



# Year in Review 2013





## Letter from the President

### STRONGER THAN EVER BEFORE

Dear Monica

2013 has been an exciting year of change and growth for CAPIC, and I wish to congratulate the management team and the Board members for this.

CAPIC has introduced a new Corporate Governance Model, thus allowing the Board to orient itself towards effective governance and thus enabling the management team to focus on execution. We believe that such a model will enable CAPIC to adapt and respond quickly to the ever changing immigration environment. As a result, your Board will now function as a Governance Board rather than an Operational Board.



 **Dory Jade**  
President CAPIC ACCPI  
Founded on the four pillars of Education,  
Information, Lobbying and Recognition

This change has enabled CAPIC to re-orient its management team. CAPIC is currently comprised of five employees, the Manager of Operations and four staff. This core production team will allow the organization to implement the Board's Strategic Plan, and to achieve the association's goals in Education, Lobbying, Information and Recognition, our four pillars. As you are all aware, these four pillars are the foundations of CAPIC and constitute the very core of our existence.

CAPIC introduced several policies and took important steps that have allowed it to reach the next level:

- Introduction of the long term membership, a process allowing our members to avoid the stress of the renewal process every year.
- Implementation of the yearly education plan, which will allow CAPIC Members and RCICs, in general, to benefit from predictable, and affordable education events coupled with the highest quality services in the industry.
- FREE access to the "**2014 Annotated Immigration and Refugee Protection Act of Canada**" Book will be available to all CAPIC members as of April 1st, 2014.
- Launch of the IMMForum for CAPIC Members in 2013, and making the 'Lite' version available to non-CAPIC members for a fee in 2014.
- Developing long term sponsorships and partnerships with new organizations, which will assist our members in developing a new business opportunities.



- By respecting a tight budget, rigorously working on increasing the revenues, and maintaining the expenses at a reasonable level, we have ensured that we have a balanced financial statement, despite the unexpected challenges faced during 2013.
- In addition, we have built an unprecedented relationship with the Government of Canada, with the provincial governments, and with other political leaders in order to ensure that CAPIC members' voice is heard.

It is now time to move to a proactive strategy. We not only look forward to CAPIC maintaining a leadership position in the industry, but to becoming the leading association of Immigration practitioners by implementing the Corporate Governance best practices' on the one hand, and by setting contemporary operational policies on the other.

The proposed Bylaws changes before the Membership at the Annual General Convention will allow CAPIC to move to that next level. It will give the Board a direct task of hiring a CEO to manage the affairs of the organization, and it will ensure that the board concentrates on the Strategic Plan, Vision, Mission and the Values of CAPIC. Moreover, the new structure will increase committee efficiencies and will provide the Chapters with a more defined mission to follow. The Board will have the duty and the obligation to ensure that its positions are properly filled. By moving to a reasonably remunerated Board, CAPIC will attract more competent, and dedicated Board members, and will make them accountable before the membership.

In conclusion, it is time to move forward to the next level, and I seek the full and complete support from the membership in this step.

Looking forward to working with you in 2014.

A handwritten signature in cursive script, appearing to read 'D. Jade'.

Dory Jade, RCIC, C.Dir.  
National President



## Lobbying Committee:

During 2013, our Lobbying Committee has continued to achieve many milestones. Some of which are outlined below:

- CBSA Training Sessions (“Working with Regulated Canadian Immigration Consultants”)

These sessions were the first opportunity for consultants to brief CBSA officers on the role of RCICs, the recognition of one, and how to identify unauthorized representatives. These training sessions were the result of a fruitful relationship that CAPIC and CBSA have maintained throughout the years. Because of the work done by CAPIC, the signage at GTEC was changed so that those attending appointments were informed on how to recognize an RCIC.

- EIOD Ontario meetings.

CAPIC has continued to attend the EIOD meetings and to maintain an open dialogue about various enforcement issues. These meetings have proven to be useful to both parties involved.

- Lobbying at CIC

CAPIC has continued to maintain an open dialogue with CIC, and to write Policy Discussion Papers that address various initiatives by CIC. Discussion Policy papers include the EOI document that summarized the challenges to be faced with the implementation of such a program; and as well the Business/Investor Category Proposal Paper, that CAPIC wrote upon request from Minister Alexander. The purpose of this paper was to encourage and strengthen Canada’s small and medium sized business sector by addressing the community’s needs.



- CICIP meeting (Bi-annual- April 19th and November 29th)

CAPIC has also continued attending their bi-annual CICIP meeting, and has been maintaining an open dialogue with Citizenship and Immigration Canada. CAPIC members have had their questions answered regarding various issues such as EOI, the Parents and Grandparents Program, the Canadian Experience Class, as well as Double Regulation.



- 'Saskatchewan Double Regulation of Federally Regulated Immigration Consultants'

In the writing of this policy discussion paper, CAPIC aimed to clarify the members' questions and concerns in regards to Saskatchewan's immigration consultants' regulatory process. The purpose of this initiative was to highlight the difficulties that arise from the 'double-regulation' that RCICs are subjected to, by having to abide by both the regulations of the Federal Licencing Body- ICCRC, as well as those of the Government of Saskatchewan. The difficulties that this document mentioned, includes the unintentional creation of Ghost Consultants, and the raised cost burden for Saskatchewan due to the administration of this legislation.

## Communication:

2013 has been a year where CAPIC communication has flourished. This is clearly reflected through the implementation of several new CAPIC communication materials, which include the following:

- Capic News Break
- iMME Forum
- iMME Forum *Lite*
- Capic Informs

*CAPIC Informs* is a bi-weekly newsletter provided to CAPIC members. Each issue addresses a variety of aspects, such as CAPIC News, Industry News and upcoming Seminars. This informative newsletter is an excellent opportunity for members to be updated of any changes that occur in immigration industry in one glance.

*CAPIC News Break* is a bilingual daily summary of Immigration News across Canada and overseas. Similarly to CAPIC Informs, this short News bulletin addresses news that pertain to the Immigration Industry as well as the Immigration Policy.

*The IMMe Forum*, is a powerful immigration platform that not only allows members to have access to updates of forms, newly published Operational Manuals and other valuable publications, and also allows members to share practice tips, and obtain valuable information for improving their business. Members can benefit from this bilingual forum, by taking advantage of the input that they receive from their expert peers.

However, non- members can now take advantage of this platform too; the *IMMe Forum Lite* is an excellent alternative for non-members to receive the same posts directly delivered to their inbox. This initiative is being offered by CAPIC for free, for the first 6 months, and it is expected to generate additional revenue in the upcoming year.



## **Education 2013:**

CAPIC-ACCPI has always aimed to provide its members with high-quality education seminars that are offered at affordable prices. The year 2013 was no exception, and CAPIC has continued to prove its dedication by providing members with seminars that are educational, informative, and relevant. Those who attended the seminars were pleased with the knowledge they acquired. Most people attended multiple seminars, and CAPIC was motivated to offer more opportunities for members to gain CPD hours.

## **Treasury and Finance:**

CAPIC exercises its utmost diligence in managing finances of the organization. Process and procedures are in place to ensure the integrity of financial control and to ensure that the organization maximizes its revenue resources and keeps expenses at a minimum. CAPIC auditor McGovern Hurley, Cunningham, has completed the audit of CAPIC's financial statements as at December 31st, 2013 and the audited financial statements have been presented to the members.

## **Education:**

### **NEC 2013**

#### **November 14-15, 2013**

This year's NEC was a success. The theme of this year's National Education Conference was *Immigration: A Common Approach for Challenging Times*. We have seen many recent changes to Canada's immigration system and to the immigration consulting industry and its regulatory environment; the NEC informed us of these important changes and the development of common strategies to face them in order to remain an integral part of Canada's evolving immigration system.

NEC 2013 delegates gained 14 CPD hours, attended cutting-edge seminars on emerging immigration topics presented by government officials and immigration experts, and enjoyed two days of valuable networking with colleagues and industry representatives from all over the world.

Special guests included James McNamee (CIC) and representatives from CBSA and MICC, that respectively, delivered their speech on the EOI program (set to launch in 2015), updates and analyses, on recent legislative changes, as well as on Québec's Investor Program and the recent changes to the province's TFW program (PTET).

Other topics that were covered during this event included an exclusive presentation given by Ken Sandhu, IRB Interim Chair, on reforms to the refugee process and current initiatives, and tips for consultants on managing hearings and appeals.



## Chapters:

### Chapter Ontario:

In retrospective, the Ontario chapter of CAPIC had a highly successful year. Multiple seminars were organized during this year covering a variety of topics, and offering many opportunities for members to gain their CPD hours for a highly affordable price. *Embracing change, New World of Immigration, and The New Economy*, are just some of the topics that were covered by the various ON Chapter seminars throughout 2013. To date, five seminars have been held. The chapter also began an exciting new workshop series- intimate interactive sessions for members. Topics have included submission writing, Spousal Interviews and AR Portal Review. More sessions are scheduled in the coming months.

The Ontario Chapter has also been active in lobbying efforts, and have been involved in meetings with both the Federal and Provincial Ministers. The Chapter also participates and attends in various industry stakeholder meetings including CBSA, HRSDC, RBD, IAD etc.

### Chapter BC:

This year has also been a very active one for the BC chapter Board of Directors of CAPIC. Once again, each of the board members has been a supportive and enthusiastic member of this team, and the end result has been our most successful 12 months yet.

As you know, Vancouver hosted the NEC, and had a very successful event. Similarly, the BC Chapter also covered a variety of topics for their seminars, such as the *Federal Skilled Workers Trade Program and Start up Visa*, and *LMO's and Temporary Foreign Workers 2014*. In addition to that, the BC chapter has been very active in the Lobbying pillar. Meetings were attended with Immigration Critic, the Honourable John McCallum, and the Honourable Hedy Fry MP, where open dialogue and a number of ideas were provided to the abovementioned politicians.



The other CAPIC chapters of Prairies and Quebec are also thriving and continuing to grow. They are reaching out to the membership and are involved in the organization of numerous seminars and various workshops. Together, they all form the main pillars of our association, and they reinforce the role and the impact that CAPIC plays not only in the immigration industry, but also in the lives of its members.



| <b>2013</b>         | <b>Position</b>                          | <b>2014</b>         |
|---------------------|--|---------------------|
| Dory Jade           | President                                | Dory Jade           |
| Aileen Farrol       | Vice President                           | Nazli Mohajer       |
| Albert Ng           | Treasurer                                | Farrokh Tajvidi     |
| Avni Marfatia       | Secretary                                | Avni Marfatia       |
| Latifa El-Ghandouri | Director, Communications                 | Latifa El-Ghandouri |
| Vilma Filici        | Director, Education and Training         | Vilma Filici        |
| Satish Nandre       | Director of Membership                   | Deepak Kohli        |
| Mohinder Singh      | Director of Lobbying                     | Ron Liberman        |
| Maureen Elizondo    | Director, Policy                         |                     |
| Dina Yaziji         | Director Acting Quebec Chapter President | Louisa Supino       |
| Monica O'Brien      | Chapter President - Ontario              | Monica O'Brien      |
| Mumtaz Khan         | Chapter President, British Columbia      | Mumtaz Khan         |
| Louisa Supino       | Director at Large                        | Satish Nandre       |
| Nir Rozenberg       | Director at Large                        | Nir Rozenberg       |