



2014

ANNUAL REPORT

Canadian Association of Professional Immigration Consultants 

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About CAPIC



The Canadian Association of Professional Immigration Consultants (CAPIC-ACCPI) is the professional organisation created for regulated Canadian immigration consultants and was founded in 2004 on the four pillars of education, information, lobbying and recognition.

With an immigration industry history dating back to 1986, there are many important milestones that have been achieved. These milestones have had a tremendous influence on various immigration industry changes, and they have influenced the inclusion of a professional occupation by the title of 'Registered Canadian Immigration Consultant'!

The vision for the establishment of CAPIC-ACCPI, has always been to create a body which will provide the strongest possible representation for immigration consultants and to advocate strongly on their behalf. CAPIC is the recognized voice for professional immigration consultants, in terms of lobbying and representation before CIC and industry stakeholders and remains committed to promoting and protecting the practice of immigration consultants.

Mission, Vision, Values

MISSION

CAPIC, the Canadian Association of Professional Immigration Consultants, leads, connects, protects and develops the profession, serving the best interests of its members.

VALUES

- **Respect** - We value all individuals and treat them with courtesy
- **Professionalism** - We are effective and efficient in our work providing quality results, and making proper use of the diverse skill sets of members and employees
- **Positive, Inspiring and Creative Environment** - We are passionate and determined in our work, and use positive thinking and creative problem solving skills.
- **Integrity** - We conduct ourselves ethically with honesty and fairness in all actions and decisions.
- **Transparent and accountable** - We provide to our members, CAPIC guidelines, policies, and important decisions on our website, and we are responsive to relevant member information needs
- **Member Value Creation** - We assist members in becoming high-performance professionals by providing appropriate services and education, networking opportunities and mentorship skills.

VISION

By 2020, CAPIC will:

- Represent a large majority of ICCRC members
- Be a high performance association with sound governance principles
- Set the gold standard in immigration education



Message from the President



Dory Jade (RCIC, C.Dir)

President

ONE VOICE: TOGETHER WE'RE STRONGER

Dear Colleagues,

I would like to thank everyone for their involvement and contribution to CAPIC, the Association of Professional Immigration Consultants. It has been a great pleasure and an honor to serve as the President of the Association during the past two years. On behalf of the Board of Directors, I am bringing before the Membership a summary of CAPIC's achievements over the past year. As of this year, CAPIC has more than 1000 members- an unprecedented record.

Education

CAPIC hosted more than 30 education events across the Chapters with high caliber speakers and Government officials. The National Education Conference (NEC) in Calgary attracted a record number of participants with an outstanding line-up of Government and Guest Speakers; therefore, setting the Gold Standard in education in the Immigration Consultant Industry.

Lobbying

CAPIC has achieved an unprecedented relationship with the Government of Canada and the Provincial Governments. The Association is now recognized as being the only Association representing the best interests of Members at the Citizenship and Immigration Canada Immigration Practitioner (CICIP) meeting. We have made several submissions to consultations and standing committees alike. The 2014 successful CAPIC Lobbying Plan encompassed a dynamic strategy which included Chapters and Members as part of its core values.

Strategic Plan and Bylaw Amendments

CAPIC Board has been working for the last few months on developing a Strategic Plan for the Association. The plan has been approved unanimously by the Board and Management started the implementation phase as of mid-April 2015.

Moreover, in an effort to modernize the Corporate Governance Model and to facilitate the implementation of the Strategic Plan, the CAPIC Board has adopted the Amended By-laws on March 11, 2015. The Amended By-laws will offer a more inclusive Association. Therefore, Chapter Members and Chapter Committees will become an integral part of CAPIC's decision- making and planning process.

In conclusion, as the Association ***"of Members [and] for the Members"***, it is in the best interest of our members to join forces together and speak in ***"ONE VOICE"***. CAPIC is *your* Association, and ***"Together, we're Stronger"***.



Message from the National Secretary



Avni Marfatia (RCIC)
National Secretary

As the National Secretary for the past 2 years, I have been involved in various committees:

Chaired the Governance Committee that worked on various policies like the Volunteer policy, HR policy, the Awards nomination, the introduction of governance model at CAPIC, and the amendment of By-laws and various other important Governance matters. I have also been in charge of overseeing the Chapters for completing their Governance training for the Chapter committee members and volunteers.

- Actively engaged in the Strategic Planning process to brainstorm and develop the CAPIC strategic plan.
- Served on the *Audit and Finance Committee* and worked to complete the Audit reports, questionnaires, and provided input on financial statements and policies regarding the remuneration of Directors.
- Served on the Executive Committee of CAPIC, meeting many times during the course of 2 years in order to discuss important matters in the domain of policy, lobbying and education, as well as issues arising regarding members, which required input at Ex-com level.
- Served as a Director and attended various meetings throughout the year, and have been actively engaged in the process of taking CAPIC to the next level.
- Worked closely with Manager of Operations and staff at NHQ on various matters throughout the year & volunteered at various seminars hosted in Toronto, ON.
- Actively took part and volunteered at the NEC in Calgary
- Attended CICIP meetings and provided the minutes for members very promptly.

I have served CAPIC to the best of my ability and volunteered with my heart and soul. CAPIC has given me the opportunity to enhance my skills and utilize them to the maximum capacity. Thank you CAPIC for giving me the opportunity to serve members and the organization at large.



Farrokh Tajvidi (CPA, CGA, RCIC)

Treasurer- Audit and Finance Committee

I am honoured to have served as CAPIC's National Treasurer and the Chair of the Audit and Finance Committee and I am pleased to report that 2014 has been a truly successful year. The objective of 2014 has been as follows:

To gain reasonable assurance that:

1. The Association complies with all applicable laws, regulations, and other requirements relating to financial reporting and disclosure for Not-for-Profit Organizations.
2. The Association's financial statements are accurate and present fairly the Association's financial position and operation in accordance with Canadian GAAP.
3. The Committee mandate is achieved in accordance with the Association's Bylaws.

Priorities

1. Financial stewardship of the Association's resources.
2. Budgetary control and financial planning.
3. Improved financial reporting and analysis.
4. Containment of membership fees.
5. Cost reduction.
6. Unqualified Audit report by the Independent Auditors.

Achievements

1. Improved the Chart of Accounts for increased transparency in CAPIC's finances, added a section for the Governance cost, and improved classification of income and expense of different activities for reporting purposes.
2. Achieved the approved budget for the year.
3. Improved financial equity position and increased liquidity.
4. Participated actively and made significant contribution to the development of the Association's Strategic plan.
5. Revised and improved CAPIC's expense policy.
6. Adopted the implementation of the Conflict of Interest policy.

Recommendation

1. To realign short term planning and budgeting within the framework of the long term strategic planning and the Association's vision.
2. Create Restricted Funds for the benefit of membership.

Financial Highlights

1. Net Assets \$530,608 – Increased by 18.8% from 2013.
2. Excess of Revenue over Expense \$83,840 – Increase of 126%



3. Increase in Liquidity \$108,075 (compared to decrease in cash of \$63,330 in 2013)
4. Governance remuneration \$35,500, and related travel and training expenses \$14,906.

I would like to thank members of the Committee for their dedication and hard work: Deepak Kohli, Avni Marfatia, and Nir Rozenberg.

Membership Highlights



During 2014, the Membership Committee undertook a number of initiatives aiming to increase the number of CAPIC members strategically. Such initiatives included the internal streamlining of the membership application approval process, bold promotions enabling us to introduce CAPIC to new members and maximising the deployment of the CAPIC assets and resources available for the benefit of CAPIC members and the broader practitioner community.

The efforts resulted in increasing the CAPIC membership to an amount exceeding 1000 members and counting!

During 2015, the Membership Committee plans to introduce additional initiatives in conjunction with CAPIC 10-year celebrations, and encourages our members to contribute to growth of CAPIC membership.

As Membership Chair, I'd like to thank the very hard work of Neerja Bhandari, Lisa Deleon, Jennifer Ding, and Mohammed Allouche.

Sincerely
Deepak Kohli

Communication Committee



In retrospective, 2014 was a highly successful year for the Communications Committee, with many projects flourishing, of which the following:

- Launch of the bilingual CAPIC Website
- CAPIC Membership Video
- CAPIC brochure- revamped
- Wednesday Bulletin- Consolidated Seminar Announcement
- CAPIC Newsletters (CAPIC Informs, Message from President, Message from CAPIC, Provincial Chapter Messages & Have your Say)
- Communication Policy (IMMeForum, Constant Contact)
- CAPIC Policies



The *Bilingual CAPIC website* was re-launched on **January 1st, 2014** and includes a bilingual and an important industry news section, upcoming seminars, and membership related information. Thanks to this highly successful project, all CAPIC members and RCICs can now access the crucial CAPIC resources in one of Canada's official languages. Following the launch of the bilingual website, the CAPIC website was re-mapped and re-structured, in order to encourage more user-friendly navigation and to ensure all the essential resources are easily accessible to all members.

Another project the committee brought to fruition was the *CAPIC Membership Video*, launched during the 2014 NEC. The Membership video is the product of several months of arduous work in terms of storyboard development, script writing, and post-production logistics. The final product has been greatly acclaimed by CAPIC's members, and it has persuaded RCICs to join CAPIC because of the numerous CAPIC membership CAPIC advantages.

The Communication Committee was also responsible for re-launching the *CAPIC brochure*, with a brand new design and updated information regarding the latest CAPIC resources and the association's *Mission, Vision and Values*. The bilingual brochure was developed by the Communications Committee in conjunction with the NHQ and is sure to seize the attention of members and non-members alike.

CAPIC's Wednesday Bulletin, is an informative newsletter developed as a direct response to the ever-increasing number of CAPIC seminars. By consolidating these messages into a concise weekly bulletin, the membership has been kept up to date with the latest seminar news on the radar.

CAPIC Policies

Several policies were drafted during the course of the last year, of which the following:

- Communication Policy
- Conflict of Interest Policy
- Ivor Carvalho Award Policy
- Volunteering Policy
- Membership Policy
- Lobbying Policy
- Director Remuneration Policy

The major shift in policy development is largely influenced by CAPIC's ongoing structure development, driven by the association's strategic planning sessions. Similarly to pillars, the policies created serve to set a solid foundation for the domains of great importance to the association, and they ensure that protocol is respected at all times. Furthermore, they also create a reference point for CAPIC Board Members and CAPIC members alike, by allowing them to consult CAPIC policies on a particular area.

Lastly, none of this would have been possible without the continuous help of the individual Committee members: CAPIC - Latifa El-Ghandouri (Chair), Christine Poulin (QC Chapter Executive) Juila Brodyansky (ON Chapter Executive), Neera Agnihotri (BC Chapter Executive).



Education & Training Committee



Overview:

Under the leadership of Vilma Filici in 2014, The Education Committee composed of Setareh Pourfar, Claudia Palacio, Selin **Selin Deravedisyan-Adam, and Marjorie Newman**, organized an ever-increasing number of seminars during the 2014 year. All the CAPIC chapters succeeded in hosting stimulating seminars, the majority of which achieved record-breaking in-person attendance and helped the education pillar soar higher

than ever before.

. Seminars featured a variety of experienced industry speakers, ensuring high quality seminars were delivered to meet members' primary needs. Latest immigration topics were covered, and were taught in a variety of formats, catering to various levels. These educational events could not have been conducted so successfully without the hard work of many volunteers. A big thank you to all volunteers!

2015, continues to see an active educational calendar, composed of many events! With fresh ideas and voices, the team is hard at work!

Seminar Feedback

Seminar attendees' evaluation of CAPIC seminars, continues to provide valuable feedback regarding following factors:

- Seminar topics presented
- Future subject matters desired,
- Logistic figures such as the ideal location & time for future seminars.

CAPIC takes all of these essential factors into account, when planning new CPD programs, and catering them according to the members' needs.

CAPIC Seminar bundle

2014 - Launched in February 2014, the seminar bundle was highly successful in allowing members to attend unlimited seminars and workshops for the 2014 calendar year. Numerous members seized this opportunity and acquired additional knowledge in a particular immigration stream, and networked with senior immigration consultants.

Similarly, this year, CAPIC offered the 2015 bundle for an all-time low cost- \$110 (plus tax). CAPIC will continue seeking ways to reward loyal members for being a part of the association throughout the years.



NEC 2014

Learning by Design:

The Business of Immigration, Invitation, Integration, and Technology



This year's NEC was the most elaborate and eventful NEC conference to date- an unparalleled success on all levels, including in person, webinar, and recording sales. What sparked this success without a doubt, is the wide range of high-level government speakers having participated in this year's event, from provincial government delegates, to CIC Directors and Senior CBSA, ESDC and IRB delegates.

NEC attendees gained a ground-breaking number of **17.5 CPD hours**, in a variety of cutting-edge immigration topics ranging from Express Entry, to LMIA requirements, TFWP Program changes and Citizenship Law updates. Special guests featured Senior CIC conference delegates such as James McNamee, Mike MacDonald, Nicole Girard, Alexandra Hiles, and Adrienne Christie.

Other high-caliber NEC topics covered during the ground-breaking conference include, CIC Operations, Alberta & PNP requirements, IRB updates and tips for Immigration Consultants on preparing solid H&C applications.

Vilma Filici, CAPIC Education Director in 2014, her NEC team, and staff at NHQ, and in conjunction with Jay Chahal and his team in the Prairies, who hosted the event, worked incredibly hard to put this event on the ground. Thank you to all of you! A special thanks to Dory Jade, for his liaison work with CIC in arranging Government speakers.

The NEC team of 2015 has big shoes to fill, to meet the gauntlet thrown by NEC 2014! They are hard at work planning! Stay tuned!



Lobbying & Policy Committee



2014 was a monumental year in Lobbying. In addition to the regular lobbying meetings, the committee has also represented CAPIC members in several nationwide meetings with high caliber government delegates, from the national to regional government.

Lobbying at CIC

CAPIC has continued attending the bi-annual CICIP meeting, and has been maintaining open dialogue with Citizenship and Immigration Canada (CIC). As a result, CAPIC, continues to gain CIC recognition thanks to the ground-breaking lobbying work achieved in 2014. One monumental achievement accomplished in 2014, is the recognition of being the *only* Association of Canadian Immigration Consultants recognized by *Citizenship and Immigration Canada* (CIC).

For the 9th consecutive year, CAPIC participated in lobbying CIC, not only by attending in person meetings, but also by submitting bilingual discussion papers to Citizenship and Immigration Canada, detailing immigration matters such the recent changes to the Citizenship Act, Electronic Travel Authorization, Labour Migration in Canada, Projet de règlement sur les consultants en immigration, Mémoire sur les consultants en immigration, among others.

Private Meetings (ESDC, CBSA)

CAPIC has conducted several private meetings over the course of 2014, the most notable ones being with ESDC and CBSA, where CAPIC met with the Director General of ESDC, and CBSA respectively, and discussed various issues and policies with the government officials in attendance. Topics of discussion for ESDC included the publishing of an ESDC manual, procedures to review LMIA decisions, and the future of the TFWP program; CBSA topics included POE challenges encountered by authorized representatives, CBSA raids and the improvement of client services (CBSA). Following these private meetings, detailed reports were circulated with the membership and published in the exclusive members' area—the *IMMeCentre*.

EIOD Ontario meetings.

CAPIC Ontario has continued to have reoccurring meetings with the local CBSA- EIOD chapter. Meetings were attended with EIOD upper management and their main goals was to maintain an open dialogue about various enforcement issues such as compliance checks, ghost consultants, employer compliance checks, and deportation statistics. These meetings have proven useful to both parties involved, as they have enabled them to gain in-depth knowledge and exchange points of view regarding the subject matter at hand.

CICIP Meeting

As with every year, prior to attending the bi-annual CICIP meeting, CAPIC requested the Members' input, and raised the questions and concerns of great importance to the membership.



The main focus of the 2014 CICIP meetings, was centered on Express Entry and the structure of the national and the PNP stream. Other topics of interest include the AR Portal, the Canadian Experience Class Program, and LMIA work permits, among others. In contrast to the previous years, the structure of the CICIP meeting changed tremendously during the course of last year, resulting in a decrease of the number of stakeholders attending, and thus creating a more private setting, enabling the parties to analyze the given subject matter more in-depth.

IRB (RAD) Local Meetings

Several IRB meetings occurred in the region of Toronto. The CAPIC members in attendance brought forth the memberships' inquiries to the RAD Chair, and addressed topics such as the following: IRB Tours Available for Refugee claimants, disclosure dates for effective resolution, consistency in the treatment of claims by members and the conduct of authorized representatives. In the upcoming year, more IRB meetings are set to occur throughout the CAPIC Chapters of ON, BC and QC.

Saskatchewan- Meetings with Minister Harrison

CAPIC met with the Minister of Immigration, Jeremy Harrison, and with Kirk Westgard, the Executive Directors of the SINP Program.

The Province of Saskatchewan indicated that although processing times were improving, and that the Provincial entrepreneur category with revised rules would be introduced in due course. CAPIC highlighted the issue of "Ghost" Consultants, and the difficulty the Province of Saskatchewan faced overseas in identifying "ghost consultants" was equally emphasised. For a detailed report of the meeting, please visit the *IMMeCentre*.

MIDI meetings

On August and September 2014, the President of CAPIC, Dory Jade, and CAPIC delegates, met with Management from MIDI. The meeting enabled both parties to touch upon a variety of discussion topics, ranging from the role and mission of CAPIC, to the new challenges faced by ARs due to the implementation of the policy of completeness for CSQ (*Certificat de selection du Québec*) applications. Thanks to these meetings, MIDI is now more familiar with the role and mission of CAPIC and the two parties will continue to pursue open dialogue in the future.

OECD

In May, CAPIC met with several OECD (*The Organization for Economic Co-operation and Development*) representatives to discuss the management of migration to Canada. The goal of the meeting was to review the Canadian migration system, as part of the continuous series of evaluations, and to evaluate if Canada is effectively and efficiently using labour migration to help meet its labour needs. The primary focus of this meeting was set on the following areas: the attraction and selection of skilled immigrants, permanent & temporary migration, Provincial migration, and Express Entry. Following the completion of the international-wide consultation process, an OECD report is set to be released in *Spring 2015*. For a detailed report of the meeting, please visit the OECD section in the *IMMeCentre*.



Thank you to Ron Liberman and his team including Marie Sakel, John Salvador, Afshin Sarhangpour, and to all those who attended various meetings on behalf of CAPIC!

CAPIC Chapters



Ontario

Since the last AGM in March 2014, the Ontario Chapter has had a busy and productive year. The Chapter held over 10 seminars, both large and small on a variety of subjects. Topics ranged from LMIA changes, Citizenship and Rehabilitation plus more. On December 2, 2015 the Chapter hosted a “Bold New Vision” seminar on the prospective Express Entry Changes and had over 140 persons in the room. Another Express Entry seminar was rolled out at the end of January 2015 that included a detailed technical portal review. This today, remains a hot topic and is a recording that counts as among the most popular. The Chapter has striven to provide hands on sessions and conducts workshops on a regular basis. In 2015, the Suitcase Series has been introduced and topics range from the ADR process, Cultural Issues, Courting the Corporate Client, and TRPs.

For the rest of 2015 the Chapter has put together an exciting program for their members. Visit the education calendar and stay tuned for upcoming events.

At the local level, lobbying has played important component for the chapter. Critical issues are gathered at the chapter level and have been presented at meetings held with EIOD (local CBSA), IRB, RAD, Ontario PNP and other agencies. On the social front, the Chapter has continued to engage its members through summer BBQ’s and holiday events. They hope to continue to do. The Chapter is very excited to host CAPIC’s 10th anniversary NEC to be held in Toronto this year, at the Delta Toronto East on October 29 and 30, 2015. It is hoped this will be the biggest and best NEC ever and that all CAPIC members will attend! See you in October!

The Chapter executive and volunteers have worked really hard in the past 12 months. These events are not possibly without the selfless dedication and support of many. Thanks Anthony, Neerja, Uma, Julia, Marie, Sufian, Sandip and Monica and to so many others. Special thanks to the team at NHQ. It really is a team effort!



British Columbia

Similarly to the Ontario Chapter, the BC chapter has been equally responsive in meeting members’ CPD needs. The past year has been another very active year for the Board of Directors of CAPIC-BC. As a result, 2014, surpassed all previous expectations for CPD programs. This, however, could not have been achieved without the constant help and support of each of the individual Board Members, who dedicated their time and ensured that a variety of topics were readily covered by only the most experienced conference speakers. By not settling for anything less than the highest quality affordable education program, BC executives have managed to provide a consistent and comprehensive education program to all RCICs.



Once again each and every member of the board have been supportive and enthusiastic and a contributing member of this team. We have had a most successful 12 months. The current BC Membership now stands at 230. The Chapter helped with the NEC, which was held in Calgary last year, and was a resounding success. We hosted a number of Educational Seminars throughout the years, which were very well received.

A special thank you goes out to our former Director of Education, Ms. Vilma Filici for her unstinting support of both the CAPIC National team as well as our local BC Chapter for her time, inspiration and dedication. I would also like to thank the whole NHQ team but particularly Monica Poon, Alex Cheng, Eliza Madeanu, Shumu Haque and of course our most recent addition Monica O'Brien, who have all gone beyond the call of duty to assist this Chapter in more ways than one.

The BC Chapter would like to thank all the current and outgoing National Board of Directors, and the team of directors here in BC, Alex Ning, Matthew Iwama, Setareh Pourfar, Kay Sekhon, Jennifer Ding, Miho Shimizu, Matt Sell, Neera Agnihotri and Afshin Sarhangpour. These are the people who have made the Chapter what it is. With best regards, Mumtaz Khan.



Québec

The Quebec Chapter, has achieved numerous goals over the last year by consistently organizing high quality Education seminars, and relentlessly working towards meetings its agenda despite the obstacles initially encountered. We have maintained our professional profile and have remained relevant for our local members by preserving our integrity as part of THE voice of professional consultants.

At the onset of our mandate, our primary goal was to restore the Quebec Chapter and to make it one of the primary means of representing CAPIC-ACCPI in the francophone region of Canada. However, many of our activities wouldn't have been possible without the continuous help and dedication of our volunteers. Below is a brief excerpt of some of the changes that followed in the QC Chapter over the course of last year.

Chapter OBJECTIVES

The following goals were established in order to promote a strong presence in the Francophone community:

- *Promote, integrate, represent initiatives in the area of the CAPIC-ACCPI 's francophone members*
- *Amalgamate and foster relationships between the different stakeholders*
- *Help to support CAPIC's members in cohesion with ethical values,*
- *Maintain high quality professional resources and organize training activities (with seminars, breakfast-talks, and workshops.)*
- *Develop and stimulate the creation of educational tools and communication with members through our volunteers*
- *Stimulate research in the field of business practices*



The QC Chapter TEAM:

The core team of the QC Chapter is formed by the following volunteer members:

Louisa Supino, Quebec Chapter President, Yves Martineau, Quebec Chapter Vice-President, Pascal Michaud, Secretary, Isabelle Vachon, Events coordinator and planner, Christine Poulin, Director of communication, Louise Willis, Director-at-large

Below are some of the remarkable achievements that the QC chapter successfully overcame despite the obstacles of a limited amount of Board members during the initial part of last year:

1. Planning the Education Curriculum for a 1 year period
2. Getting a permanent venue which would offer reasonable rates and adequate premises
4. Increasing the number of seminar attendees
5. Recruiting more members
6. Organizing social events

Furthermore, strategic plans were developed such as calling members to encourage them to attend events and meet our team, while non-members were persuaded to register for CAPIC membership. In order to recruit members who were unable to attend our seminars in person, we successfully introduced the webinar option for Quebec events, by recommending a new vendor for webinar and videos in French at a lower cost, which was gladly approved and has served since enhance the Chapter’s education standards.



Prairies Chapter

2014 has been a very busy year for our Prairie Chapter. In April, we held a Professional Development Seminar in

Calgary on AINP and SINP. In the summer we had a family BBQ & Picnic in the park, for our Chapter member. During 2014, a lot of time was devoted to planning and hosting the most successful NEC yet - NEC 2014, in Calgary. Last year the Prairie chapter also witnessed numerous Executive Chapter meetings and an increasing rate in volunteer participation, which resulted in a very successful 2014. Stay tuned for the 2015 Prairie Chapter activities and seminars which are set to be more abundant than ever before. Thanks to Jay Chahal and his team!

Message from Management

2014 was a monumental year for the Canadian Association of Professional Immigration Consultants. Thanks to members’ support, 2014 reinforced CAPIC through strong interactions with stakeholders, dynamic seminars, informative resources for members and proactive connection with general public; building CAPIC’s four pillars in Lobbying, Education, Information and Recognition.

CAPIC members participated in CAPIC events with much enthusiasm, contributing to every facet of CAPIC’s operations. With this enthusiasm, CAPIC has successfully confirmed its role as the



representative of the immigration consulting profession among stakeholders. This recognition led to the success in the National Education Conference in Calgary.

As a result of the successes achieved in 2014, CAPIC has reached the highest number in membership at the beginning of 2015 and welcomed its 1000th member. The growth continues. The Team at CAPIC's national head office in Toronto has been working hard with the Board of Directors and volunteers in various regions to ensure the momentum continues. Together, we can use our potent blend of imagination, experience, optimism, courage and collaboration so CAPIC leads, connects, protects and develops the profession, serving the best interest of its members.

Thank you again for your support.

Monica Poon, Operations Manager



Past Presidents Overview

– 10th Year Anniversary Celebration



Gerd Damitz
Founding President (AICC President)

Dear Members,

It is with my utmost pleasure to celebrate CAPIC's 10th year anniversary. As one of the co-founding presidents, I had the chance to accompany CAPIC from its inauguration up to the very present moment of celebration.

In 2005, our industry became after many years of intensive lobbying, SELF-REGULATED, or at least so it seemed. Thoughtful senior consultants saw the necessity to further improve this development and created CAPIC, a powerful association not only serving and represent and protect immigration consultants, but also promoting professionalism in our industry.

In keeping foremost our members' needs in mind, CAPIC was subsequently founded on the four 4 pillars of Education, Lobbying, Recognition, and Information. These pillars are the very foundation for our members, but very much also for our industry's success.



During these years, CAPIC experienced some serious challenges, of which one which was particularly splitting and damaging our industry on an unexpected level. Still CAPIC managed to stand up and be for many the only hope for a positive change, like a beacon in the dark.

Thankfully, the positive changes occurred, and CAPIC can now once more can focus its resources on strengthening the four pillars as well as supporting self-regulation, and representing the vast majority of Immigration Consultants.

In my view, the CAPIC slogan of *'From Consultants for Consultants'* cannot be anymore more clearly, as it is truly all about members and the industry. CAPIC's governance structure ensures that there is no self-interest of individuals being prioritized, and frankly it is the best for all of us to bring together under one umbrella, all these existing different Consultant elements, as only together we are stronger.

As I look forwards the future, I believe CAPIC is on an excellent way with a strong Board of Directors, capable staff and motivated members following a clear roadmap to further success.

Happy Anniversary again to CAPIC and its members!



Warren Lloyd
Founding President (OPIC President)

"As the past president of OPIC and the co-founder of CAPIC I would like to congratulate all those who have worked so hard to grow CAPIC and earn for it a respected place in the immigration community. I also urge all members of CAPIC to remember that it is only through our own hard work that we will retain the protection and respect we require to practice as immigration consultants."



Ron McKay
President 2005-2007

When looking at CAPIC's accomplishments of the past and present, we may have faced different 'challenges' at different times but CAPIC still does face 'challenges' both in the present and in the future.

The birth of CAPIC saw the organization struggling for recognition at the regional, national and grass root levels. CAPIC is now the principal Immigration Consultant Organization and the principal Lobbying Organization for Immigration Consultants.

In the past, there wasn't one major organization nor was there a regulatory body when one turns back the hands of time. Depending on when one looks at the development of this profession at one time there wasn't even one single established education provider.



CAPIC was instrumental and key in the development and progression of the profession of 'Immigration Consultants'. The profession has grown not only numerically but also in regard to the 'professional' expectations and standards expected of its membership.

CAPIC and its membership continues to face challenges in regards to ongoing professional development and its professional relationship with the various governmental levels involved in the citizenship and immigration processes.

To see CAPIC officially recognized as the official lobbying group for Immigration Consultants and to also see RCICs officially recognized to represent clients in Canadian citizenship matters have been the latest amazing accomplishments.

Each generation of Immigration Consultants has advanced the profession and it is with the greatest 'hope' and 'pride' that I see the next generation of CAPIC members continuing to advance the 'profession' and CAPIC.

Happy Tenth Anniversary CAPIC!



Phil Mooney
President 2007-2010

I had the honour of serving as CAPIC President from 2007 to 2010. The times were very challenging as we went from being the educator of immigration consultants to the defender of consultants' rights, against a Regulator that tried to dominate and exploit, rather than regulate the profession. Despite pitched battles in court and in public, a core group of volunteers kept fighting for the right for true self-regulation, while at the same time delivering education programs that helped all consultants improve their practices and working knowledge of immigration law. CAPIC earned the respect of other practitioner groups, as well as CIC and the Minister with its insistence on integrity and accountability. Our efforts were rewarded when the bid we prepared to set up a new Regulatory body was accepted, and just as important, the law was changed to prevent unregulated people from advising or even offering to advise consumers on immigration matters.

For the future, CAPIC has a significant challenge in front of it to fight against programs and policies that negatively impact our members, by causing consumers to lose confidence in the system. Our job is not to win over ESDC, CBSA or CIC. That work has been done.

Our job must be to become the effective advocate for good legislation and for our partners in the immigration system to give immigration consultants the respect we deserve.

Congratulations to CAPIC on its 10th Year Anniversary!



Peter Bernier
President 2010

Separate organizations came together to form a single national professional organization to represent Canadian Immigration Consultants as well as to protect the consumers of our services. Our predecessors had fought to be regulated as a profession and at about this same time the government finally created a regulator that was to be run by Immigration Consultants.

Although there is a large overlap in the interests of CAPIC and a regulator of Immigration Consultants there is also a large difference in their mandates. A regulator exists to primarily protect the consumer by regulating their members. They are not there to protect their members but to see that they do things properly so as to protect the consumer. CAPIC has four pillars: Education, Lobbying, Recognition and Information. We educate our members, we lobby the government and others on behalf of our members, we strive to improve public recognition of Immigration Consultants as Professionals and we provide information to our members.

Unfortunately, early in our existence the then regulator took a dislike to CAPIC and it also appeared to many people that they failed in their duties and limitations of a self-regulator. CAPIC and Immigration Consultants suffered.

During my time as President the government choose to review the regulation of Immigration Consultants. We started a group to design a Better Regulator. We also continued to try to get enough people elected to the board of the then regulator to encourage it to change and do a better job for both the consumers and Immigration Consultants. Our Better Regulator Group was eventually chosen by the government to form a new, better regulator: ICCRC.

With the advent of ICCRC, we ceased being weakened by the regulator and were able to start rebuilding and in the last few years CAPIC has grown to be a strong proponent of Immigration Consultant Professionals and supporter of our members as well as providing information and education.

We all work together to help one another and our Profession with the underlying foundation of protecting the consumer. With the new regulator and our increasing membership we will move on to better help our members and become a recognized and respected Profession.

I look forward to celebrating further milestones and celebrating future anniversaries in the history of CAPIC and our Profession.



Jeff Hemlin

President 2011-2013

Our organization was born during a period of much promise amongst WE Immigration Consultants. We had just recently become self-regulating and it appeared that we would soon be in a position to be truly self-governed through our own elected directors.

Little did we realize that our first six years of existence would become a struggle against our own regulator to achieve this goal. During that period our membership was reduced and our very existence as a representative body was often in question. However, through the often tireless efforts of a dedicated group of volunteer CAPIC members, we eventually were successful in the good fight that resulted in the formation of the truly representative regulatory body we have today, ICCRC.

CAPIC today can now focus on its core values and mission; providing effective and affordable professional education, having a seat (and often leading) at the table as the Immigration Consultant's representative with government and with our regulator.

There still remain many obstacles and dangers to our profession, both within and without that CAPIC is in a good place to help us all navigate. We must remain diligent however, to ensure that our hard won association's position stays both democratic and responsive to our members first and foremost - this was always our strength and will continue to be going forward.

Our tenth year is a major milestone in the life of CAPIC!