

ANNUALREPORT

2012-2013



Wednesday, October 16th, 2013
www.mcislanguages.com

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Rupert Gordon
MCIS Chair

Message from the Chair and the Executive Director

2012-13 has been another successful year for MCIS as a social enterprise providing a full continuum of language services. Despite frequently challenging market conditions, MCIS has continued to strengthen organizationally, financially and in the breadth and quality of its service offerings. These successes, in turn, support MCIS’s ability to continue to invest in growing capacity and access to services for newcomers; and this is why they are really worth celebrating because of what they mean for building better lives and a better community.

Nearly 50 years have passed since Pierre Trudeau proclaimed that Canada “must be a just society.” Today, this notion is now so embedded in our culture that it is almost taken for granted, as a truism; our focus as citizens of our country, our province and our cities, is to make this aspiration real.

We believe in the peaceful enjoyment of our freedoms and in equality of

opportunity. We cherish the institutions, like the courts, that support both these values by protecting and defending our rights through procedural and administrative justice. We also cherish those public institutions, like our hospitals, schools, and service agencies whose programs provide for a secure quality of life, and make equality of opportunity more real in pursuit of social justice. We understand our interdependence in a community. We know that while it has challenges, interdependence also lets us do so much, so much better, together – as a just society.

In addition, we also take increasingly great pride in the way we can be strengthened by going beyond simply tolerating differences. We understand that we are stronger for celebrating and encouraging the diversity that this just society is welcoming and building.

Still it is also true, that for too many among us, there is a gap between the values we hold and the reality we live. This is especially the case for those who have been inspired to cross geographical, cultural and language barriers to share in our just society.

So, where is it that the values of a just society become real for a newcomer with a language barrier? Where is it that she finds a voice when she needs help in the face of domestic violence? Where is it that a homeless newcomer,



living on the street, finds a way to the supports that offer a hand up toward opportunity? Where is it that a newcomer who is ill can find a voice to describe his pain and seek the safety, support and treatment of our extraordinary health care system?

The answer, every time, is in the eyes and the hearts and the minds and the work of the employees of MCIS and the interpreters and translators who serve our clients. It is your compassion, your skill and your commitment that, literally, give voice to the voiceless.

In breaking down so many different language barriers, in so many important circumstances, you make manifest and real all of those aspects of justice, which citizens owe to one another. But more than that, in giving a voice to one person that can be heard and understood by another, you make manifest the inherent dignity that is present in a dialogue between equals. In this, you honour and make real, the highest obligations that we owe to one another as human beings.

On behalf of your Board of Directors, and on behalf of your community, I want to thank you. Our values are more real, our community is more sustainable and so many lives are so much richer because of you! You are an inspiration, and it is a great honour for those of us on the board to serve you.

Thank you.

A handwritten signature in black ink, appearing to read 'Rupert Gordon'.

Rupert Gordon

MCIS Chair



Latha Sukumar
Executive Director

As Executive Director you have to brace yourself for the bad years as much as you bask in the glory of good ones. This year proved to be one of those when I had to dig deep within myself for the courage to make unpopular decisions, find middle-ground and constantly negotiate the boundaries of what services we could deliver on and how.

I knew in the way my hands were forced I was not about to win popularity contests in a hurry. So I am going to tackle this issue head on first and then to talk about some internal work we have done to help us scale future challenges.

MCIS is unique in that it is a generic language services company. Other than the core grant from the Ministry of Citizenship (MCI) to provide free services assisting victims of domestic violence, sexual violence and human trafficking, for which we are extremely grateful, we rely on contracts. The world of language services is getting extremely competitive. It takes a lot of effort, resourcefulness and aggressive pricing to successfully bid on these multi-year contracts now. Relative novices to this game, we at MCIS were blind-sided when we lost a key multi-year contract to a private sector competitor early in the fiscal year. This made us realize

that till we got to a place of financial security we would have adopt new ways of doing and to play it safe when it came to bidding. This meant that we had to price lower to have a chance at winning. For this we had to reduce our unit price by reducing our variable and fixed costs.

Our variable costs were the rates we paid our subcontractors. To incent them, we concentrated the work among a few. We booked them through their Google calendars to reduce the call and despatch effort at intake.

To reduce our fixed costs, we undertook two initiatives. One is an IT infrastructure upgrade for better stability and efficiency of our systems. Two, we restructured our human resources to streamline service delivery to do more with less. These two initiatives resulted in some investments which the net income at fiscal year-end will pay for at the conclusion of these projects.

During the year, we also laid the groundwork to get out off the bloody waters of competitive pricing, and to explore blue oceans. We translated our website and training into French, preliminary steps to becoming fully bilingual. We expanded our range of services to include transcription in same and other languages and from audio and video. Now we also provide a full suite of services for the deaf and blind. We also specialize in certain areas of high end technical interpretation and translation, niche services for advertising and marketing companies with “transcreation” and online services, and for the documentary industry with subtitling and voice-overs. We hope the increased diversity in our service mix will prove equally beneficial to our language professionals, several of whom have multiple areas of expertise.

I thank you our interpreters and translators for believing in us during this difficult transitional year. We will return the favour in spades. We thank our dedicated board and committee members and bid our goodbye, with heavy hearts, to our Vice Chair Lisa da Rocha.

Thank you to an amazing staff group many of whom transitioned into new roles and adapted with unparalleled enthusiasm, never losing sight of our vision to remove language barriers. We saw two senior staff Peer Flach and Felipe Villegas leave to pursue other opportunities and thank them for their foundational work at MCIS. Thanks also go out to the volunteers who worked with zeal rivalling our paid staff.

We could not achieve our vision of creating a world without language barriers, particularly for vulnerable persons, without the support of our funders, MCI, the City of Toronto, Trillium Foundation and the Ministry of the Attorney General. We are extremely grateful to them.

This story will not be complete but for the tireless efforts of our service providers who bridge communication barriers everyday working in partnership with us. Without naming them, since they are too numerous, I want to thank them all for their commitment to use MCIS ' high quality language services for their clients.

Sincerely,

Latha Sukumar
Executive Director

AGM2013



OUR PROFILE

Ontarians don't want to believe that they are small people. They want to believe that they're open and that they're inclusive - and I believe that they are. - Hon Kathleen O. Wynne, MPP

Founded in 1989, MCIS Language Services has been pursuing its vision to remove language barriers. Over the years MCIS has evolved into a model social enterprise providing interpretation, translation and transcription projects in over 200 languages.

MCIS' growth into a successful organization with its commitment to bottom line objectives - sound finances, protection of human rights and diversity - has been the direct result of competent staff, exemplary leadership on its Board and the contribution of volunteers and interns.

We take pride in MCIS' growth and its commitment to recruit highly qualified new immigrants and local language professionals thereby increasing Toronto's and Canada's visibility as a multilingual hub that can provide language services to the globe.

Every year MCIS invests its net income into initiatives that support free services for victims of violence and the homeless, training subsidies for aspiring interpreters and translators and public education on the importance of accessible services for better civic engagement.

With a growing demand for its high quality language services, a long track record of success, and deep roots in the community, MCIS Language Services has positioned itself to capture more market share in language services by simply demonstrating there is a better way to do business.

OUR MISSION & VISION

Mission

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

Vision

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



OUR SOCIAL BENEFITS INITIATIVES

As a social enterprise, our known social commitments are focused on using earned income strategies to bring about social changes. Specifically, we want to make difference by:

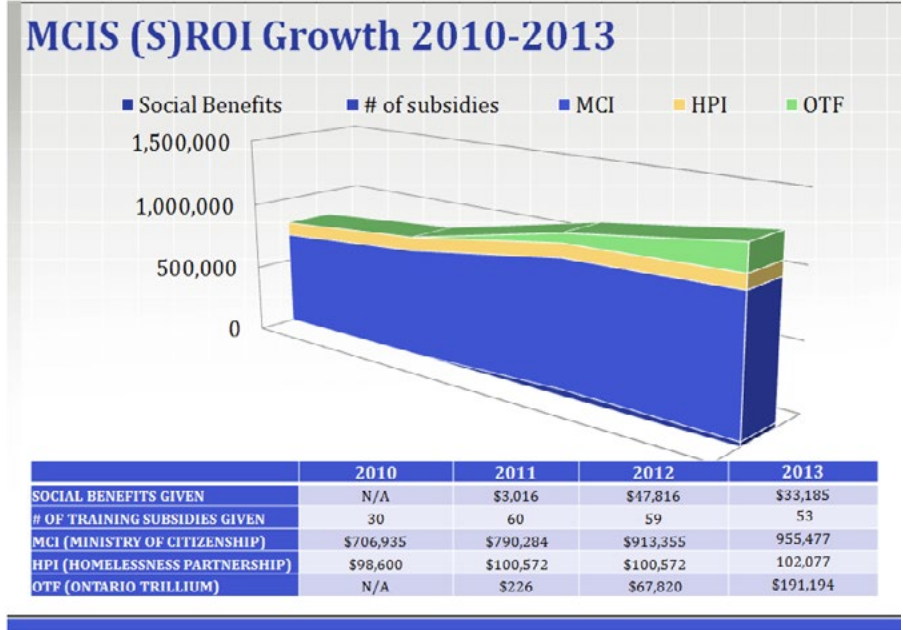
- Improving access to services for non- English speaking victims of domestic violence/sexual assault and homeless persons,
- Influencing streamlined access to all public sector services for non- English speaking newcomers,
- Educating eligible newcomers in community interpreting and thereby enabling their integration in Canadian society,
- Educating public service providers on the importance of using professional community interpreters when serving their non- English speaking clients, and
- Advocating for changes to legislation to ensure continued and enhanced public sector funding for language access when using public services.

In 2012-2013 we were contributing toward:

- Under our MCI grant we formed partnerships with the Government of Ontario and arms-length organizations, and provided critical services to our most vulnerable citizens who are victims of domestic violence, sexual violence and human trafficking through grants (3801 persons served under this program).
- Under the City of Toronto’s Homelessness Partnership Initiative (HPI) in 2012-13 we continued delivering language interpretation services to homeless and at risk individuals through 10 partner agencies including: Christie Welcome Refugee Centre, COSTI, Sojourn House, Red Door Family Shelter, Good Shepherd Refuge Social Ministries, Nellie’s, Second Base (Scarborough) Youth Shelter, St. Christopher House, and Street Haven, amongst others.

798 homeless or at risk of homelessness are assisted with interpretation services.

- We also assisted with free services to Covenant House.
- We offered subsidies worth \$33,185 to 53 interpreters trained through a combination of in-person and online training programs
- We conducted 16 public education programs
- We invested \$46,000 to supplement a grant from the Office of Francophone Affairs to translate our online interpreter training into French



MCIS - ACHIEVING TRIPLE BOTTOM LINE (BREAK-DOWN) FY 2012-2013			
ITEM	Earned Revenue Investment ERI	In Kind Investment - Staff Time IKI	Other Contributions OC
Translation of Online Training into French (OLITF)	\$43,000.00	\$ 3,000.00	
ELearning (OLIT) subsidies		\$14,977.83	
In Class training subsidies		\$37,584.52	
Free services - Covenant House			
High Park Little League Sponsorship	\$ 500.00		
TOTAL	\$43,500.00	\$55,562.35	0.00
GRAND TOTAL*			\$99,062.35

OUR FUNDERS

MCIS thanks the following funders:

Ministry of Citizenship and Immigration - Language Interpreters' Services Program

Ministry of the Attorney General - Ontario Victim Justice System

The City of Toronto - Homelessness Partnership Initiative

Office of Francophone Affairs





Rupert Gordon, Chair

Rupert 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. Prior to joining the Ontario Government, he worked in the university sector as a lecturer and published researcher in Political Philosophy and Political Theory. Rupert 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 an elementary teacher, and they live in Leslieville with their two daughters Eliza (10) and Charlotte (7).



Lisa de la Rocha, Vice-Chair

Lisa is Vice President & General Manager, Prudential Canada and Mexico and co-founder of Office Coffee Solutions. She has an Honor's Bachelor of Science (UofT) and a Masters in Business Administration from Schulich School of Business. Lisa brings to MCIS' 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.

MICHELLE KELLY, Treasurer

Michelle 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. As the Manager, Internal Audit at George Weston Limited, she and her team conduct risk-based audits that improve internal control, reduce organizational risk, verify policy compliance, and enhance business operations. 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.



Cambria Ravenhill, Secretary

Cambria has over 20 years of experience in sales, marketing and training within the technology and telecommunications sectors. Currently, she is a 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 for 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.



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.



Forrest Parlee joined the Board in 2012. His career has centered around public affairs and public policy development. He is currently Director, Public Affairs at MITACS Inc., a national non-profit that promotes industrial R&D partnerships between industry and academia across Canada. Previously, he held a similar role at a global supply chain organization, he worked a consultant at The Burrard Group, a Vancouver-based public affairs consulting firm, and has served as a political advisor to Cabinet Ministers at the provincial and federal levels. Forrest holds a Bachelor of Arts in Political Science from Simon Fraser University.



DIRECTORS



Gautam Nath is a senior consumer products marketing professional with over two decades of corporate experience. He is a partner at doTH Research, a survey programming, data analysis and reporting agency based in Toronto. He is also the Principal at Multicultural Marketing Solutions Canada, an agency that offers marketing consulting and market research in the multicultural space for Canadian companies. 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 including United Way Toronto, contributes papers and articles to the press and is also a prominent speaker at various universities and settlement agencies. He was awarded the Top 25 Canadian Immigrants Award 2011. He has a passion for cooking and has appeared on Rogers TV cooking shows and runs a group called Foodies Unite II on Facebook.



Glenn Wheeler is a 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'kmq First Nation in Western Newfoundland and a June Callwood Graduate Fellow in Aboriginal Law at the University of Toronto.

DIRECTORS

Tezbir Singh is a strategy consultant with a focus on technology and how it brings transformational change in organizations. He has over 5 years of experience in technology operations for financial services companies and is currently part of the technology strategy team at CIBC focusing on Business Banking.

Tezbir has an MBA from the Rotman School of Management at U of T and an Electrical Engineering degree from Thapar University in India. Before his MBA he has worked at Fidelity Investments developing technology solutions in an on-shore/ off shore model. More importantly he has worked as a consultant for MCIS for over a year during his MBA.



Larry Mah has over 18 years of experience in the charitable sector and has extensive leadership and management experience in the youth and cultural sectors. Larry is currently the Director of Programs for a youth organization, Youth in Motion. As a consultant, Larry has developed programs for a number of non-profit organizations including, Social and Enterprise Development Innovations (SEDI), Canadian Broadcast Corporation, Heart and Stroke Foundation, Canadian Diabetes Association, the Harbourfront Centre, both the provincial and federal governments and many more. Prior to that, Larry was part of the team that founded the Canadian Youth Business Foundation, an organization which supports mentors and recognizes young entrepreneurs. Larry holds a degree in Commerce with honours (Marketing and Finance) from Carleton University and has been an active volunteer with various charitable organizations. Larry resides in Toronto with his wife and son and their two year old Wheaten Terrier, Taylor.



DIRECTORS



Mark Haan comes to MCIS with a diverse background in Immigration, Education and Telecommunications. Currently he is the Executive Director of Canadian National Migration and Naturalization Association; he also serves as a Past Director on the Board for the Canadian Society of Association Executives, Ontario Trillium Chapter. He has extensive managerial experience operating Washington Post’s Kaplan Division as well as supervisory operations experience in the communications field. In addition, Mark was the owner and manager of an educational business in California for several years. He has a Bachelor of Science degree and an Associate of Liberal Studies diploma. Mark is married and has one son who is 9 years old.

Soussanna Karas has a law degree from Osgoode Hall Law School and was called to the Bar in 2005. She works as an in-house legal counsel at the Travel Industry Council of Ontario (“TICO”). She has been employed with TICO for the last 5 years. TICO is a non-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, for lawyers. Prior to TICO she 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 the organization through serving on its Board of Directors.



DIRECTORS



Latha Sukumar
Executive Director

Latha Sukumar, Executive Director

Recently Latha was recognized as one of 15 lawyers in the country who has contributed to further equality rights by the 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 - 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 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 & facilitates training modules related to the justice system, legal access and cultural awareness.



Richard Brooks
Director of Strategy & Business Development

Richard Brooks, Director of Strategy & Business Development

Richard has travelled to over fifty countries around the world studying languages and culture. He has over 15 years of experience globally, in the United States, Russia and his native Canada in Business Strategy Consulting and Project Management. He graduated with an MBA from the Schulich School of Business in 2008 and is a Professional Engineer. He has successfully managed contracts for many large private and public sector clients.

OUR STAFF



Claudia Huelgas
Director of Client Services

Claudia Huelgas, Director of Client Services

Claudia has completed the Translation program at York University. Claudia was granted the achievement award by the FoundATIO. She is a Language Accredited Interpreter in Spanish-English and was a certified member of ATIO for a number of years. Originally from Mexico, Claudia came to Canada in 1999 and has resided in the GTA ever since. Prior to her immigration, Claudia received her BA in Business Administration from the ITAM (Instituto Tecnológico Autónomo de México) and worked as a Project Coordinator and Editor in Editorial Planeta, one of the most prestigious publishing houses in Spain and Latin America.

Claudia joined MCIS in 2002 and has over 12 years of experience in the non-profit sector.

MANAGEMENT & GOVERNANCE



Eliana Trinaistic
Executive Assistant & Board Admin

CLIENT SERVICES - Translation & Transcription Department



Gabriela Rodas
Project Coordinator, Translation &
Transcription Department



Kevin Monnin
Project Coordinator, Translation &
Transcription Department



Nino Marshania
Project Coordinator, Translation &
Transcription Department



Luisa M. Cano
Client Services Assistant

CLIENT SERVICES - Interpretation Services Department



Axel Van Goud
Interpretation Services Manager



Shanta Singh
Interpretation Services Coordinator



Vladimir Bikeev
Interpretation Services Coordinator



Anjum Bakthula
Interpretation Services Coordinator

CLIENT SERVICES - Interpretation Services Department



Zewdi Gsellasie
Interpretation Services Coordinator



Elisangela Constanca
Interpretation Services Coordinator

STRATEGY & BUSINESS DEVELOPMENT



Angie Meade
Executive Assistant

BUSINESS DEVELOPMENT DEPARTMENT



Judy Abraham
Proposal & Business Development
Specialist



Vivek Vijayapalan
Proposal Coordinator



Aleks Dhefto
Proposal Coordinator

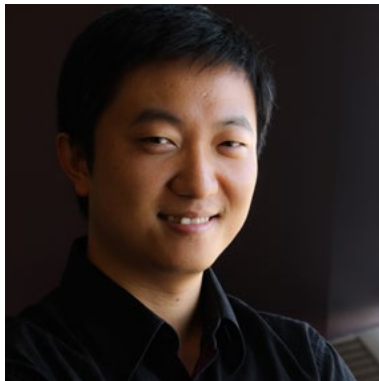


Rana Alumari
Internal Sales & BD Assistant

RECRUITMENT, TESTING & TRAINING DEPARTMENT



Alejandro Gonzalez
Recruitment, Testing & Training
Supervisor



Jack Xu
Training Coordinator



Princess Hew
Recruitment, Testing & Training
Administrator



Jhonattan Bonilla
Technical & Promotions Assistant

BUSINESS DEVELOPMENT & MARKETING



Dorian Chapeau
Bilingual Development Coordinator



Jing Zhang
Recruitment Assistant





Anila Radovicka
Finance Coordinator



Olga Ryabinina
Accountant



Maria Ramirez
HR & Admin. Manager



Rafaela Marchi
HR & Admin. Assistant



Hedayat Farooqui
Internal Operations &
Finance Assistant



Baskar Swaminathan
Finance Assistant



Williams Pedrogan
Internal Operations and IT Specialist

OUR FACILITATORS, PROFESSIONAL CONSULTANTS & INNOVATIVE TEAMS

They are all remarkably talented and knowledgeable people who not only strengthen MCIS’ permanent state of creative transformation, but also make generous contributions to our initiatives and accomplishments. They include:

TRAINING FACILITATORS

Dafinka Scatozza, Elena Davydova, Gisselle Toledo, Meri Petrov, Rosary Perez, Stefanie Moschonissios Cassidy.

COURT INTERPRETING TRAINING TEAM

Rosary Perez – Program Coordination and Development; Elena Davydova, Court Certified Interpreter – Content Development; Meri Petrov, Court Certified Interpreter – Instructor; Nicholas Ferreira, Court Certified Interpreter – Instructor.

eLEARNING TEAM

Rosary Perez – *Instructional Design*; Axel Van Goud – *Instructional Design*; Alejandro Gonzalez – *Project Coordination, Instructional and Graphic Design*; Jhonattan Bonilla – *Graphic Design, Production, Integration and Tech Support*; Meri Petrov – *Subject Matter Expert*; Craig R. Bell – *Production and Integration*; Laura Ro, Angie Meade, Jack Xu, Miguel Hortiguera – *Voice Over*; Studio 316 Crew – *Audio Editing and Asset Integration*.

PROJECT CONSULTANTS

Baruch Fogel, IT Consultant; Elaine Zhang (2012), Fred Li (2013), Veronica Costea (2012-present), Shara Shojaei (2013)

IS BACKUP ASSISTANTS:

Pearl Tsai, Laura Zollner, Sally Lau, Ryna Kim, Jinny Kim.

CRISIS LINE ASSISTANTS:

Erika Tsukasan, Maria Patricia Avila, Iyali Figueroa, Mary Lara.

AND SPECIAL THANK-YOU TO:

OUR INTERNS, PLACEMENTS STUDENTS & VOLUNTEERS 2012-2013

Ahmad Rahimi
Abhishek Vaidyanathan
Afaf El-Bakkali
Altaf Hossain
Amara Mushtaq Bhalli
Angelina Garcia
Clara Liang
Claudia Sisco
Dae Hyuk (Steve) Lee
Daniel Lewis
Denisa Stanciu
Dennis Chen
Elaine Zhang
Eric Liang
Erika Tsukazan
Francisco Galindo
Fred Li
Hao Xu
Harshana Manoharan
Innocent Muhuure
Iyali Figueroa
Janet Duckworth
Jinyoung Choi
Kevin Monnin
Kirubhalini Giruparajah
Krishna Donepudi
Layma Akbari
Leaficia Sanga
Liliana George
Lily Nirmalasari

Luckshie Navaratnam
Lydie Ladrezeau
Margaret Veitch
Maria Fe Nogra Abog
Milena Peña
Nada Khan
Naira Abrahamyan
Nawin Adhikari
Nazanin Jourabloo
Nithya Krishnamoorthy
Olague Maldonado
Omkar Patel
Parth Shah
Rajinder Aurora
Rashmi Kumar
Rashmika Muthada
Ricardo Miranda
Roxana Iusuf
Ruby Jacob
Ruby Jacob
Samrin Kibria
Sapna Agrawal
Sarah Ong
Shanice Phillip
Shariar Imran
Susana de la Torre
Tahereh Mosalli
Tania Stasi
Tanzina Mounik
Tyron Halstead

Utheni Eavichandran
Utheni Eavichandran
Valeria Ryjkova
Vicky Shih
Vissnavan Thavakumar
Zahmall Latif



I actually believe that technology is a major contributor that has transformed the field of interpreting. Technology has helped to rapidly expand services, provide accessibility to on-line training (locally and internationally), speed up the organizational processes, identify the delivery gaps quickly and efficiently while simultaneously allowing interpreters to focus on the segments on delivery they need to focus on. Technology also has helped with building a consensus to improve interpreters' professional status – a critical issue because of very specific challenges we face. For example, yes there is a need to standardize the profession, yet we need to allow for flexibility considering the global world we live in. Specifically, the challenges interpreters face in the zones of conflict are serious as much as their working conditions and are very different from challenges an average hospital interpreter faces in North America. Obviously, they cannot be measured by the same stick.

The community service interpreters need primarily team building, communication and facilitation skills. They also need qualifications in the field that are interpreting for (e.g. SME/subject matter experts) and understanding of the market place to be able to advocate for benefits of professional interpreting in public and private sectors... The constant challenges that drive this profession has not changed much over the years: the clients' need for qualified and certified interpreters on the one hand and the lack of reasonable pay, and government funding to pay for the services, on the other.

Certainly, globalization and technology will help us to address them; at the same time new challenges are arriving and competing for our attention: greater diversity and greater specialization.

Diversity will, in turn, mandates innovation and better understanding of global markets.

- Susana de la Tore, MCIS Interpreter

*(Reflecting on her experiences at the **Critical Link 7** Conference in Toronto, June, 2013)*

OUR PARTNER INTERPRETATION AGENCIES

In addition we are grateful to our province wide sister agencies that 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

Northern Ontario

- Thunder Bay Multicultural Association

South-Western Ontario

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

Niagara Region

- Interpretes Niagara Hamilton, Information Niagara





Currently MCIS provides the following services from English & French to over 200 languages including ASL, LSQ and Aboriginal languages.

Interpretation (Consecutive & Simultaneous)

- o Scheduled Interpretation
 - In-Person* (Not global. Depends on geography.)
 - Video - Global
 - Phone - Global
 - Message Relay - Global
- o Immediate Interpretation
 - Phone - Global

Translation & Localization - Global

Transcription – Global

- o Intralingual (same language)
- o Interlingual (source language to target language)
- o Subtitling
- o Voiceover
- o Dubbing

Accessibility – Global

- o Sign Languages (ASL/LSQ)
- o Braille
- o Close captioning
- o Described video
- o CART

Business Services – Global

- o Trans-creation
- o Desktop publishing
- o Audio /Video production
- o Multilingual websites
- o Language proficiency testing

This year MCIS provided professional language services to 869 different service providers in the public, private and social services sectors, fulfilling 63,112 requests for language services that varied in scope, scale and complexity.

MCIS has access to over 7000 qualified professional interpreters that are language-certified, trained, covered by Errors & Omissions Insurance, and bound by confidentiality agreements. MCIS’ interpreter training which includes 100 hours of in-class instruction and 200 hours of homework and practice labs, consists of the following modules:

- **Fundamentals of Interpreting:** Ethics & Interpreter’s Role, Skills Development;
- **Medical:** Basic Anatomy & Physiology, Public Health, Common Diseases, Mental Health;
- **Legal:** Criminal, Family & Immigration Law; Domestic Violence & Partner Abuse Response.

MCIS is the preferred interpretation service provider for Emergency Services including the Police, Toronto Public Health, and Ministry of Attorney General (MAG).



This initiative has been made possible with the funding of the [Ontario Trillium Foundation](#).



2012 -2013 was a busy and exciting year for the Translation Department which has grown tremendously. The volume of translations has increased, as well as the volume in other complementary services such as desktop publishing, transcription, dubbing, editing, and creative adaptation.

As the multilingual translation solution for MCIS’ community partners, we have worked on numerous translation projects, these ranged from short personal documents to large multilingual projects, into numerous languages, including rare ones such as Assyrian, Karen, Oromo, as well as aboriginal and First Nations languages, such as Cree, Ojibway and Inuktitut.

One of the highlights of this year was the renewal of the contract with the City of Toronto. Other clients that have signed long-term agreements with MCIS during this past year include The Hospital for Sick Children, Ministry of Government Services, Canadian Tourism Commission, New Brunswick Translation Bureau and New Brunswick Translation Bureau for Court Decisions. We have also continued to provide high quality services to our existing key clients such as Intelliresponse, Foresters, QualVu Inc.

The migration to our new Translation Management System was completed and we are currently working on the Translation Memory System. Both projects contribute to streamlining our project work flow and increasing efficiencies.

The Translation Department continues to operate under the supervision of the Director of Client Services, and has grown to 3 full-time coordinators and one full-time assistant, as compared to only two translation coordinators the previous year.

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

FIL, the French version of the MCIS Online Interpreter Training is currently in the final stage of integration. This is a major stepping stone for the Training Department at MCIS, and it is expected to be launched as soon as the revision stage is finished.

It is so exciting for MCIS to finally expand to a different market and start serving francophones all across Ontario – and even Canada-wide.

Each step of this project has had its challenges, starting with the translation. The specialized legal and medical terminology as well as the interpreter-specific vocabulary required a lot of research and coordination to ensure consistency.



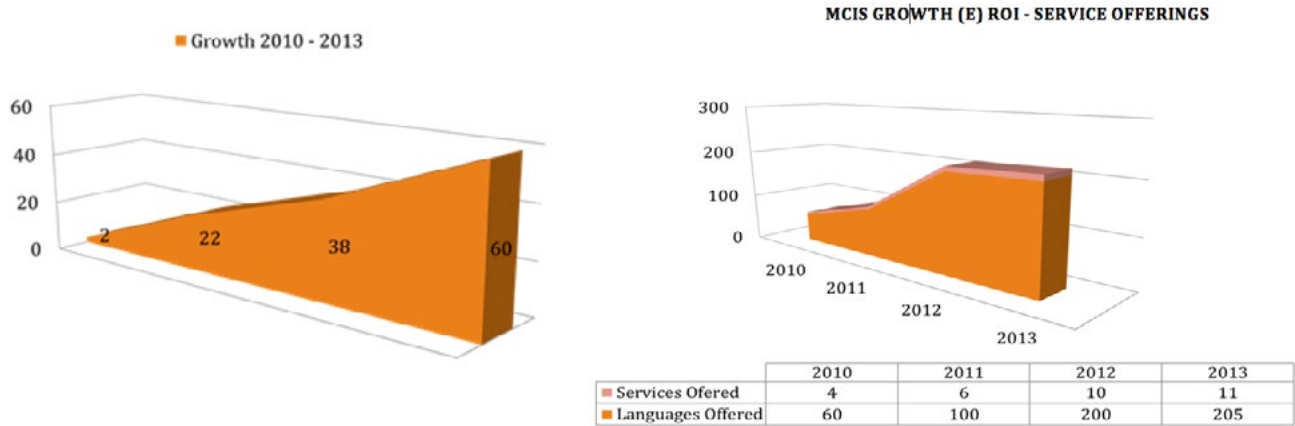
From the extensive formatting to the creation of eBooks, from the audio recording and editing to readapting tutorials and external resources for French speaking trainees, animations, integration... it has been a fun challenge, and we have accomplished a lot over the past few months.

However, none of this would have been possible without our amazing resources.

When we came onboard, we looked at this project as our Everest, as well as that of the Training Department. But in the French version of OLIT, talent runs deep.

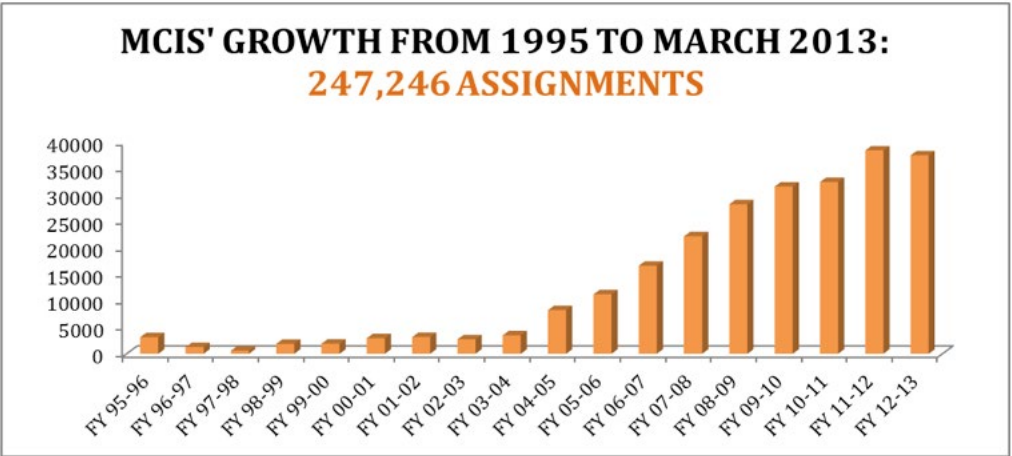
A team of translators from all over Canada, as well as Julien and Sadjya, two voice talents from France were hired, and

BUSINESS DEVELOPMENT 2012-2013



*Includes immediate phone, Video, Translation, Transcription, Braille and Training Technologies

KEY CLIENTS	
2009-10	2
2010-11	22
2011-12	38
2012-13	60





AGMPANEL

Use of Language Services to better Serve Vulnerable Populations

Every year, MCIS Language Services brings together members and supporters to share awareness about importance of free access to interpretation and translation for vulnerable populations.

Large number of the agencies in Ontario have access to free interpretation services that are provided 24/7/365 through MCIS language professionals for all clients who are victims of domestic violence, sexual violence or human trafficking.

MCIS received a grant from the Ministry of Citizenship and Immigration ("MCI") ensures that the service for all eligible agencies is absolutely free and the access to the first class interpreters is secured.

The goals for this session are to provide the perspective on the established partnerships with MCIS in serving non English speakers, the challenges the partners have been facing and the opportunities realized due to access to professional interpreters. The aim is also to understand why funding for the service is important, why the MCIS model has been successful and what are possibilities for continuing partnership in the future.



MODERATOR: LARRY MAH

Youth in Motion Education Foundation - Director of Programs, MCIS Board Member



PANELIST: JEHAN CHAUDRY

Executive Director, Sandgate Women's Shelter of York Region

Jehan was born in Tanzania, studied in Kenya and spent over 12 years working in social services in London, England. She is the Executive Director of Sandgate Women's Shelter of York Region for the past five years. Under her leadership the agency has grown from one to two shelters in the region and two satellite offices in Keswick and Markham. Jehan Chaudhry was a past co-chair of OAITH and a board member of MCIS. Jehan Chaudhry sits on several committees to forward the cause of violence against women in the region and in Toronto. In 2011 Sandgate took the lead for the York Region Centre for Community Safety (Community Hub project) in York Region and the project is up and running.

In 2007 Miss Chaudhry completed an intensive Film Production course from Ryerson University, fulfilling a long time ambition. Jehan is an independent documentary film-maker who concentrates on social & women's issues; and has produced and directed several short documentaries. Jehan Chaudhry lives in York Region and is passionate about social issues in the region. Her films: On Honour Crimes and A Survivor's Story of Breast Cancer won awards at the Multi Media film Festival of York region, in 2010 and 2013.



PANELIST: JOHN VALERIO

Toronto Police Service - Divisional Policing Support Unit, Domestic Violence Coordinator, Child Abuse Coordinator

Detective John Valerio is the Domestic Violence and Child Abuse Coordinator for the Toronto Police Service. He is responsible for providing leadership, direction and guidance to TPS employees, community partners and clients of the Service in the area of family violence. John is also responsible for developing and revising corporate policy and procedures to ensure an effective and appropriate response to victims of domestic violence and child abuse. John has been a police officer for 25 yrs. and has spent the bulk of his career as a field investigator and in plain clothes operations.



PANELIST: BOBBIE MCMURRICH

Director of Programs, Victim Services Toronto

Victim Services Toronto provides immediate crisis response, intervention, and prevention services which are responsive to the needs of individuals, families and communities affected by crime and sudden tragedies. Victim Services Toronto is a community based charity providing free and confidential assistance to victims of crime and sudden tragedy. This is the only NGO agency in Toronto providing immediate on- site crisis, trauma, safety and support services 24 hours a day, seven days a week.

Bobbie started her career at Victim Services Toronto in 1991, one year after the 24/7 Crisis Response Program expanded from 5 to 10 Crisis Counsellors. After a brief time as a Relief Crisis Counsellor, Bobbie became a full-time Crisis Counsellor. After 11 years of front line trauma response work, she was ready to pursue an administrative/ supervisory role within the agency. Bobbie was promoted to Volunteer Co-ordinator, but quickly became the Director of Programs. She brings a host of areas of expertise to the agency.



PANELIST: LISA PALMER

Luke's Place, Legal Support Worker

Lisa has a background in social work and has worked in Mental Health Services (a crisis counselor at Herizon House Women's Shelter). She has also worked with the Anxiety Disorders Association of Canada and she sits on the Board of Directors for that organization.

Lisa teaches Field Placement Preparation part time at Durham College in their Social Service Worker Program. She is a Faculty Advisor for students in Field Placement for the Social Service Worker program and sits on the Advisory Board for Durham College. Lisa has worked at Luke's Place Support & Resource Centre for Women & Children since 2009 and in a full- time Legal Support Worker/Family Court Support Worker capacity since 2011.



PANELIST: LAURA ZOLLNER

MCIS interpreter and translation project manager

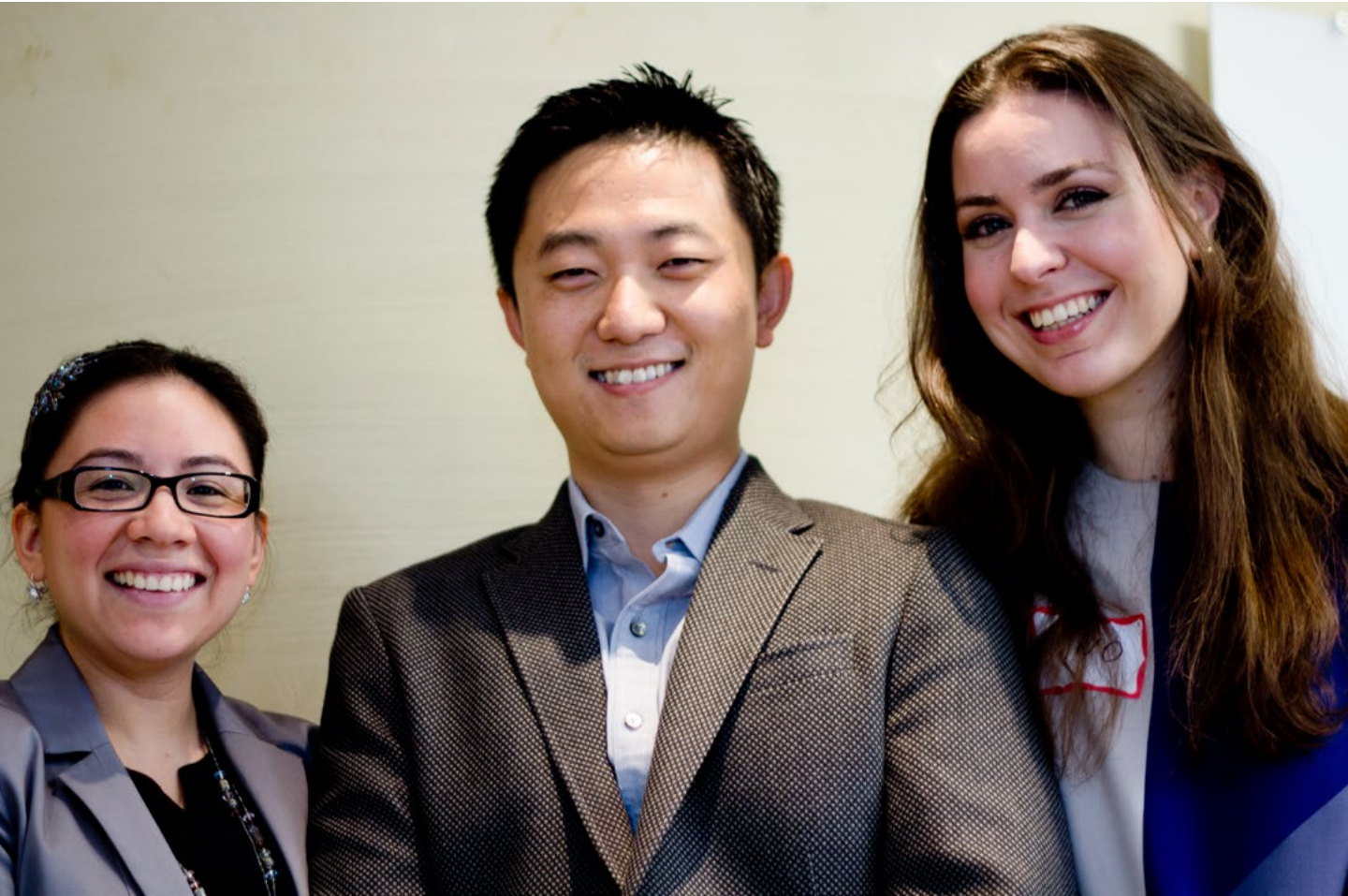
Laura was born and raised in western Romania in a German-Romanian household. From among all four siblings, she was the one fascinated with languages and decided to study English and German languages and literature. After a couple of years of teaching experience in Romania she was offered a position as an English teacher at a private school in Barcelona, Spain where she ended up living for over 10 years. When her daughter was born 6 years ago the family moved to Toronto. With no intention of losing her Spanish proficiency while living in Canada Laura soon begun looking for opportunities to use her languages, and eventually decided to complete the training and get certified as a Spanish interpreter (so far, considered to be not only a good decision but also a very rewarding experience). Laura has been working with MCIS since January 2011 in various roles (Interpreter, Back-up Interpretation Services Coordinator, Back-up Translation Project Coordinator).

Our Community **AWARDS**

Community is mutual vulnerability and openness one to the other. It is liberation for both, indeed, where both are allowed to be themselves, where both are called to grow in greater freedom and openness to others and to the universe.

- Jean Vanier

MCIS INTERPRETER OF THE YEAR Is awarded to a qualified Interpreter who has demonstrated not only excellence in services delivered but also dedication and proficiency in the field of professional interpretation. The winner of the 2013 Award is Igor Trutanow, and runner-ups are Erica Ravanelli and Wakil Kler.



Our warmest congratulations to the recipient of the 2013 MCIS Interpreter of the Year Award:

IGOR TRUTANOW, *Interpreter of the year*

GOR TRUTANOW – After living in Russia, Kazakhstan, Germany, and Poland, Igor Trutanow chose the global village of Toronto as his new home. One of Igor’s missions in this great city is to bring people together by helping them overcome language barriers. Only together, people can make our world more pleasant.

Igor holds a Master’s degree in German Studies from Friedrich Schiller University of Jena, Germany. He worked as a teacher and a journalist. Igor has travelled to 47 countries of the world, and plans to see at least one hundred more. His other passion is writing: he has published several non-fiction and fiction books in Germany, Switzerland, Canada, and the USA, including with the National Geographic Society, and he is a winner of the Mississauga Literary Art Award - Marty Award in 2011.



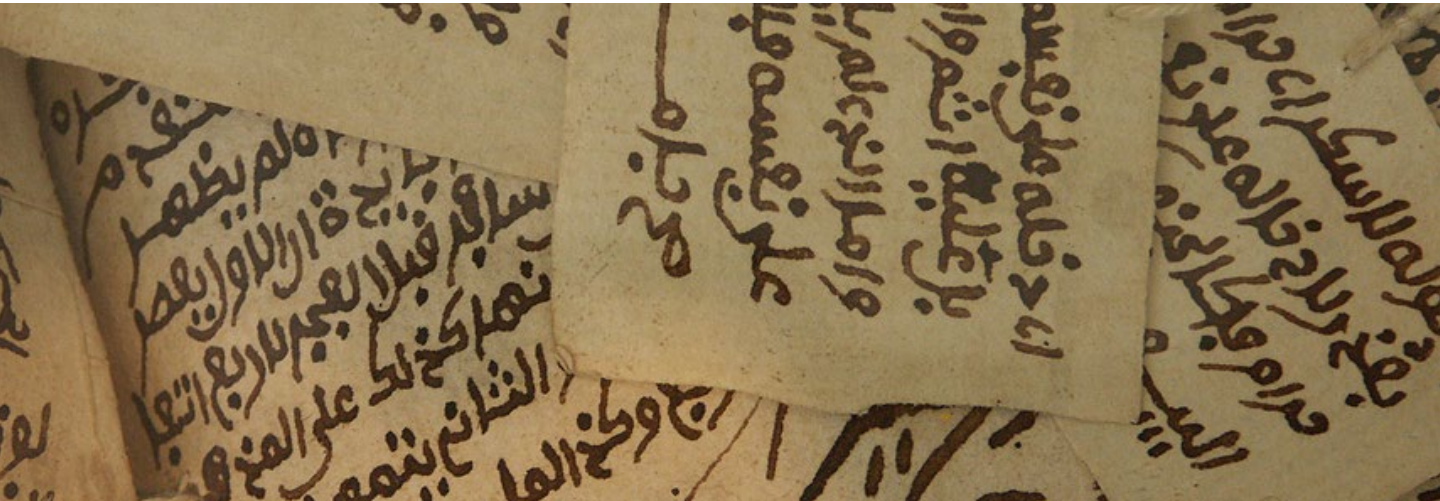
Runner ups

ERICA RAVANELLI was born and raised in Ribeirao Preto, Sao Paulo Brazil. When she was 21 she went to England for the first time to spend the summer studying English. Erica immigrated to Canada in 1997, and started a family in 1999 (she has two 2 children). Initially Erica was employed in the commercial cleaning industry and in construction (home improvement & renovation). Eventually opportunities opened up to go back to school, first to complete a number of advanced language courses and eventually to complete the MCIS’ Interpreter Course. Erica considers herself to be a proud MCIS Portuguese Interpreter – she likes her work tremendously, and finds opportunities provided by MCIS to be both, challenging and stimulating. Erica is very involved with her volunteer work: she worked as a driver for Meals on Wheels and for the past five years has also been a Vice President of the Rejoyce Child Care (Toronto). However, she likes to spend her free time with her children cooking, travelling or going to the movies.



WAKIL KLER is a husband, a father of three children and a grandfather to three wonderful grandkids. He came to this country as an immigrant and worked hard to provide for his family. He learnt the English language to the best of his ability so he could succeed in this country which he finds amazing, and giving. In his free time he writes short stories, and he thoroughly enjoys spending time with his friends and family members. He does enjoy his work as an Interpreter because it gives him opportunities to meet a variety of people whom he can relate to, while also giving back to the community. He is thoroughly appreciative of MCIS and offers his thanks for being nominated as a runner-up to the Interpreter of the year award.

MCIS TRANSLATOR OF THE YEAR is awarded for outstanding professional contribution in removing the language barriers.



Given that the 3 finalists have proven to be responsive, reliable and provide accurate translations, due to the nature, complexity of work and variety of clients, Adrijana Jerkic has been nominated as MCIS 2013 Translator of the Year. MCIS wishes to acknowledge runner-ups: Laszlo Prising and Makhala Taylor-Dube. We would like to thank our finalist very much for their hard work & commitment to MCIS and of course for being such a pleasure to work with.

Our warmest congratulations to the recipient of the 2013 MCIS Translator of the Year Award:

ADRIJANA JERKIC, Translator of the year

Adrijana was born in Tuzla (Bosnia and Herzegovina), has lived in Belgrade (Serbia), Budapest (Hungary) and Salamanca (Spain), and currently resides currently in Toronto (Canada). She holds a B.A. in Art History from the University of Salamanca (Spain) and a Certificate in Spanish-English/English-Spanish Translation from the York University. She is presently a second year graduate student in the MA in Translation Studies at Glendon College, York University.



She is an active Serbo-Croat and Spanish language translator that thoroughly enjoys her profession as it allows for constant challenges and learning opportunities.



Runner ups

LASZLO PRISING was born in 1955 in Miskolc, Hungary. After finishing his studies in chemical engineering he started working for BVK, a major chemical complex in Hungary while learning English on his own as a hobby. Eventually he passed the higher level state language exam and later tried his hand in translating technical articles. After having spent several months in Japan on training trips, he began translating technical manuals for a new production plant and its process control system. In 1989 he successfully passed a certification exam at Eotvos Lorand University of Sciences in Budapest, receiving the qualification of Certified Technical Translator. From that point on he became a part-time Interpreter and Translator. In 1992 Laszlo emigrated to Canada, got trained and started working as a freelance interpreter for the Immigration Board of Canada. This was followed by Ministry of the Attorney General accreditation as a court interpreter. He then passed the ATIO exam and also became a Certified Translator. Right now Laszlo provided language services full time working as a freelancer with several agencies.



MAKHALA TAYLOR DUBE is a Spanish-English/French-English freelance translator and reviser specializing in legal, medical and personal documents, as well as travel and tourism. In addition to translation, she has extensive transcription and revision experience. She holds a Bachelor of Arts in Spanish and French Studies from York University combined with a Spanish-English Translation Certificate from Glendon College. Makhala currently lives in Madrid, Spain working as an English Language Assistant in a bilingual elementary school and looks forward to pursuing a Masters in Translation in the near future.

MCIS 2013 VOLUNTEER OF THE YEAR Recognizes one individual selected from among our Volunteers of the Year for his/her outstanding achievements in the community and for upholding MCIS’ values. The purpose of the Award is to recognize the importance and contributions of volunteers at MCIS who exemplify professionalism and a passion to give back to the community.



Candidate Criteria:

- *Has served in a volunteer capacity in organizing and implementing programs for translators and interpreters*
- *Has demonstrated excellence in improving quality, responsiveness and cost effectiveness of all our services*
- *Has supported the work of MCIS, showing great initiative, creativity and competence.*

Our warmest congratulations to the recipient of 2013 MCIS Volunteer of the Year Award:



Fred Li was born in Tianjin, China, and has been living in Canada since 2001.

Fred has over 30 years of IT and consulting experience working for various organizations including Fortune 500 industry leading companies such as GEC and Motorola. Fred started his IT career in 1983 at the Tianjin Computer Institute. In 1988, he became nationally certified as Software Engineer and Senior Programmer by China High Tech Promotion Committee under State Council. From 1994 to 1996, he joined GEC in UK as a Senior Software Engineer in a Sino-UK government exchange scholars program.

He learnt and mastered industrial software development standards, managed projects

and designed bespoke software for the organizations in Europe and Middle East including blue chip companies. During this period, GEC sponsored Fred for an advanced training in Software Engineering at the Aston University.

Upon completion of a two year program Fred returned to China and undertook several large scale projects. In 1997, he joined Motorola as an IT specialist and then started progressive IT and management career that included advanced HR management training which allowed the shift from mostly technical role to more comprehensive global IT management role. Additionally, Fred won a Motorola scholarship and completed his MBA at the Arizona State University in 2003. Fred strongly believes that continuous educational opportunities and career development benefit not only employees but business in general: solutions, implementation and process improvements provided by knowledgeable personnel always exceed clients’ expectations and, in turn, expand the number of business opportunities.

In July 2001, seeking better education experience for his family, Fred decided to emigrate to Canada. Fred continued his career at Motorola managing enterprise applications and IT service delivery to support world-wide business sites and groups and ensuring that IT service operation models provided maximize the alignment between business operation and IT. Fred joined MCIS in July 2012 first as a volunteer. For Fred, this was the very first “Canadian experience” and Fred considers himself to be very fortunate having this opportunity to make contribution to local community while acquiring working networks and experiences. Upon completing his volunteer placement Fred is now working at MCIS as an IT consultant. He enjoys tremendously working with MCIS’s team and hopes that his work is a bit of help and make difference.

MCIS 2013 YOUNG PROFESSIONAL PARTNERS OF THE YEAR was established by MCIS in 2012 to recognize individuals who have made an outstanding contribution to language industry through their innovative thinking, potential for leadership, and actual accomplishments. The 2013 award recognizes two outstanding partnerships. Candidate Criteria: recognition by employer through letters, special assignments and achievements and/or employing Master's Degree related practice in alternate careers not limited to the language industry; development of a new theory or technique or revision or expansion of an existing theory or technique and successful implementation of advanced theory developed by another professional; positioning MCIS as a leadership force in the language industry; contributing to language industry through developing educational strategies, media and/or innovative methods of instruction.



Purpose of the Award is:

- *Recognition by employer through letters, special assignments and achievements and employing Master's Degree related practice in alternate careers not limited to the language industry.*
- *Development of a new theory or technique or revision or expansion of an existing theory or technique and successful implementation of advanced theory developed by another professional.*
- *Positioning the MCIS as a leadership force in the language industry.*
- *Contributing to language industry through developing educational strategies, media and/or innovative methods of instruction.*

**Our warmest congratulations to the recipients
of the 2013 MCIS Young Professional Partner of the Year Award:**

ELAINE ZHANG, - Born and raised in China, Elaine Zhang has been in Canada more than 10 years. Elaine received her MBA from Rotman School of Management in 2012. As a Management Consultant, she utilized her diverse expertise in operations, finance and strategic planning to help non-profit organizations solve problems. Elaine's work at MCIS included immediate-phone-interpretation operational planning, cost analysis, process improvement which provided a solid foundation for MCIS' future development. Currently, Elaine works at Bell as a Customer Experience Strategy Analyst, where she continues exploiting her problem-solving skills on a larger scale.



Before coming to Toronto, Elaine spent first 6 years of her Canadian life in Saskatoon. She earned her B.Comm degree at University of Saskatchewan and worked as a Recruitment Officer at the University, where she leveraged her international experience to increase international student enrolment. Eager to share her talent and passion in helping non-profits, Elaine hopes to continue her collaboration with MCIS to expand its brand.

SHARAREH SHOJAEI TENRANI, is a sales and marketing professional with over 10 years of experience in delivering services to large corporate entities, both locally and globally. Shara holds a Bachelor Degree in Applied Science, a Master's Degree in Applied Chemistry (Environmental), and is currently completing postgraduate Project Management Certificate at the University of Toronto. Shara has worked in International Sales and Marketing and proving Management Consulting in both, profit and non-profit sectors. In addition to having experience with Canadian markets, Shara's extensive knowledge managing client relationships was initially acquired within multinational companies based in Iran, United Emirates, Qatar, UK, Korea and Japan where she played key roles as a Business Development Advisor and Quality Control Manager.

During her most recent post at MCIS Language Services, she was engaged as a Consultant advising on issues related to ISO 9001: 2008 implementation. She considers this opportunity which gave her another perspective on the Canadian non-profit sector a valuable gift and thanks MCIS for it!



MCIS 2013 STRATEGIC PARTNER OF THE YEAR

Is awarded to an organisation that has supported MCIS' leadership, define the three Ps of strategic leadership:

Purpose, Process and People.

We are delighted to have Management Advisory Services (MAS) as our Strategic Partner of the Year. They have brought us much needed professional talent to grow our social enterprise



MANAGEMENT ADVISORY SERVICES (MAS) MAS is an unparalleled source of no-fee consulting help for non-profit organizations in the Greater Toronto Area and environs. Their vision is a strong and vibrant non-profit sector in Ontario. Their Mission is to build capacity in the non-profit sector by providing management consulting services through experienced volunteer consultants. Their values include a commitment: to the success of every client.

MAS has been providing assistance to non-profit groups in the Toronto area since 1993. They have helped 1,500 organizations. Clients range in size from organizations of 2 to 3 people in church basements to the major, high profile social service agencies.

Their association of volunteer consultants has a wide range of skills, experience and know-how, so they can match almost any non-profit agency with the right volunteer for its specific needs. These cover a broad range of management, professional and technical skills including Information Management, Finance and Accounting, Marketing and Communications, Planning, Governance, Human Resources and Organization, Facilitation and Mentoring.

2013 MCIS GLOBAL COMMUNITY PARTNER

2012 was an inaugural year for MCIS in its commitment to annually honour the outstanding contributions of non-profit organizations working in partnership with public, private and other social sector organizations. These organizations demonstrate the value partnership in the communities they serve, by stimulating new approaches to developing standards for sustainable communities. Further, all of the honorees are leaders in society who share a vision of the future in which collaboration, improved access/ removal of all barriers and inclusion are upheld as the highest values to foster community health and robust economic growth.

We are delighted to honor CRITICAL LINK INTERNATIONAL as our Global Community Partner of the Year for its pioneering efforts in meeting a global humanitarian need by promoting professional interpreters so individuals accessing vital services can communicate and be heard in their first language. MCIS is proud to recognize, support and help further the work of this organisation that fosters partnerships which further strengthen the capacity of our communities.



CRITICAL LINK INTERNATIONAL is an international, non-profit organization committed to the advancement of the field of community interpreting in the social, legal and health care sectors. The Critical Link network began in 1992 in Canada when Brian Harris, at the University of Ottawa, with the encouragement and support of Geoffrey Kingscott of Language International, gathered together a group of people working in the field to organize the first international conference on community interpreting.

In December 2000, Critical Link became incorporated as Critical Link Canada: National Council for the Development of Community Interpreting and in June 2010 Critical Link Canada became Critical Link International. This change to Critical Link better reflects the international community that Critical Link has become. While the name has changed, Critical Link continues as a non-profit organization committed to the advancement of the field of community interpreting in the social, legal and health-care sectors. Critical Link works to reflect and connect both the visual and spoken language communities.

The last international conference, Critical Link 7 – Global Awakening: Leading Practices in Interpreting, was held in Toronto in July, 2013 at Glendon, the bilingual campus of York University. This Conference brought together over 400 stakeholders in community interpreting for over five days. They focussed on the ways in which interpreting research and practice have made a solid contribution to the globalized society of the 21st century.

MCIS 2013 AWARD OF EXCELLENCE FOR EXCEPTIONAL COMMITMENT TO OVERCOMING LANGUAGE BARRIERS - KELLY ZHANG

The languages should not be removed - they should be celebrated so the cross-language knowledge sharing practices amongst global communities can be sustained.

For demonstrated excellence in an effective cross-cultural communication, motivation, perseverance and commitment to both, advocacy on behalf of people with limited language access and raising the awareness about quality standards in professional interpreting we are granting this year’s MCIS Award of Excellence for Exceptional Commitment to Overcoming Language Barriers to our wonderful, dedicated interpreter at the Scarborough Hospital, Kelly Zhang.



KELLY ZHANG,

KELLY ZHANG immigrated to Canada when she was 12 years old. Limited to only twenty six alphabetic letters to express how she feels and thinks, she understood immediately the depth of challenges of a person who is facing language barriers.

After years of hard work, in 2007, she committed herself to “remove language barriers” to the best of her ability. She also grew in her determination to help others serving as a liaison between those who are in desperate need to be heard and those who can help to interpret their messages.

She credits her persistence in schooling to the guidance of her wonderful teacher Judy Abraham and the entire MCIS team who motivated her endlessly to stay on track and eventually complete the Mandarin and Cantonese Interpreter Proficiency Exams. She still remembers, however, the time when she was called in for her first assignment and Vladimir provided details of the work: while she was trembling with fear, unsure of herself he simply said “Kelly I know this is your first assignment, but you’ll do well”. And she did.

Now in her 6th year in professional interpretation field (and 2nd as a medical interpreter with Scarborough Hospital), Kelly’s confidence has increased. However, this is a highly complex field that keeps you on the tip of your toes constantly. You need to learn, listen and remain compassionate. The way to succeed is not only to give all the help you can but also to accept help when needed. This network of relationships found at MCIS will keep her going for many years to come.

MCIS 2013 SUPPORTING FOOD JUSTICE ADVOCATES

The Flemingdon Community Food Bank is the largest food bank in the City of Toronto. It provides 3000 pounds of food a week and serves over 3000 families a month, including 1700 children. The Food Bank is run by community volunteers who work with all their clients to meet many basic needs, starting with food but also raising consciousness and empowering community to make healthy food choices. The community is a diverse multi-faith and multi-cultural group of close to 30,000 people who speak 90 different first languages and represent 140 ethnic groups. The Food Bank was founded by the Red Cross 25 years ago. In 2005 the Anglican Ministry took up the responsibility of running the Food Bank from the Don Mills Plaza location. Eventually, the Food Bank moved to its present location at 10 Gateway Boulevard (May 2009). The Food Bank is dependent on the generosity of others to sustain itself. A historic coalition of Muslim organizations and Christian churches have formed the new corporation now known as the Flemingdon Community Food Bank. There is a strong commitment to helping people move beyond the stresses of poverty, to have access to healthy food and the means to create a positive future.



“If you went over to our fresh food market and saw the passion of the volunteers that will work hard this afternoon to provide fresh food for their neighbours in a way that builds community and it does not make the judgment - that’s what is so important and so transformational. And this Food Bank feeds over 3000 families a month. I think that is a story that needs to go out is around ... Food Access rather than being about the Food Bank ... I think it is even more critical to help people understand that people here are trying to do things for themselves and that we are trying to build the substance to help them.”

- Flemingdon Park Anglican Ministry’s executive director Helena Houldcroft



FoodShare is a Toronto non-profit community organization whose vision is Good Healthy Food for All. Founded in 1985 to address hunger in our communities, FoodShare takes a unique multi-faceted and long-term approach to hunger and food issues and works on empowering individuals, families and communities through food-based initiatives, while at the same time advocating for the broader public policies needed to ensure that everyone has adequate access to sustainably produced, good healthy food - "from field to table"

Can you find a unifying language that cuts across age and income and culture?...Yes, and the language would appear to be food.

- Pam Warhurst (TED talk: How we can eat our landscapes)



HUMAN TRAFFICKING INITIATIVE

Online Training Initiative to Address Human Trafficking - MCIS Language Services is currently developing a training program for service providers working with trafficked persons. The project is funded by the Province of Ontario, through Ontario Victim Services. It involves the development of an online training component and handbook, which will offer service providers across Ontario resources, tools and tips to assist them in meeting the unique needs of victims of human trafficking. It will include content on human trafficking indicators, victim scenarios, first response practices, safety planning, victim stabilization and service linkages, among others. The project is currently in the development phase and we expect the online training to become available at the end of this year.



FOOD FOR LANGUAGE

In collaboration with two Venezuelan journalists (and recent Canadian immigrants), Oláguer Chacon and Claudia Cisco, MCIS solicited contribution of recipes and food related narratives. Food for Language will be launched on December 6th, 2013 to commemorate the National Day of Remembrance and Action on Violence Against Women. 100% proceeds of the project will be donated to one of our partnering shelters.

Food for Language is envisioned as both, a collection of recipes contributed by MCIS Language Service interpreters, translators and staff and an exploration of individual food vocabularies transformed by immigration and settlement. Food for Language will remind the audience that food transcends the cultures and is connection that strengthens the tapestry of our multicultural Canadian identity and our global citizenship.

The uniqueness of this book is based on authenticity of the stories.

Its goal is to promote diversity, tolerance and deeper understanding of food narratives that we do not "hear" unless the language of food is purposely shared as an initial step to overcoming language and cultural barriers.

Foodforlanguage.org *Photo by Kevin Krejci

MULTILINGUAL COMMUNITY INTERPRETER SERVICES (ONTARIO)

NOTES TO FINANCIAL STATEMENTS (continued)

Year ended March 31, 2013

7. FINANCIAL INSTRUMENTS (continued)

Interest rate risk

The Organization is not exposed to the risk of changing interest rates with respect to interest-bearing debt as it currently does not have any such debt. Cash and short-term investments include amounts on deposit with financial institutions, earning interest at market rates. Fluctuations in market rates of interest on cash and short-term investments do not have a significant impact on the Organization's results of operations. The primary objective with respect to short-term investments is to ensure the security of principal amounts invested and provide for a high degree of liquidity, while achieving a satisfactory investment return.

Credit risk

Credit risk arises from the potential that a creditor will default on their financial obligations. The Organization performs credit reviews of its clients, which minimizes this risk. There is no significant concentration of credit risk with any one creditor. Credit risk associated with cash and short-term investments is minimized substantially by ensuring that these assets are held in major financial institutions and invested in secure instruments such as guaranteed investment certificates.

Currency risk

The Organization is exposed to currency risk as some services are provided to clients in the United States and invoiced in U.S. dollars. In addition, a portion of the Organization's cash (approximately \$81,000 at March 31, 2013) is held in U.S. dollars. This balance is subject to gains or losses due to fluctuations in the U.S. dollar vis-a-vis the Canadian dollar. No activities are undertaken to hedge the Organization's exposure to such fluctuations.

8. COMMITMENT

The Organization occupies its premises under the terms of a three-year lease which expires on June 30, 2014. Minimum annual lease payments are \$44,838 in fiscal 2014, and \$11,448 in fiscal 2015 (total \$56,286).



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www.mcislanguages.com