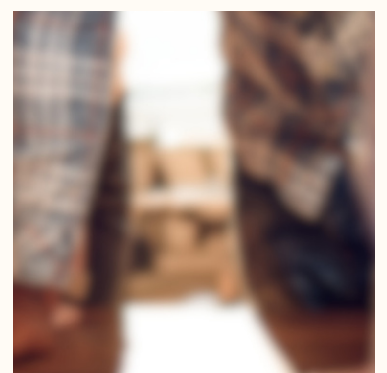
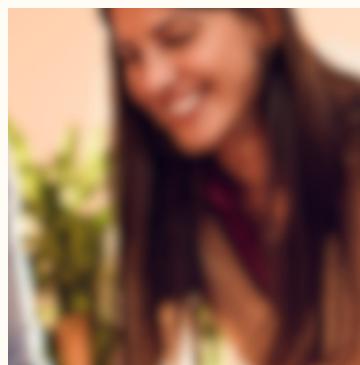
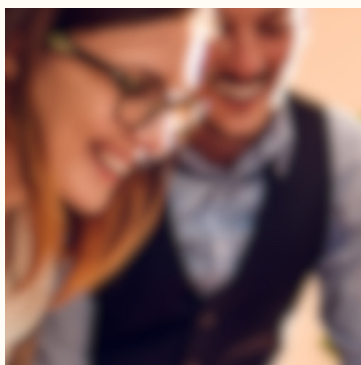
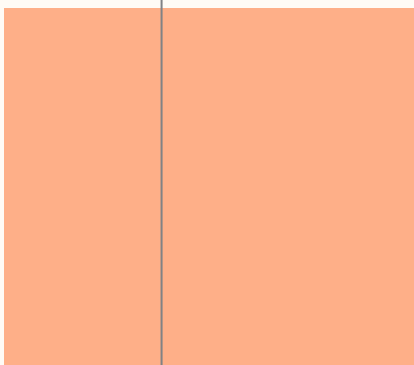
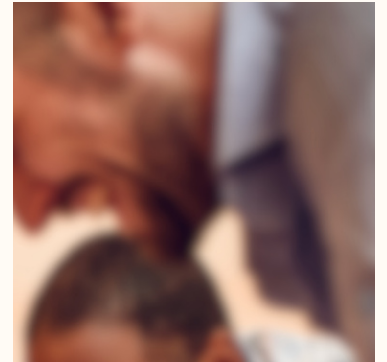
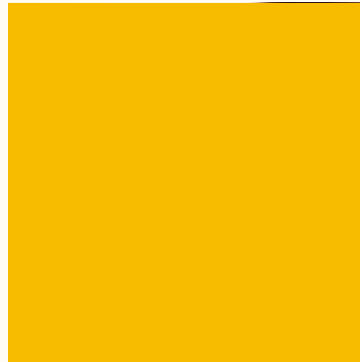




FY2022-2023

# Annual Report

A Not-For-Profit Social Enterprise  
Interpretation, Translation, Training  
Open 24/7/365  
5000+ Language Professionals  
300+ Languages  
750+ Satisfied Clients



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# About Us

**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 70 full-time staff and a roster of over 6,000 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.

**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 in 300+ languages to service providers. Additionally, MCIS reinvests designated surplus into free products, services, training programs, and advocacy initiatives.

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

**Vision:** To connect people globally through languages.

## **Values:**

*Respect* – We treat others as we expect to be treated. We embrace and celebrate diversity and 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 promptly, accurately, and honestly.

*Quality* – Our goal is to provide professional and reliable language services. We listen to truly understand the needs of our stakeholders, and create excellent and consistent stakeholder experiences. We improve our work to optimize efficiency and effectiveness for a seamless stakeholder experience.

*Collaboration* – We can only be successful when we work together. We collaborate to leverage our collective strengths and make a difference in people's lives. We value teamwork because we learn and benefit from the experience and perspectives 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.

#### When you work with MCIS:

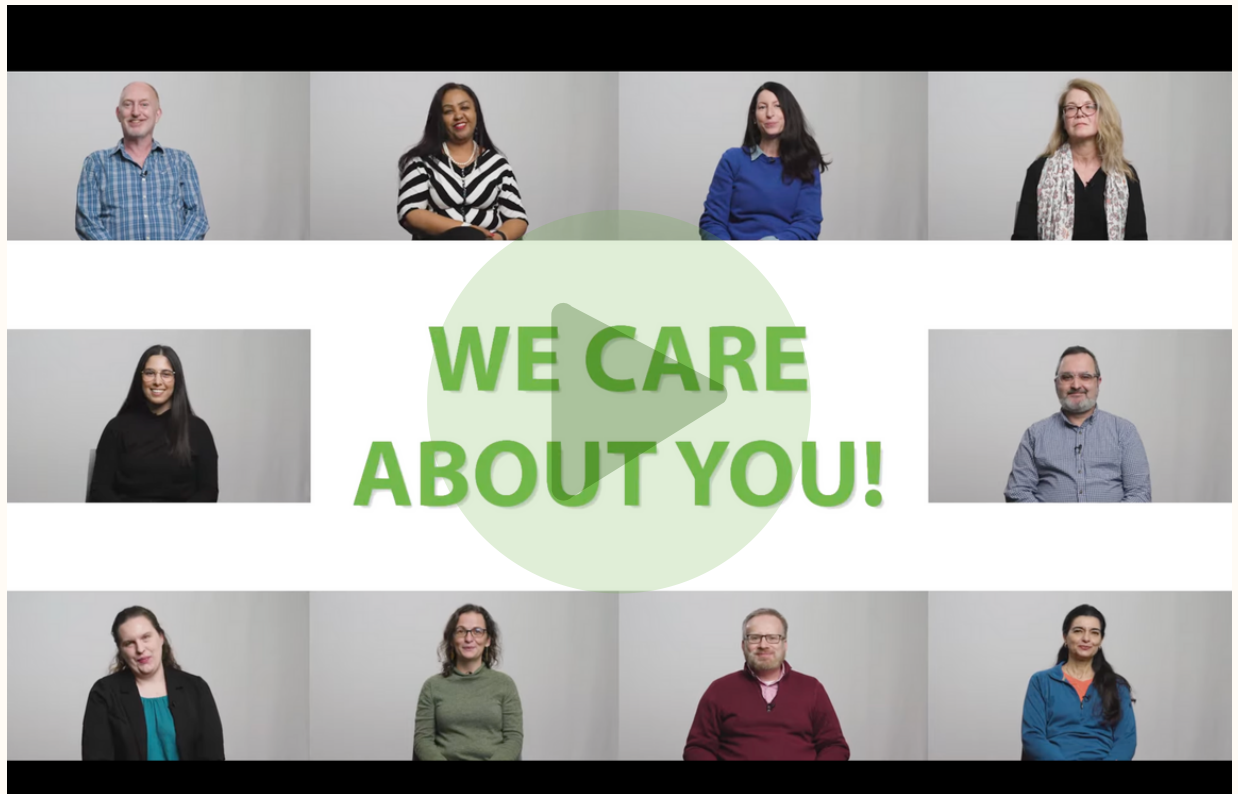
- You connect with passionate and compassionate people who care about high quality language solutions
- You have peace of mind knowing you can count on the language expertise of thousands of interpreters and translators united by their commitment to high quality and professionalism
- You can trust that you are supported by leaders and innovators relentlessly working on the right solutions that meet your evolving needs
- You can feel proud knowing that you are upholding the human right of all to be informed, heard and understood in their own language

#### Because at MCIS:

- We care about people above all else: our customers, our colleagues, our language professionals, our communities. We care about YOU
- We speak your language, and we become your voice, so you can engage with all your clients any time, in any language, no matter how rare
- We bring our language expertise to you, so you can focus on the essential services you provide, trusting that your messages are being conveyed to your clients every time
- We learn and grow with you, so we can serve you better and work together toward providing an effortless service
- We work relentlessly to solve your communication challenges with innovative solutions, driven by our passion, compassion and fearless pursuit of social justice



# Value Proposition



To view our MCIS Value Proposition, visit our YouTube page at:  
[https://youtu.be/V\\$slol3GJa0](https://youtu.be/V$slol3GJa0)

## Our Funders

### Province of Ontario

Ministry of Labour, Training and Skills  
Development

### Minister of Children, Community and Social Services

Senior Victims of Crime Training

### City of Toronto

Shelter, Support and Housing  
Administration

### Minister of Children, Community and Social Services

Online Training Initiative to Address  
Human Trafficking

# Message from Executive Director and Board Chairperson

The MCIS story continues this year. With AI gaining popularity and leading us into the great unknown, it is timely that we at MCIS are focussing on getting our house in order. It became very clear to us when Covid happened that we needed to reimagine our structure and take a systems approach to delivering on our social purpose and scaling up. We needed to move from being transactional and arbitrary in our decision making to embracing a transformational approach to enliven and inspire the communities we serve. We therefore set up the Systems Development Office (SDO) to develop systems which are finally ready to go online. Our Social purpose will govern our strategy and our knowledge, competency, performance and change management systems will engender a paradigm shift to ensure we are all knowledge workers who function aligned with our values. We are also ushering in process, project, content and quality management systems to ensure streamlined operations which deliver the highest calibre professional language solutions. While seconding some of MCIS' best and brightest to the SDO, to work on this almost exclusively, we have engaged staff teams in lateral structures to provide input on what form these systems should take and how they should tackle the fundamental issues that confound us and often get in the way of us growing efficiently into a purpose driven enterprise. In other words, a shiny new MCIS is emerging after a much-needed overhaul.

As for our services we have continued to serve the public sector across the country, added more school boards, hospitals, public health units, provincial bodies and cities from coast to coast to our growing customer base. We have also continued to ramp up all our remote service offerings as the world and our customers have adopted these offerings much more than before Covid. You can find details in the departmental reports. We did well financially, better even than in our previous years under Covid when numbers were favourably skewed by vaccination lines. Our audited statements tell the whole story.



MCIS staff also enrolled in the United Way (BC) sponsored Social Purpose Implementors' program and began the work of implementing its purpose and developed new values as well. We developed our Social Purpose Decisions Lens to ensure purpose driven decision-making at all levels, identified how purpose should be embedded at every stage in our Employee Life Cycle and tied our purpose goals to the United Nations Social Development Goals (SDGs 3, 10 and 16) so they can be measured and contribute to a global impact movement. On the roadmap for this year and beyond, we have the following:

- Further staff understanding of how social purpose relates to their work
- Implementation of a Social Purpose Governance Body pursuant to the new ISO 37000; and;
- Implementation of Social Purpose Culture Change Work group

We will also continue to deliver on our Social Benefits Initiatives continuing to offer free interpretation, translation and training programs and continue to advocate for language access as a human right. On February 22 and 23, 2023, we celebrated our third Language Advocacy Days of Action. This year the theme was Language, Education, Stories Untold. Although it is wholly sponsored by MCIS, we had 40 partners and hundreds of advocates come together to help curate this year's virtual conference, which had 300 attendees from around the world. The same day the Global Coalition for Language Rights, of which MCIS is one of the co-founders, happened. Its theme this year was "Language Rights Saves Lives" and it brought together language rights advocates from around the world for a coordinated day of action, to raise awareness and spark meaningful conversations about the importance of global language rights and linguistic justice.

This past year we worked fully remote but redecorated our office in order to lure staff back in for at least a few anchor days a week. We have a plan in place to institute a hybrid model and have had a few team building initiatives and potlucks to bring people in, to take in the space and enjoy the company of their colleagues.

As a language solutions company we rely most on our language professionals who continue to work diligently and with utmost professionalism so people seeking critical information and services are always informed, heard and understood. A big thank you to all our technology partners who worked collaboratively to accommodate our requests, despite other pressures they were facing. MCIS staff have helped us turn a corner with their steadfast commitment and their passion to serve through the difficult transition to a post Covid era.

MCIS' Board of Directors and Committee members have generously contributed with their expertise in different spheres,



while also providing visionary and exemplary leadership. They have come to every meeting prepared and have asked the tough questions to ensure MCIS stays true to its vision, mission and values, minimized risk exposure and remained sustainable.

We have had staff and Board members leaving and some of those departures have been painful! Peter Murphy stepped down from the Board for personal reasons. His contribution was tremendous and we are grateful for his assistance identifying legal matters for which MCIS proceeded to obtain counsel. Sudha Datta stepped down from the Finance Committee after several years of dedicated service. However, our most difficult loss was the departure of Veronica Costea, our “Executive Director- successor in the wings”. Veronica Costea leaves a fantastic legacy in the form of the exceptional training programs she has developed, all of which is known across Canada and abroad. To name a few, the Training to Address Human Trafficking, Translator Training Program and Voice of Love (training for interpreters working with refugees who have experienced torture and trauma often resulting from brutal wars) are all trainings she helped us develop. Cumulatively, these trainings have been taken by thousands and have brought name and recognition for MCIS’ expertise in developing and delivering exceptional, relevant and much needed online training programs. Our hope is that she will be back when the time is right for her to return.

We would like to thank our funders from the Ministry of Labour, Training and Skills Development, the Ministry of the Attorney General and the City of Toronto for generous grants that support services for our most vulnerable, including survivors of violence and individuals experiencing homelessness. We thank all our customers for working collaboratively with us to adapt and make all their services linguistically and culturally accessible.

MCIS feels prepared to enter uncharted territory in this post-Covid world with the level of talent and dedication we have on our Board and among our staff and independent contractors. As we walk into the unknown, we know that it is important that we keep moving in the right direction guided by the light of our purpose and values and committed to continuous learning and growth.



**Latha Sukumar**

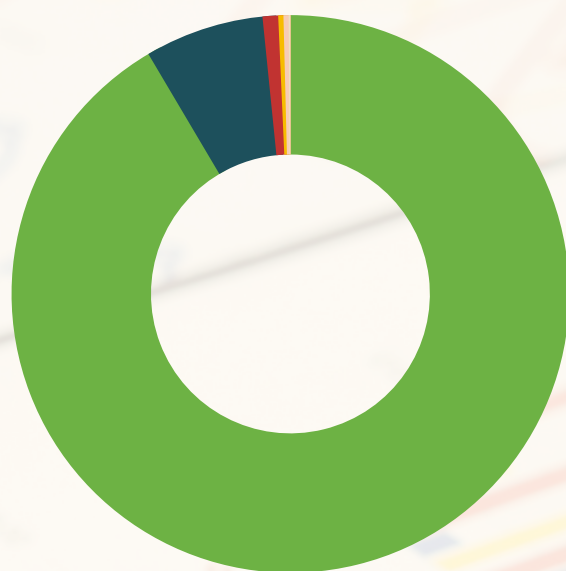
Executive Director

**Shash Anand**

Board Chairperson



# FY2022-2023 Revenue Itemization



2022-2023	Amount	Percentage
Fee-for-Service	14,803,673	91.4%
Ministry of Labour, Training and Skills Development	1,119,166	6.9%
Shelter, Support and Housing Administration	138,835	0.9%
Senior Victims of Crime Training	52,200	0.3%
Online Training Initiative to Address Human Trafficking	52,200	0.3%
Miscellaneous / Gain on foreign exchange	21,692	0.1%
<b>TOTAL</b>	<b>16,187,766</b>	

# Social Purpose, Impact and Language Advocacy

## Our Social Purpose Journey

### Finding Our Social Purpose

Beginning in 2020, MCIS articulated its Social Purpose with the United Way Social Purpose Institute programs, Social Purpose Innovators and Implementers, along with consultations with our staff, language professionals and key community members. We have begun implementing our purpose gradually throughout the past few years and will continue to do so to ensure it inspires our staff team and permeates all our work.

In the first stage, we decided to take a broad view of the trends, stakeholders, supply chain and socio-political influences shaping the future of the language industry: large-scale involuntary migration, profound social instability and the rise of misinformation and fake news. MCIS initiated a process of purpose-defining exploration by consulting a broad stakeholder group base crucial to MCIS' mission and operations, including the staff, language services professionals (interpreters and translators), service providers, funders, customers, consultants, and the Board.

### Implementing our Social Purpose

In the fall of 2022, MCIS began the implementation phase of the social purpose journey with the United Way Social Purpose Institute program, *Social Purpose Implementers*. This phase of the program kickstarted our process of ensuring that our Social Purpose statement guides all practices at MCIS, including employee engagement, onboarding and recruitment, marketing, impact measurement, policies and many others.

We began this process internally, taking a closer look at our company values to see if our Social Purpose was reflected in them. After consulting with staff in focus groups, followed by a final tie-breaker survey, in May 2023, we unveiled our new company values that put our purpose first in everything we do. Here is what our staff decided when it came to representing MCIS' core values: Making a Difference, Compassion and Collaboration, Integrity and Innovation, and Social Justice. Once we unveiled these values, staff also collaborated on determining value-based behaviours that we can use in our daily work to ensure that we are living up to our social purpose.

## Social Purpose Governance

The new ISO 37000, Governance of Organizations, published in September of 2021 and developed by experts and trusted voices from a wide range of organizations in over 70 countries around the world agreed on a single, globally accepted reference for the best governance of organizations. These best practices were deemed effective regardless of organization size, type or location. The key aspects of these governance practices address how organizations should meet their responsibilities, involve stakeholders and implement organizational purpose to foster an environment of trust, transparency, and accountability in parallel with effective management and maintenance of its resources.

MCIS is keen on implementing the ISO 37000 standard because we believe that we should embrace the highest standards of governance across all industries. This approach is embraced by our Board and Committees, and will lay the foundation for long-term success and the protection and restoration of social, economic and natural environmental systems MCIS is interacting with.

## Social Impact and Language Advocacy

### MCIS' Social Benefit Initiative Fund

MCIS' Social Benefit Initiative (SBI) Fund, created in 2016, aims to provide free language services to individuals and small organizations without the available funding for the purpose of creating intentional, language justice driven social impact. Social impact, a significant, positive change that addresses pressing social challenges, is understood as a deliberate commitment to an identified set of actions and activities (e.g. programs, services or advocacy) that create positive social outcomes by reducing inequalities. Our commitment and our strategies around advocating for improved access to critical information and services inclusive of health, employment, civic, legal and political rights, focus on two key areas:

1. With language advocacy programs and initiatives, we promote language rights as human rights and are primarily interested in:
  - Growing the annual Language Advocacy Day(s) of action, which are sponsored by MCIS through the Language Access Coalition of Canada (LACC) to bring the event from coast to coast; and
  - Collaborating on language access research with the Global Coalition for Language Rights to advance the language justice movement worldwide.
2. Address systemic issues and gaps by providing free and subsidized language solutions to individuals and organizations who experience systemic and financial barriers to access critical information. For example, whenever we notice large incoming migration movements to Canada or anticipate surges of non-funded requests, we respond by opening designated and targeted outreach through our free Humanitarian Help channels to train interpreter cohorts (e.g. Syrian, Rohingya and Afghan Community Interpreters cohorts) and also provide language services.

## 2022-23 MCIS Social Benefit Fund Highlights

- Panel Sponsorship – Interpreters in Times of War for World Refugee Day 2022

On UN World Refugee Day, June 20th, MCIS sponsored the Language Access Coalition of Canada's panel – Interpreters in Times of War. In this event, the virtual panel shared stories of interpreters facing conflict for individuals to stay connected in times of crisis. The panel also saw the announcement of the Healing Voices – Interpreting for Survivors of Torture, War Trauma and Sexual Violence, a 9-module training manual that teaches participants about the more dynamic and sensitive parts of interpreting, which MCIS also sponsored.

- Launch of MCIS' Humanitarian Support Line

We have allocated a portion of our Social Benefit Initiative Fund budget to the Humanitarian Support Line in response to situations of humanitarian crises like the ones in Afghanistan and Ukraine. It's an over-the-phone interpretation line that provided free immediate interpretation services, is one component of this. With the help of this line, charities that help people in need can offer critical information and services in the languages their clients are most comfortable with. Through this initiative, MCIS ensures that refugees and immigrants can access the support they require.

- Rohingya Interpreters Training Cohort

MCIS sponsored 25 aspiring Rohingya interpreters with Professional Interpretation Scholarships to be enrolled in MCIS' Online community interpreter training program. We also advocated for the first-ever Rohingya language ILSAT test to be added to the list of recognized ILSAT languages. This initiative helps to plant the seeds to grow the network of Rohingya interpreters in Canada, as well as deepen the recognition of interpretation as an essential settlement service.

- Afghan Interpreters Cohort

MCIS sponsored a group of 15 Afghan interpreters to take on the Online Community Interpreter Training program and take the ILSAT to finalize their professional credentials. Special thanks go to Wendy Long of Afghan-Canadian Interpreters, and Marcella Tomas of Canadian Connections, who played an integral role in selecting candidates and providing support throughout the program.

- Pop-up Translation Clinic at the 519

This past November, MCIS ran a pop-up clinic at The 519, an organization that serves the LGBTQ+ communities in Toronto. Although MCIS has been providing free language services to individuals in need for several years, this pop-up represents one of the first times MCIS has mobilized translators and volunteers to offer free translation services to folks in an in-person setting. Our goal was to make translation services available to asylum seekers within this community.

- LAD23 – MCIS Sponsored the 3rd Our Language Rights Canada Conference

In celebration of Language Advocacy Day, February 22nd, the Language Access Coalition of Canada's (LACC) held their third annual conference exploring the important role of language education and storytelling in preserving culture and history, fostering a sense of belonging, and creating deeper human connections.

As an essential mediator of access to essential services, critical information and civic participation, languages are also the subject of often overlooked or ignored personal stories best told by those who face language barriers - individuals, organizations, and the language professionals that support them.

**Summary of MCIS Social Benefit Initiative Fund *free services* usage:**

In addition to activities and events we created, we approved 248 immediate interpretation phone calls in over 30 languages ensuring appropriate, timely access to legal, health, housing, and food justice (4556 minutes in total).

We approved 275 scheduled interpretation appointments to support individuals and agencies working with vulnerable populations across our six target communities (immigrants, newcomers, refugees, asylum seekers, LGBTQ+ community, and women). Further, we sponsored 121 translation projects, from small requests (driver's license) to large municipal projects promoting civic engagement.





# MCIS Language Solutions

@mcislanguagesolutions

@mcislanguages

facebook.com/mcislanguages/

www.mcislanguages.com

## !SDG IMPACT

Language access is a human right. For those with low fluency in official languages, communication barriers impact access to basic needs such as healthcare, employment and housing. Committed to our social purpose to uphold the human right to be informed, heard and understood, we affirm our alignment to SDGs 3, 10 and 16.



### Thinking Globally and Working Locally

MCIS advance their social purpose mission through three main areas of activity:



**Free Services** – to address the language access inequalities to critical information and services faced by those with language barriers, we are investing a portion of our surplus into a structured fund providing free language services on a first-come-first-serve basis.



**Capacity Building in the Language Sector** – to meet the needs of those facing language barriers, we work on increasing awareness about language rights among language professionals.



**Advocacy & Strategic Partnerships** – to support policy change and advance language policy, we are leveraging our collaborations by forming strategic alliances.

### Opportunities for SDG Impact

3 GOOD HEALTH AND WELL-BEING



**Language barriers impact the health and well-being** of individuals by affecting access to critical health care, public health information and basic services.

10 REDUCED INEQUALITIES



**Language barriers amplify inequalities** that people with low fluency experience, such as poverty and discrimination.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



**By recognizing the importance of language access and inclusive language policies** we are contributing just and equitable governments and institutions.

## 3 GOOD HEALTH AND WELL-BEING



Free translation and interpretation services help people to **communicate effectively with healthcare providers** and **gain access critical public health information.**



## Growth & Delivery of Free Services (SBI Fund)



# 12%

of scheduled free interpretation are supporting **counselling & mental health services.**



# \$50,000

**total value of free interpretation supporting health care** (inclusive of mental health).



# 13%

of ALL free services provided is related to health and welfare.



## Capacity Building in the Language Sector



# 69

language professionals received **training for medical interpretation and translation.**

**#HealingVoices is a training program designed by Voices of Love and delivered by MCIS.** It teaches language professionals about trauma and the impact on survivors and helps address secondary trauma and foster well-being for interpreters.



# 170

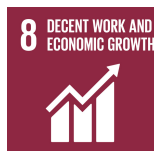
language professionals participated in **#HealingVoices** training.



Through translation and interpretation services, MCIS promotes access to information and services that impact the social determinants of health. The social determinants of health are the non-medical factors (housing, food, education, employment) that influence physical and mental health outcomes. From the same perspective, language access is seen as a tool of promoting *intersectional justice*, one that focuses on the mutual workings of structural and systemic privileges and disadvantages.

## Language Access and the Social Determinants of Health

Through translation and interpretation services, MCIS supports better access to information and basic services that relate directly to the social determinants of health. **The social determinants of health are the non-medical factors that influence physical and mental health outcomes.** Free language services provided have helped improve access to housing, food, education and employment.



## Advocacy & Strategic Partnerships

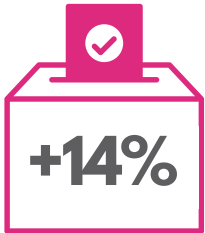
In line with our Social Purpose, MCIS commits to working with and supporting organizations that are aligned with human rights. The 2023 Our Language Rights Canada conference sponsored by MCIS on Language Advocacy Day featured the first **Equitable Language Access Marketplace**. The ELA Marketplace featured organizations devoted to language access and justice, both locally and internationally. Participants learned about like-minded companies and organizations who are a part of our joint effort to accelerate language justice!



Free translation and interpretation services help to **reduce inequalities** faced by those experiencing **language barriers**, particularly those who are **most vulnerable**.



### Growth & Delivery of Free Services



2022/23 free translation services related to **civic participation**. These critical services supporting engagement in public decision making for those facing language and communication barriers.

Language services can be a luxury. **40% of those requesting free services have income levels below \$10,000.**



# 978

Items translated into less common languages including **Twí, Yoruba, Tibetan, and Azerbaijani.**



MCIS advocates for language rights and improved language policy by **co-organizing Language Advocacy Day**, engaging directly with policy makers and conducting research.



### Advocacy & Strategic Partnerships

MCIS and a broad coalition of passionate stakeholders interested in language access, to plan the **first annual Language Advocacy Day Canada** initiative, which took place as an online event in February 2021, and has continued as the Language Access Coalition of Canada ever since.

## #nolanguageleftbehind



### Capacity Building in the Language Sector



**21** language professionals trained from targeted groups including from **Rohingya and Afghan communities.**



**102** language professionals received **professional development training**, related to LGBTQ2S+ issues, human trafficking, and elder abuse.

“

*We all have to be in it together...it's not only Inuit and Indigenous communities... it takes everyone to make Indigenous Languages thrive.*

- Aaju Peter, OLRCC23 Keynote Speaker (pictured right)



The 2023 **Our Language Right Conference (OLRC)**, sponsored by MCIS, included sessions about **Maritime Sign Language** and **Indigenous Languages in Canada.**

# #LAD23



## LANGUAGE ADVOCACY DAY



**365+**  
individuals



**40+**  
organizations

attended **Our Language Rights Canada Conference** held on Language Advocacy Day February 22, 2023.

# 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 modelling 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 strive to:

- See diversity, inclusion, and equity as connected to our mission and critical to ensuring 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 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 toward processing 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.

- Conference Interpreting - Community & Simultaneous
- Remote Simultaneous Interpretation - RSI (Community & Conference)
- Court Interpreting
- Face-to-Face Interpretation
- Group Interpretation
- Liaison Interpreting
- Message Relay
- Sight Translation
- Subpoena Attendance
- Telephone Interpretation - Scheduled & Immediate
- Video Interpretation - Scheduled & Immediate
- CART Services

## Training

The Training Team is responsible for creating, delivering and administering MCIS's training programs to build and improve the knowledge and competence of language professionals. Having an innovative training department allows MCIS Language Solutions to provide valuable training to individuals aspiring to become language professionals or partners who wish to leverage our white-label training services to fulfill their communications needs. The Service Delivery Departments collaborate with trained and tested language professionals to fulfill MCIS's mission to advocate for language rights and equitable access to critical information and services through language solutions and human connections.

- Community Interpreter Training
- Community Translator Training
- Advanced Interpreter training
- Continued Competence Training Programs
- Customized Training and Testing

# Departmental Reports

## Human Resources

HR Department has been a cornerstone of our organization's success over the past year, diligently fulfilling its essential responsibilities. Our main duties encompass talent acquisition, fostering employee development, maintaining a positive work culture and ensuring compliance with labor regulations. In the past year, we successfully recruited and onboarded top-tier talent, aligning our workforce with the organization's strategic objectives. We continued to empower our team members to enhance their skills and drive innovation across the organization. We also made remarkable strides in enhancing employee engagement through well-crafted initiatives, boosting overall job satisfaction and productivity. Our unwavering commitment to compliance and ethical practices ensure a harmonious work environment that adheres to industry standards and local regulations. The HR department takes immense pride in these achievements, and we remain dedicated to nurturing a cohesive and high-performing workforce to achieve even greater milestones in the coming year.

## Interpretation Services

During the 2022-2023 fiscal year, MCIS processed approximately 109,739 requests for scheduled services. As a result of the improved trends regarding Covid-19, demand for Face-to-face requests has increased and surpassed scheduled remote services. Our services were largely requested by HMMS, TOH and LAO. The most requested languages in the GTA besides Arabic are: Spanish, Mandarin, Cantonese, Vietnamese, Farsi, Ukrainian, Russian, French, Punjabi, and Portuguese. Last year, our Parent-Teacher-Interview assignments saw a mix of scheduled Face-Face, Video, and Phone Interpretation. There were 2111 ASL requests facilitated during last year's fiscal year. The Interpretation Services department also expanded its conference interpreting services, and we are constantly developing and expanding our Remote Services options. We have partnered with other vendors to help us maximize and improve the coverage by providing interpreters for conferences, focus groups, and assemblies.

Lastly, we also expanded the IS family to help us boost the capacity, so that we are better able to serve our clients and interpreters.



## IT & Internal Operations

IT and Internal Operations is in charge of ensuring MCIS stakeholders have the necessary technology in place to operate as efficiently and effectively as possible to fulfill our goal to remove language barriers between our customers and their clients. They also act as a liaison between functional areas by supporting process alignment and provide management support to help the organization to navigate a post-covid era that has brought unprecedented challenges in our sector. All of this has been possible thanks to a group of highly professional and committed individuals always willing to go the extra mile.

### Innovation & technology development at MCIS

During FY2022-23, IT and Internal Operations continued to support MCIS staff working remotely while working in collaboration with HR department to prepare our main office to offer the possibility for staff to work in hybrid mode. IT and Internal Operations also worked in collaboration with the temporary office of Systems development and quality management to support the creation and implementation of management systems to ensure our continued operation with special focus on Business process management, project management and content management. Also, several implementation projects began or were completed including:

- Virtualization of legacy environment
- Machine Translation (MT) and post editing – includes adoption of a quality management system to validate quality of MT engines.
- Adoption of Boostlingo as a solution for immediate interpretation services (Over the phone - OPI and video – VRI)
- Loopio – Content management solution for management of RFP processes (assisting Business Development and Marketing)

Cybersecurity has also been an area of important focus. We are constantly engaging with all our technology partners and subcontractors to ensure all our solutions operate efficiently and with adequate levels of data protection and protocols for business continuity, disaster recovery, etc.

## Marketing & Business Development

FY2022-23 was a year of tremendous transition for all teams within the Business Development and Marketing Department. Not only did we finally emerge from an unprecedented global pandemic but the way we do business as a company and interact with our customers has forever changed. With the assistance of technology, MCIS transitioned from one centralized location in Toronto into a remote global organization. We introduced several new technologies that enabled us to transition from traditional services such as, in-person interpretation and conferences, into new technology driven by remote services. Such drastic changes required

the creation of the System Development Department who would guide us through these rapidly changing processes. As a result, individuals from several departments were recruited to join this team. Hence, Business Development and Marketing lost some very talented key members, however, we gained three new determined managers to lead us into MCIS' bright future.

### **Marketing**

Sheekha Sanghvi was recruited and hired at the beginning of the fiscal year as our new Marketing Manager. Specializing in digital marketing, her first task was to launch our new website and to have it translated into French. As a result, our website traffic grew to an outstanding 146,453 visitors which was 26% higher than the previous year. Our French version of the website attracted 15,861 visitors within the first three months of launching. This places MCIS in a great position to enter the Quebec market and to take full advantage of opportunities arising from the newly passed Bill 96.

The marketing team further embraced technology by launching the Marketing Hub from HubSpot in 2022. This platform has enabled the team to increase efficiencies by centralizing all marketing activities and eliminating redundant services. On-demand reports provide insights on how certain campaigns are performing and proper actions can be taken immediately if required. Managing and executing BLOGs, VLOGs & newsletters and upcoming events has been streamlined to an art. As a result, brand awareness alignment between the website and all our social media platforms has never been better.

In the fall, under the guidance of our Marketing team, our first in-person post-pandemic AGM took place. The venue for this esteemed event was the Ontario Science Centre where over 200 hundred guests, including on-line participants, attended. This evening of celebration formally recognized all our language professionals and employees who worked relentlessly during the pandemic. A special shout-out to the large contingency of language professional from London Ontario who attended the event!

### **Account Management**

The Business Development team was proud to see our National Sales Manager, Judy Abraham, promoted to Director of Client Services as Veronica vacated the position to become head of the newly formed System Development team. In Judy's place, we were extremely fortunate to promote Selam Aregai into the leadership role for the team. Selam brings with her several years of account management experience and has fostered deep connections with our customers. Without missing a beat, Selam took over the challenge seamlessly and built a new account management team. She promoted existing team members and hired new ones, while aligning them with key clients in our primary target markets.

All the hard work and planning paid off since the Account Management team delivered amazing results once again. The previous year was an all-time record for MCIS where we grew revenue 42% YOY. This was due to the unparalleled demand for remote services due to

the height of the pandemic. As a result, last year we matched that feat by generating a fee-for-service revenue of \$14.8 million dollars. The Healthcare, education and government sectors were the main drivers for this revenue.

### **New Business Development – RFPs**

In the past year, the RFP team went through tremendous change to accommodate the ever-growing global market. Alanna Quinn was promoted to RFP Manager, and she led her team to another outstanding year of RFP wins. The team won 9 RFPs which yielded a win rate of 56% for the fiscal year. They also managed to retain and sign new long-term contracts with key clients such as OECM and the Ottawa Hospital.

As MCIS plans to pursue other opportunities globally in the new year, we invested heavily in technology to meet our future capacity needs. In 2022, we launched the Loopio platform to guide our proposal management process. This new solution has intelligent automation, libraries and collaboration tools that now enable our team to be much more efficient with the RFP process. As a result, we have decreased the RFP writing time by 30%. MCIS is excited about the new opportunities Loopio will bring us in the new fiscal year.

## **Systems Development & Quality Management**

The Systems Development Office was established to address opportunities for improvement identified during a Knowledge Management needs assessment by implementing management systems at MCIS. Outcomes expected include overall improved collaboration, strategic alignment, better communication, better decision-making, role clarity through process mapping, and building competencies. And all of this should be aligned with MCIS' social purpose, which is how the Systems Development mission statement came to be:

“The Systems Development Office aspires to support MCIS' evolution into a proactive and resilient organization that relentlessly pursues its social purpose above all else and where every employee finds autonomy, meaning, prosperity and fulfillment.”

Systems Development team members include:

- Veronica Costea, Head of Systems Development
- Deanna Nemeth, Systems Development and Quality Manager
- Eliana Trinaistic, Social Impact Manager
- Hongyan (Jack) Xu, Internal Operations Manager
- Kathleen Tran, HR Manager
- Luisa Cano, Business Process Specialist
- Nasrin Sadeghi, Knowledge Management Consultant



In the 2022/23 fiscal year, beyond exploration, discovery, learning, and development, the Systems Development team undertook some pretty aspirational and ambitious initiatives! These seven people with over 50 years of combined experience at MCIS are responsible for developing and implementing the following systems:

- Business Process Management
- Competency Management
- Content Management
- Knowledge Management
- Performance Management
- Project Management
- Quality Management
- Social Purpose
- Strategy Management

Together in their first year, the team:

- developed their respective system roadmaps and action plans;
- initiated their first pilot project focusing on Remote Simultaneous Interpretation – Conference, which resulted in valuable information on system interdependencies and presented 35 recommendations for improvement; and
- focused on the governance aspects of each system in Q4.

The Systems Development team will continue to develop the systems into the 2023/24 fiscal year with activities such as the development of their respective policies and processes, roles and responsibilities, and measurements to set the stage for the deployment of the systems.

## Training, Recruitment & Vendor Relations

FY2022-2023 was a fruitful year for the MCIS Training, Recruitment and Vendor Relations Department. We focused on building MCIS's capacity for language service delivery, which included screening and recruiting language professionals and creating a trusting and positive relationship with them. We achieved significant recruitment results, with over 600 language professionals added to our roster this year. Through our vendor engagement strategy, we wanted to ensure that our language professionals are being heard, informed and supported.



Our department was also committed to developing new training programs and successfully delivering MCIS training programs to build and improve the knowledge and competence of all language professionals. We collaborated with diverse communities such as Ukrainian, Afghani and Rohingya in Canada and language organizations worldwide, helping language professionals advance their knowledge to help us build authentic, transparent and trusted bridges that would break down silos between people and languages, fueling mobility and prosperity.

We ensured that the Service Delivery Departments have access to professional interpreters and translators to fulfill MCIS's mission to advocate for language rights and equitable access to critical information and services through language solutions and human connections.

Moreover, we were dedicated to the Online Training Initiative to Address Human Trafficking and the Online Training Initiative to Support Senior Victims of Crime. In order to continue engaging almost 20,000 participants in the training, we organized four webinars for each initiative this fiscal year. The webinars were attended by hundreds of participants and initiated a collaborative exchange of ideas.

## Translation

The 2022-2023 fiscal year was another busy year for the Translation Department with over 6,000 projects delivered!

Aside from being a very busy year, it was also a very exciting year for the Translation Department. We made huge strides towards developing machine translation + post-editing as a service and have successfully incorporated it into workflows for some of our English to French projects. We also joined forces with the Social Impact team to put on a Free Translation Clinic event where, with the help of our translators and volunteers from other departments, we were able to get out into the community and help newcomers get their documents translated for free.

We have also been thrilled to continue to provide free translation services under MCIS' Social Benefits Initiatives for individuals and organizations that require the service but cannot cover the cost themselves. This has included assisting individuals who required translation of various personal documents to access critical services, as well as organizations working to increase access to critical information for people with limited or no English proficiency.

Over the last fiscal year, we have had the opportunity to work on many exciting projects such as multimedia and localization projects.



# Awards

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 FY2022-2023.



## 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.



## 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.

# Awards

## Interpreter of the Year

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.

Nominees: Yousaf Bilal, Chang Zhang

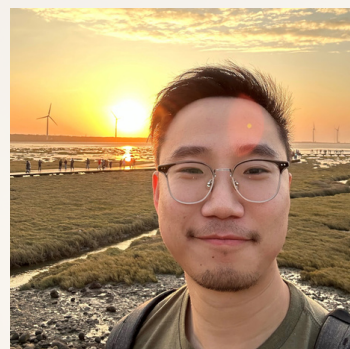


**Mara Ribeiro**

## Translator of the Year

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.

Nominees: Supreeti Singh, Paloma Cordova



**Renjie Stephen Hu**

## Facilitator of the Year

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.

Nominees: Hind Saq, Elizabeth Martinez



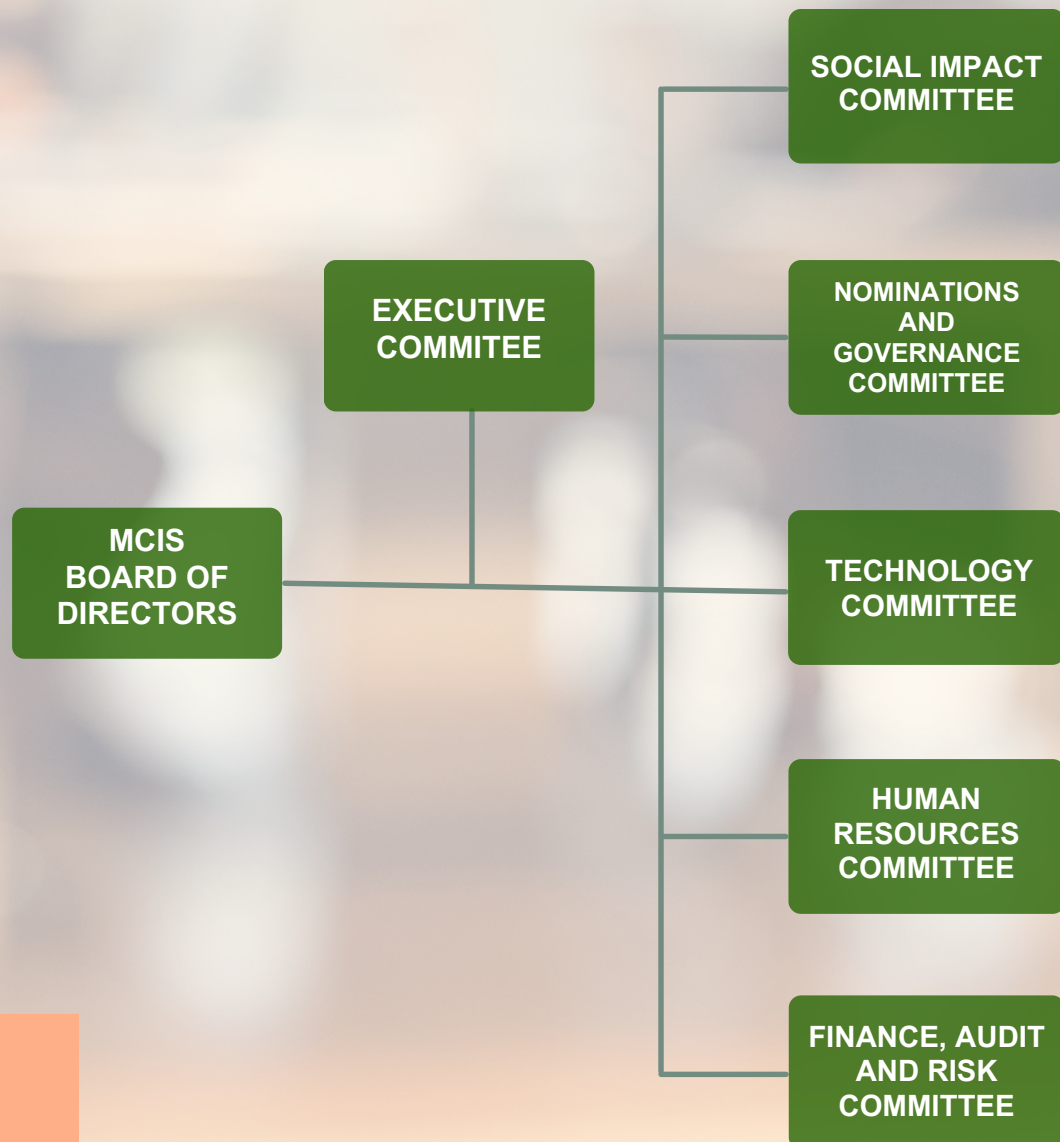
**Riho Nishimura**

# Our People

## Board & Committee Members

**FY2022-2023**

As a not-for-profit, MCIS is overseen by a volunteer board of directors and committee members 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

## Shash Anand, Chair

As SVP of Product Strategy at SOTI, Shash Anand oversees the company's evolution from a single product centered around Mobile Device Management (MDM) to an integrated platform that solves many of the challenges around enterprise mobility and IoT management.

Shash holds a degree in Computer Engineering from the University of Toronto, and an MBA from the Rotman School of Management. After working for IBM as a Technical Support Engineer and Business Operations Manager, Shash joined SOTI to lead the company's global expansion.

Throughout his tenure with the company, Shash has worked across both technical and operational teams, overseeing key departments within the business. With diverse experience across the organization, including: Professional Services & Support, Product Management, Product Marketing, Business Development & Sales, and Strategic Alliances, Shash has extensive expertise building global teams from start-up to scale-up success.

Shash is Chairman of the Board at MCIS Language Solutions, a non-profit organization whose mission is to remove language barriers and improve access to critical information and services through high-quality language solutions.



## Monica Donahue, Vice Chair

For more than 25 years Monica has served in Senior HR corporate and consulting roles, developing and delivering Human Resources solutions in National and Global industries. She also serves as part-time professor at Seneca Polytechnic School of HR & Global Business. Previous board experience includes Board of Directors of Food Banks Canada, and the Board of North York Community Care Access Centre. Monica holds an MBA from the Rotman School of Management and served for several years in their student mentor program; she has a BSc. Hon in Physiology/Pharmacology. Other certifications include Certified HR Executive (Human Resources Professionals Association of Ontario); Senior Professional in HR (American Society for Human Resources Management), and Certified HR Professional (World at Work Association).



## 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.



## Kenny Leung, Treasurer

Kenny is a lawyer practicing 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.



## Ambuja Rajaratnam, Board Member

Ambuja previously served as Senior Vice President of Finance & Business Operations and oversees and managed the global finance and business operations teams at SOTI. She was also a strategic leader who works closely with the CEO and other senior leadership team 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.



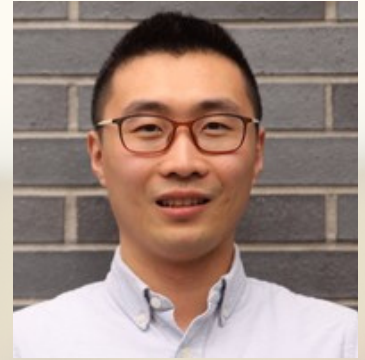
## Denise Wallace, Board Member

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.



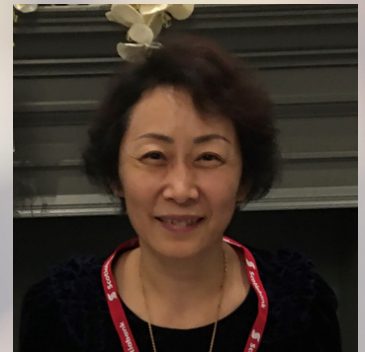
## Jing Guo, Board Member

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.



## Mei Jiang, Board Member

Mei Jiang works at Scotiabank for more than 13 years and has a broad range of experience on finance, analytics, financial reporting, cost management and project managements. She has a CPA designation and holds a Bachelor's degree in Law from Peking University in China and an MBA from Wilfrid Laurier University in Canada. Mei currently is serving as the Treasurer and a member of Board of Directors at Horizons for Youth as well.



## Nancy Bell, Board Member

Nancy is a sessional lecturer and course director at the Ontario Institute for Education at the University of Toronto. She holds a PhD in education. Her research interests include language learning, multilingual pedagogy and assessment, international education and educational policy. A member of the Ontario College of Teachers, Nancy was a teacher and curriculum leader in English as a Second language at the TDSB for ten years. She is an advocate for language rights on behalf of her students. Prior to her career in education, she worked as a manager and consultant in the performing arts/nonprofit sector. Nancy lives in Toronto, where she has raised a son and two dogs with her husband David.



## Saima Anwar, Board Member

Saima Anwar is a Human Resources professional with 15 years of experience working in the marketing industry. In recent years, her focus has been in Total Rewards, where she has supported the design and management of compensation programs across North America and Europe. Saima is passionate about maintaining and building compensation frameworks, managing sales incentive programs, and performing equity analysis. In her spare time, Saima likes to travel, volunteer, and explore Toronto with her family.



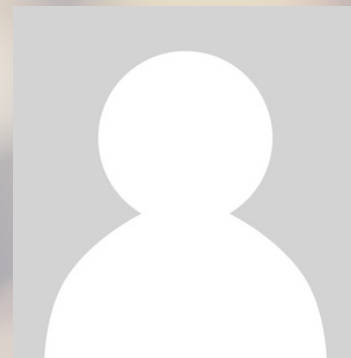
## Teresa Senisi, Board Member

A self-directed and client focused Human Resource professional, Teresa Senisi joined Triple M in 2018. A member and certified Human Resource leader through the Human Resources Professionals Association, Teresa graduated from Humber College's Human Resource Management program, and is also an honor graduate of the University of Toronto's Executive Leadership program. A champion of collaboration, she works alongside our senior executives and their teams to strengthen the organization, manage change and lead Human Capital to successfully grow Triple M's global presence and capabilities.



## 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.



## Camille Jovanovic, HR Committee

Camille is an experienced executive compensation professional and a trusted advisor to boards and senior management teams across Canada. She is a Principal at Hugessen Consulting and has advised companies across a broad range of industries.



## Greta Deda, Finance, Audit and Risk Committee

Greta Deda is a highly accomplished risk management and audit professional, currently serving as the Manager of Internal Audit at Ontario Power Generation. Her expertise is backed by significant experience in pivotal roles as an Internal Auditor and Senior Compliance Analyst within the financial sector. Greta's background also includes a valuable tenure as a financial analyst at Siemens Canada Ltd.



Her qualifications include being a Certified Public Accountant (CPA) in Canada and a member of the Association of Chartered Certified Accountants (ACCA) in the UK. Greta holds a Master of Science degree in Accounting and Auditing from the University of Tirana, Albania.

Apart from her professional endeavors, Greta is deeply passionate about languages and has dedicated over 10 years to volunteer work as an Italian language translator, helping bridge communication barriers for those in need.

## Herbert 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.



## Imad Jawadi, Technology Committee

Leading Info-Tech's Data and Analytics Advisory Practice, Mr. Jawadi advises ITRG's members on data and analytics initiatives. He currently oversees data and analytics projects in Canada with Provincial and Federal Governments and global clients in Australia, Switzerland, and the Philippines.

Imad has led and aided projects and workshops with numerous financial institutions and government (local, provincial, and federal) organizations engaging key stakeholders, enabling the decision-making process and all aspects of data: facilitating business requirements, assisting executive teams with metrics to measure the success of data programs, data transformation & modernization, migrating from legacy & on-prem to cloud-based or hybrid models, sustaining institutional knowledge, improving Data & Analytics and Artificial Strategy, data governance, enterprise content management and data life-cycle initiatives. He holds a Master of Management in Artificial Intelligence (2020) and a Master of Management in Analytics (2022) from Queen's Smith School of Business management.



## Marjeta Biba, Social Impact Committee

Marjeta is a dedicated, result oriented community worker/caseworker at the City of Toronto with 10+ years of experience in social services field. She has extensive skills and knowledge of programs and services offered in the City of Toronto such as Ontario Works, Child Care Fee Subsidy, Ontario Disability Support Programs, Emergency Energy Fund, Fair Pass transit, employer networks and agencies in the Toronto Region coupled with ability to forge partnerships and liaise with all organizational levels to achieve consensus among parties having different objectives. In her various roles, she has demonstrated skills in implementing policies, procedures and quality improvement practices that address operational and client needs that resulted in program achievements. Marjeta is committed to providing service excellence to diverse groups of clients ensuring equity and access to services.



## Shine Jiyoun Chung, Social Impact Committee, N&G Committee

As a racialized newcomer woman, Shine initially studied Hotel Management & Event Management in South Korea but ended up being an educator because of her passion for working with youth. Shine taught and mentored hundreds of high school students seeking guidance for higher education and career pathways. Shine eventually decided to go back to higher education and pursue a new career in social work in Canada after several years of volunteer experience in different countries. In particular, her volunteer experience with refugees in the Himalayas opened her eyes to human rights issues and multiple oppressions facing women and youth.

Shine has extensive experience in research & evaluation, clinical social work, community-based program design, DEI-driven workforce development and cross-sectoral partnership development at the intersection of education, non-profits and the corporate sector. Shine also has been involved in several committees and working groups, including the Chair of 2017-2020 Toronto Urban Health Fund (TUHF) Grant Review Committee with the City of Toronto, Tech Workforce Development research project steering committee at the MaRS Discovery District, National Expansion Strategy consulting team with Ascend Canada, etc.

Currently Shine is privileged and honored to serve the CEE Centre for Young Black Professionals as a Director of Programs & Service Delivery, as well as a Director of Operations. Shine oversees the org-wide operating system design and development, while leading strategic directions of the Program Department that provides industry-specific workforce development programs and wraparound support. As a humble ally, Shine is passionate about youth capacity building and advocacy, addressing the economic and social barriers facing Black youth and diverse Black communities.



## Shyam Sridhar, Technology Committee

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.



## Outgoing Members:



### **Peter Murphy**

Nominations &  
Governance Committee  
2019 – 2023



### **Shyam Sridhar**

Technology Committee  
2019 – 2023



### **Denise Wallace**

Technology Committee  
Vice Chair  
2020 – 2023

## Incoming Members:



### **Shine Jiyoung Chung**

Social Impact Committee,  
Nominations &  
Governance Committee



### **Imad Jawadi**

Technology Committee

# Management Team

**FY2022-2023**

## 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 2013 as Director, Finance and Internal Operations (DFIO). Reporting to the Executive Director, Alex is responsible for the management of the day-to-day internal functioning of the organization which is comprised of finance/accounting and information technology and as required human resources, administration and office support. As a member of the Senior Management Team, Alex assists the Executive Director in operationalizing the organizational strategy and plans. Alex also responds to all financial and program inquiries and coordinates with other business units to ensure all contractual obligations are met. MCIS' IT, Operations and Finance staff report to him. In his spare time, he likes to spend time with his family and travel.



## Eliana Trinaistic, Social Impact Manager; Director of Social Purpose, Impact & Culture

In her role as a Director of Social Purpose, Impact and Culture, Eliana continues more than a decade of working within the social sector, locally and globally, as a passionate language rights advocate, promoter of intrapreneurship (manifesting “purpose at work”) and believer in creating organic and human solutions for a complex world. Her role emerged from many years of thinking and practical application of MCIS intentional social impact and purpose interventions as well as grassroots efforts involving Canadian and global language justice advocates.

Eliana strongly believes that today's challenges require an optimistic mindset, intentional community building and the belief that technology needs to be tempered by front-and-centre humanity. For Eliana, the MCIS staff will remain the most significant source of learning about the world, inspiration for the work she does, pride about how far MCIS has gone, and genuine hope for what the future holds for us.



## Judy Abraham, Director of Client Services

Judy is originally from Ethiopia and Eritrea and has made Canada home for more than 30 years. She has worked as a CILISAT certified Amharic and Tigrigna interpreter for over 20 years. In addition to working as an interpreter and translator, her love for languages and passion for helping others also brought her to teaching interpretation courses at MCIS and Seneca College. Judy has worked at MCIS for more than 15 years in different capacities and she is now overseeing the service delivery departments. Judy is passionate about working for a social enterprise committed to helping vulnerable persons and creating a world without language barriers.



## Lester Korbely, Director of Marketing & Business Development

Lester is a trilingual sales and marketing professional with over 30 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 family and volunteering with several organizations in the GTA.



## 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 Human Resource Management continuing to work for various multinational companies in Beijing, China while acquiring extensive experience in the areas of recruitment, performance management, employee relations, learning and development as well as HR operations. Rachel has 15 years of experience in providing full spectrum of organization and people solutions to support business growth. She is familiar with human resources management policies and procedures and has demonstrated effective project management and workflow management skills by delivering on multiple HR projects and initiatives. She also obtained a Postgraduate Certificate in Human Resource Management and Non-profit Leadership and Management from Seneca College, Canada. Rachel joined MCIS in June 2014.



## Veronica Costea, Head of Systems Development & Quality Management

Veronica has been working at MCIS in various capacities since 2011. She is a certified translator and qualified interpreter with proficiency in five languages. She has worked in the language industry for over 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. She also represents MCIS in the global language rights movement as Co-Chair of the Global Coalition for Language Rights.



## 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 a natural problem-solving individual with outstanding analytical skills. He is fluent in Spanish, Portuguese, English and is learning French.



## Department Managers

### Alanna Quinn, RFP Coordinator; RFP Manager

Alanna joined MCIS while finishing her BA in International Studies and Sociology. She began her journey at MCIS in August of 2018 as the RFP Coordinator. She remained in the Business Development Department in other positions such as a Training Sales Coordinator and an Account Manager. In 2022, she stepped back into the RFP Department as the RFP Manager. In her short time as the manager of the department, she has taken an interest in the Association of Proposal Management Professionals (APMP) and is working towards her APMP foundations certification and has implemented new technologies to improve department efficiencies. Alanna is responsible for writing and managing the business proposals process as well as other new business development initiatives. She is passionate about writing and graduated her MA in Communications and Culture this past summer.



### Deanna Nemeth, Systems Development & Quality Manager

Deanna began working with the Systems Development Office in late 2021. In her role, she has been developing a Content Management System and Quality Management System for MCIS. Previous to this, Deanna worked with the Business Development and Marketing team and the Translation team. She 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. Deanna holds an MA in Translation Studies, an Honours B.A. in French Language and Literature, and a Diploma in Public Relations. In her spare time, Deanna loves spending time with family and friends, traveling, playing softball, and training her rescue dog, Dave.



### Dusan Matic, Training, Recruitment & Vendor Relations Manager

Dusan, MCIS' Training, Recruitment and Vendor Relations Manager, holds a BA degree in Linguistics and MA degree 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.



## Jack Xu, Internal Operations Manager

2022-2023 marks the 10th anniversary of Jack at MCIS. This year, Jack retains his role as Internal Operations Manager, and is also part of the new Systems Development team to create and implement numerous systems at MCIS. Jack is responsible for designing and setting up a project management system at MCIS, including a new project management office. This new office will connect MCIS strategy with operations, guide project managers, manage resources, identify proper ownership and accountability, and maximize the chances of success and the benefits realized by projects. To achieve this goal, Jack became certified as a PMP in March of 2022.



## Kathleen Tran, HR Manager; HR Business Partner

With a blended passion in HR, diversity, and organizational engagement practices, Katie joined MCIS in April 2018 as a Recruitment Assistant in the Vendor Management Department. After moving through various roles within the HR department and providing tactical and operational support to the organization, she is looking forward to providing more strategic support in the upcoming year. Katie holds a Bachelor of Arts in Industrial Relations and certificates in HR Management and Risk Management. She is currently a Certified Human Resources Professional (CHRP), Certified Talent Management Practitioner (CTMP), and Registered Professional Recruiter (RPR). She furthers her learning through enrollment in Indigenous courses, mental health-related certifications, and payroll courses.

While visiting museums are a great way to unwind, she also enjoys hiking, paddle-boarding on tranquil waters, the occasional badminton rally, and a good book.



## Nasrin Sadeghi, Knowledge Management Consultant

Nasrin began her work at MCIS in 2021 as KM Consultant in collaboration with Client Services Department. In late 2021, Nasrin joined on board of the newly formed Systems Development team as the System Developer for the KM Initiative. Since April, 2023, she is also in charge of the Strategy Management System (STM) Initiative. She has over 30 years of experience working in wide range of roles, as a research project manager (high speed digital signal processors), IT product development manager as well as strategic business unit manager for “eLearning and Learning Organizations”. Along these roles, she has been the program manager for the LiveWire in Iran (a Shell initiative) as well as a couple of UNDP projects manager. During the last ten years prior to joining MCIS, she has focused on offering strategy and knowledge management consulting services to very large industrial organizations, as well as academia.



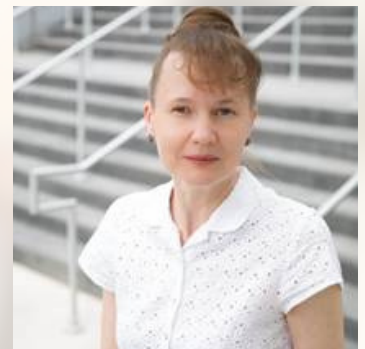
## Nicole Anichini, Translation Manager

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.



## Selam Aregai, Business Development Supervisor; National Business Development Manager

Selam is a dedicated professional who joined MCIS in 2016, starting as a Business Development Assistant and rising to Business Development Supervisor by 2022. With an Advanced Diploma in Biotechnology from Seneca, a Business Management Certificate from the University of Toronto, and currently pursuing the CMP (Canadian Management Professional) designation. In 2023, she became the National Business Development Manager, leading a dynamic team of Account Managers to provide clients with comprehensive orientation, portal training, and meticulous contract management. In her free time, Selam engages with actively in her community, enjoys quality moments with her family, and exploring Canada's beautiful provincial parks.



## Sheekha Sanghvi, Marketing Manager

With a passion for communication and marketing, Sheekha joined MCIS as a Marketing Manager right after earning a postgraduate diploma in Digital Media Marketing around 2 years ago. Sheekha is essential to the planning, management, and reporting of the organization's marketing initiatives across all owned media, including email, social media, and the corporate website, among others. She worked in international marketing and communication organizations for over six years. Sheekha has a bachelor's degree in the arts and has spent the last three years working actively for a non-profit. She is focused on building marketing strategies to promote our business and brand while prioritizing the goals of MCIS, thanks to her academic training and professional experience in the corporate and not-for-profit sectors.



## Stella Constanca, Interpretation Services Manager

Stella has been with MCIS since 2011. She was previously the Interpretation Services Supervisor and transitioned to Interpretation Services Manager in October 2021. Stella holds an Applied BA in Financial Services Management and a Post Graduate Certificate in International Business Management from Seneca College. In her current role, she is responsible for overseeing the day-to-day operations of the Interpretation Services Department. She and her dynamic team are charged with providing customers with the best possible experience while helping remove language barriers. In her downtime, Stella enjoys learning new languages, spending time with family and friends, and savoring delicious food.



# In Memory of a Dear Friend



## Hasmukhlal Bhogilal Thakkar

December 1, 1950 – September 27, 2023

Hasmukh has been a part of the Translation Department longer than anyone else on the Translation Team, and longer than even most MCIS staff. His translation journey at MCIS spanned over a decade, leaving a mark on our team, and breaking down linguistic barriers for the Hindi and Gujarati communities he served.

Through the years, Hasmukh witnessed numerous project managers come and go, but his commitment remained constant. His cheerful disposition and cooperative nature made him a joy to work with, and it was truly a privilege to collaborate with him.

Hasmukh consistently delivered impeccable work, always striving for perfection in his craft. One of his notable achievements in the industry was becoming the first-ever Gujarati translator certified by the Association of Translators and Interpreters of Ontario (ATIO), which was no easy feat, taking over 4 years to accomplish. This milestone is a testament to his hard work and dedication to improving his craft.

Hasmukh was always a passionate supporter of MCIS, seldom missing an event – whether it was our in-person AGMs or virtual drop-in sessions when everything went remote.

He always took immense pride in his work, and he carried out his projects with great enthusiasm. He recognized the pivotal role translation played in ensuring that people within the Hindi and Gujarati communities had access to critical information and services. His dedication to this cause was unwavering, and his efforts ensured that people struggling with language barriers could access the information or services they need.

Hasmukh will be remembered not only for his outstanding professional achievements but also for his warm heart, kind spirit, and enduring commitment to making a difference in the world through his work.

As we mourn the loss of a remarkable translator, let us also celebrate the legacy that Hasmukh leaves behind. His contributions will continue to inspire us, reminding us of the profound impact one person can have through their dedication, passion, and unwavering commitment to a greater cause.



# Staff List

Department	First Name	Surname	Job Title
Directors	Latha	Sukumar	Executive Director
Directors	Eliana	Trinaistic	Social Impact Manager; Director of Social Purpose, Impact & Culture
Directors	Alex	Aleinikov	Chief Financial Officer
Directors	Lester	Korbely	Director of Marketing & Business Development
Directors	Judy	Abraham	Director of Client Services
Directors	Rachel	Wu	Director of HR
Directors	Williams	Pedroga n	Director of IT & Internal Operations
Systems Development & Quality Management	Veronica	Costea	Head of Systems Development & Quality Management
Systems Development & Quality Management	Nasrin	Sadeghi	Knowledge Management Consultant
Systems Development & Quality Management	Deanna	Nemeth	Systems Development & Quality Manager
Systems Development & Quality Management	Luisa	Cano	Business Process Specialist
Management & Governance	Sarah	Haque	Board Administration & Communication Coordinator
Social Impact	Nicole	Fiorillo	Policy, Outreach & Social Purpose Specialist; Senior Social Purpose & Policy Specialist
Finance	Olga	Ryabinina	Accounting Manager
Finance	Anila	Radovick a	Finance Coordinator
Finance	Baskar	Swamina than	Finance Assistant

# Staff List

Department	First Name	Surname	Job Title
Finance	Aster	Seifu Estifanos	Internal Operations & Finance Assistant
Finance	Hedayat	Farooqui	Internal Operations & Finance Assistant
Marketing & Business Development	Alanna	Quinn	RFP Coordinator; RFP Manager
Marketing & Business Development	Abe	Shany	Account Representative; Business Development Representative
Marketing & Business Development	Selam	Aregai	Business Development Supervisor; National Business Development Manager
Marketing & Business Development	Alicia	Ludwig	Account Manager
Marketing & Business Development	Meghan	Farr	Account Manager
Marketing & Business Development	Ishita	Sharma	Account Manager
Marketing & Business Development	Farjana	Easmine	Account Representative
Marketing & Business Development	Menna	Elabbasy	Business Development Representative
Marketing & Business Development	Gregory	Bourne	Marketing Assistant
Marketing & Business Development	Sheekha	Sanghvi	Marketing Manager
Marketing & Business Development	Cheryl	Lu	Social Media Coordinator
Marketing & Business Development	Klaidi	Shehi	Marketing Research Assistant
Marketing & Business Development	Ashley	Tulio	Communications Specialist
Interpretation Services	Stella	Constanca	Interpretation Services Manager
Interpretation Services	Zewdi	Gselassie	Interpretation Services Supervisor
Interpretation Services	Kelly	Zhang	Interpretation Services Supervisor

# Staff List

Department	First Name	Surname	Job Title
Interpretation Services	Hona	Dabzad	Customer Care Coordinator
Interpretation Services	Anjum	Bakthula	Interpretation Services Coordinator
Interpretation Services	Anisa	Abdulmana	Interpretation Services Coordinator
Interpretation Services	Bayan	Nahle	Interpretation Services Coordinator
Interpretation Services	Diana	Julio	Interpretation Services Coordinator
Interpretation Services	Eva	Bekkout	Interpretation Services Coordinator
Interpretation Services	Gabriel	Sanchez	Interpretation Services Coordinator
Interpretation Services	Hillary	Agard	Interpretation Services Coordinator
Interpretation Services	Inna	Kotenko	Interpretation Services Coordinator
Interpretation Services	Jeannette	Zaitchik	Interpretation Services Coordinator
Interpretation Services	Julia	Mohseni	Interpretation Services Coordinator
Interpretation Services	Mahsa	Saffari	Interpretation Services Coordinator
Interpretation Services	Patricia	Paulos	Interpretation Services Coordinator
Interpretation Services	Shanta	Singh	Interpretation Services Coordinator
Interpretation Services	Steve	Lim	Interpretation Services Coordinator
Interpretation Services	Sylvia	Gaskin	Back-up Interpretation Services Coordinator; Interpretation Services Coordinator
Interpretation Services	Vladimir	Bikeev	Interpretation Services Coordinator
Interpretation Services	Chioma	Francis	Interpretation Services Coordinator; Back-up Interpretation Services Coordinator

# Staff List

Department	First Name	Surname	Job Title
Interpretation Services	Jessica	Sharma	Back-up Interpretation Services Coordinator
Interpretation Services	Lidia	Garcia	Back-up Interpretation Services Coordinator
Interpretation Services	Martha	Quemba	Back-up Interpretation Services Coordinator
Interpretation Services	Mobolaji	Famewo	Back-up Interpretation Services Coordinator
Interpretation Services	Nancy	Ajayi	Back-up Interpretation Services Coordinator
Interpretation Services	Shirly	Perez	Interpretation Services Coordinator; Back-up Interpretation Services Coordinator
Interpretation Services	Pauline	Lau	Back-up Interpretation Services Coordinator
Translation	Nicole	Anichini	Translation Manager
Translation	Lindsay	McGregor	Translation Supervisor
Translation	Diane	Bérubé	French Translator
Translation	Louis	Labrecque	French Translator
Translation	Rida	Bouchebcheb	French Translator, QA & Project Manager
Translation	Carolina	Carvalho	Project Manager
Translation	Ixchel	Cervantes	Project Manager
Translation	Kristina	Tarnovskaya	Project Manager
Translation	Sarah	De Sousa	Project Manager
Translation	Shweta	Gupta	Back-up Project Manager
Translation	Lothar	Ferricchio	Back-up Project Manager
Translation	Paula	Diniz	Back-up Project Manager

# Staff List

Department	First Name	Surname	Job Title
Translation	Helia	Vaezian	Project Manager
Translation	Rosana	Maciel	Project Manager
Translation	Mayumi	Aibe	Back-up Project Manager
Translation	Fiona	Koscak	Back-up Project Coordinator
Human Resources	Kathleen	Tran	HR Manager; HR Business Partner
Human Resources	Tania	Tossutti	Interpretation Services Coordinator, HR Coordinator; HR Operations Specialist
Human Resources	Princess	Hew	Office Assistant
Human Resources	Sumaya	Bahamdoon	HR Assistant
Training, Recruitment & Vendor Relations	Dusan	Matic	Training, Recruitment & Vendor Relations Manager
Training, Recruitment & Vendor Relations	Amal	Dweik	Training Coordinator; Training Delivery & Vendor Relations Supervisor
Training, Recruitment & Vendor Relations	Sreyoshi	Bose Datta	Training & Vendor Relations Coordinator
Training, Recruitment & Vendor Relations	Tenzin	Paldon	e-Learning Training & Development Specialist
Training, Recruitment & Vendor Relations	Victoria	Radvan	Training Content Developer
Training, Recruitment & Vendor Relations	Eman	Swendeh	Recruitment Coordinator
Training, Recruitment & Vendor Relations	Evelina	Xheka	Interpretation Services Coordinator; Recruitment & Vendor Relations Coordinator
Training, Recruitment & Vendor Relations	Jason	Marques	Talent Sourcer; Recruitment & Vendor Relations Coordinator

# Staff List

Department	First Name	Surname	Job Title
IT & Internal Operations	Jack	Xu	Internal Operations Manager
IT & Internal Operations	Paul	Zborshchik	Senior IT Specialist
IT & Internal Operations	Amir	Shahid	IT Operations Assistant
IT & Internal Operations	Igor	Pantchenko	Implementation Specialist
IT & Internal Operations	Rosemarie	Smith	Cloud Support Analyst
IT & Internal Operations	Laura	Zollner	Internal Operations Coordinator

# Anniversaries



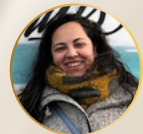
Alicia Ludwig



Anisa Abdulmana



Hillary Agard



Ixchel Cervantes



Kelly Zhang



Nicole Anichini



Tenzin Paldon



Baskar Swaminathan



Eliana Trinaistic



Jack Xu



Williams Pedrogan

# 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

## CENTRAL ONTARIO

Kitchener-Waterloo Multicultural Centre

## NORTHEASTERN AND NORTHWESTERN ONTARIO

Thunder Bay Multicultural Association

## SOUTHWESTERN ONTARIO

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

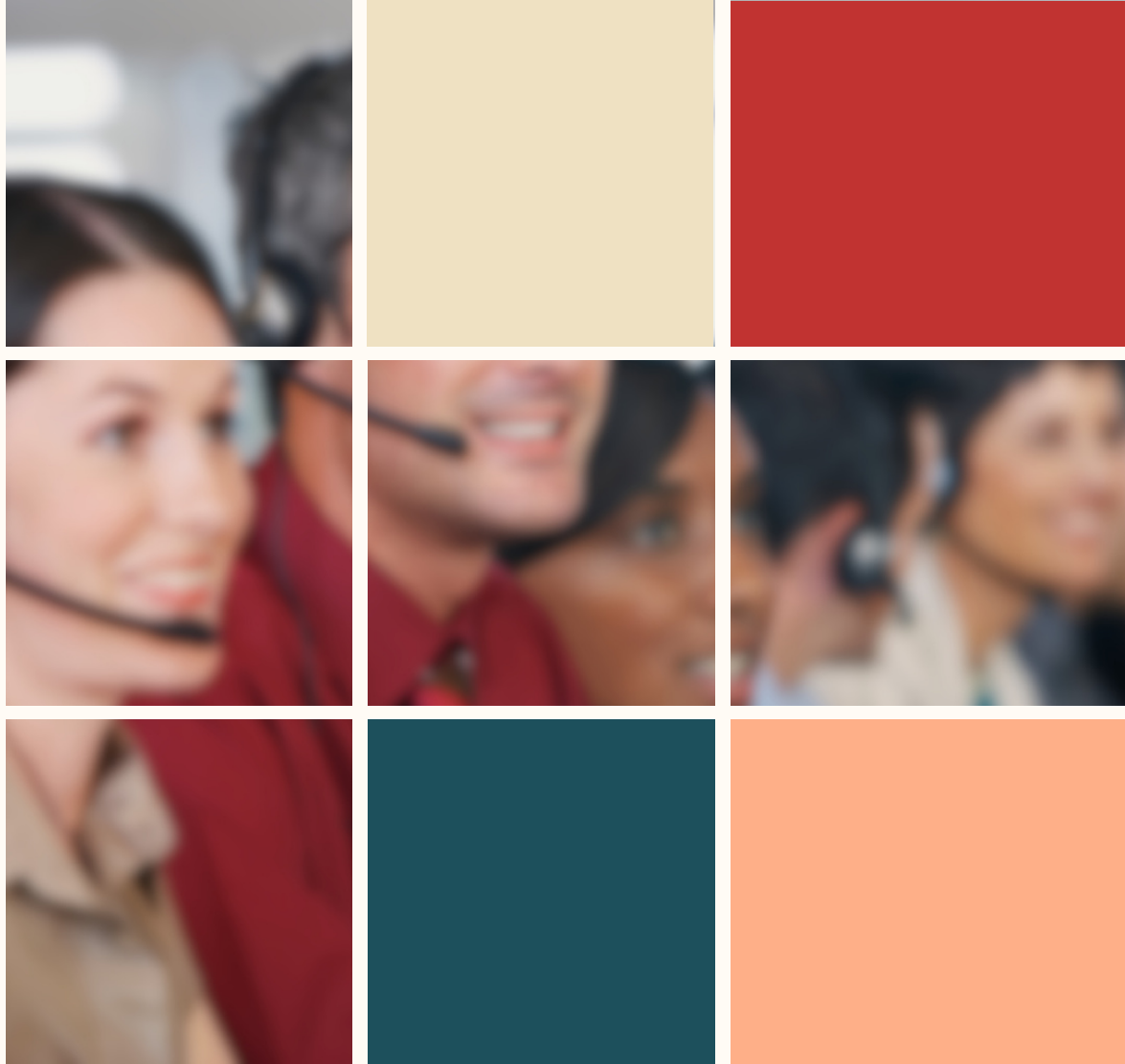
## EASTERN ONTARIO

Immigrant Women Services  
Ottawa

## ACROSS ONTARIO

The Canadian Hearing Society





# Thank You

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