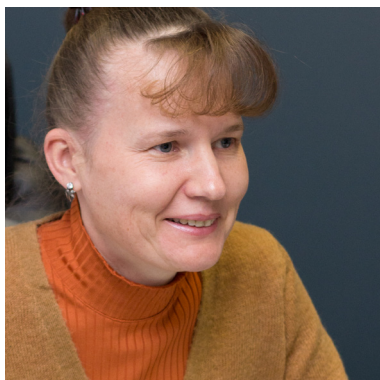
Angie Meade
Executive Assistant



Elisangela Constanca
Business Development Assistant



Finance - **STAFF**



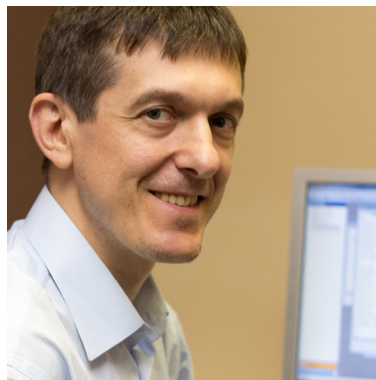
Olga Ryabinina
Finance Coordinator



Anila Radovicka
Finance Assistant



Hedayat Farooqui
Finance & Admin. Assistant



Alexey Linkov
Finance Assistant

MCIS's SERVICES

Interpretation

MCIS's interpretation department, building on the solid 2009-2010 fiscal year, welcomed aboard new customers and continued to provide a high volume of services in face-to-face, video, telephone and conference interpretation, making the 2010-2011 fiscal year another success.

This year MCIS provided professional language services in 93 languages to 415 different service providers in the public, private and social services sectors, fulfilling 36,529 requests for language services that varied in scope, scale and complexity.

MCIS now provides **all-Canadian confidential**:

- **Interpretation** (Consecutive Spoken) to and from English & French to over 200 languages (including Aboriginal languages)
 - Immediate telephone interpretation, connection in less than 30 seconds
 - Scheduled in-person interpretation
 - Scheduled video or phone interpretation
 - Scheduled contract full-time interpreters
 - Scheduled ASL interpretation
- **Conference Interpretation** (Simultaneous Spoken)
- **Translation** (Written)
- **Transcription** (Spoken to Written)
- **Language Testing**
- **Professional Interpreter Training**

To keep up with the demand for Conference and Court Interpretation, MCIS hopes to expand its training offering to include modules in simultaneous interpretation.

Translation

2010 -2011 was a busy and exciting year for the Translation Department. As the multilingual translation solution for MCIS's community partners, we have worked on numerous translation projects, ranging from short personal documents to large multilingual projects, into numerous languages, including rare ones such as Hmong, Ilocano, Oshiwambo and Inuktitut.

One of the highlights of this year is the newly signed contract with Legal Aid Ontario, under which we are now providing translation services to over 80 legal clinics across the province on an ongoing basis.

We are also currently implementing a new Translation Management System – which includes both a project management component, as well as a translation memory and terminology management component. We are hoping that once this new solution is fully implemented it will streamline our project work flow and will allow us to become even more competitive on the translation market, by providing high volume high quality translation services at competitive rates and turnaround times.

Last but not least, we are proud to work with a fleet of qualified and professional freelance translators who have been our greatest asset in making each and every translation project a success to the utmost satisfaction of our translation clients

Interpreter Recruitment and Training

This year marked the beginning of a new era for the recruitment and training team. As MCIS broadened its mandate to eliminate language barriers beyond the Greater Toronto Area (GTA), our responsibility to recruit and train interpreters took on a new dimension. The first hurdle we needed to overcome was geography. In order to maintain our quality standards, we needed to bring our training to the new interpreters residing outside of the GTA. Interpreting 101 was launched in August 2011, becoming the first MCIS course to be delivered fully online. Soon, all of our fundamentals, medical and legal interpreting training will be available online.

In order to remain responsive to our clients we needed to ensure that we could serve them in new, creative ways, that don't require hefty travel expenses: video interpretation was the answer to a compromise between face-to-face and telephone interaction. Our team set out to recruit and orient a large number of interpreters for this new service offering.

Throughout the year, several training teams were involved in a number of other exciting projects. We continued to deliver our Court Interpreting Test Preparation (CITP) training at a discounted fee, and started offering quarterly free Court Interpretation Workshops. Both of these training initiatives combined classroom-based instruction with eLearning. One of our CITP trainings was sponsored by Old City Hall for some of their "seasoned" court interpreters, who were initially resistant since they did not believe they would learn anything new. At the end of the 4-week training they expressed their heartfelt gratitude to

MCIS for helping them develop their interpreting skills and knowledge base.

Our classroom-based training kept us just as busy. We spent time educating 255 interpreters while also adapting our curriculum and training tools to be ever more relevant to interpreters' needs. As a result, our training has fewer lectures, is more participatory and has more online resources to support classroom-based instruction. It is this blended approach that has given us the confidence to successfully deploy our courses online.

We also created bilingual interpreting practice tools in 10 language pairs, which will soon be available to the public. We trained the Saskatoon Police Department's interpreters. We tested hundreds of ILSAT and CILISAT certification hopefuls, and delivered many hours of continuing education and skills development workshops. We joined forces with the York Catholic District School Board to offer language courses.

And we enjoyed it all!

So what's next for our team? eLearning will take up a lot of our time, but before we go to sleep every night, we will be thinking about changing the facilitation paradigm from one where students are seen as empty vessels to be filled with knowledge to one where knowledge is constructed collectively. We will also be dreaming about interpreting booths and language-specific conference interpreting training, and many, many more things, and it shall not be long before our passion makes these dreams come true.



Special Thank You to

All the remarkably talented and knowledgeable people who not only strengthen MCIS's permanent state of creative transformation, but also make generous contributions to our initiatives and accomplishments, including:

Training Facilitators: Samuel Park, Tatiana De Oliveira, Sandeep Batra, Shahla Ahmad Hussain, Xin Wang, Widad Nosseir, Meri Petrov, Gisselle Toledo, Eva Georgiev, Elena Davydova, Zyad T. Rasheed Mohammed, Mahsa Haji Seyed Javadi, Sofie Francisco, and Rosary Perez.

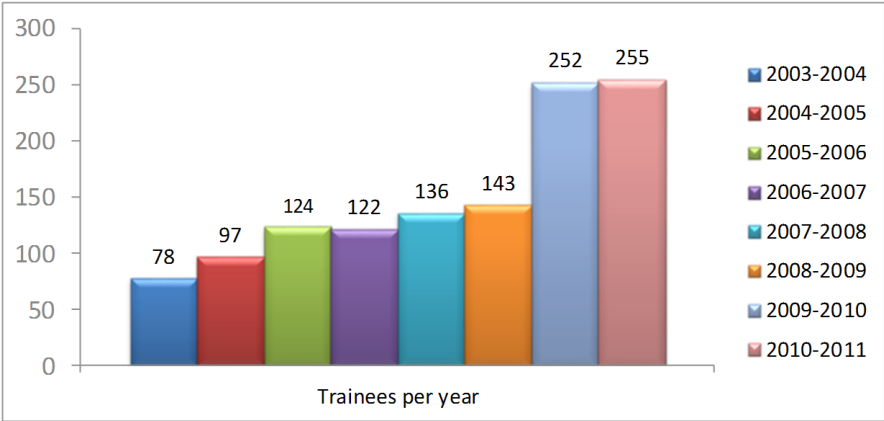
Court Interpreting Training Team: Rosary Perez – Program Coordination and Development; Widad Nosseir, Court Certified Interpreter – Content Development; Juan Buitrago – Content Development; Margaret Chow, Lawyer – Subject Matter Expert; Meri Petrov, Court Certified Interpreter – Instructor; Shahla Husain, Court Certified Interpreter – Instructor; Larissa Nosova, Court Certified Interpreter – Instructor; Peer Flach, Vladimir Bikeev, Judy Abraham, Angie Meade – Voice Over.

eLearning Team: Felipe Villegas – Project Manager; Rosary Perez – Instructional Design; Axel Van Goud – Instructional Design; Alejandro Gonzalez – Instructional and Graphic Design; Jhonattan Bonilla – Graphic Design and Tech Support; Meri Petrov – Subject Matter Expert; Craig R. Bell – Production and Integration; Laura Ro – Voice Over.

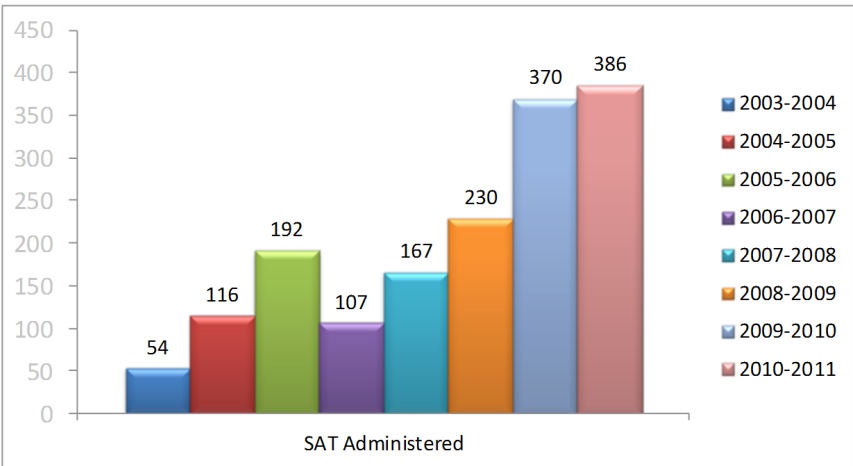
Placement Students and Volunteers: Hala A. Abdulhadi Aljanabi, Gurmeet kaur, Joe Kang, Bitá Nassehi, Alena Rasenik, Mustafa Yailaqui, Kalkidan Yilma, Rania Hammad, Randy Cheung, Gabriela Rodas, Gautaum Nundoo, Irma Kameri.

Project Consultants: Dany Shehab and Tezbir Singh, MBA Interns (2010); Simon Guan, Matt Czarnecki, and Prashant Sharma, MBA Interns (2011); Baruch Fogel, IT Consultant; Steve Franks, IT Consultant.

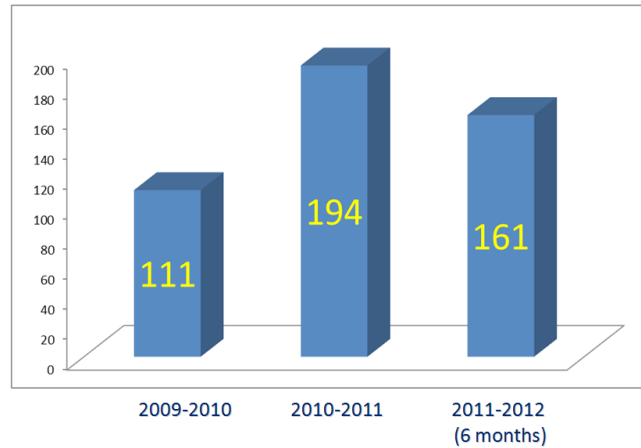
TRAINING - Classroom-Based Enrolment



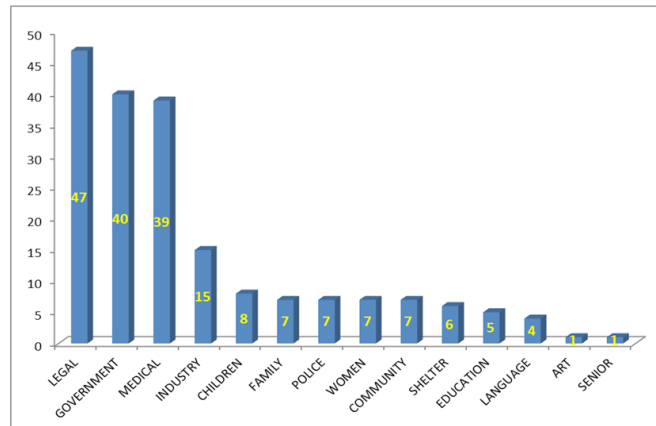
TRAINING - Language Tests Administered



New Service Providers added in the Last Fiscal Years - **BUSINESS DEVELOPMENT**



New Service Providers | Sectors - **BUSINESS DEVELOPMENT**



MCIS - Social Initiatives



Helped over 2500 victims of domestic violence receive over 15,000 hours of free service



Helped over 800 homeless persons receive over 2,400 hours of free service



Provided support for counselling sessions that rehabilitated 500 perpetrators of abuse



Provided free service to victims of human trafficking (Streetlight Support Services) and to at risk refugee youth (Covenant House)



Trained 250 bilinguals to become interpreters, providing fee subsidies for 50 students

Social Initiatives - MCIS

Conducted 35 public education sessions on the importance of working with professional interpreters



Advanced the cause of interpreter standards and regulation at academic conferences



Offered 300 new immigrants the opportunity to get their first Canadian work experience



Partnered with Social Services to provide fulltime employment to four individuals, three of whom we hired to full time positions



Spread education about legal rights and Canadian values throughout the new immigrant communities via our training



PARTNER INTERPRETATION AGENCIES

In addition we are grateful to our sister agencies that are province wide who are part of the Language Interpreter Services at the Ministry of Citizenship and Immigration.

Greater Toronto Area

- Barbra Schlifer Commemorative Clinic

Eastern Ontario

- Immigrant Women Services Ottawa
- Quinte United Immigrant Services

Northern Ontario

- Thunder Bay Multicultural Association
- Multicultural Association of Kenora and District

South-Western Ontario

- Across Languages,
- Kitchener Waterloo Multicultural Centre
- Multicultural Council of Windsor and Essex County

Niagara Region

- Information Niagara



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