



ANNUAL REPORT

FY 2020-2021

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MCIS Language Solutions (MCIS) is a not-for-profit that has evolved into a model social enterprise and has been relentlessly pursuing its vision to remove language barriers for over 30 years. With over 60 full-time staff and a roster of over 5,000 language professionals, MCIS provides a full suite of language solutions: from language interpretation, translation and transcription to localization, training and training development for government, legal, police services and healthcare organizations in over 300 languages.

In 2013, Common Sense Advisory confirmed that MCIS is the largest not-for-profit language solutions provider in the world.

Statement of Purpose MCIS believes that language access is fundamental to ensuring public health and safety, and for the full participation of all people in civic life. MCIS employs an innovative social enterprise model to improve the quality and accessibility of language services, providing a full suite of high-quality language services in 300+ languages to service providers, and reinvesting designated surplus into free products and services, training programs, and advocacy.

Mission Improve access to critical information and services through high-quality language solutions.

Vision Connecting people globally through languages.

Values

Respect We treat others as we expect to be treated. We embrace and celebrate diversity and we value each individual's unique talents and contributions. We create a workplace where our staff, stakeholders and partners enjoy equal rights and opportunities and are treated with dignity and compassion. We foster a climate of trust and openness by communicating in a timely, accurate, and honest way.

Quality Our goal is to provide professional and re-

ABOUT US

liable language services. We listen to truly understand the needs of our stakeholders, and create excellent and consistent stakeholder experiences. We meet our stakeholders' needs by doing the right thing, the right way. We improve our work to optimize our efficiency and effectiveness for a seamless stakeholder experience.

Collaboration We can only be successful when we work together. We collaborate to leverage our collective strength and make a difference in people's lives. We value teamwork because we learn and benefit from the experience and perspective of others. We believe in collective impact and work towards common goals.

Accountability We take responsibility for our own decisions and actions. We set high-performance expectations and hold ourselves accountable for the quality of our work and the results we achieve. We assume responsibility for promised outcomes to our customers, our staff, and the society we serve. We are proactive in all that we do, big or small.

Learning We are a learning organization. We maintain curiosity and pursue lifelong growth and learning to stimulate our ability to meet challenges and take opportunities in the ever-changing world. We believe a learning environment will help each individual achieve their full potential. We commit to continuous education, reflection and self-improvement as the foundation for our future success.

Our Funders



- Ministry of Labour, Training and Skills Development Language Interpreter Services Program
- Ministry of the Attorney General Ontario Victim Services

Ontario
Trillium
Foundation



An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

Fondation
Trillium
de l'Ontario



JOINT EXECUTIVE DIRECTOR AND BOARD CHAIRPERSON REPORT



On March 12, 2020, when the murmurs reached a crescendo with the World Health Organization announcing that the globe was under siege with the COVID-19 pandemic, we all felt the chills go down our collective spines. This was unprecedented, no one knew what to expect, and therefore, how to prepare for it. So the fact that MCIS not only weathered it, but came out doing spectacularly well, is testament to some nimble decision-making, some visionary thinking, and preparedness.

MCIS provides an essential service. We are the voice of some of our most vulnerable. We had to immediately go remote to continue offering our services. Thankfully, as though in preparation for this, we had just the previous year, moved our call centre and interpretation and translation management systems to the cloud. But now we needed laptops, Zoom licenses, more online teleconference rooms, better internet access, and secure VPN connections for all. We also had to train people on working remotely and ensure proper coordination between teams. We did all this and put together a communications task force, updated our website with a COVID page, FAQs, weekly vlogs and regular newsletters to minimize calls from customers and vendors. Additionally, we

dedicated additional staff resources to receive vendor and customer calls, since bringing all our services remote via telephone and video required much more coordination.

As a not-for-profit social enterprise, MCIS relies on its earned income to keep its operations going. Not unlike every other enterprise in Ontario, we were caught off-guard by the drastic drop in our service volumes during the initial months. Also, keeping in mind the safety of our interpreters, we had decided to cancel in-person interpretation services until June 30. Initially, there was little uptake even for phone and video assignments because the public sector agencies that requested our services had their own struggles adapting. During those initial months, the Senior Management team met with MCIS' Managers over Zoom every day to address and problem solve issues that arose, and we kept the Board updated on day-to-day operations.

Once we were firm in our business continuity plan, we chose not to dwell on doom and gloom scenarios, but focussed on opportunities instead. There were two kinds. The first, where we could be of service to others. And second, projects we could work on for which

we now had more time.

For the first, we set up a free over-the-phone interpretation line to assist food banks and other such emergency services to provide access for Limited-English Speaking (LES) callers. We also helped smaller agencies by providing them with free translation of their emergency communications. We created a clearinghouse of COVID-19 related resources in over 50 languages on our website. Most importantly, we observed how language barriers compounded the challenges LES had in accessing critical information and services, and sponsored an independent consultant to rally stakeholders across the broader public sector to organize Language Advocacy Day in February 2021.

As for the second, we engaged volunteer consultants from Management Advisory Services to help us facilitate an organizational restructuring and create a three-year strategic plan. We clarified roles and responsibilities, and identified areas of focus to help us work remotely, make better use of technology, and prepare for a future where artificial intelligence (AI) would become ubiquitous. We incorporated learnings acquired from operating remotely during these extraordinary times and completed both by November 2020. We also updated our vendor rosters with the latest and greatest information, and upgraded our remote interpreter and translator training programs to make them more generic and bring them to a wider global audience.

At year end, we did well financially. Since we made our services accessible by meeting customers where they were, staying responsive and offering seamless service, demand for services picked up after the initial slump. We also expanded to offer Remote Simultaneous Interpreting (RSI) for meetings and town halls, and held our customers' hands as they waded into the world of technology-enabled remote services. Where we had seen no requests at all, we began to average 30 video remote interpretation services per day.

We also focussed a lot of our efforts on ven-

dor relations, offering frequent online educational sessions and conducting several mental health workshops and webinars, which our staff team also took advantage of. We also went live with our new Customer Relationship Management (CRM) system for much better and more streamlined communications with our customers.

But our most ambitious work was facilitating, with a broad coalition of passionate stakeholders interested in language access, the Language Advocacy Day 2021 initiative, which took place as an online event on February 4, 2021. Though our contribution was sponsorship and assistance with planning, our role served as a catalyst to inspire thought leaders from across the country to educate an interested public on the importance of this cause. It is MCIS' fervent hope that the coalition carries this initiative forward to make it an annual event. There were panelists from across the country and sectors, and participants from around the globe. Stakeholders successfully advocated with MPPs across the political spectrum for an annual Language Advocacy Day. There is momentum, post-event, to bring a private Member's bill forward for this purpose. Where in the past we were unsure of our social purpose, we now have a renewed sense of the impact we can make. We realize more than ever that we are all connected and the more we operate in service of others, the better we serve MCIS, our individual selves and our community as a whole.

Change is never comfortable, especially when it is forced upon us in such a dramatic fashion. There were no precedents to draw upon and we had nothing to which we could anchor ourselves. We were flying by the seat of our pants. There were so many moving parts. We had to ensure the trust of our language professionals who saw their income sources drying up. We had to help customers deliver services in new ways, through remote platforms. We also had to ensure the staff team received the requisite support, even as they took on more technically-challenging tasks and collaborated through

chat on the cloud- based call centre. We did it all and then some.

MCIS also conducted a needs assessment this past year, so we could reimagine linguistic services to ensure the full and complete participation of all in Canadian society. COVID helped shine the light on various inequities that persist for immigrant and refugee populations. Marmitha Yogarajah, the author of the report “Establishing Best Practices for Limited English Speakers, A Needs Assessment” funded by the Ontario Trillium Foundation, expressed her findings as follows:

“We know that limited access to language services for limited-English speakers presents multiple barriers, and can often decrease participation in programs, cause social isolation and various delays in personal development in most settings. Language interpretation and translation services provide an effective way to address language barriers and can help limited-English speakers mitigate the negative effects of misinterpretation by wholly understanding and appreciating their circumstances. We also know that the current system is not prioritizing language services and does not allow limited-English speakers the autonomy to access services on their own and on demand.”

That MCIS was able to do all that we did is thanks to a diverse group of talented and passionate individuals. First and foremost, a heartfelt thank to our interpreters who were warriors in the front-lines, risking their health and safety to benefit people who needed their services. We are equally grateful to our translators who displayed the highest levels of professionalism turning around their work within insanely unrealistic timelines. A big thank you to all our technology partners who worked collaboratively to accommodate our requests, despite all the other pressures they were facing, and a special mention to Management Advisory Services for providing us access to their expert volunteer consultants and coaches. Each and every one of MCIS’ staff team has been nothing short of stupendous and

the IT team deserves special commendation for bringing all our services remote within record time and continuing to patiently provide technical support. MCIS’ Board of Directors provided visionary and exemplary leadership, coming prepared to every meeting and asking tough questions to ensure MCIS stayed true to its mission and did everything to mitigate all risks and remain sustainable.

We would like to thank our funders from the Ministry of Labour, Training and Skills Development, the Ministry of the Attorney General, the City of Toronto and the Ontario Trillium Foundation for generous grants that support services for our most vulnerable, including survivors of violence and the homeless. We thank all our customers for adapting to make their services linguistically and culturally accessible, through these difficult times, by engaging qualified language professionals.

A few board members are stepping down this year. We thank Hilda Wu, Shimona Petroff, Renata Punwasee and Monica Franklin for their diligence and stewardship throughout their tenure and especially during this difficult year. We also thank staff members who left due to personal circumstances or to pursue other opportunities.

In the post-COVID world, we will need to reinvent our delivery of services everyday. Our challenges will be to remain intentional about engaging local resources, to adapt to new technology, and provide timely and responsive services to our most vulnerable, wherever we find them. We know that MCIS will continue to lead the way in providing linguistically accessible services for all.

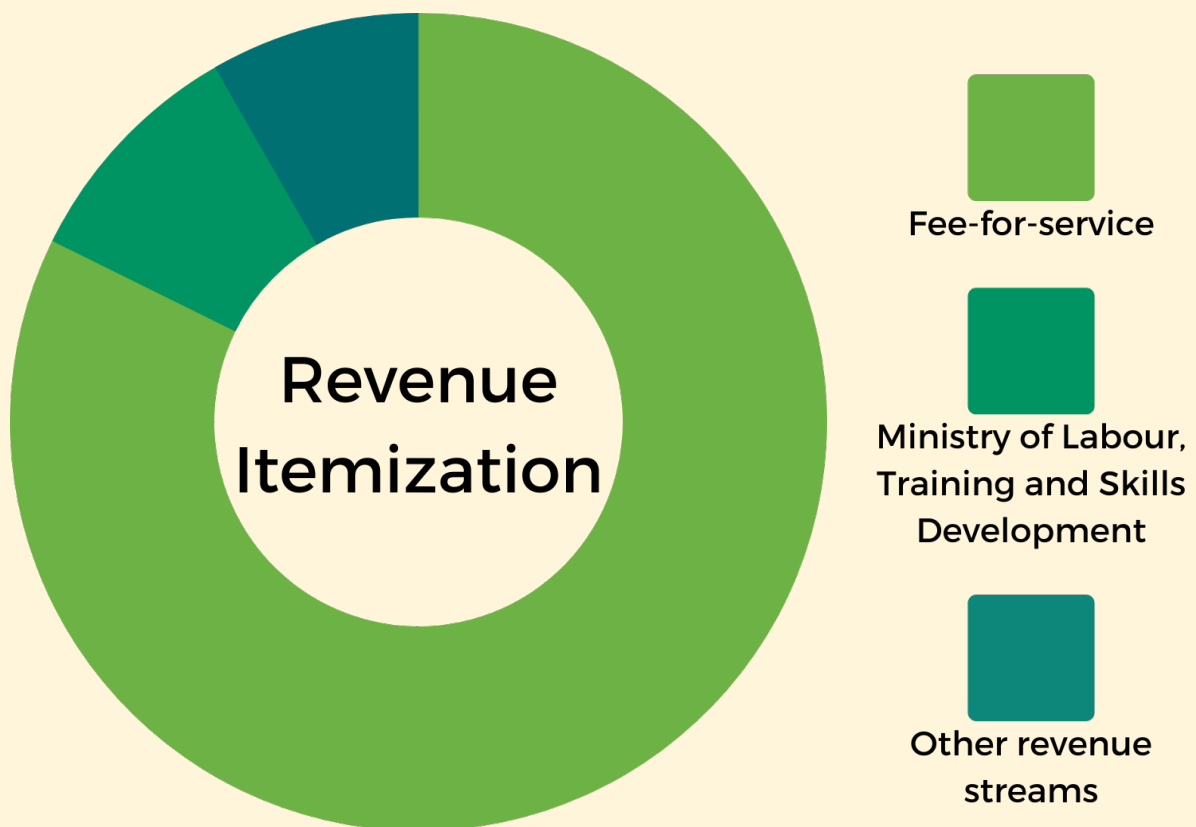
Latha Sukumar

Executive Director

Shash Anand

Board Chairperson

FY2020 – 2021 REVENUE ITEMIZATION



Revenue Itemization	Amount	Percentage
Fee-for-Service	9,888,246	82.3%
Ministry of Labour, Training and Skills Development	1,128,530	9.4%
CEWS and Misc	731,351	6.1%
Shelter, Support and Housing Administration	105,866	0.9%
Senior Victims of Crime Training	72,720	0.6%
Ontario Trillium Foundation	44,904	0.4%
Online Training Initiative to Address Human Trafficking	43,100	0.4%
TOTAL	12,014,717	

MAKING A LASTING SOCIAL IMPACT

Over the last few years, MCIS has been working to ensure that its social impact is felt across the board and seen in everything we do—from how we go about doing our daily work and delivering services, right to gauging the impact in the communities we serve. Social impact is woven into the very fabric of MCIS across all of our different teams and departments. This is why, this year, we have opted not to include individual department updates, but rather show just how the work that we do impacts individuals, customers and communities as a whole. It is a team effort, not driven by one person, but by every single person who works with and at MCIS.

The last year has been full of changes, surprises and achievements for MCIS' social impact. Despite the disruptions caused by COVID-19, we managed to conquer many challenges, identify new areas of focus, successfully implement strategies and make great contributions by providing free language services and language advocacy efforts. The demand for our services and the feedback we received really revealed the value of our work, the impact it has made, and how we can take advantage of what we have learned and acquired over the past year and incorporate it into our future work.

MCIS staff contributed over 200 hours of volunteer work to organizations in need of critical access to services. Our training programs provided 159 language professionals with specialized interpretation skills such as legal and medical interpretation, 134 indi-

viduals with professional skills to assist elder victims of abuse, and over 3,000 individuals with training on anti-human-trafficking and survivor support. Our high quality language services were conducted with a fulfillment rate of 98% across all services.

Growth in the value of free services that we provide was a major focus of the past fiscal year, and we made great achievements. In the 2020-2021 fiscal year, MCIS contributed over \$84,000 in free language services funded through our Social Benefits Initiative (SBI). In comparison with the 2019-2020 fiscal year, this was an increase of 2.4 times for free interpretation services, and an astonishing 6.6 times the growth in the value of our free translation services, which also saw an increase of 4.6 times the number of words translated over the previous year.

The nature of the services we provided also evolved to meet the changes in the market and people's different needs. In 2020, the largest category in which we provided free services was counselling, which was about 33%; in 2021, however, 72% of all the assignments we conducted fell under the "other" category. These "other" assignments are ones that emerged during the pandemic due to people's new communications needs and information barriers that did not exist prior to the pandemic. The types of assignments included translation and interpretation to help minority languages speakers, who were facing uncertainty with life and careers, to build connections, help them understand COVID-19 protocols, learn about new social benefits and taxation policies, understand government information, maintain their mental health, participate in conversations regarding the pandemic, and more. Throughout the lockdowns, we saw a dramatic increase in the demand for access information, and through over 850 SBI-funded assignments and over 30 new community partnerships,

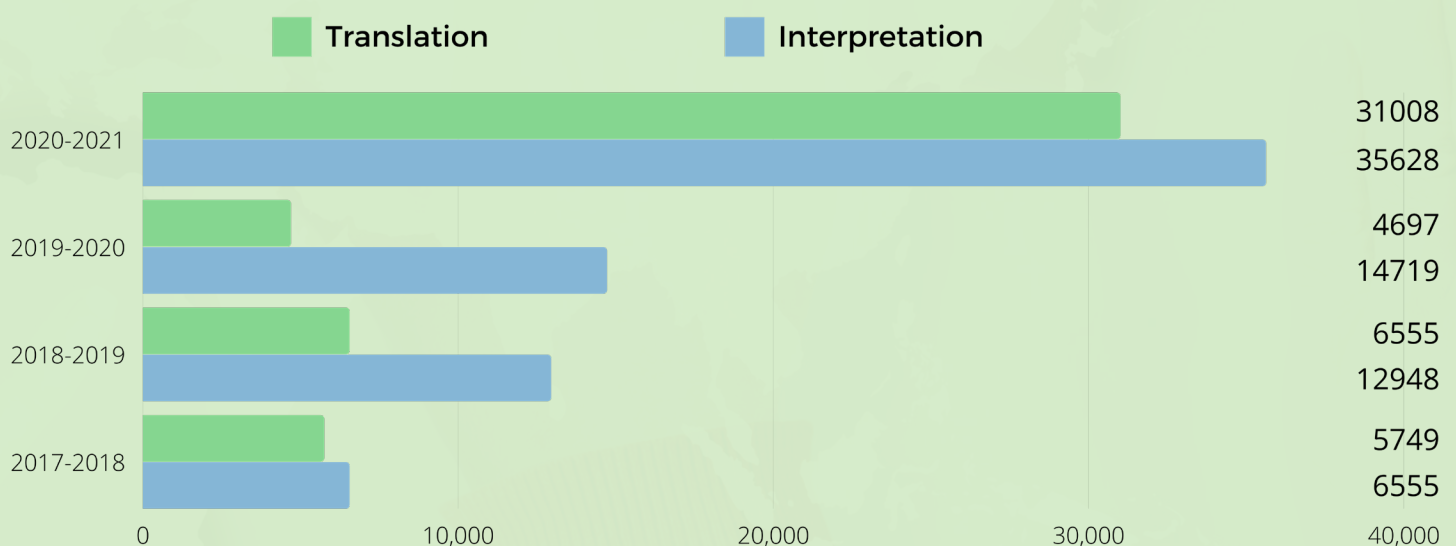
we were able to bring together those who needed and provided support.

Aside from providing free language services, MCIS was also actively advocating around public policies, and building strategic partnerships and communications. Through our five advocacy initiatives (Language Advocacy Day lobbying, conference, and festival, interpreter posters, Language on the Periphery panel, and vaccine town halls), we engaged 79 organizations and over 4,000 individuals in conversations, where the most discussed topics included health and

before, and we created opportunities that resulted in proven impact.

Secondly, the numbers and data we received are extremely valuable in helping us to establish next steps. According to the results of a survey we sent to our SBI customers, the biggest language access challenge they faced in the past year was an increase in service requests from vulnerable groups that they already serve. The most common mitigation strategies they implemented were to either seek help from multilingual volunteers or to utilize online tools such as

Value of Free Translation and Interpretation Funded through SBI



policy, both very relevant and crucial in the past year. The results of this advocacy work have been inspiring and promising, with our vaccine town halls conducted in five languages (Tamil, Hindi, Punjabi, Spanish and English) and viewed over 3,000 times.

So what do the above numbers mean? First, under the extraordinary circumstances that we faced last year, the rise in numbers shows that our social impact strategy is moving in the right direction. We saw a huge demand for free language services that was not there

Google Translate. From their feedback, we learned that there was an urgent need for both professional and cost-effective translation and interpretation services. Within the span of one year, the total number of people who benefitted from our free services multiplied by 13 (from 880 to over 12,000), and we still are seeing room for improvement and growth.

It is safe to say that the work MCIS does in creating social impact has paid off. Moving forward, MCIS will continue its role as a not-

for-profit social enterprise with access to free language services, continue supporting language advocacy work, and enable individuals who wish to participate in this movement with our language and social justice-related training programs. Thank you to everyone who has put in the effort to create true impact. We are honoured and privileged to walk with you side-by-side and keep removing language barriers together.

Achievements

Between April 1, 2020 and March 31, 2021, MCIS provided:

- Interpretation in five languages for 620 direct participants with more than 3,000 views, at eight virtual Vaccination Town Halls;
- Free translation services for 171 projects, 19 different agencies, and 175,000 words;
- Free scheduled interpretation services to 22 organizations in 99 appointments,

where 7,381 minutes of interpretation were provided.

- Immediate interpretation services to 17 organizations with 14,318 minutes of free interpretation service in 551 calls.
- Language services to 250 agencies under a grant from the Ministry of Citizenship and Immigration to support victims of domestic violence, sexual violence and human trafficking. We have had this grant since 1989.
- Interpretation to homeless shelters serving immigrant and refugee populations, which has been funded by the City of Toronto since 2006.

MCIS has been a leader in advocating for language access for all. This was showcased through Language Advocacy Day 2021, in which MCIS collaborated with organizations from across Canada and all sectors, to bring important messages to Ontario MPPs from all political stripes. This initiative was well-received and has the potential to bring about policy changes.

Diversity and Inclusion Statement

MCIS is a diverse, inclusive, and equitable workplace where all employees and volunteers, regardless of their gender, race, ethnicity, national origin, age, sexual orientation or identity, education or disability, feel both valued and respected. We are committed to a non-discriminatory approach and provide equal opportunity for employment and advancement in all of our departments, programs, and worksites. We respect and value diverse life experiences and heritages. At MCIS, we ensure that all voices are valued and heard.

We are committed to modeling diversity and inclusion for the entire language industry and the not-for-profit sector. This is made possible by maintaining an inclusive environment with equitable treatment for all.

To provide informed, authentic leadership for cultural equity, MCIS' Diversity and Inclusion Committee strives to:

- See diversity, inclusion, and equity as connected to our mission and critical to ensure the well-being of our staff and the language communities we serve.
- Acknowledge and dismantle any inequities within our policies, systems, programs, and services, and continually update and report organizational progress.
- Explore potential underlying, unquestioned assumptions that interfere with inclusiveness.
- Advocate for and support board-level thinking about how systemic inequities impact our organization's work, and how best to address that in a way that is consistent with our mission.
- Help to challenge assumptions about what it takes to be a strong leader at

CREATING THE WORKPLACE OF THE FUTURE

our organization, and who is well-positioned to provide leadership.

In order to accomplish the above, the Diversity and Inclusion Committee plans to:

Internally

- Practice and encourage transparent communication in all interactions.
- Commit time and resources to expand more diverse leadership within our board, staff, committee, and advisory bodies.
- Pursue cultural competency throughout our organization by creating substantive learning opportunities and formal, transparent policies.
- Develop a system for being more intentional and conscious of bias during the hiring, promoting, or evaluating process. Train our hiring team on equitable practices.

Externally

- Lead with respect and tolerance. We expect all employees to embrace this notion and to express it in workplace interactions and through everyday practices.
- Develop and present sessions on diversity, inclusion, and equity to provide information and resources internally, and to members, the community, and the language industry.
- Advocate for public and private-sector policy that promotes diversity, inclusion, and equity. Challenge systems and policies that create inequity, oppression and disparity.

OUR SERVICES

TRANSLATION

Since 1989, MCIS has evolved its translation offerings, moving beyond simple word processing to encompass a full suite of language-related services that involve written texts across a multitude of communication outlets, and across all sectors of

public and private services.

- Translation
- Revision and Proofreading
- Transcreation
- Certified/Notarized Translations
- Machine Translation Post Editing
- Localization
- Audio-Visual Translation
- Subtitling
- Voice Over
- Dubbing

INTERPRETATION

MCIS offers a wide range of interpretation services designed to meet the needs of customers across all sectors. Situated in the most linguistically-diverse city in the world, MCIS is in a unique position to ensure quality, responsiveness and manage cost for interpretation services in 300+ languages.

- Consecutive Interpretation
- Simultaneous Interpretation
 - » Scheduled In-Person Interpretation
 - » Scheduled Phone Interpretation
 - » Scheduled Video Interpretation
- Remote Simultaneous Interpretation
 - » Immediate Phone Interpretation
 - » Immediate Video Interpretation
- Message Relay
- Sign Language Interpretation
- Communication Access Realtime Translation (CART)
- Deaf Interpreting
- Braille Interpreting

TRAINING

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

- Community Interpreter Training
- Community Translator Training
- Advanced Interpreter Training
- Customized Training and Testing



Each year, MCIS recognizes business, community and individual partners that have been instrumental in enabling us to fulfill our mission of providing critical access to information and services. Here are the winners for FY2020-2021.

AWARDS



PROFESSIONAL PARTNER OF THE YEAR

The Professional Partner of the Year award is presented to a partner organization that has shared its knowledge, experience, expertise and/or technology, which has, in turn, enabled MCIS to provide language services with higher quality, efficiency or cost-effectiveness.

COMMUNITY PARTNER OF THE YEAR

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

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STRATEGIC PARTNER OF THE YEAR

The Strategic Partner of the Year award is presented to a partner organization that has collaborated with MCIS through mutually beneficial initiatives, which have advanced MCIS' capabilities in further reaching its beneficiaries through expansion and development of its language services.



INTERPRETER OF THE YEAR

Khalil Popal

The MCIS Interpreter of the Year award is presented to a professional interpreter who demonstrates excellence in services delivered, steadfast dedication to MCIS and the language industry, and professionalism in the field. MCIS can always depend on this person for assignments, and receives constant positive feedback from our service providers.

TRANSLATOR OF THE YEAR

Shameel Jasvir

The MCIS Translator of the Year award recognizes outstanding contributions in translation, and measures responsiveness, reliability and technical skills. The winner is selected based on the nature, diversity and complexity of translation work completed in the past year, and is consistently reliable.



FACILITATOR OF THE YEAR

Hind Saq

The MCIS Facilitator of the Year award is conferred for outstanding contributions in guiding trainees to meet their goals and achieve their objectives. This individual dedicated to excellence in teaching, passion in passing on the knowledge and skills of language professionals, and respect in the classroom.

Honorable mention for Interpreter of the Year:

Harsha Baxi, Mariam Serhan

Honorable mentions for Translator of the Year:

Kathrin König, Enrique Cerini

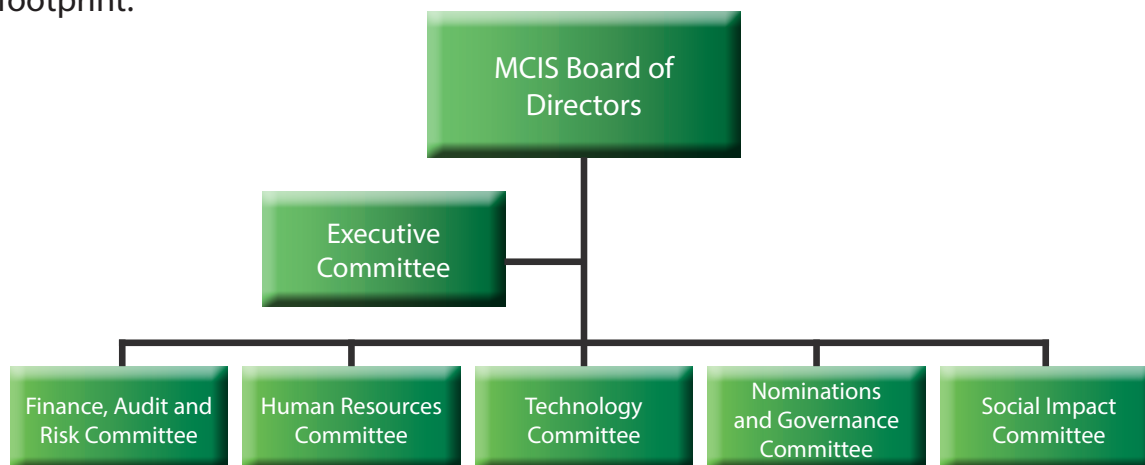
Honorable mention for Facilitator of the Year:

Elizabeth Martinez

FY 2020-2021 Board and Committee Members

As a not-for-profit, MCIS is overseen by a volunteer board of directors and committee member who are experts in their fields. They dedicate time over and above career and family commitments to govern and guide MCIS' strategic direction and social footprint.

OUR PEOPLE



Executive Committee	Finance, Audit and Risk Committee	Human Resources Committee	Technology Committee	Nominations and Governance Committee	Social Impact Committee
Shashvat Anand Monica Franklin Renata Punwasee Pawel Kosicki	Ambuja Rajaratnam Renata Punwasee	Monica Donahue Camille Jovanovic	Ken Szeto Shyam Sridhar	Camille Jovanovic Pawel Kosicki Peter Murphy Shimona Petroff	Jasmine Attfield Monica Franklin
	Ben Choi Kenny Leung Maureen Wei Sudha Datta	Herbert H. Law Saima Anwar	Denise Wallace Jing Guo		Arwen Higgins Suzanne Deliscar

1st row: board and committee members

2nd row: committee members



Shash Anand, Chair

Shash Anand holds a Bachelor's degree in Computer Engineering from the University of Toronto and an MBA from Rotman School of Management. He worked at IBM for almost five years as a Technical Support Engineer and Business Operations Manager, before joining SOTI Inc. Within eight years at SOTI, Shash's dedication and professionalism have propelled him to six different roles from Professional Services & Support Manager to Product Manager to Product Marketing & Sales Manager, to Business Development Manager, to Director and now Vice President of Product Strategy. Shash is now leading a team of professionals focused on product development to meet the business-critical needs of SOTI's growing customer base. He also oversees SOTI Aerospace, a new division that brings together researchers, scientists, engineers and academia from around the world.



Monica Franklin, Vice Chair

Monica Franklin is a lawyer and a member of the Law Society of Ontario. Monica has worked as a lawyer in the legal clinic system for many years, focusing on the low-income and vulnerable members of the community and their access to programs and services. Most recently, she was a staff lawyer and social assistance team lead at Flemingdon Community Legal Services in Toronto where she represented low-income clients at tribunals and mediations, and coordinated, supervised and trained staff, students, and volunteers. Previously she worked as a legal reviewer and researcher at the Community Legal Education Ontario (CLEO) translating public information literature for a non-legal audience and as a staff lawyer at the York Community Services legal clinic in Toronto.



Renata Punwasee, Treasurer

Renata Punwasee is an operations and fund valuations executive with over 12 years of experience in the management of onshore and offshore fund operations. This includes trade settlements, regulatory compliance, investor relations, accounting, valuation models and support of all front office personnel. Her love of travel has fueled a curiosity for languages and different cultures which led to international work experience in Bermuda and Mauritius. Renata holds an MBA from the Lazaridis School of Business and Economics at Wilfred Laurier University and is a Chartered Professional Accountant (CPA).



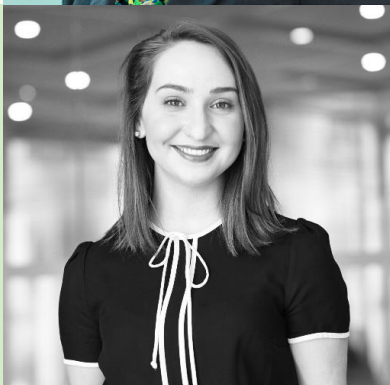
Pawel Kosicki, Secretary

Pawel Kosicki is currently a member of the Corporate Strategy & Operations practices at Celestica. Before joining Celestica, he worked in corporate strategy, business development and operations at EY and Canada Post, as a consultant at BCG, and as an engineer at Rolls-Royce. Pawel has also worked in Germany, Japan and Poland. He holds an MBA from York University and a Master's in Engineering from the University of Toronto.



Ambuja Rajaratnam, Board Member

Ambuja serves as Senior Vice President and Head of Finance oversees and manages the global finance and business operations teams at SOTI. She is also a strategic leader who works closely with the CEO and other SLT members in planning, and execution of SOTI's short and long-term strategies. Ambuja has over 20 years of experience working in multinationals. Ambuja is a Certified Public Accountant (CPA) from Canada and a Fellow Member of the Association of Chartered Certified Accountants (FCCA) from the United Kingdom (UK). She also holds a diploma in Computer Science from the National Computing Center in the UK.



Camille Jovanovic, Board Member

Camille is an experienced executive compensation professional and a trusted advisor to boards and senior management teams across Canada. She has advised companies across a broad range of industries, with a recent focus on the cannabis sector. Camille has experience supporting the development, assessment, and implementation of thoughtful and performance-linked compensation programs. She has also supported her clients in navigating high-stakes situations such as CEO transitions, strategic re-orientations, and significant transactions. She has a keen interest in environmental and social governance matters, and particularly the implications for boards and compensation committees. Camille joined Hugessen as an analyst in September 2014 and took on her current role in 2019. Camille graduated with an Honours Business Administration degree from the Ivey Business School in 2014. She achieved Dean's Honour List in all years of study.



Jasmine Attfield, Board Member

Jasmine Attfield is a lawyer with a passion for social justice and law reform. She specializes in research, strategic planning, and communications. Jasmine is passionate about MCIS's mission to increase language access and its mandate as a pioneering social enterprise. Jasmine works in politics and spends her spare time baking.



Ken Szeto, Board Member

Ken is General Counsel, Corporate Secretary at Q4 Inc. He has been a lawyer for 12 years both in-house and in private practice, with a particular focus on the technology sector. Previous to this, Ken was General Counsel, Corporate Secretary & Chief Privacy Officer at STACK, a fintech startup in Toronto, General Counsel for NexJ Systems and Ingram Micro Canada, and worked in private practice in both Toronto and New York. Ken holds a law degree from the University of Windsor and a chemical engineering degree from the University of Waterloo. He began his work at MCIS in 2018, and his experience in board governance, law and technology and passion for helping others, combine to add great value to MCIS.



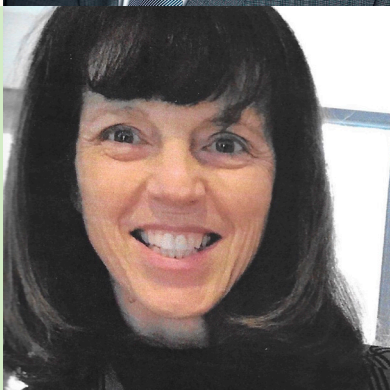
Monica Donahue, Board Member

Monica has developed and delivered Human Resources solutions in several industries, including consumer products, hospitality, industrial distribution, manufacturing, supply chain, telecommunications/technology, health care and financial services. Working with business leaders, she has built and evolved teams with a focus on practical and timely solutions that have contributed to the achievement of strategic and business results. Monica is a member of the Board of Directors of Food Banks Canada, a past member of the Board of North York Community Care Access Centre, and served for several years as an Alumni Mentor for the Rotman School of Management. She holds an MBA from Rotman School of Management and a BSc. Hon in Physiology/Pharmacology.



Peter Murphy, Board Member

Peter R. Murphy is a partner in the Toronto office of law firm Shibley Righton LLP. Peter has over 20 years of experience in business, real estate and wills and estate law, with a special focus on the law of technology, marketing and privacy. Peter advises businesses and organizations on commercial transactions, intellectual property and technology contracting, corporate governance, data protection and privacy issues. He also advises individuals, including Canadian artists, on wills, trusts and estate planning. Mr. Murphy is a frequent public speaker and has published numerous articles on privacy law and other legal issues. Before joining Shibley Righton LLP, Mr. Murphy was a partner at Gowling WLG LLP and practiced as a law associate at McCarthy Tetrault LLP. He holds a Juris Doctor degree from the University of Toronto, and an Honors Business Administration degree from The Ivey School of Business, University of Western Ontario.



Shimona Petroff, Board Member

Shimona Petroff is a seasoned corporate finance professional and management consultant, experienced in a variety of industries performing a diversity of functions. She began her career in Finance with large for-profit organizations and later managed operations and strategies for not-for-profits including government, university, and charitable entities. Shimona performed roles in business development, finance, cash and debt management, and business planning via interim management or consulting for various corporate clients in Saskatchewan and Ontario. She has provided consulting services for not-for-profits on strategy, fundraising, budgeting, business development and operational efficiencies, Board of Directors development and relationship management. Additionally, Shimona has served on several not-for-profit boards and committees including Canada Israel Chamber of Commerce, Shores, Te-Amim, Israel Cancer Research Fund and Forest Hill Jewish Center.



Shyam Sridhar, Board Member

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



Ben Choi, Finance, Audit and Risk Committee

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



Denise Wallace, Technology Committee

Denise has been leading technology strategic initiatives and transformational programs for over 15 years. Most recently she led the IT spin-off of Resideo Technologies from Honeywell International in just 18 months. Prior to that she held various IT enterprise roles at Honeywell where she was recognized for her leadership in operations and service delivery. Denise enjoys partnering closely with business stakeholders to achieve successful outcomes for the company. She values an open collaborative team environment and has a passion for continuous improvement. Denise holds a bachelor's degree in engineering from the University of Waterloo.



Herbert H. Law, HR Committee

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



Jing Guo, Technology Committee

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



Kenny Leung, Finance, Risk and Audit Committee

Kenny is a lawyer practising in the area of pensions and benefits in a union-side law firm. Kenny has experience in a broad range of corporate and commercial matters in the financial services industry. Previously, Kenny worked as corporate counsel for several financial institutions and acted as a director for a non-profit organization that focused on enhancing and supporting leadership capacity for the sector. Kenny has also obtained his MBA and is currently a CPA Candidate. Kenny attended Windsor Law and articulated at the Superior Court of Justice, where he conducted extensive legal research and prepared written and oral opinions.



Maureen Wei, Finance, Risk and Audit Committee

Ms. Maureen Wei is a Chartered Professional Accountant and Licensed Public Accountant in Ontario. She graduated from Laurentian University with an MBA degree. She works as a public accountant serving various clients in Toronto, including private businesses, not-for-profit organizations, condominiums to meet their financial reporting, tax planning and compliance needs. She has over 15 years experiences in financial reporting, internal control, corporate finance management and tax planning. She believes volunteering is a good way of giving back to communities.



Saima Anwar, HR Committee

Saima Anwar is a Human Resources professional with 10+ years of experience working in the marketing industry. Currently, her focus is on Total Rewards where she specializes in aligning compensation strategy to business practices. Saima is a strong advocate of Diversity and Inclusion and facilitates learning sessions for her organization on the topic. She is also passionate about Recruitment, Workforce Analytics, and Project Management. In her spare time, Saima likes to travel, volunteer, and explore Toronto with her family.



Sudha Datta, Finance, Audit and Risk Committee

Mr. Sudha Datta worked as Head of Operations with an international investment organization for over 15 years and was responsible for custody relationships, asset safety and servicing, securities lending and investment operations. He was honoured with the "Industry Legend" award by Global Custodian magazine in 2016. He is currently co-founder and managing partner of consulting firm "Soterium" and advises investment firms, pension trusts and family investment offices. He is a certified public accountant from the State of Colorado, a fellow member of the London Institute of Banking & Finance (U.K.) and a fellow of the Chartered Institute of Securities and Investments, U.K.

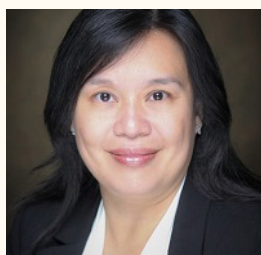


2021 Outgoing Board and Committee Members



Arwen Higgins

FY 2020-2021
Social Impact Committee



Hilda Wu

FY 2017-2021,
Board Member, Finance,
Risk and Audit Committee



Monica Franklin

FY 2017-2021
Board Member, Social
Impact Committee



Renata Punwasee

FY 2018-2021
Board Member, Finance,
Risk and Audit Committee



Shazmin Dhansi

FY 2019-2021
HR Committee



Shimona Petroff

FY 2019-2021
Board Member, Nomi-
nations and Governance
Committee



Suzanne Deliscar

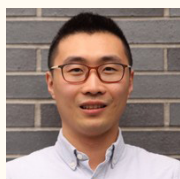
FY 2020-2021
Social Impact Committee

2021 Incoming Board Members



Denise Wallace

Committee member



Jing Guo

Committee member



Kenny Leung

Committee member



Saima Anwar

Committee member

FY2020-2021 Management Team



Latha Sukumar, Executive Director

Latha has been recognized as one of 15 lawyers in Canada who has contributed to further equality rights by the Women's Legal Education and Action Fund (LEAF). In 2018, Latha received the national RBC Women of Influence award in the category of Social Change. As MCIS's Executive Director since 1996, Latha has grown MCIS into a language services social enterprise which provides a comprehensive suite of 50 different language services including interpretation, translation, language testing, language consulting on strategy and technology and training. Latha is a member in good standing with the Law Society of Ontario and has an LL.B. and Master's in Women's Studies, both from York University. An advocate for the rights of newcomers, Latha has served on a number of community boards, including Ontario Council on Community Interpreting (OCCI), Women Abuse Council of Toronto, Women's College Hospital, Kinark and Immigrant Women's Health Centre, to name a few. She has spoken in the media, before legislative committees and at public gatherings on legislative and victim rights issues. Latha is a guest lecturer at the Schulich School of Business and an avid blogger on important policy issues. Latha is involved in all the key language industry networks, presents at conferences and develops and facilitates training modules related to the justice system, legal access and cultural awareness. Latha is a volunteer yoga teacher and a Vipassana meditator.

Senior Management



Alex Aleinikov, Chief Financial Officer

Alex joined MCIS in October 2013. At the time of joining, Alex had over twelve years of accounting and finance experience. Most recently, he was MCIS' Director of Finance and Internal Operations. Prior to this, Alex served as the Manager of Finance at Innovapost, a Canada Post subsidiary and led a team of financial analysts and accountants at IBM Canada where he managed a portfolio of \$1.2 billion of IT outsourcing agreements and worked in various financial management roles and accounting capacities, domestically and overseas. Alex earned his CPA, CMA designation from the Society of Management Accountants of Ontario in 2002. He was granted an MPM degree in Financial Management from the University of Maryland, College Park, in 1995.



Lester Korbely, Director of Marketing and Business Development

Lester is a trilingual sales and marketing professional with over 20 years' experience working with multinational corporations. He comes to MCIS from Incomm Canada where he was the Director of Account Management overseeing sales and marketing initiatives for central Canada. Prior to joining Incomm, Lester worked at Kodak and Lexmark Canada where he held several positions in sales and marketing. He holds a Bachelor of Commerce from Concordia University in Montreal. When not working, Lester enjoys spending quality time with his children Daniel and Olivia, playing guitar/piano, song-writing and volunteering for different children organizations.



Rachel Wu, Director of HR

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



Veronica Costea, Director of Client Services

Veronica is a certified translator and qualified interpreter with proficiency in five languages. She has worked in the language industry for the past 15 years in various capacities, including language service delivery, computational linguistics research, and development of various training programs for language professionals, including training on interpreting for survivors of sexual violence and human trafficking and language independent translator training for languages of lesser diffusion. Veronica is a passionate advocate for removing linguistic barriers in accessing critical information and services and language rights as human rights. She has published articles on this topic and routinely presents at international industry conferences.

Senior Management



Williams Pedrogan, Director of IT & Internal Operations

Williams holds a Bachelor's Degree in Computer Engineering. His particular expertise is in IT management, project management, system administration, database management, consulting, business intelligence and marketing research. Williams has worked in IT, marketing research, pharmaceutical and language services companies, locally and globally performing mostly internal operations and IT management duties. He has successfully managed complex system implementation projects working as a technical leader and project manager. He is natural problem-solving individual with outstanding analytical skills. He is fluent in Spanish, Portuguese, English and is learning French.

Department Managers



Deanna Nemeth, Communications & New Business Development Manager (RFP-related)

Deanna began her work with MCIS in 2015 in the Translation Department. Since 2016, she has held various positions in the Sales and Marketing department, and moved into her current position in 2020. Deanna has over 20 years of experience working in non-profit and public sector organizations in various capacities such as community, business, and resource development, marketing and public relations. She holds a Master's degree in Translation Studies, an Honours B.A. in French Language and Literature and a Diploma in Public Relations. In her downtime, Deanna is a French to English translator, travels as frequently as possible, and enjoys spending time with family and friends.



Dusan Matic, Training & Vendor Relations Manager

Dusan, MCIS' Training & Vendor Relations Manager, holds a B.A. in Linguistics and an M.A. in Cultural Policy. His experience in interpretation, translation, editing and proofreading has helped him gain a deep understanding and knowledge of the translation and interpretation industry. Dusan believes that language is the most important part of cultural identity and that linguistic rights are one of the essential pillars of human rights.

Department Managers



Eliana Trinaistic, Social Impact Manager

Eliana has a background in non-profit and project management, program design / delivery, civic engagement, PR, communications and social innovation. She has a Master's in Information and Environmental Sciences (U of T), and her current research interests include social enterprises, social innovation and open data advocacy. In her role with MCIS, Eliana's task is to help unpack complex and dynamic relationships between the non-profit organization as a business versus non-profit as a community change-maker, while focusing on measurable evidence of impact. Eliana has contributed to several MCIS' projects, among others, Food for Language and Documentaries for Change.



Jack Xu, Research & Development Manager

Jack has been with MCIS since 2011. He had previously assumed various roles in translation, training, interpretation services and sales. Jack holds a Master's in Conference Interpreting and Bachelor's degree in Mathematical Sciences and Political Science. He is also an accredited community interpreter. From late 2015 to early 2016, Jack successfully managed the Interpreters for Syria project, helping the federal government welcome and settle 26,000 Syrian refugees to Canada. In October 2016, Jack was accredited as a Mandarin conference interpreter by the Translation Bureau of Canada. In 2018, Jack led the project to revamp the IVR system for MCIS, and used his expertise in database design to create an Academic Management System for the Training Department.



Jonathan Carreon, Interpretation Services Manager

Jonathan has been with MCIS from 2015. He was previously the Interpretation Services Team Leader and officially became Manager in April 2018. He holds a diploma in Environmental Studies from Seneca College and has worked extensively in the public and private sector. Jonathan has over 10 years of experience managing call centres in both inbound and outbound operations within corporate settings. Jonathan is no stranger to the call centre industry having worked with large companies such as LAO, Pitney Bowes, and CIBC, ranging from sales to services in both B2B and B2C capacities. In his current role, Jonathan's main activity includes the coordination of the Interpretation Services Department, the company's face for customers, and is therefore charged with providing them with the best possible experience.



Judy Abraham, National Business Development Manager

Judy is originally from Ethiopia and Eritrea and has made Canada her home for more than 20 years. She has worked as a CILISAT-certified Amharic and Tigrigna language interpreter for over 15 years. Her love for languages and passion for helping others brought her to interpretation and teaching interpretation courses at MCIS and Seneca College. Judy has worked at MCIS for over 10 years in different capacities. In her current role, her main activity includes making sure MCIS is sustainable by increasing revenue. She is also passionate about working for a social enterprise committed to helping vulnerable persons and creating a world without language barriers.

Department Managers



Nicole Anichini, Translation Manager

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



Olga Ryabinina, Accounting Manager

Olga joined MCIS in 2003 as a Finance Assistant and currently holds the Accounting Manager position. With an educational background in engineering and finance, Olga plays a critical role in MCIS' financial accounting and planning. She ensures MCIS' compliance with financial regulations, legalities and policies, and represents MCIS in all financial inquiries. Olga loves working at MCIS because every day brings its own challenge.



Paawan Bhatia, New Business Development Manager (Non-RFP related)

Paawan started working with MCIS in June 2016 as a Project Coordinator with the Translation Department. Following this, Paawan moved to the Recruitment and Training Department as a Recruitment Coordinator; and in March 2018, Paawan was promoted to establish the Vendor Management Department. Paawan has an M.Sc. in Social Sciences and Public Policy and a B.A. (Hons) in Hospitality Management obtained in London, UK. His academic and professional experience in corporate and not-for-profit sectors allow him to strike the right balance in prioritizing MCIS' objectives. In his free time, Paawan enjoys traveling and the outdoors.



FY2020-2021 Staff Listing

Our sincerest thanks to all of our staff members!

Department	Name	Job Title
Finance & Internal Operations	Anila Radovicka	Finance Coordinator
	Aster Seifu Estifanos	Internal Operations and Finance Assistant
	Baskar Swaminathan	Finance Assistant
	Hedayat Farooqui	Finance and Internal Operations Assistant
Human Resources	Kathleen Tran	HR Coordinator and HR Generalist
	Onaa Uhumagho	Talent Sourcer
	Princess Hew	Office Assistant
Interpretation Services	Anisa Abdulmana	Interpretation Services Coordinator
	Anjum Bakthula	Interpretation Services Coordinator
	Chioma Francis	Customer Services Representative and Interpretation Services Coordinator
	Diana Julio	Back-up Interpretation Services Coordinator
	Evanilde Bekkout	Back-up Interpretation Services Coordinator
	Evelina Xheka	Administrative Assistant and Back-up Interpretation Services Coordinator
	Guillermo Molina	Interpretation Services Coordinator
	Halima Attah	Back-up Interpretation Services Coordinator
	Hillary Agard	Back-up Interpretation Services Coordinator and Interpretation Services Coordinator
	Inna Kotenko	Interpretation Services Coordinator
	Josie Parisi	Bilingual Interpretation Services Coordinator
	Julia Mohseni	Back-up Interpretation Services Coordinator
	Kelly Zhang	Mandarin & Cantonese Interpreter
	Mahsa Saffari	Back-up Interpretation Services Coordinator and Interpretation Services Coordinator
	Meena Mangal	Interpretation Services Coordinator
	Nancy Ajayi	Customer Services Representative
	Olubimpe Olowoyo	Recruitment Administrator and Customer Care Coordinator
	Shanta Singh	Interpretation Services Coordinator
	Shirly Perez	Back-up Interpretation Services Coordinator
	Stella Constanca	Interpretation Services Supervisor
	Vladimir Bikeev	Interpretation Services Coordinator
	Zewdi Gselassie	Interpretation Services Coordinator and Interpretation Services Supervisor

IT	Ahmed Alghotmy Laura Zollner Luisa Cano Paul Zborshchik	Implementation Specialist Internal Operations Coordinator Internal Operations Coordinator IT Specialist and Senior IT Specialist
Management & Governance	Sarah Haque	Board Admin & Communication Coordinator
Marketing & Business Development	Alanna Quinn Alicia Ludwig Ashley Tulio Cheryl Lu Farjana Easmin Gregory Bourne Hona Dabzad Nazanin Azari Sara Parker-Toulson Selam Aregai	Training Sales Representative and Account Manager Account Representative and Account Manager Communications Specialist Social Media Coordinator Administrative Assistant and Account Representative Sales Representative and Marketing Assistant Account Representative Account Manager Business Development Coordinator and New Business Development Coordinator Account Manager and Key Account Manager
Research & Development	Tenzin Paldon Victoria Radvan	E-Learning Training & Development Specialist Training Content Developer
Training & Vendor Relations	Amal Dweik Camille Cristobal Makhala Taylor-Dube Marmitha Rajah Rashmi Ravi Sreyoshi Bose Datta Sumaya Bahamdoon	Enrollment Coordinator and Training Coordinator Recruitment Coordinator Translator Training Coordinator Project Consultant Vendor Support Coordinator and Vendor Relations Coordinator Translation Training Assistant and Training & Vendor Relations Assistant Talent Sourcer
Translation & Transcription	Brock Tremblay Carolina Carvalho Diane Bérubé Fiona Koscak Gerald Gallant Ixchel Cervantes James Loughheed Louis Labrecque Sarah De Sousa	Bilingual Project Coordinator and Project Manager Back-up Project Coordinator and Project Manager French Translator Back-up Project Coordinator French Translator Project Coordinator and Project Manager Project Coordinator and Project Manager French Translator Project Manager
Vendor Management	Adila Asif Hemalatha Sundaramurthy	Vendor Management Assistant Vendor Management Assistant

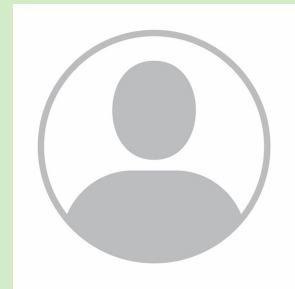
Staff Anniversaries



Gregory Bourne
5 years



Aster Seifu Estifanos
5 years



Selam Aregai
5 years

PARTNER AGENCIES

We are grateful to our province-wide partner agencies that are part of the Language Interpreter Services Program funded by the provincial Ministry of Labour, Training and Skills Development:

GREATER TORONTO AREA

Barbra Schlifer Commemorative Clinic

EASTERN ONTARIO

Immigrant Women Services Ottawa

NORTHEASTERN AND NORTHWESTERN ONTARIO

Thunder Bay Multicultural Association

SOUTHWESTERN ONTARIO

Across Languages Translation and Interpretation Service

Multicultural Council of Windsor and Essex County

CENTRAL ONTARIO

INCommunities

Kitchener-Waterloo Multicultural Centre

ACROSS ONTARIO

The Canadian Hearing Society



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Connecting people globally through languages.

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