

CAPIC's National Citizenship & Immigration Conference

May 26 & 27, 2022 – CPD approved 18 hours

Commitment to Excellence: Strategies and Solutions for Success: The Next Chapter

All times noted are Eastern Time.

Subjects/speakers are at CAPIC's discretion and may change depending on availability

Those attending online have the option of viewing A or B sessions. All sessions are recorded.

Wednesday, May 25, 2022

TIME	INFORMATION
5:00 pm – 6:00 pm	Registration Check In and Conference Badge Pick Up (Victoria Ballroom Foyer)
6:00 pm – 7:15 pm	<p>Preconference Roundtable (no CPD – Reflection on excellence and game show fun!)</p> <p>Salon Cartier – in person ONLY; pre-registration required (session full)</p> <p>Cocktail reception to follow</p>

Thursday, May 26, 2022

TIME	INFORMATION
7:00 am - 8:45 am	Registration (Victoria Ballroom Foyer) and Breakfast (29th floor)
7:30 am – 8:30 am	<p>Workshop 1 - Survival Guide to Technology and Portals (Subject matter: technology, portals)</p> <p>Salon Cartier – in person and virtual streaming 1-hour CPD</p> <p>Confused about all the portals? You'll gain tips, tricks, and a guide to help you navigate. We'll see what else can assist!!</p>

	<ul style="list-style-type: none"> • Tiffany Chi, RCIC • Megan Tuck, CMO, Canada Startup • Ajay Malhotra RCIC, Managing Partner, Canada Startup
8:45 am – 9:15 am	<p>Setting the Stage for Excellence</p> <p><i>Getting Set for the Day – Welcome, Housekeeping and Opening Remarks</i></p> <p>Victoria Ball Room – in person and virtual streaming (No CPD)</p>
9:15 am – 9:45 am	<p>Session 1 – A Fireside Chat (Subject matter: updates, processing, other)</p> <p>Victoria Ballroom – in person and virtual streaming 30 minutes CPD</p> <p><i>A conversation of the immigration landscape and the way forward</i></p> <ul style="list-style-type: none"> • The Honourable Sean Fraser, Minister of Immigration, Refugees and Citizenship • Dory Jade, CEO CAPIC
9:45 am - 10:30 am	<p>Networking Break</p> <p><i>Grab a coffee, return that phone call, or network with your colleagues! Those online can check out “Gathertown”, have some fun and network virtually!</i></p>
10:30 am - 12:00 pm	<p>Session 2A - Process and Flow – Life of a Difficult File (Subject matter: processing, visas offices, file management)</p> <p>Victoria Ballroom: in person and streaming 1 hour 30 min CPD hours</p> <p><i>Follow the roadmap and see twist and turns</i></p> <ul style="list-style-type: none"> • *IRCC • Martine Varekamp-Bos, RCIC • Catharine Baier, RCIC

<p>10:30 am – 12:00 pm</p>	<p>Session 2B – Detention <i>(Subject matter: detention, alternatives, other)</i></p> <p>Salon Cartier - in person and virtual streaming 1.5 hours CPD</p> <p><i>Detained or Not – Come find out!</i></p> <ul style="list-style-type: none"> • Mary Heyes, Member ID (Central Region) IRB • Klaudios Mustakas, RCIC • Alex Ning, RCIC • Neera Agnihotri, RCIC(Moderator)
<p>12:00 pm - 1:30 pm</p>	<p>Lunch (in-person) Summit Revolving Room – 29th floor</p> <p><i>Enjoy lunch, network with your colleagues, and catch up! It’s been a long time since we’ve met in person! Those online, we’ll see you again at 1:30 pm!</i></p>
<p>12:25 pm – 1:25 pm</p>	<p>Workshop 2 – Catching up on Retainers <i>(Lunch time session)</i> <i>(Subject matter: retainers, client management)</i></p> <p>Cartier Salon III: In-person 1-hour CPD (Subject matter)</p> <p><i>An advanced session on retainer and client management. Key tips!</i></p> <ul style="list-style-type: none"> • David Leblanc RCIC • Yasmeen Tyyebi RCIC (Moderator)
<p>1:30 pm – 3:00 pm</p>	<p>Session 3A - The Border – Current trends, flag-poling and being client ready <i>(Subject matter: Port of entry issues, client prep)</i></p> <p>Victoria Ballroom: In person and virtual streaming 1.5 hours CPD</p> <p><i>Every single client must enter through a POE. Be part of the conversation as we delve into “The Border”.</i></p> <ul style="list-style-type: none"> • Phil Mooney, RCIC • Tiffany Chi, RCIC • Neera Agnihotri, RCIC (Moderator)

<p>1:30 pm – 3:00 pm</p>	<p>Session 3B - Looking at Inadmissibility Beyond A36 <i>(Subject matter: Inadmissibility, case law,)</i></p> <p>Salon Cartier: in person and virtual steaming 1.5 hours CPD</p> <p><i>We'll look beyond A36 and discuss other types of inadmissibility and leave you some relevant jurisprudence.</i></p> <ul style="list-style-type: none"> • Katina Hunter-Sutcliffe, Lawyer • Ron Poulton, Lawyer
<p>3:00 pm – 3:30 pm</p>	<p>Networking Break</p> <p><i>The day is nearly done! Rehydrate and stretch! Those online, are you having fun with "Gathertown?"</i></p>
<p>3:30 pm – 5:00 pm</p>	<p>Session 4A – A New Era for Labour Mobility – A Complementary Pathway <i>(Subject matter: pathway, economic, refugees)</i></p> <p>Victoria Ballroom: in person and virtual steaming, 1.5 hours CPD</p> <p><i>Changing our mindset as we explore new pathways and the combination of streams. You will be surprised by what you don't know!</i></p> <ul style="list-style-type: none"> • Katina Sutcliffe, Lawyer • Ron Poulton, Lawyer • Kim KC Ly, RCIC
<p>3:30 pm – 5:00 pm</p>	<p>Session 4B - Québec : Travailleurs autonomes et survol des programmes <i>Pilotes (Objet: projets pilotes sur l'immigration, traitement, mises à jour)</i></p> <p>Salon Cartier: en personne et en streaming virtuel FPC 1.5 heures</p> <ul style="list-style-type: none"> • Yves Martineau, CRIC • Kathy Pellerin, CRIC

<p>5:05 pm – 5:50 pm</p>	<p>Session 5 - Citizenship by Investment <i>(Subject matter: immigration programs outside Canada)</i></p> <p>Salon Cartier: in-person and virtual steaming, (No CPD)</p> <p><i>Check out opportunities for your clients beyond Canada!</i></p> <ul style="list-style-type: none"> • Patrick Peters, CEO ClientReferrals • Olivier Adrien, Director of Citizenship Programs, ClientReferrals
<p>6:00 pm - 7:00 pm</p>	<p><i>For those heading to the Gala, join us for a cocktail reception at the Canadian Museum of History! Wind down after a busy day! Those online, we will see tomorrow! We hope you that today, you started the next chapter of excellence.</i></p>
<p>7:00 pm – 11:00 pm</p>	<p>The Gala*</p> <p><i>An evening of conversation, networking, and celebration at the Canadian Museum of History</i></p> <p>*(must be pre-registered)</p> <p>Canadian Museum of History – Grand Hall - 100 Laurier Ave, Ottawa K1N 5B8</p>

Friday May 27, 2022

TIME	INFORMATION
7:00 am - 8:45 am	Breakfast (29th floor) <i>Let's get Day 2 started just right!</i>
7:30 am - 8:30 am	Workshop 3 – Positioning yourself in the Marketplace <i>(Subject matter: business, marketing)</i> Cartier Salon: In person and streaming 1-hour CPD <i>Need some help finding your space and place? This is for you!</i> <ul style="list-style-type: none">• Burcu Akyol, RCIC
8:45 am – 9:00 am	Setting the Stage for Excellence – Part II Victoria Ballroom: in person and streaming (No CPD hours) <i>Welcome and Housekeeping - Day 2 coming up!</i>
9:00 am – 9:45 am	Session 6 - A Transformational Change - Sit down with the IRB Chair <i>(Subject matter: communications, process, updates other)</i> Victoria Ballroom: in person and streaming 45 mins CPD <i>An in-depth conversation as we look back and ahead!</i> <ul style="list-style-type: none">• Richard Wex, Chair of IRB• Avni Marfatia, RCIC
9:45 am - 10:00 am	Networking Break <i>Time for a coffee and check in with sponsors! Those online, come say hello in "Gathertown"!</i>

<p>10:00 am - 11:25 am</p>	<p>Session 7A - Navigating Refusals <i>(Subject matter: processing, improving communication with clients, refusals, case law)</i></p> <p>Victoria Ballroom: In person and virtual streaming 1 hr 25 mins CPD</p> <p><i>How to avoid being marooned? Piloting the course!</i></p> <ul style="list-style-type: none"> • Sylvain Beauchamp, DG Client Experience, IRCC • Avni Marfatia, RCIC • Tammy-Lynn Romaine, Asst Dir, IPG, IRCC -Moderator) • Monica O'Brien, RCIC (Co-Moderator)
<p>10:00 am - 11:25 am</p>	<p>Session 7B – The Value of Stats in the Immigration Landscape <i>(Subject matter: data information, policy, and strategy)</i></p> <p>Cartier Salon: in person and streaming 1 hour 25 mins CPD</p> <p><i>Data is more important than ever. Use it to help drive case strategy and plan your files.</i></p> <ul style="list-style-type: none"> • Ian Reeve, Conference Board • Chris Daw, RCIC • Sharry Aiken, LLB (Moderator)
<p>11:30 am - 12:15 pm</p>	<p>CAPIC AGM</p> <p>Victoria Ballroom: in person and streaming</p> <p><i>CAPIC members – be updated on what’s happening in your association!</i></p>
<p>12:00 pm - 1:30 pm</p>	<p>Networking Lunch</p> <p>Summit Revolving Room – 29th floor</p> <p><i>Take some time to enjoy lunch and the view!</i></p>
<p>1:30 pm - 3:00 pm</p>	<p>Session 8A - A conversation with IRCC: Citizenship trends, updates, and more <i>(Subject matter updates, trends, targets, processing)</i></p> <p>Victoria Ballroom – in person and virtual streaming 1.5 hours CPD</p>

	<p><i>There are many immigration challenges ahead....how will we move forward in a post pandemic world? Let's have a discussion.</i></p> <ul style="list-style-type: none"> • Corinna Clement, IRCC • Tim Morson, RCIC • Kim KC Ly, RCIC (Moderator)
1:30 pm - 3:00 pm	<p>Session 8B - Fair or Not – Procedural Fairness <i>(Subject matter: processing, case strategy, case law, tribunals)</i></p> <p>Salon Cartier: in person and streamed 1.5 hours CPD</p> <p><i>How can you build meaningful strategies both in your files and appeals on PF issues?</i></p> <ul style="list-style-type: none"> • Vincent Valai, Legal Counsel, IRB (Eastern Region) • David Leblanc, RCIC • Neerja Bhandari, RCIC (Moderator)
3:00 pm - 3:20 pm	<p>Networking Break</p> <p><i>We're almost there. One more coffee, final hugs and last stretches.</i></p>
3:20 pm - 3:30 pm	<p>Volunteer Recognition</p> <p>Victoria Ballroom: in person and streaming (no CPD)</p>
3:30 pm - 5:00 pm	<p>Session 9 - Evolving Practice and Industry <i>(Subject matter: practice, professionalism, communication)</i></p> <p>Victoria Ballroom: in person and streaming 1.5 hours CPD</p> <p><i>What's next for us? Together we'll rise and strive for the next chapter of excellence!</i></p> <ul style="list-style-type: none"> • Peter Veress, RCIC • Michelle Leering, Lawyer • John Murray, CEO, CICC • Monica O'Brien, RCIC (Moderator)

<p>5:00 pm</p>	<p>Closing Remarks</p> <ul style="list-style-type: none">• <i>Thank you for a great conference and see you next year!</i>
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