

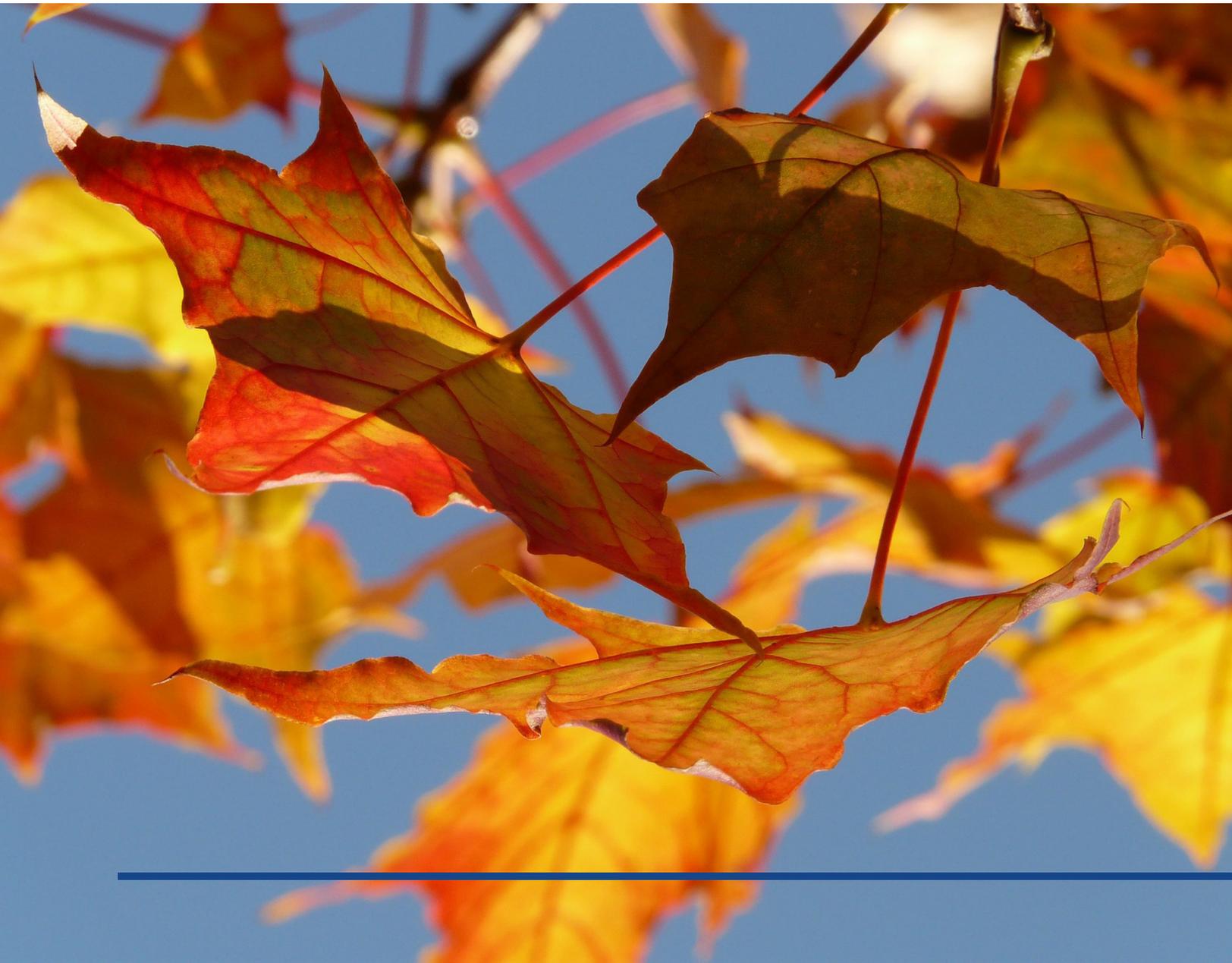


Canadian Association of  
Professional Immigration Consultants

L'Association Canadienne des  
Conseillers Professionnels en Immigration

# Annual Report 2017

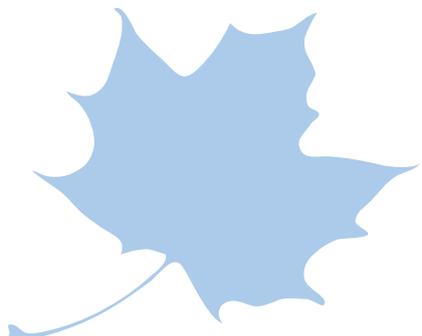
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# United We Are Stronger



**Donald Igbokwe**  
President



**Dory Jade**  
CEO

## Dear Members,

On behalf of the Board of Directors and CAPIC staff, we are delighted to present to you this 2017 annual report.

This past year has been a very busy one for CAPIC and the profession as a whole, and it has paved the way for both a promising and challenging future on which the Board can focus. It has also presented management with the opportunity to deliver on the mission and vision of CAPICs' strategic plan.

CAPIC has continued its evolution as an oversight governance Board by attracting skilled and talented volunteers to serve on it and various other committees, thereby ensuring that it remains a vibrant professional association that leads, connects, protects, and develops the profession, serving the best interests of its members.

In 2017, we consulted you, our members, on the CIMM Report and prepared our response to the recommendations therein. During the same period, and also in 2018, we reached out to our stakeholders to lobby further regarding our profession's challenges and existing opportunities for collaboration. These stakeholders ranged from provincial government nominee programs to MPs and educational institutions, and their efforts sought to enhance the knowledge of the immigration consulting profession. Based on the invaluable input received, we are now reviewing CAPICs' short-term strategic plan after two full years of implementation, and

will find ways to integrate input to further develop comprehensive action plans that will drive our strategy in the future. The Board is confident that by working together with all our stakeholders, we can build a stronger association and profession.

Throughout 2017, CAPIC was pleased to attend several meetings with Immigration, Refugees and Citizenship Canada (IRCC) and the minister's office to discuss our response to the CIMM Report regarding self-regulation under federal statute.

CAPIC's management and Board, with the help of our dedicated senior members, produced the first edition of *The History of Canadian Immigration Consulting*, which was launched at the NCIC last October in Gatineau, Quebec. CAPIC has continued to examine and maintain fiscal sustainability while enhancing membership services and benefits.

CAPIC is not only a professional association but also a family of RCICs. As such, we invite those who have not yet joined to unite with us as we grow together with the support of each other, as families do; for united we are stronger, since there is strength in numbers.

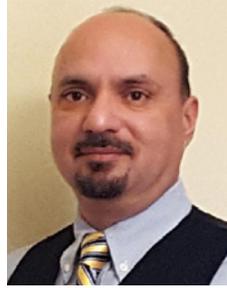
As you read the details of this annual report, thank each one of our members and our ardent supporters/volunteers. We invite you to volunteer and help CAPIC continue to lead, connect, protect, and develop the profession in service of RCICs.

# CAPIC Board of Directors



**Donald Igbokwe**

*President  
Executive Committee Chair*



**Deepak Kohli**

*Vice President  
Membership Services Committee Chair  
Executive Committee Vice Chair*



**Avni Marfatia**

*Secretary  
Governance and Nomination  
Committee Chair*



**Payman Mehrani**

*Treasurer  
Audit and Finance Committee Chair  
Governance and Nomination  
Committee Vice Chair*



**Neera Agnihotri**

*BC Chapter Chair  
Membership Services Committee  
Vice Chair*



**Neerja Bhandari**

*Ontario Chapter Chair  
Education and Training Committee  
Vice Chair*



**Ron Liberman**

*Policy & Lobbying Committee Chair*



**Nazli Mohajer**

*Education and Training Committee  
Chair*



**Peter Veress**

*Prairies Chapter Chair*



**Isabelle Vachon**

*Quebec Chapter Chair*

# Staff Photo



## BACK ROW (L-R)

**Dory Jade**

*Chief Executive Officer*

**Monica O'Brien**

*Education Manager*

**Harshana Abeysinghe**

*Technical Support Assistant*

**Robert McClements**

*Senior Communications Coordinator*

**Dianne Bukaka**

*Administrative Coordinator*

**Monica Poon**

*Operations Manager*

## FRONT ROW (L-R)

**Shumu Haque**

*Membership Coordinator*

**Kunal Thakur**

*Business Development Coordinator*

**Alex Cheng**

*Technical Support Coordinator*

# Policy and Lobbying Committee

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## **Chair**

*Ron Liberman*

## **Vice Chair**

*Peter Veress*

## **Committee Members**

*Nevena Djuricic*

*Dina Farmarzi*

*Mihaela Kerezova*

*Kim Ly*

*Charlemagne Mfera*

*Kathy Pellerin*

*Jagjeet Pal Singh Sandhu*

2017 was an extremely active year for the Policy and Lobbying Committee. Apart from advocating on federal immigration matters, the Committee met with provincial regulators and with the ICCRC, and in some instances with politicians at the federal level.

The major concern for our Committee during the year was of course the actions of the CBA and to some extent those of the law societies, which were clearly aimed at extinguishing our profession's ability to practise. These came to the fore at the CIMM meeting, where ongoing attacks were made against immigration consultants. We have of course been lobbying ceaselessly against this approach with all the appropriate government entities. We encourage all CAPIC members to continue our lobbying efforts by contacting their local MPs, using the materials provided by CAPIC.

Despite the best efforts of the CBA to destroy us, we believe that the message to stakeholders has been clearly and unequivocally communicated: immigration consultants are here to stay and we want self-regulation under federal statute. In order for our profession to obtain a federal statute, a bill would have to be passed through parliament, and it is therefore doubly important that members continue to stress with their MPs the importance of bringing our profession into a situation where we can tackle the problem of unauthorized representatives. It is also appropriate that each one of you who travels overseas to meet prospective clients emphasize the importance of only using authorized representatives and the fact that there is currently very little protection in practice for anyone using the services of representatives who are not authorized. It also behooves us all to continue to ensure that we practise to the highest standards of ethics, and that we

continue our learning in and understanding of immigration matters.

This is the last of my two terms as National Director for Policy and Lobbying, and at this point it is both necessary and appropriate that, in accordance with the CAPIC Bylaws, I pass this torch over to another CAPIC member. It has been an honour and a privilege to serve you, and I can only hope that under the guidance of and with the assistance of my successors, our profession will go from strength to strength.

**Ron Liberman**

*Chair*

# Education and Training Committee

---

## **Chair**

*Nazli Mohajer*

## **Vice Chair**

*Neerja Bhandari*

## **Committee Members**

*Lulwa Al Hidiq*

*Chitra Bhatia*

*Rupali Gulati*

*Marjorie Newman*

*Christine Poulin*

*Maniya Rafiei*

The Education and Training Committee met five times in 2017, with the NCIC sub-committee meeting six. Although education is national in scope, the role of chapter representatives remains integral, as individual chapter committee members present ideas that reflect the needs of their respective region, assist in the execution of educational events, and provide critical feedback. Without volunteers, our events could not take place. The role of the Committee and its input remains essential, as it contributes to the education plan and achieving the educational gold standard, a fundamental element of CAPIC's strategic plan.

In 2017, the E&T Committee and its sub-committee achieved the following:

1. Contributed to ongoing planning for education in 2017-18.
2. Brainstormed on new ideas and developed seminar and workshop topics, many of which were integrated into both the 2017 and 2018 education calendars.
3. Provided support on the ground for executing educational events, including both chapter and national events.
4. Provided essential feedback on educational events for ongoing improvement and growth in education and training;
5. Collaborated, developed, and executed a very successful national conference in conjunction with a large volunteer team and inhouse CAPIC staff – 90 speakers, 400 attendees in person, and 24 panel sessions (some of which were in French). The last NCIC meeting of 2017 was a post-mortem review with suggestions for ongoing improvement.

Education in 2017 was a busy and robust year with 20 Seminar Bundle events, seven workshops, and a series of Lunch & Learns. CPD totalled well over 60 hours, which far surpassed the ICCRC requirement of 16. With in-person attendance, online viewing, and videos available, interest remains high.

At the request of the Committee, events became more specialized in 2017, and the calendar focused on different specialties. Education members contributed to "CPD and Beyond" segments at many seminars and shared their knowledge and expertise. The roster of events went beyond CPD, as we integrated practical foundations and focused on other practice elements. Many of these suggestions were brought forth by the E&T Committee.

The E&T Committee also contributed to the 2018 education calendar and we collectively hope, as a Committee, that you enjoy the selection of topics and continue to learn and gain knowledge in immigration matters. Thank you to the E&T and NCIC Committees for a very successful 2017 year.

**Nazli Mohajer**  
*Chair*

# Governance and Nomination Committee

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## **Chair**

*Avni Marfatia*

## **Vice Chair**

*Payman Mehrani*

## **Committee Members**

*Passent Ali*

*Wikean (Anthony) Cheah*

*Ziaad Ghantous*

*Mansour Motamedi*

*Marjorie Newman*

The Governance and Nomination Committee convened on various occasions in 2017 to review and discuss the policies regarding leave of absence, volunteering, membership, elections, and awards.

As GNC Chair, I provided my input on the CIMM Report, and GNC members attended the Ontario Town Hall in August and the ID consultative meeting.

As GNC Chair and as part of the Executive Committee, I supported the Quebec Chapter meeting with the president and other members, who went to Quebec prior to the NCIC (at which I also supported NCIC preparations and execution, attended a Board meeting, and volunteered).

The GNC worked on passing a resolution to amend the Board Policy through electronic voting, and communicated and discussed the matters via telephone, before agreeing to pass the resolution online. The Committee also voted through electronic mail to pass resolutions to appoint Neerja Bhandari and Neera Agnihotri to the Audit and Finance Committee.

Throughout 2017, the GNC worked on reviewing various policies. Regarding the leave of absence policy, GNC members came to a consensus to seek legal opinion on this matter. At a meeting in October 2017 and again at a special meeting in January 2018, the Committee discussed the proposed amendments to the volunteer policy. The existing policy required changes proposed by the GNC and these will be presented to the BOD for approval, before proceeding to membership for amendment to the Bylaws.

The GNC also worked hard on reviewing and revamping the awards and membership

policies. The proposed policy changes will be presented to the BOD for approval.

Meanwhile, the election policy needed a major change regarding the cut-off date for the list of eligible members who can vote in the election. The proposal is ready for the BOD's response.

Finally, the GNC reviewed, discussed, and collected opinions and suggestions from members and drafted proposed changes to the BOD. The valuable input from all Committee members was very useful in achieving the desired results. The GNC is working hard for the 2018 CAPIC AGM and elections.

As Secretary, I am signing off on all minutes prepared and presented to the members.

**Avni Marfatia**

*Chair*

# Membership Services Committee

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## **Chair**

*Deepak Kohli*

## **Vice Chair**

*Neera Agnihotri*

## **Committee Members**

*Lisa De Leon*

*Petya Ignatova*

*Bhupender Jit Kaur*

*Lily Lee*

*Aninditya Setyo*

*Louise Willis*

*Julia Zhang*

On behalf of the Membership Services Committee, I am pleased by the continuously robust increase in the membership base of the association. A strong association with large membership base allows CAPIC to represent the interests of members and the profession with a stronger voice to a larger group of stakeholders.

The 1700-member plateau closely aligns with CAPIC's strategic objective of "representing a large majority of RCICs," and represents almost 75% growth since 2014 – of which almost 300 have been approved since January 2017.

I am also pleased to note the varied initiatives to support current membership and attract new members:

1. Members have access to a widening group of services through CAPIC.
2. In addition to easy access to high quality CPD programs via the Seminar Bundle, available both in-person and online, the Solutions platform continues to be popular with increasing participation on the IMMeForum. The revamped IMMeCentre continues to provide 24/7 access to a range of information for immigration practitioners.
3. The recently launched CAPIC Connect App provides easy online access to all CAPIC services, members' profiles, billing and payment history, CPD programs, and a list of scheduled seminars.
4. Some of the planned initiatives, likely to be launched in the coming months, include the Education Partner Program (EPP) and the MyConsultant.ca platform. These are expected to provide additional revenue and growth tools to CAPIC members.

5. An expanding range of affinity programs allow CAPIC members to avail of various business-related non-immigration services at a discount. These include group insurance plans, the annotated IRPA handbook, courier services, a surety bond, Goodlife membership, and Staples copy & print services, to name a few.

6. Continued outreach to educational institutions that offer immigration consultancy programs has resulted in continued enrolment by current and recent students.

I am humbled to acknowledge and sincerely thank CAPIC management and staff for their hard work and dedication.

It is my pleasure to express my gratitude to members of the Membership Services Committee for their participation in committee meetings.

## **Deepak Kohli**

*Chair*

# Self-Regulation under Federal Statute and Counter Measures against Double Regulation Committee

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## **Chair**

*Gerd Damitz*

## **Committee Members**

*Aileen Farrol*

*Donald Igbokwe*

*Mihaela Kerezova*

*Deepak Kohli*

*Ron Liberman*

*Marie Sakel*

In 2017, the Committee participated in regular monthly meetings with the joint ICCRC subcommittee and worked together with the ICCRC on MOUs between the ICCRC/provinces for BC, Ontario, and Atlantic provinces.

The Committee met with: the Ontario immigration minister and key staff; the BC immigration minister and key staff; key personnel from the minister's office and the minister himself and key IRCC directors (including follow-ups); vital Liberal caucus leaders and CIMM members (including NDP and Conservative immigration critics); the IRCC project team preparing the minister's cabinet report for recommendations on the regulator; and the Law Society of Upper Canada (now the Law Society of Ontario) for information on their complaints process.

The Committee prepared submissions to the CIMM, before and after its report was released, to key minister personnel and the IRCC project team, and a submission in response to the CBA's aggressive lobbying. We also achieved three important milestones: cooperation with the ICCRC on self-regulation under federal statute and MOUs, open channels at all levels of government, and a credible reputation as an industry representative.

Our next big, hairy, audacious goal is self-regulation under federal statute.

**Gerd Damitz**

***Chair***

# Audit and Finance Committee

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## **Chair**

*Payman Mehrani*

## **Committee Members**

*Neera Agnihotri*

*Neerja Bhandari*

*Donald Igbokwe*

As Chair of the Audit and Finance Committee, I am pleased to present our annual report, which provides insight into our work and the issues we dealt with during 2017.

The Committee assisted the Board in fulfilling its oversight responsibilities in areas such as the integrity of financial reporting, the effectiveness of risk management, the internal control system, related legal and regulatory requirements, and compliance matters.

The Committee carried out its responsibilities to provide financial advice that allowed the Board to make timely and appropriate decisions related to CAPIC's strategic plan, which included:

1. Taking responsibility for making a recommendation to the Board on the appointment or reappointment of the external auditor;
2. Ensuring the annual audit was conducted in an efficient, cost-effective, and objective manner;
3. Overseeing the organization's financial and control systems;
4. Reviewing and recommending approval of the annual financial statements to the Board, including the selection of appropriate accounting policies and practices;
5. Along with management, the Committee also reviewed and discussed CAPIC's financial strategy and objectives in relation to the annual budget and the strategic priorities for the budgeting period.

Since the last AGM, the Committee's work has focused on a handful of financial processes and controls, and the Committee has continued to refine its quarterly reporting (including budget vs. actual) to the Board.

I am extremely thankful and fortunate for the hard work and full dedication of the Committee members to safeguard CAPIC's financial affairs.

**Payman Mehrani**

*Chair*

# Ontario Chapter Committee

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## **Chapter Chair**

*Neerja Bhandari*

## **Chapter Volunteers**

*Wikean (Anthony) Cheah*

*Ashutosh Agnihotri*

*Lulwa Al Hidiq*

*Passent Ali*

*Dina Farmarzi*

*Rupali Gulati*

*Petya Ignatova*

*Bhupender Jit Kaur*

*Mihaela Kerezova*

*Lily Lee*

*Richard Leuce*

*Kim Ly*

With the help of the CAPIC Secretary, a new committee was formed that includes both previous committee members along with new members. Each committee was so formed to strike a balance between experience and new ideas. This was also done to ensure a smooth transition when the terms of previous committee members end. The Ontario Chapter Committee has been working effectively and taking part in educational activities, policy and lobbying activities, membership drives, and support initiatives for the management office from time to time.

The Ontario Chapter fully participated in all Chapter events. We had two social events, a picnic in the summer, and a Christmas social after the last seminar in December. Hosted by CAPIC NHQ and the Ontario Chapter, the fun-filled picnic took place at Serena Gundy Park in Toronto, and was attended by many members and their families who enjoyed the food, games, and other attractions! Organized and hosted by CAPIC, the Christmas social was held at the Novotel Hotel in Toronto. It has become a yearly ritual that many RCICs look forward to, and this year's social was attended by most of the members who came for the seminar.

The Ontario Chapter's Education Committee organized successful seminars thanks to the experience, expertise, and creativity of CAPIC's Education Manager Monica O'Brien and the management team. Each seminar was a success thanks to the passion and commitment that the Ontario Chapter Committee members showed when participating.

The Membership Committee has been working continuously to promote membership drives and strengthen CAPIC membership.

The Lobbying Committee has continued to represent RCICs and their interests to all immigration departments and stakeholders.

This year was a little more special than others, as the Ontario Chapter held a town hall meeting to gather the views and support of all RCICs concerning the CIMM Report. Additionally, a team travelled to Montreal to support the Quebec Chapter during their own town hall meeting. CAPIC also sent an Ontario Chapter Committee team to the "Children on the Run" event in Toronto, in order to show support for the community.

**Neerja Bhandari**  
*Chair*

# British Columbia Chapter Committee

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## **Chapter Chair**

*Neera Agnihotri*

## **Vice Chair**

*Mansour Motamedi*

## **Chapter Volunteers**

*Chitra Bhatia*

*Maxima Cusi*

*Nevena Djuricic*

*Jagjeet Pal Singh Sandhu*

*Maniya Rafiei*

*Aninditya Setyo*

*Shakuntala Soden*

*Julia Zhang*

2017 was a busy and productive year for the British Columbia Chapter. The Chapter was involved in providing educational seminars on various topics such as misrepresentation, students, detentions, Express Entry, PNPs, and LMIA's. This year, all BC seminars were at full capacity and broke attendance records!

We have welcomed several new volunteers at the provincial level and to date they have been eager to assist and be part of the Chapter in any capacity. We can always rely on the members of the BC team exceeding the expectations of their roles.

We were asked to represent CAPIC at UBC's graduation ceremony, at which we presented an award to an honours student. We also spoke to new graduates about the industry and the pros of becoming a CAPIC member.

A BC Chapter Committee meeting was held in Vancouver, at which members were free to voice their concerns and ideas.

**Neera Agnihotri**  
*Chair*

# Prairies Chapter Committee

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## **Chapter Chair**

*Peter Veress*

## **Chapter Volunteers**

*Lisa de Leon*

*Marjorie Newman*

*Jon Salvador*

The Prairie Chapter team – small but mighty – had a busy and energetic year in 2017, with three seminars, two held in Calgary and the other in Edmonton. Topics included flag poling, LMIA's, temporary resident permits, and spousal sponsorships. Prairie attendees profited from nine CPD hours, a variety of topics, and some familiar and new speakers on the podium at these events. While local in nature, the topics were national in scope and attendance included a national audience, with robust online participation. Our year concluded with a social at the Coast hotel and a “toast” to our immigration friends and colleagues. The Chapter is not all about education though, and members participated in lobbying, governance, and membership meetings, ensuring Prairie representation around the table.

More than 20 members of the Prairie Chapter travelled to the 2017 national conference in Gatineau and continued to make their presence felt, with incredible contribution in volunteering and/or on the podium. An excellent precursor to the 2018 NCIC, which will be hosted in Calgary on October 11 and 12, the Prairie team and Chapter is ready to stage the next conference. Join us in Calgary!

A special note of thanks to all the volunteers for their hard work, dedication, and enthusiasm. Your contribution is invaluable and really demonstrates that CAPIC is for the members, by the members!

**Peter Veress**

*Chair*

# Quebec Chapter Committee

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## **Chapter Chair**

*Isabelle Vachon*

## **Chapter Volunteers**

*Ziaad Ghantous*

*Charlemagne Mfera*

*Kathy Pellerin*

*Christine Poulin*

*Louise Willis*

The Quebec Chapter held all meetings via teleconference. Since May 2016, the Chair and Committee's main goal has been to maintain the Chapter program (seminars, workshops, L&Ls), participate in meetings with IRCC, and continue to recruit new members, volunteers, and speakers. Each meeting's focus was largely on preparing for upcoming CAPIC calendar events and sharing updates.

A major challenge for the Quebec Chapter is the lack of volunteers, who are needed to help run events, participate in committees, or attend other functions. The Chapter would benefit from a warmer atmosphere, a thorough orientation, and ongoing support to attract and retain volunteers. Education and clarification regarding the organization's goals would reinforce commitment and solidarity as we face the challenges of the profession together.

## **Education**

This past year, all seminars were in French, but the question and answer sessions were conducted in both languages. The Quebec Chapter has two directors on its Committee. We are facing an ongoing challenge for qualified speakers for the seminars, with ever-increasing competition in the industry. Thanks to the efforts of the Chair and the small team, all Chapter events were presented; there were no cancellations.

Hosted by the Quebec Chapter, the NCIC in Gatineau was a success. Many Quebec members volunteered and were happy to give their time. In 2017, for the first time ever, there were dedicated French panel sessions.

The opportunity for members to volunteer at IRCC (refugees) was a success even though IRCC cancelled at the last minute. It showed

that we could get organized and form a roster of participants quickly. There was a great team spirit overall in putting it all together.

## **Membership**

With constant reports from the Membership Committee Chair, the Quebec Chapter had a better idea of the association's strategic plan for the coming years. The Quebec Chapter has seen a steady increase of its members: renewals and students. With the Bundle pricing in 2018, there was less hesitation to subscribe to the Seminar Bundle.

This goal of retaining and encouraging new membership is not always easy to achieve, especially when politics become the focus. The past year saw many challenges to the profession and, when it counted, our Chapter came together to help contribute to the CIMM Report. This positive example of a coalition of members will ensure the strengthening of our profession, and we ought to aim for it always. Let's work to keep common goals in sight – including those of CAPIC, which in turn will only benefit the Quebec Chapter – to lead, connect, protect, and develop the profession.

## **Governance**

The CAPIC Board is an oversight Board. It "steers" the organization while the NHQ team looks after operations. Committees, including the chapter committees, contribute ideas and suggestions and make recommendations to the Board. Volunteers help run events, and participate in a variety of initiatives. Collectively, it is all supposed to work.

In Quebec we know that we are unique, in that we speak a different language and have provincial licensing. These unique challenges mean that what works in another chapter

# Quebec Chapter Committee Continued

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## **Chapter Chair**

*Isabelle Vachon*

## **Chapter Volunteers**

*Ziaad Ghantous*

*Charlemagne Mfera*

*Kathy Pellerin*

*Christine Poulin*

*Louise Willis*

does not necessarily work in ours. Thus, we look for continued support and infrastructure from CAPIC to ensure our Chapter needs are met, and may end up needing a little more “hands-on participation” because of those challenges. We welcome ongoing communication, education about governance, and fresh ideas to ensure the growth and stability of the Chapter. Additional incentives to directors may also be useful to promote participation and attendance at the committee level.

Held in Montreal, the presidential lunch on September 22, 2017, was an opportunity for an open forum, where Chapter-related concerns were discussed, grievances aired, and solutions sought. I encourage a similarly positive dialogue and solution-oriented conversation on an ongoing basis.

## **Policy & Lobbying**

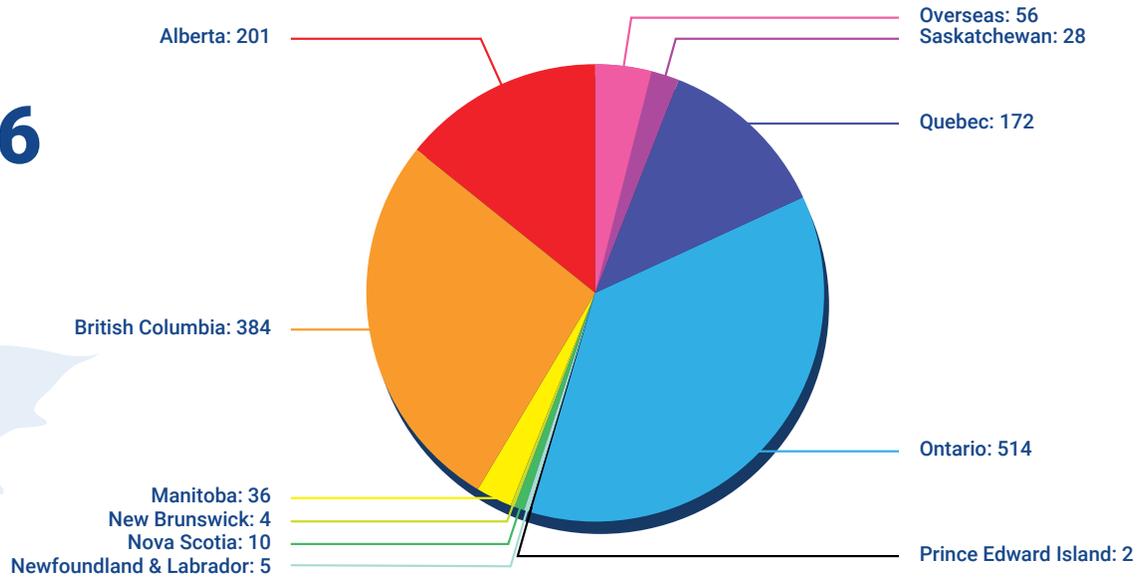
We gladly have a director in position who provided ongoing reports. The Quebec Chapter is missing representation with MIDI.

## **Isabelle Vachon**

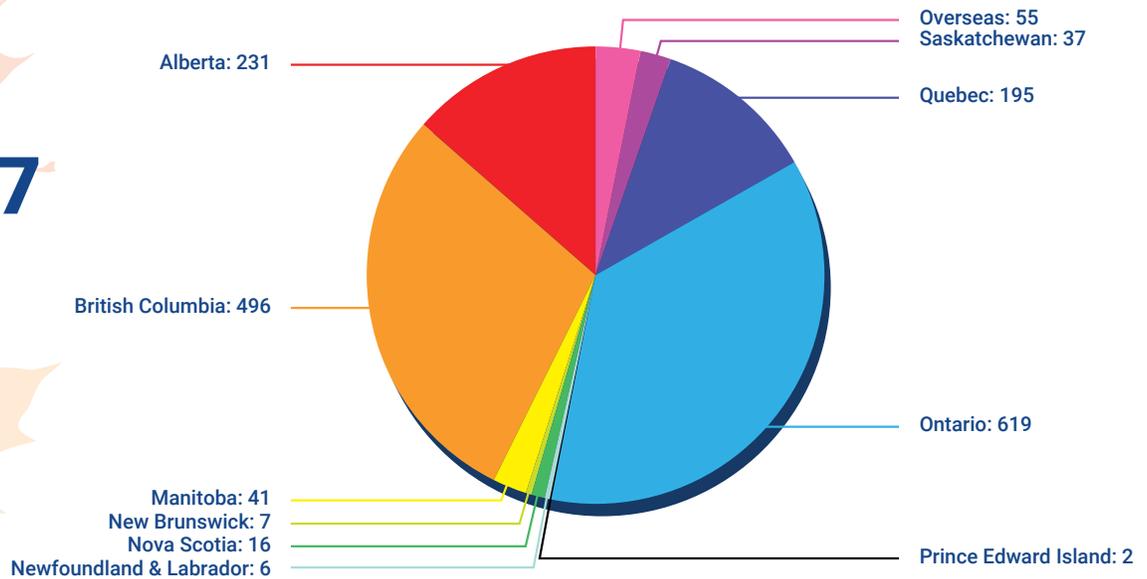
*Chair*

# Membership Numbers by Comparison 2016-2017

## 2016



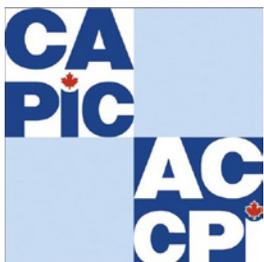
## 2017



## 2017 Board of Directors Attendance Record

Name	Total
Donald Igbokwe	9
Deepak Kohli	9
Mansour Motamedi	4
Neerja Bhandari	9
Isabelle Vachon	9
Nazli Mohajer	6

Name	Total
Payman Mehrani	9
Peter Veress	6
Parmjit (Jay) Chahal	2
Avni Marfatia	4
Ron Liberman	8
Neera Agnihotri	5



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