

# ANNUALREPORT

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2013-2014



Wednesday, October 15th, 2014  
[www.mcislanguages.com](http://www.mcislanguages.com)

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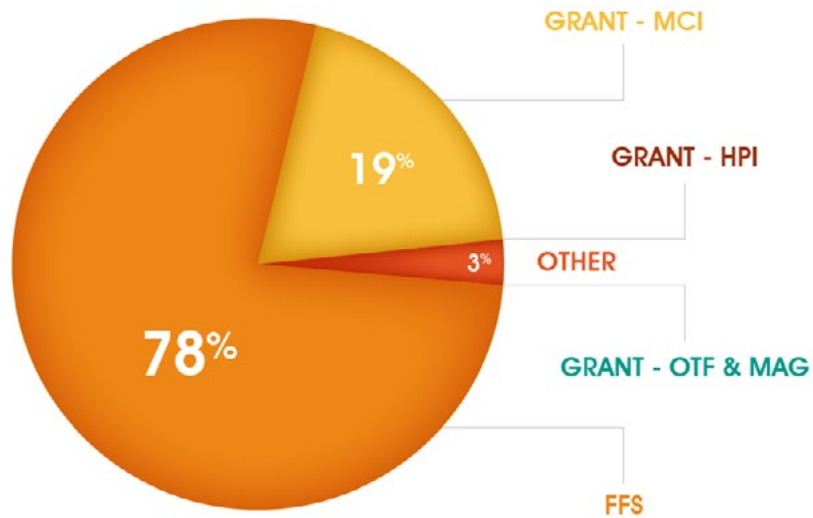
OUR MISSION & VISION

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.



- FFS - Fee For Services
- MCI - Ministry of Citizenship and Immigration
- HPI - Homelessness Partnership Initiative
- OTHER - Ontario Trillium Foundation, Ministry of Attorney General (MAG)

MCIS thanks the following funders:

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



Ministry of the Attorney General - Ontario Victim Services



Office of Francophone Affairs



The City of Toronto - Homelessness Partnership Initiative



Ontario Trillium Foundation





**Rupert Gordon**  
MCIS Chair

## Message from the Chair and the Executive Director

In 2013-14, MCIS had another year of revenue growth from both funded and fee for service sources, and welcomed new clients in education, social services, health care and more. This has improved MCIS' already strong financial position, in an often intensely competitive market, and despite economic growth and immigration trends that are relatively flat.

As a social enterprise, MCIS uses business principles to operate effectively in this environment. That same mission as a social enterprise means we reinvest from MCIS' business into social benefits. Some benefits like our free service program and training subsidy initiative receive a financial contribution. Other special projects benefit from their association with MCIS' organizational capacity, expertise and passion.

This year, I especially want to celebrate our Training to Address Human Trafficking, the translation of our on-line interpreter training modules into French, the Food for Language partnership with Sandgate Shelter, the Docs for Change initiative and the Social Impact of Translation initiative profiled at the AGM. These projects all offer huge social benefits for the vulnerable persons who are at the core of our organization's mission.

Connecting these projects to our business activity is an extension of MCIS' transition into a fee for service social enterprise years ago. That shift created the organizational capacity and sustainability to maximize our volume, and quality, of service to vulnerable populations through our funded programs. Those clients have always been at the heart of MCIS' identity, and we are grateful for our major funders' support including the City of Toronto, the Ministry of the Attorney General and, especially, the Ministry of Citizenship and Immigration (now Ministry of Citizenship and Immigration and International Trade (MCIIIT)) whose program gave birth to MCIS some two decades ago.

My thanks for our successes to our Executive Director, Latha Sukumar, her staff and volunteer team and, of course, to MCIS' dedicated, compassionate and hardworking interpreters and translators. As I end three years as Chair, I offer thanks to members of the Board for their unwavering commitment and shared passion for this great organization. I look forward to continuing to serve with them, and for you, as a Director.

Sincerely,

**Rupert Gordon**  
MCIS Chair  
MCIS Board of Directors



**Latha Sukumar**  
Executive Director

Every year I take stock of how my leadership and those of others around me has evolved. Last year I realized that much clarity comes from stillness and actively practiced being alert and attentive, choosing to be responsive rather than reactive. This meant more long term proactive visioning and fewer reactive acts. This conscious shift has helped us begin our sprint on the path to sustainability. So what are the key initiatives which underpinned our pro-active approach?

### We enhanced our talent pool

We hired our Director of Finance and Operations, a position we had done without in the past. We grew our talent pool and identified leaders for every one of our core activities. We formalized our Performance Management System which had run a pilot year.

### We worked on initiatives with a lasting social impact

With long term visioning comes the desire to make a lasting impact on our local community. Through our collaborative cookbook, Food for Language, interpreters told stories about the food experiences in the geographies they came from. The Ministry of the Attorney General commissioned us to develop the Online Training to Address Human Trafficking. We also engaged with Documentary Organization of Canada (DOC), Toronto Chapter, to help immigrant communities mobilize around issues that matter to them.

### We launched our new and improved technology platform

### We developed our online interpreter training program in French

Through all this we grew our customer base, recruited and trained language professionals and continued to streamline service delivery to reduce our costs.

MCIS continued to enjoy the guidance and counsel of a talented board. My colleagues on the staff team came through a challenging growth year, in spades. They were ably assisted by a wonderful group of high caliber volunteers and interns. Our beloved interpreters and translators continued to be our lifeblood, our reason for being. We thank you for earning us such a good name in the community with your professionalism, generosity and work ethic.

As always we have several funders to thank this year –MCIT, the City of Toronto, the Ontario Trillium Foundation and the Ministry of the Attorney General. We are extremely grateful to all of you for acknowledging and supporting the important work MCIS does.



**Latha Sukumar**  
Executive Director

Founded in 1989, MCIS Language Services has been pursuing its vision to remove language barriers for 25 years. Over the years MCIS has evolved into a model social enterprise providing interpretation, translation and transcription services 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 exemplary leadership on its Board, competent staff and the contribution of our language professionals, volunteers and interns.

We take pride in MCIS’ growth and its commitment to recruiting 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, and training subsidies for aspiring interpreters and translators. With a growing demand for language services, a long track record of success, and deep roots in the community, MCIS Language Services has positioned itself to capture more market share in the language industry by simply demonstrating there is a better way to conduct business.





## OUR BUSINESS

Currently, MCIS provides the following services from English & French to over 350 languages and dialects, including ASL, LSQ and Aboriginal languages. During the 2013-2014 Fiscal Year (FY), MCIS provided professional language services to 869 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 6000 qualified professional interpreters that are language-certified, trained, covered by Errors & Omissions Insurance, and bound by confidentiality agreements. MCIS' interpreter training includes 100 hours of in-class instruction and 200 hours of homework and practice labs. MCIS is the preferred interpretation service provider for Emergency Services including the Police and Children's Services.

During the 2013-14 FY, MCIS moved into year two of our three-year strategic plan. We continued to implement plans and initiatives focused on using our skills, voice and relationships to work with others and to influence and create tangible change to help make communities better. We focused our efforts on:

- Engaging MCIS Language Services' stakeholders in meaningful community experiences that help build local capacity
- Developing strategic relationships across sectors (public, private, government, not-profit) Demonstrating the various ways in which we are creating a public benefit
- Demonstrating the various ways in which we are creating a public benefit
- Sharing our journey of simultaneously bringing about community and business development

## TRANSLATION SERVICES

2013 -2014 was a busy and exciting year for the Translation & Special Projects Department which has grown tremendously. We have completed 1475 projects in the course of the year including the translation of over 2.5 million words, while continuing to provide other complementary services such as desktop publishing, transcription, dubbing, editing, and adaptation, always offering our clients creative, cost-effective solutions to assist them in removing language barriers.

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

One of the highlights of this year was the renewal of our contracts with Legal Aid Ontario, the Ontario Energy Board and City of Toronto, which attests to the quality of our services and dedication of our staff. Other clients that have signed long-term agreements with MCIS during this past year include the Worker's Safety and Insurance Board, the Government of British Columbia, and the Ontario Educational Collaborative Market Place, with numerous educational institutions across the province using our services under this master agreement. We have also continued to provide high quality services to our existing key clients such as Foresters, QualVu, the Immigration and Refugee Board and regional municipalities across the province.

Internally our efforts have focused on streamlining our processes and increasing efficiencies, while continuing to follow the highest industry standards for quality in translation services. Our efforts have paid off when our LICS (Language Industry Certification System) certification under the Canadian General Standards Board was renewed for another two years.

The Translation Department was sad to say good-bye to our Director of Client Services. The Department is now operating under the supervision of the Translation and Special Projects Manager, with 3 full-time coordinators, one full-time translator and one full-time assistant, as well as volunteers and interns that support our internal operations on an ongoing basis.

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. Our most recent project focusing on the social impact of translation is meant to recognize the wonderful contribution of our language professionals.





## RECRUITMENT AND TRAINING

FIL, the French version of MCIS' Online Interpreter Training is up and running and we are starting to see the fruits of our work with the first few graduates of the program. The Formation à l'interprétation en ligne (FIL) program is the first online interpreter training of its kind being offered anywhere in North America. Allez, allez, l'équipe du développement français!

This year the Recruitment and Training Department has taken a special interest in customizing continued competence. We have managed to further standardize our language interpreting services by giving access to our interpreters to what we call the Continued Competence Series. This is a collection of modules that include assignment preparation practice and information on human trafficking interpreting, interpreting for survivors of domestic violence, autism and mental health, interpreting for the supervised access program, financial services interpreting, interpreting in education settings, and interpreting in insurance and discovery settings. By sharing these compilations of glossaries, documents for sight translation, video and audio files for language interpretation practice, we have managed to offer our professionals an effective tool which allows them to become familiar with challenges, protocols and procedures that are particular to each of these settings.

Our Court Interpreter Test Preparation (CITP) training got quite the facelift. The rebranded and redesigned Advanced Court Interpreter Training (ACIT) is now available to learners in the GTA, Ontario, and all of Canada. Thanks to our Moodle LMS and video conferencing software Adobe Connect, we can now host synchronous sessions online with learners across the country. This is a great advancement in connecting our qualified court accredited facilitators with aspiring and seasoned court interpreters seeking to obtain accreditation with their provincial court services.

In terms of professional development we have to say that we are proud to invest in our staff. This year our very own Alejandro Gonzalez, Resource Development Manager, and Jack Hongyan Xu, Training and Testing Coordinator started the Master of Conference Interpretation at Glendon-York University. We are confident that their academic accomplishments will have a significant impact on the quality of MCIS Language Services training and testing programs and initiatives.



## IT & INTERNAL OPERATIONS

In 2013-2014 we weathered considerable hardship with our transition to the new system. This involved a very steep learning curve for staff as well as tremendous patience as bugs were identified and fixed during the testing phase. Staff took on many roles to accommodate the need for data entry into 2 separate systems for over 6 months, until we were completely confident about going live in the new system. While most did really well there were clearly some super-stars like our IT and Operations Manager Williams Pedrogan. It is remarkable that despite all the service disruption we experienced with this data migration process we still went on to serve all our contracts well, ramping up key services, including face to face, scheduled phone, and immediate phone interpretation as well as translation. Throughout the year, we explored and implemented small service innovations and laid the ground work for larger ones in this year.

In 2013-2014 we accomplished a number of important milestones:

- Effectively managed a complex system implementation and data migration process.
- Won a number of key clients
- Successfully managed a diverse range of service offerings.
- Prioritized tasks in a constantly changing environment to meet enterprise-wide goals.
- Met most social benefit targets and brought out a book that raised money for a woman's shelter
- Created and presented an excellent image of the organization and its services to customers.

"Language allows us to reach out to people, to touch them with our innermost fears, hopes, disappointments, victories. To reach out to people we'll never meet. It's the greatest legacy you could ever leave for your children or your loved ones: The history of how you felt."

- Simon Van Booy





# SOCIAL IMPACT

Originally funded by various granting bodies, including the provincial Ministry of Citizenship and Immigration (now MCII), MCIS Language Services has evolved over the years from a non-profit organization to a social purpose enterprise. Every year, we invest our net earned income in initiatives that align with our mission and vision of creating an impact based on social values.

**WHAT IS SOCIAL VALUE?** To help us define social value we used the Sustainable Procurement Task (U.K.) definition: “a process whereby organizations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits to society and the economy, whilst minimizing damage to the environment”. In other words, social value shifts the focus from the bottom-line price or cost of a service towards the overall value of the outcomes delivered.

**WHAT IS SOCIAL BENEFIT?** Social benefit is the outcome of the process of achieving tangible and intangible social values. The benefits we create continuously for all our customers and various stakeholders range from providing jobs for the long-term unemployed, offering opportunities for training and new skills development to newcomers and helping individuals or groups, facing social or economic barriers, overcome them by facilitating their access to language services. We measure the value of our **SOCIAL IMPACT/ IMPRINT** quarterly using quantitative and qualitative metrics while focusing on our six primary objectives:

## 1. IMPROVING ACCESS TO LANGUAGE SERVICES FOR NON-ENGLISH SPEAKING VICTIMS OF DOMESTIC VIOLENCE/SEXUAL ASSAULT/HUMAN TRAFFICKING AND HOMELESS PERSONS

Since our inception in 1989, MCIS has remained committed to vulnerable persons and their rights to access important public services which help them navigate situations of crisis. We have facilitated communication between Limited English/ French speakers who are in need and a range of services in the public sector: shelters, the police, hospitals and criminal justice system agencies. We have applied for and received government grants to address this need. Furthermore, and as part of our ongoing commitment to remove language barriers for our most vulnerable clients, we have routinely absorbed the cost of interpretation when individuals and organizations have not be able to afford it (up to \$10,000/year).

## 2. INFLUENCING STREAMLINED ACCESS

As a member of leading networks involved with improving public sector access for vulnerable newcomers such as Ontario Network of Language Interpreter Services (ONLIS), Healthcare Interpretation Network (HIN), Association de l'Industrie Langue – Language Industry Association (AILIA), Ontario Council of Agencies Serving Immigrants (OCASI) and Domestic Violence

Coordinating Committees, we influence and shape streamlined access to all public sector services for non-English speaking newcomers with professional language professionals, by participating in the conversations and work at the local, provincial, national and international levels.

## 3. EDUCATING ELIGIBLE NEWCOMERS

MCIS subsidizes interpreter training for aspiring newcomers to Canada. It is widely known that getting work and exposure to the Canada-specific job market enables faster integration into Canadian society. MCIS subsidizes the training of at least 100 individuals each year, up to \$40,000, and over 90% of our cohort consists of newcomers who have been in Canada for less than 5 years.

## 4. EDUCATING PUBLIC SERVICE PROVIDERS

Given our solid reputation for the development of online training programs, in 2013 we were funded by the Ministry of the Attorney General – Ontario Victims Services to develop the Online Training Initiative to Address Human Trafficking and we delivered in spades with the most comprehensive, one of a kind bilingual online training program for service providers to address human trafficking in Canada. More than one thousand people have registered to take the training since January 2014, when it was launched.

We also expend a lot of our resources educating public service providers on the importance of using professional community interpreters when serving their non-English/French speaking clients. We are committed to providing a minimum of 100 in person and webinar sessions annually.

## 5. PROVIDING EMPLOYMENT

MCIS provides job opportunities for people who face barriers to employment, in particular those in receipt of social assistance. In partnership with the City of Toronto’s Investing in Neighbourhoods programs, we recruit individuals subsidized by the City for a year, train them and following that year absorb 40 % of all such recruits permanently into our payroll. We have been engaged with this program for over 7 years now. We have 7 permanent employees from that program on MCIS’ payroll. We also hire interns and contractors with assistance from our partners who work with newcomer communities.

## 6. ADVOCATING FOR CHANGE

### • LEGISLATION

MCIS advocates for changes to legislation to ensure continued and enhanced access to public sector services for limited and non-English/French speakers. MCIS’ well-publicized study on language barriers, Giving Voice, called for changes to



Food for *Language*

The MCIS Press Cookbook Collective

MCIS' collaborative writing project, **Food for Language**, is a recipe book and collection of narratives shared by MCIS Language Services and Sandgate Shelter staff. The collection captures the dynamic relationship between food and personal narratives while reminding the audience about how food transcends culture and contributes to Canada's multicultural fabric and global citizenship ([www.foodforlanguage.com](http://www.foodforlanguage.com)).

The Institute  
 MCIS  
 Ontario Trillium Foundation  
 Fondation Trillium de l'Ontario

The word cloud is shaped like a stylized 'C' or a circular path. The words are arranged in a circular fashion, with some larger and more prominent than others. The colors are primarily blue, orange, and white.

The words included in the cloud are:

- MONITORING
- DISCIPLINES
- ADVOCATE
- FASTER
- ACQUISITION
- CHANGING
- INNOVATORS
- BETTER
- SEEK
- COMPLEXITIES
- BLEND
- THINKERS
- COLLABORATE
- TECHNOLOGIES
- CREATE
- DIGITAL
- RELATIONSHIP
- WORDS
- INSPIRE
- LOVE
- HUMANITIES
- EXCELLENCE
- IMPACT
- QUALITY
- JUSTICE
- VERBAL
- ACTS
- FUN
- EQUAL
- KEEN
- EDUCATION
- MINDS
- HEALTH
- UNFANGLE
- SOCIAL
- MUSICAL
- INTERPRETATION
- CULTURE
- DRIVEN
- SCENCES
- BARRIERS
- INJUSTICE
- EXPRESSION
- ARTS
- PEOPLES
- BRIDGE
- PURPOSE
- USERS
- RECONCILES
- YOUNG
- DEVOTED
- COMPLEXITIES
- REMOVE
- BUILDERS
- CHART'S
- RESEARCH
- CONTRIBUTE
- EXCELLENCE
- IMPACT
- VISUAL
- WORLD
- COMMUNICATION
- RIGHT

We are confirming our absolute commitment to advance the social impact of translation by publishing our official declaration of impact (**Manifesto**) and providing the Terms of Reference (plan of action unveiled at the AGM).

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# AWARDS

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**2014 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 2014 Award is LYDIA ZHANG and runner-ups are Gurdeep Virk and Madina Hadi.

## Our warmest congratulations to the recipient of the 2014 MCIS Interpreter of the Year Award:

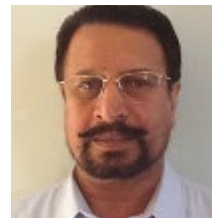
### Lydia Zhang, *Interpreter of the year*

Mandarin interpreter. She completed her training and received her interpretation certificate in 2012. Her background is in financial services (CIBC personal banker) and she has always enjoyed working with others in some sort of service capacity. Lydia is a native Mandarin speaker, also fluent in Cantonese. She is passionate about pursuing continuing education and she spends her spare time studying medical and legal terminologies and reading insurance industry magazines. This year she also completed MCIS' Medical Terminology Training and successfully passed the course exam.

The key to professional interpreting, Lydia says, is preparation: to arrive early, to take assignments seriously and to focus on the quality of interpretation delivery while maintaining awareness and responsibility toward the company one represents. In return, good business practices continuously bring new business from current and potential clients so the opportunities for professional growth and financial reward follow.



## Runner ups



**GURDEEP SINGH VIRK** immigrated to Canada in 2002, attended MCIS' Interpreter Training program and began his professional career as a freelance interpreter for the Immigration & Refugee Board. He was subsequently accredited by the Ministry of Citizenship & Immigration (now MCIT). Gurdeep is a certified interpreter for Punjabi, Hindi, Urdu and Bengali. As interpretation has always been Gurdeep's passion, he feels that he is one of a lucky few who have jobs that double as a hobby and a passion. Gurdeep likes Canadian outdoors, especially camping and hiking with his family.



**MADINA HADI** immigrated to Canada in 2000. She has a diploma from a Teacher Training College and a B.A. in Child Psychology (Roshan University, Afghanistan). She held a position as General Director of Afghanistan Kindergartens and was the Chair of the Afghanistan Labour Law Committee. In Canada, Madina pursued studies in art therapy, computer literacy and languages. In 2004 she completed the MCIS training and interpreting program and began interpreting in Dari, Pashto and Persian while providing administrative and interpreting support.





**2014 MCIS TRANSLATOR OF THE YEAR** is awarded for outstanding professional contribution in removing language barriers and measures responsiveness, reliability and technical skills. Based on the nature, diversity and complexity of work, in 2014 LORETTA MURPHY has been awarded 2014 Translator of the Year. MCIS wishes to acknowledge two runner-ups: Joanne Daigle and Carolina Carvalho.

## Our warmest congratulations to the recipient of the 2014 MCIS Translator of the Year Award:

### Loretta Murphy, *Translator of the year*

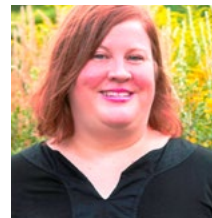
Loretta Murphy has been working in the Languages Industry internationally for over two decades, including teaching English in Mexico, participating in an international language education program in Japan, and co-owning a Language Services Centre in Brazil. In Canada, Loretta Murphy has been working as an Independent ATIO Certified Translator for over six years. Prior to that, Loretta was an Assistant Manager at a Toronto translation services company. She also has a background in Interpretation, having served as a freelance Community Interpreter in Toronto, and a Staff Interpreter in the Oil Sands Construction Industry in Fort McMurray, Alberta.

Today she is the sole proprietor of Loretta Murphy Translation Services, a Toronto-based translation company specializing in Portuguese and Spanish certified translations. Loretta holds a Master's Degree in Translation Studies from Glendon College, York University. She has recently taken a Subtitling Course in the Glendon Continuous Learning Program. Additionally, Loretta Murphy is a member in good standing with ATIO, ATIA, OTTIAQ and STIBC.

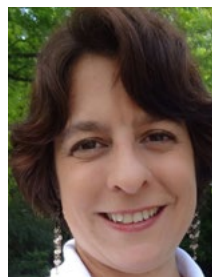
Loretta Murphy is committed to applying her experience and proven track record to her work and to the translation profession in general.



## Runner ups



**JOANNE DAIGLE** is a freelance French-to-English translator with more than ten years of experience. She holds an Honours Bachelor of Arts degree in French Language and Literature from the University of Western Ontario and a Bachelor of Laws degree from the University of Toronto. Joanne has been ATIO certified since 2006. She enjoys the challenges and learning opportunities presented by her day-to-day work, which focuses primarily on legal, medical and personal documents. When she is away from her desk, Joanne enjoys film, travel and catching up with friends.



**CAROLINA CARVALHO** was born in Argentina and grew up in Brazil speaking Spanish with her family, Portuguese everywhere else, while learning English since kindergarten. Her first memories as a translator (or rather interpreter) go back to helping her mother communicate with Brazilians, and throughout her life she's had long comparative language discussions with her mother, who used to be a Spanish teacher in Argentina. She holds a B.A. in Linguistics and English-Portuguese Translation (1996) and an M.A. (2005). Her specialties include software localization, film subtitling, literature and corporate translation. She has been teaching translation and film subtitling since 2001. Since 2007 she lives in Toronto providing translation services, community interpreting and continuing education in Translation Studies.



**2014 MCIS VOLUNTEER OF THE YEAR** recognizes individuals selected for their outstanding achievements in the community and for upholding MCIS' values. The purpose of the Award is to recognize the important contributions of MCIS' volunteers who exemplify professionalism and a passion to give back to the community. Candidate criteria: served in a volunteer capacity in organizing and implementing programs for translators and interpreters, demonstrated excellence in improving quality, responsiveness and cost effectiveness of all our services and supported the work of MCIS, showing great initiative, creativity and competence.

**Our warmest congratulations to the recipients of 2014 MCIS' Volunteer of the Year Award:**

**VALENTINA COVA** (Translation) **and WEN MA** (Human Resources)!



**Valentina Cova**, was born in Bologna, Italy. She holds a B.A. in Foreign Languages and Literature at the University of Bologna and an M.A. in Language, Society and Communication at the same University with a thesis on Translation Studies. She is currently finishing a second M.A. in Translation Studies at Glendon College, York University (Toronto). She had different experiences abroad, such as teaching Italian in the U.S.A. where she also studied at the University of California, Davis. She has been volunteering for MCIS since March 2014.



**Wen Ma**, has over 19 years of accounting experience at China Telecom. He has been in Canada for over three years during which he has been completing an accounting program at George Brown College. It was Wen's great honour to do his volunteer placement at MCIS (Jan - July, 2014) and he considers this not only a wonderful learning experience but also an opportunity to contribute his knowledge and skills. For three consecutive years Wen Ma's outstanding academic achievements are recognized by the George Brown College Dean's Honour List (2012-14).

**MCIS 2014 PROFESSIONAL PARTNERS OF THE YEAR AWARD**, established in 2012, recognizes individuals who have made an outstanding contribution to language industry through their innovative approach, leadership and accomplishments. The 2014 Award celebrates two outstanding partnerships based on special assignments that positioned MCIS as a visionary leadership force in the language industry at large.

**Our warmest congratulations to the recipient of the 2014 MCIS 2014 PROFESSIONAL PARTNERS of the Year Award:**

**LALITA KRISHNA and SUZY KIES!**

**Lalita Krishna**, is an award winning film maker, educator and trainer whose span of work covers television production, training in the not for profit sector and mentorship programs with youth. Lalita’s acclaimed documentaries on kids who change the world are used extensively in the Canadian and international educational markets. Lalita runs a digital media production company which produces games, apps and websites that complement and enhance the documentary viewing experience. She has taught in the Journalism Program at Ryerson University, and media literacy at the Community Worker program at George Brown College. In addition to multiple film awards, Lalita is the winner of the Crystal Award for mentorship, the Trailblazer(2012) award and is the recipient of the Dream Catcher award given by the Hope and Dreams Festival NJ. Lalita sits on the Board of Hot Docs- North America’s premier Documentary Film Festival and is the Co-Chair of the Toronto chapter of the Documentary Organization of Canada. In this capacity she spearheads a number of programs including the Docs for Change initiative in partnership with MCIS.



**Suzy Kies**, At age 54, Suzy doesn’t quite fit the profile of the quiet retiring type; rather she seems more energetic than ever. As well as her work developing culture based programs for Aboriginal youth and adults, Suzy has recently been appointed to the Ontario Aboriginal People’s Commission as their women’s representative, where she will be working with her fellow executives and their national counter-parts to bring the concerns of Aboriginal women to national attention. Suzy has a background in art and more recently has been working towards a degree in psychology. She started in advertising, went to marketing and eventually social enterprise. “Social enterprise is the best fit: it brings all my strengths and knowledge together. I love what I do and have no plans to stop working. My retirement plan is not to retire, they’ll have to carry me out in a body bag, then I’ll stop.”

Suzy can best be described as unconventional and innovative. Her favorite description of herself is: “I don’t just work outside the box, I don’t even know where the box is”. As her Elder and adviser John Rice so aptly put it: “Her crazy ideas always seem to work and she makes things happen.” “It’s not that big a deal, it’s like marketing; I just look for the gap, find a way to fill it and then work like a crazy person until it happens. People are amazed at how much I get done and they always ask how I can do so much. I just tell them I don’t think about it because if I did I probably wouldn’t be able to do it.”





**2014 MCIS STRATEGIC PARTNER OF THE YEAR** is awarded to an organization that has supported MCIS by further defining the three Ps of strategic leadership: Purpose, Process and People. Our warmest congratulations to TRIOVEST, the recipient of 2014 Strategic Partner of the Year Award!



**Our warmest congratulations to the recipient of the 2014 MCIS Strategic Partner of the Year Award:**

### **TRIOVEST!**

Well-connected and strategically driven, Triovest Realty Advisors Inc. is a fully integrated commercial real estate advisory company.

They provide investment management services for income properties of just under \$10 billion, and property management for over 40 million square feet of commercial real estate on behalf of institutional and private investors.

Their real estate portfolio extends across Canada and represents a significant history of successful relationships with clients. They approach real estate investment with the mindset of balancing the needs of the owner and tenant. Triovest staff have provided MCIS the highest quality and most responsive services and we are extremely grateful to them for that.

**2014 MCIS GLOBAL COMMUNITY PARTNER** celebrates outstanding contributors, non-profit organizations working in partnership with public, private and other social sector organizations, continually demonstrating the value of partnerships in the communities they serve. These organizations stimulate new approaches to developing standards for sustainable business practices and are visionary leaders sharing a vision of the future in which collaboration, improved access/ removal of barriers and inclusion are upheld as the highest values for fostering community health and robust economic growth. We are delighted to honor Translators Without Borders as our 2014 Global Community Partner of the Year.



**Our warmest congratulations to the recipient of 2014 MCIS Strategic Partner of the Year Award:**

### **TRANSLATORS WITHOUT BORDERS!**

(TWB) is a non-profit association set up to provide pro bono translation services for humanitarian non-profits. It was established in 2010 as a sister organization of Traducteurs Sans Frontières, founded in 1993 by Lexcelera (formerly Eurotexte). As of 2012, it had about 1600 vetted volunteer translators. TWB assists the transfer of knowledge from one language to another by instituting and managing a community of non-profits who need translations and professional, vetted, volunteer translators. The organization works for pro-bono non-governmental organizations and social enterprises that need information translated. Some of those groups are Doctors Without Borders, Medecins du Monde, UNICEF, Oxfam, Handicap International. Some examples of information translated by TWB include translated reports, interviews, and briefings from conflict-torn areas around the world, such as Burundi, Sudan, and Afghanistan. The organization translates millions of words per year. According to their website, Translators without Borders has donated over 13 million translated words to charities, which is equivalent to over \$2 million released for NGOs. TWB is based in Connecticut and its president is Lori Thicke.



# MCIS 2014 AWARD OF EXCELLENCE FOR EXCEPTIONAL COMMITMENT TO OVERCOMING LANGUAGE BARRIERS

Languages should not be removed - they should be celebrated so that cross-language knowledge sharing practices amongst global communities can be sustained. For demonstrated excellence in effective cross-cultural communication, motivation, perseverance and commitment to the highest professional standards in our industry, we are granting this year's MCIS Award of Excellence for Exceptional Commitment to Overcoming Language Barriers to our wonderful, dedicated translator RENAUD POULIN.

**RENAUD POULIN** has been working as a freelance translator from English to French for different translation agencies throughout Canada and the US since 1995 (part-time) and full-time since 2005. MCIS is one of his preferred clients since October 2011. In the past 5 years he has translated more than 1 million words in the various fields of Environment, HR, Management, Health Research, Sciences, etc. Previously, he has worked inter alia as a trainer/teacher in Adult Education. His practical experience in education has particularly helped him develop a great expertise in translation of diverse educational documents and positioned him well to understand the needs of the clients and to "translate" them in precise and easy-to-read French. Renaud earned his BA at the Université de Sherbrooke in Quebec. He lives in a lovely village of 1,200 souls located 50 minutes south of Quebec City.



# MCIS 2012 - 2014 | OUR CONTINUOUS SUPPORT TO 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 awareness and empowering the 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) and depends on the generosity of others to sustain itself.

# MCIS 2012 - 2014 | OUR CONTINUOUS SUPPORT TO FOOD JUSTICE ADVOCATES



**PANERA BREAD** has worked to help combat the problem of hunger for 25 years, since it began donating unsold bread and baked goods to local organizations.

At the end of each day, Panera Bread donates all unsold bread and baked goods to local area hunger relief agencies and charities as part of its local Day-End Dough-Nation program. Collectively, Panera bakery-cafes donated a retail value of approximately \$100 million worth of unsold bread and baked goods in 2013 to help fight food insecurity in our communities.



## OUR PEOPLE

"Proud to be a part of MCIS' team. This is a role-model business for me, whose managers are passionate yet professional, with a strong social commitment yet first and foremost treating their service providers with respect, able to offer low-cost services to their clients yet prioritizing the quality and working conditions of their translators and interpreters. Most of all, I've learned that giving back to your community will bring you a lot more than you give in terms of work and close contact with like-minded people."

- Carolina Alfaro de Carvalho, MCIS translator





**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 Years Policy and Programs 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. He is married to Rebecca Tuff, an elementary teacher, and they live in Leslieville with their two daughters Eliza (11) and Charlotte (8).



**Cambria Ravenhill,** Vice-Chair

Cambria has over 20 years of experience in sales, marketing and training within the technology and telecommunications sectors. Currently, she is Manager of Business Strategy and Development for IT security solutions with a major Canadian telecom company. Previously, Cambria held senior level positions with a number of leading technology companies, managing sales and marketing teams across Canada and the eastern United States. 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.

**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. Michelle works in George Weston Limited's Enterprise Risk and Audit Services department where she leads operational audits, advisory engagements, and special projects to help management reduce the organization's risk. While living abroad as a child, Michelle had firsthand experiences with learning new languages, using translation services, and navigating through unfamiliar cultures. These early experiences contributed to her passion for 'culture' and her desire to be actively involved in the not-for-profit sector.



**Larry Mah,** Secretary

Larry has 20 years experience in program design, delivery, measurement and evaluation. Larry's program background includes national initiatives in both the private and not-for-profit sectors. Larry is currently the Director of National Programs for CIBC and oversees all of the Bank's employee giving and engagement activities which includes the United Way campaign.

Larry is married and resides in Toronto with his family, which includes a 9 year old son and a 4 year old Wheaten Terrier.





**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 by enabling people to live independently or working towards breaking down barriers. Over the years Andrew has had the opportunity to live, travel and receive 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.



**Andrey Andin** is a finance and strategy professional with over 8 years of consulting, corporate development, and finance experience in the Retail, Consulting, Financial Services, and Energy & Resources industries. Areas of expertise include performance improvement, strategy development and analysis, and financial management. Andrey has an MBA from the Rotman School of Management and CMA (IMA, USA) and CFA designations.

As a Canadian immigrant, Andrey believes in MCIS' vision to remove language barriers and is looking forward to contributing to the company's achievements.





DIRECTORS



**Gautam Nath** is a senior consumer products marketing professional with over two decades of corporate experience. He is Vice President at Balmoral Multicultural Marketing, Canada's pioneer communications agency targeting ethnic audiences. Gautam is also the Founder of the Multicultural Marketing Society of Canada and Co-Chair of the Multicultural Marketing interest group at the AMA (American Marketing Association) Toronto Chapter. Gautam serves on several boards (United Way), contributes papers and articles to the media and is also a prominent speaker at various universities and settlement agencies. He was awarded the Top 25 Canadian Immigrants Award 2011.

**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 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.



**Forrest Parlee** works with governments and universities to build industry/academic R&D collaborations. Based in Toronto, he is Director, Partnerships at Mitacs, Canada's research and training network, where he promotes public sector investment in innovation and training programs that help companies grow through R&D and develop Canada's industrial research talent.

Previously, Forrest served as Director, Public Affairs at GS1 Canada, the Canadian arm of the world's leading standards organization for supply chain management. In this role, he worked with governments and trading partners to help make Canadian businesses more efficient, productive and sustainable through the use of innovative collaborative commerce solutions. He has previously worked as a public affairs consultant and has served as a political advisor to Cabinet Ministers at the provincial and federal levels. Forrest has a Bachelor of Arts (Political Science) and a Master of Arts (Liberal Studies) from Simon Fraser University.

**Soussanna Karas** has a law degree from Osgoode Hall Law School and was called to the Bar in 2005. She works as in-house legal counsel at the Travel Industry Council of Ontario (TICO). She has been employed with TICO for the last 5 years. TICO is a non-for-profit organization that has delegated authority to license and regulate travel professionals by the Ontario Government. TICO fulfills the same role for travel agencies as the Law Society of Upper Canada does for lawyers. Prior to TICO 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



**Mark Haan** comes to MCIS with a diverse background in Immigration, Education and Telecommunications. Currently he is the Executive Director of The Insolvency Institute of Canada, Professional Organizers in Canada and Canadian National Migration and Naturalization Association. 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 10 years old.

**Tezbir Singh** is a strategy consultant with a focus on technology and how it brings about 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.



COMMITTEES	MEMBERS NAME
Finance	Angelina Mastroianni
Finance	Marina Pakhomova
HR	Amy Wong
HR	Carol Boulder
HR	Erin Adams
NOMINATION	George Manios
NOMINATION	Myha Troung
MARKETING	Leon Lukiyanets
MARKETING	Ken Shen

OUR STAFF



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.



**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.



**Claudia Huelgas**, Director of Client Services

Claudia has completed the Translation program at York University. Claudia was granted the achievement award by 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.



**Alex Aleinikov**, Director of Finance & Internal Operations

Alex joined MCIS as its Director of Finance and Internal Operations in October 2013. Alex has over 12 years of accounting and finance experience. Most recently, he served as the Manager of Finance at Innovapost, a Canada Post subsidiary. Before that, Alex led a team of financial analysts and accountants at IBM Canada and managed a portfolio of 1.2 billion in IT outsourcing agreements and worked in various financial management and accounting capacities, domestically and overseas. Alex earned his CPA, CMA designation from the Society of Management Accountants of Ontario in 2002. He was granted a MPM degree in Financial Management from the University of Maryland, College Park, in 1995.



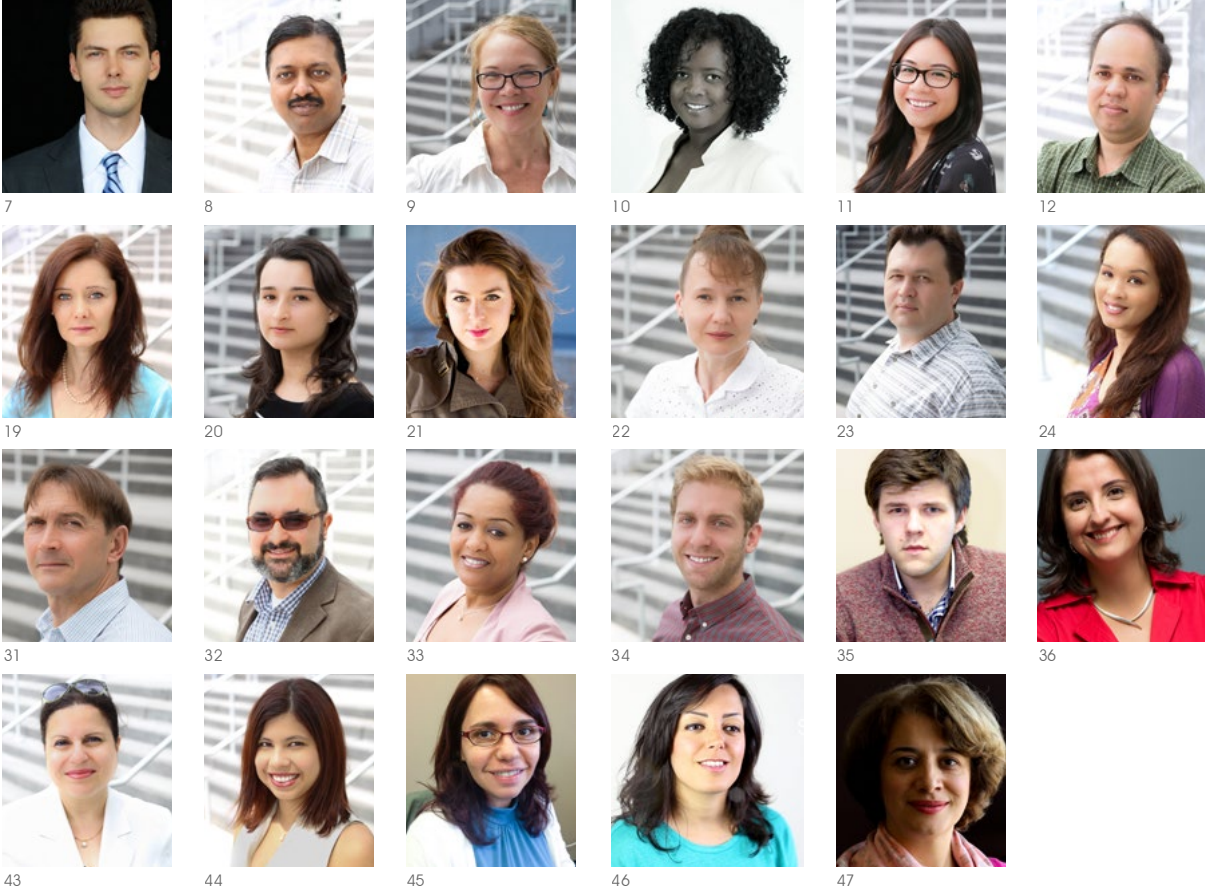


STAFF



1. Alejandro Gonzalez- Resources Development Manager, 2. Alex Aleinikov - Finance, IT & Internal Operations Director, 3. Andrea Levin - Sales & BD Assistant, 4. Angie Meade - Business Development and Marketing Assistant, 5. Anila Radovicka - Finance Coordinator, 6. Anjum Bakhula - Interpreter Services Coordinator, 7. Axel Van Goud - Interpreter Services Manager, 8. Baskar Swaminathan - Finance Assistant, 9. Eliana Trinaistic - ED Executive Assistant & Board Administrator, 10. Filsan Oglay - Interpreter Services Coordinator, 11. Gabriela Rodas - Project Coordinator, Translation & Transcription Department, 12. Hedayat Farooqui - Finance and Internal Operations Assistant, 13. Jack Xu - Testing and Training Coordinator, 14. Jhonattan Bonilla-Ramirez - Advertisement Coordinator, 15. Jing Zhang - Recruitment Assistant, 16. Judy Abraham - Business Development Manager, 17. Kevin Mannin - Project Coordinator, Translation & Transcription Department, 18. Latha Sukumar - Executive Director, 19. Laura Zollner - Internal Operations Assistant, 20. Luisa Cano - Client Services Assistant, 21. Nino Marshania - Project Coordinator, Translation & Transcription Department, 22. Olga Ryabinia - Financial Accountant, 23. Paul Zborshchik - IT & Internal Operations Assistant, 24. Princess Hew - Testing and Training Administrator, 25. Rafaela Marchi - HR Admin Coordinator, 26. Richard Brooks - Strategy & Business Development Director, 27. Shanta Singh - Interpreter Services Coordinator,

STAFF



28. Stella Constanca - Interpreter Services Coordinator, 29. Veronica Costea - Translation & Special Projects Manager, 30. Vivek Vijayapalan - RFP/Proposal Coordinator, 31. Vladimir Bikeev - Interpreter Services Coordinator, 32. Williams Pedrogan - IT & Internal Operations Manager, 33. Zewdi Gselassie - Interpreter Services Coordinator, 34. Aleks Dheffo - RFP & BD Coordinator, 35. Alexander Leonov - Testing and Training Coordinator, 36. Claudia Huelgas - Director Client Services, 37. Diane Nikolettos - Recruitment Coordinator, 38. Dorian Chapeau - Bilingual Development Coordinator/Coordinateur du développement bilingue, 39. Fred Li - Testing and Training Coordinator, 40. Maria I. Ramirez - Manager HR & Admin, 41. Pawan Kukreja - MBA Consultant, 42. Pearl Tsai - Backup Interpreter Services Coordinator, 43. Rana Alumari Internal - Sales Assistant, 44. Rhina Larios - Recruitment Assistant, 45. Rosary Perez - Instructional Designer, Training Consultant., 46. Sara Sarafi - Interpreter Services Coordinator, 47. Shara Shodjaei Tehrani - ISO Consultant, Deepak Ananthnarayan - MBA -Business Consultant - IT Strategy, Deirdre Drazich - Data Entry Assistant, Fiona Lowey - Data Entry Assistant, George Liu - Business Process & Service Innovation Consultant, Kadria Faraj - Recruitment Assistant, Marcela Lopez - Internal Sales Assistant, Roxana Iusuf - Recruitment Assistant.



## 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, Stefanie Moschonissios Cassidy and Meri Petrov.

### COURT INTERPRETING TRAINING TEAM

Elena Davydova, Nicholas Ferreira, Widad Nosseir and Meri Petrov.

### E-LEARNING TEAM

Rosary Perez – Instructional Design; Miguel Hortiguela – voice over; Sadjya Allab – voice over; Julien Marie-Adolphe - voice over; Santiago Jauregui - audio editing and Oscar Angarita - audio editing.

### ONLINE TRAINING TO ADDRESS HUMAN TRAFFICKING TEAM

Veronica Costea – Project Manager; Sadjya Allab – voice over; Oscar Angarita – audio editing; Rachel Cadranel – reviser Valérie Dailly - translator; Déborah Fournier – voice over; Miguel Hortiguela – voice over; Santiago Jauregui – audio editing Julien Marie-Adolphe – voice over; Marie-Lyna Luc – translator, terminologist; Nicolas Pigrais - translator; Renaud Poulin - translator and Marie-Josée Savoie – voice over.

**Volunteers:** Candace Joseph – research, transcription; Yennith Mina – research, transcription; Omkar Patel – research; Julie Ung – research, testing; Abhishek Vaidyanathan – research, transcription and Tanzina Zaman – research, transcription.

### IS BACKUP ASSISTANTS:

Ga-Wai Sally Lau, Backup IS Coordinator; Ryna Kim, Backup IS Coordinator; Pearl Tsai, Backup IS Coordinator and Kaila Wang, Backup IS Coordinator.

## OUR INTERNS, PLACEMENTS STUDENTS & VOLUNTEERS 2013 - 2014

### SPECIAL THANK-YOU TO:

Aastha Sharma  
Abhishek Vaidyanathan  
Afaf El-Bakkali  
Altaf Hossain  
Amara Mushtaq Bhalli  
Andrea Posada  
Andrea Levin  
Asma Tavousi  
Claudia Sisco  
Dean Roach  
Dennis Chen  
Eric Liang  
Esther Luan  
Fang(REBECCA)CHEN  
Jerome Fernando  
Kathleen Adachi

Kirubhalini Giruparajah  
Krishi thamma  
Lily Nirmalasari  
Luckshie Navaratnam  
Lydie Ladrezeau  
Mahsa Saffari  
Margaret Veitch  
Maria Fe  
Milena Peña  
Nada Khan  
Nadezda Kovaleva  
Naira Abrahamyan  
Nawin Adhikari  
Nesrin Thabet  
Olaguer Maldonado  
Pearl Wang

Raisa Egorova  
Ramesh Sharma  
Roxana Iusuf  
Ruby Jacob  
Sapna Agrawal  
Shara Shojaei  
Susana de la Torre  
Tania Stasi  
Tanzina Mounik  
Utheni Eavichandran  
Valentina Cova  
Vinay Giridhar  
Vitalii Opiekunov  
Wen Ma

## 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 Translation and Interpretation Services
- Kitchener - Waterloo Multicultural Centre
- The Multicultural Council of Windsor and Essex County

### Niagara Region

- Interpreters Niagara Hamilton, Information Niagara



BUSINESS DEVELOPMENT FY 2013 - 2014

SERVICES

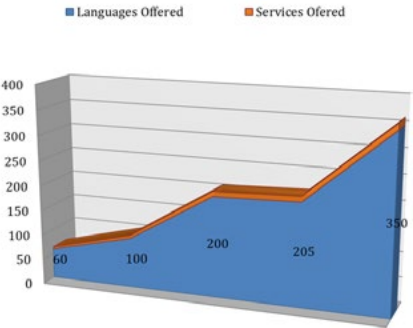
Interpretation (Consecutive & Simultaneous)

- **Scheduled Interpretation**
  - In-Person\* (Canada-wide.)
  - Video - Global
  - Phone - Global
  - Message Relay - Global
  - Immediate Phone - Global
- **Translation & Localization - Global**
  - Intralingual (same language)
  - Interlingual (source language to target language)
  - Subtitling
  - Voice-over
  - Dubbing
- **Accessibility – Global**
  - Sign Languages (ASL/LSQ)
  - Braille
  - Close captioning
  - Described video
  - CART
- **Business Services – Global**
  - Transcreation
  - Desktop publishing
  - Audio /Video production
  - Multilingual websites
  - Language proficiency testing



Year	2009-10	2010-11	2011-12	2012-13	2013-14
#	2	22	38	60	114

MCIS GROWTH (E) ROI - SERVICE OFFERINGS



LANGUAGES OFFERED				
2010	2011	2012	2013	2014
60	100	200	205	350

SERVICES OFFERED*				
2010	2011	2012	2013	2014
4	6	10	11	13

\*Includes Immediate phone, Video, Translation, Transcription and Training Technologies

**ALL** acts of communication are acts of **Translation and Interpretation.**

Translators *Remove* Communication *Barriers*

**BETWEEN** **PEOPLES**  
&  
**CULTURES.** We blend disciplines to bridge the complexities of the Globalized World, monitoring its impact on **Sciences, Humanities, Arts and Technologies.**

**TRANSLATORS** Our minds are young and we love fun.  
**ARE DECODERS.** We are here to **UNTANGLE**  
verbal, visual, musical and digital acts of communication and

**INSPIRE** **Users, Innovators & Thinkers**  
to collaborate Better & Faster.

Translators **WORDS** to fight Social Injustice and advocate use their **WORDS** for the Freedom of Expression.  
We contribute to improved quality of life by facilitating equal access to **healthcare, education and justice for all.**

Translators *Devoted* to their clients  
**ARE** Excellence-Driven Relationship Builders  
*Driven* **BY PURPOSE**

Our **Culture** is the **Culture** of **SOCIAL IMPACT**  
measured by our non-compromising obligation to *Seek Out* the change we need to *Create* in the world.

**STAY CONNECTED!**







# FINANCIAL STATEMENTS



Office Number

**416 426 7014**

Fax

**416 426 7118**

After-hours / Emergency

**416 422 5984**

Toll free

**1 888 236 8311**

Email: [info@mcis.on.ca](mailto:info@mcis.on.ca)

789 Don Mills Road, Suite 1010

Toronto, Ontario, Canada

M3C 1T5

Visit our website and learn about our events and services!

**[www.mcislanguages.com](http://www.mcislanguages.com)**