

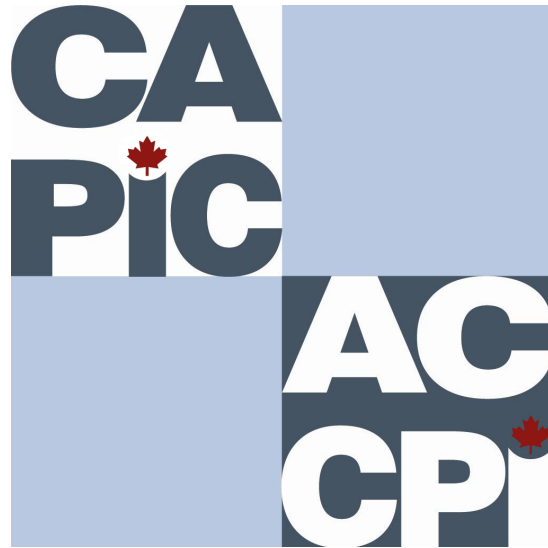


2015

CAPIC Annual Report



CANADIAN ASSOCIATION OF PROFESSIONAL IMMIGRATION CONSULTANTS



Annual Report 2015

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About CAPIC

CAPIC-ACCPI is the professional association that leads, protects, and represents Regulated Immigration Consultants.

Since its founding in 2005, CAPIC has been working tirelessly on its “Four Pillars” which promote Education, Information, Lobbying and Recognition. CAPIC-ACCPI supports continuous professional development and improvement in all areas of immigration practice increasing our members' ability to deliver highly competent and ethical services deserving of the public trust. Its local chapters in BC, Ontario, Quebec and the Prairies develop local programs that are well attended not only by its members but by immigration practitioners of different disciplines. CAPIC's annual flagship National Education Conference attracts members from coast to coast to coast and overseas.

CAPIC's leadership in the immigration industry was fully recognized by the Ministry of Citizenship and Immigration (currently known as Immigration, Refugee and Citizenship Canada) in 2014 by proclaiming the organization the only organization representing immigration consultant at stakeholders' meetings.

It is acknowledged that there remain current challenges in the industry – that of double regulation, unregulated immigration consultants, and the continuing challenge of public recognition for regulated immigration consultants. CAPIC will endeavour to ensure that RCICs are respected and acknowledged partners in the industry.

CAPIC-ACCPI strongly believes that self-regulation under federal statute is the best model for the immigration consultant profession. A federal statute will unify and regulate all immigration consultants under one Act, akin to that of the Bar Association for lawyers.

Presently, CAPIC has a membership base of over 1300 members, and has successfully lobbied to reform laws entrenched in the Ontario Immigration Act.

CAPIC's growth in the next few years is best summarized by its strategic foundation:

MISSION

CAPIC, the Canadian Association of Professional Immigration Consultants, leads, connects, protects and develops the profession, serving the best interest 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

Be THE voice of consultants in the Canada Immigration Domain

Message from the President



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

Organizations Are Run By People and Not By Numbers

Dear Colleagues,

It is with pride that I can confirm that CAPIC has reached unprecedented achievements at all levels. As President and Chair of the Board, I take the opportunity to thank each and every one of you for your trust, contribution, and support for CAPIC, the Association by the Members for the Members.

Restructuring

CAPIC has a team of ten employees/contractors whose main role is to implement and monitor the Operation Plan derived from the Strategic Plan. Each of the team members has a goal oriented job description and is specialized in a line of business, such as education, membership, IT, lobbying, communication, and events. For ensuring the achievement of all strategic and operational goals the CAPIC Board has set up a CEO Recruitment Committee with clear references for the CEO skill set needed to maintain the growth and the outstanding performance of this Organization.

CAPIC, as a National Organization, has four Chapter Committees across Canada: BC, Ontario, Prairies, and Quebec. Each Chapter has a Committee which focuses on CAPIC's goal in the geographical area and its specific needs. Chapter committee volunteers have goal oriented tasks, serve on different committees and are the first contact to members and to stakeholders. They all carry the same message and share CAPIC's corporate Mission, Vision and Values.

To make the new structure efficient, the Board had to bring forward a new set of Bylaws allowing each and everyone in the CAPIC family to have a well identified role. CAPIC has adopted a Governance Board Model with oversight on Operations. This model allows people to interact with each other within specific parameters and enhances the decision making process.

Stakeholders' Relationship

CAPIC is the industry's Association recognized by governments to represent RCICs. Our meetings and lobbying efforts are at the National, Regional, and Provincial level. In 2015 we had a record numbers of submissions, meetings, and stakeholders' invitations for policy change, published media articles and joint efforts with organizations who are immigration industry stakeholders. As an example, CAPIC played a major role in assisting IRCC's and the Provinces Syrian Refugee initiative.

In an effort to raise the bar and bring even more stability to the Industry while maintaining the Integrity of the Immigration System, the CAPIC Board allocated \$200,000 in a Restricted Fund for 'Self-Regulation under Statute' and countering measures with respect to double-regulation. Actions have started by hiring one of the most reputable government relations firms in Ottawa, and the legal support by a well-respected constitutional lawyer.

Education & Membership Services

At CAPIC we strongly believe that educated and well-equipped practitioners serve their clients better and contribute to the respect for our profession. Therefore, CAPIC has been offering for members a very affordable, low flat fee with unlimited access to our "Gold Standard" Education. Additionally, members have profited extensively from exceptional peer to peer support by our "Solutions" platform on the IMMeForum. Further, recently Member's area enhancement, free annotated IRPA, IMMeCentre, and other available learning tools makes CAPIC the most essential business partner for every RCIC.

CAPIC also launched the mobile "CAPIC Connect" app which allows Members to have access to their services on the go. Further enhancements of members' services are on their way as well.

Sustainability

Prudent management of the members' funds with new policies to enhance controls, and efficient management allows CAPIC to stay a robust organization with steady growth. The Board with the Governance and Nomination Committee has initiated a succession planning process which contributes to continuity.

The total revenue has increased by 17%, with the excess of revenue over expense at close to \$100,000, available cash at over \$700,000 and the Membership numbers close to 1,400 members.

Looking over the horizon

The Immigration Consulting Industry can be proud of having a strong Association with a clear Vision for improvement and stability. CAPIC is set and on its way to welcome as members the vast majority of RCICs by 2020.

CAPIC in its past was leading the project for a better regulator, and is currently playing a leadership role in bringing our profession to the next level: "Self-Regulation under Federal Statute".

Board of Directors

The CAPIC-ACCPI's National Board of Directors is the governing body for the organization. On behalf of its members, the Board provides general oversight of the management and administration of the Association with respect to strategic planning, financial and accounting matters, risk management, and other internal policies. Together they ensure that CAPIC always act in the best interests of their members. The Board of Directors are elected by CAPIC members and each of them can serve a maximum of 2 two-year terms. The Board members' role is to reinforce CAPIC's mission, values and mandate. Working with various standard and ad hoc committees, the Board's role is to reinforce the immigration consultants' profession by bringing positive changes to the immigration industry through lobbying and education activities.

President



Dory Jade

[Executive Committee](#) Chair

Vice President



Nazli Mohajer

[Membership Services Committee](#) Chair

Secretary



Deepak Kohli

[Governance and Nomination Committee](#) Chair

Treasurer



Parmjit Chahal

[Audit and Finance Committee](#) Chair

[Prairies Chapter](#) Chair

Policy and Lobbying Committee Chair



Ron Liberman

Policy and Lobbying Committee Chair

Education and Training Committee Chair



Donald Igbokwe

Policy and Lobbying Committee

Vice-Chair

Ontario Chapter Chair



Satish Nandre

British Columbia Chapter Chair



Mansour Motamedi Lanjani

Education and Training Committee

Vice Chair

Quebec Chapter Chair



Louisa Supino

Standing Committees

Governance & Nomination Committee



Governance and Committee Chair

From the very beginning of 2015, the Governance & Nomination Committee (GNC) undertook a number of initiatives to streamline and strengthen the governance structure of CAPIC. The Committee worked extensively on and recommended to the Board, a new set of governance documents, including the By-laws, a Board policy and an Election policy.

The amended By-laws provide the ability to govern CAPIC in a manner that allows it to achieve the objectives set out in the Strategic Plan, adopted in 2014. The new By-laws will protect CAPIC from litigation risks and give the Board the flexibility it needs when managing CAPIC affairs. Moreover, the reformed by-laws form the corporate standards for CAPIC and we expect to have minimal changes in the future. Additionally, the By-laws will allow the Board of Directors of CAPIC to become an oversight Board, upon recruitment of a Chief Executive Officer.

The By-laws are supported by a number of policies, led by the Board Policy (for Board matters), Expenses and Procurement Policy and Procedures, Chapter Policy, Election Policy, Conflict of Interest Policy, Remuneration of Directors Policy, and more. In addition to the above, governance-related policies, the CAPIC Board has approved functional policies like Membership Services Policy (for membership matters), Education & training Policy (for education matters), Communications Policy, Lobbying Policy, to name a few.

All throughout 2015, the GNC identified initiatives to monitor the implementation of the CAPIC Strategic Plan, and took initial steps for a coordinated launch.

The 2015 Committee was comprised of the following members in 2015:

Deepak Kohli, Chair
Donald Igbokwe, Vice-Chair
Sufian Ahmed, Ontario
Ardeshir Mayan, British Columbia
Marjorie Newman, Prairies
Louisa Supino, Quebec

Message from the Treasurer – Audit & Finance



Treasurer – Audit & Finance Chair

On behalf of the Audit and Finance Committee, I am pleased to advise that CAPIC complies with all applicable laws, regulations, and other requirements relating to financial reporting and disclosure for Not-for-Profit Organizations. The Committee mandate is achieved in accordance with the Association's Bylaws and the CNCA.

The Audit and Finance Committee has worked diligently in maintaining its role in financial stewardship of the Association's resources – balancing between prudent expenditures and progressive support to CAPIC's growing work in education and advocacy.

As of December 31, 2015, net assets of the Association is \$716,900, an increase of 18.8% from 2014. Excess of revenue over expense is \$107,900, increased 27% from the previous year. The Committee is closely monitoring the Budget to achieve CAPIC's Strategic Goals.

The 2015 Committee was comprised of the following members in 2015:

Parmjit Chahal, Chair
Farrokh Tajvidi, (2015) Previous Chair
Dory Jade, President
Donald Igbokwe, Education & Training Committee Chair
Mansour Motamedi, BC Chapter Chair

Message from the Membership Committee



Membership Services Chair

On behalf of the Membership Services Committee, I am pleased by the ongoing work that has been done to review and approve membership applications – of which more than 200 have been approved since May 2015. Moreover, reviewing and discussing whether the Membership Policy, the Award for Academic Excellence Policy, and Gold membership fee structure and benefits – the former two being approved by the Board of Directors – need to be enhanced to benefit our membership base.

Second, outreach has been established with colleges and universities providing IPP programs in Canada. Of those we have established positive communication with six educational institutions that offer immigration consultancy programs. Thus far, CAPIC has had scheduled presentations at three campuses across Ontario, and is in the process of scheduling several more across the country. In addition, the promotion of CAPICs Academic Excellence Award has been positively received by educational institutions and students alike.

Third, ongoing recruitment of volunteers for special tasks to promote CAPIC and aid Management in their tasks has proved greatly beneficial to all. We have received a great number of enthusiastic volunteers ready to dedicate their time and effort.

We have had significant attendance of RCICs at CAPIC events including open house at the NHQ, Continuous Professional Development seminars, and social events all across the chapters and used those events to recruit new members and familiarize existing members with ongoing promotions and CAPIC recourses and services.

Lastly, recommendations have been made to receive a quote to establish a group life insurance policy for CAPIC members, and modifications have been made in IMMCentre in order to better inform our membership base and non-members of the value and content for utilizing the service.

We are proud to say that we now represent one third of the total number of RCICs and we hope to continue to grow as an organization until we reach our goal of representing a large majority of ICCRC members.

The 2015 Committee was comprised of the following members in 2015:

Christine Poulaine, Mohammed Allouche, Quebec
Neerja Bhandari, Anthony Cheah, Ontario
Lisa De Leon, Prairies
Jennifer Ding, Afshin Sarhangpour, British Columbia

Communications Sub-committee

The Communications Sub-committee has been working diligently to promote CAPIC vis-à-vis networking events, social channels including YouTube, Facebook, Twitter, and LinkedIn, and by improving the functionality and appearance of the CAPIC website.

Additionally, CAPIC newsletters have been streamlined and 'cleaned' to yield greater ease for members to view their emails on their mobile device. Speaking of mobile devices, CAPIC launched its very own 'CAPIC Connect APP' which helps members stay connected with CAPIC wherever they go. Through the CAPIC Connect APP members can access the Educational Calendar, register for events, stay up-to-date with CAPICs social channels, access the IMMeForum, the IMMeCenter, and CAPIC website, and these are only the few advantages of the CAPIC Connect APP.

The Communications Sub-committee is always brainstorming ways to increase membership base, promotion, and ease access to CAPIC services via social.

The 2015 Committee was comprised of the following members in 2015:

Christine Poulin, Chair
Anthony Cheah,
Neerja Bhandari

Message from the Education & Training Committee



Education & Training Committee Chair

The past year has been a very busy and successful one Education wise. Education as one of the four (4) pillars of CAPIC, The professional Association of members by members and for members, progressively continues to advance qualitatively and quantitatively in order to meet the ever changing needs of our members' professional development.

CAPIC delivered a total of thirty one (31) Educational seminars with a total of one hundred and twenty six (126) CPD hours. To ensure that quality and functional professional education is accessible to RCICs CAPIC held the prize of its seminar "Bundle" this year at the same rate as last year's. CAPIC strives to make its educational events relevant, interesting, and informative, albeit more importantly, as economical as possible. The following number of seminars were held at the four CAPIC chapters this past year:

CAPIC ONTARIO CHAPTER

Thirteen (13) events inclusive of NEC with over seventy three (73) volunteer speakers

CAPIC BC CHAPTER

Eight events with over twenty five (25) volunteer speakers.

CAPIC QUEBEC CHAPTER

Eighth events with over twenty Eight (28) volunteer speakers.

CAPIC PRAIRIE CHAPTER

Three (3) events with nine (9) volunteer speakers.

2015 Seminar (excluding NEC)

Chapter	Events	CPD Hours	Speakers
BC	6	21.5	19
Prairies	2	7	9
Ontario	9	31.5	24
Quebec	7	26	24
Total	24	86	76

2016 Seminars to date

Chapter	Events	CPD Hours	Speakers
BC	3	9	5
Prairies	2	7	6

Ontario	1	3	4
Quebec	1	4	3
Total	7	23	18

Speakers are carefully chosen based on their expertise, areas of specialization, and proven teaching skills. CAPIC does not pay speakers to disseminate information at its educational seminars and on behalf of all CAPIC members I take this opportunity to thank all those who volunteered their time to make our seminars a success.

IP EXCHANGE

On June 15, 2015, CAPIC launched the Immigration Practitioners’ Exchange as another avenue of sharing specialized knowledge by senior RCICs. Since its first issue, a total of eight (8) IP exchange article have been published.

STRATEGIC EDUCATION VISION

CAPIC welcomes and marches into 2016 with greater clarity of vision and the strategic objective in its educational programing and professional development of members and all RCICs. All chapters will continue to provide relevant, timely and economical educational seminars and workshops throughout 2016. With your continued and unwavering support, we will make it happen.

[CAPIC National Education Conference 2015](#)

CAPIC broke industry attendance records with over 500 attendees at its 2015 Flagship National Education Conference (NEC) in Toronto. An exemplary demonstration of the Gold Standard Education that it aspires to provide to RCICs for comparative professional performance in service delivery and recognition of RCICs in the field of professional practice.

Our mix of speakers included officials from the Immigration and Refugee Board of Canada including Refugee Protection Division, Immigration Appeal Division and Immigration Division & RAD, Citizenship and Immigration Canada officials, Nova Scotia & Ontario Provincial Nominee Programs, besides senior RCICs’ and Legal practitioners speaking on various informative topics.

I would like to take this opportunity to thank members of the NEC Committee, all who volunteered their time during the 2015 NEC and the Ontario Chapter for this landmark success. I would also like to recognize and thank Monica O’ Brien for an outstanding job as well as the entire NHQ team for their continued dedication to ensuring the success of the NEC. We hope to repeat the same outstanding performance this year in Vancouver with a promise to deliver an informative two day seminar at an economical rate and a day of adventure in wild BC.

I would like to thank all my Education & Training Committee & Chapter Education Representatives:

Mansour Motamedi, B.C. Chapter Chair
Setareh Pourfar, Committee Member B.C
Marjorie Newman, Committee Member Prairies
Mihaela Kerezova, Committee Member Ontario
Kim Ly, Committee Member Ontario
Neera Agnihotri Committee Member B.C
Yves Martineau Committee Member Quebec

Message from the Policy and Lobbying Committee



Policy and Lobbying Committee Chair

The year saw an ongoing emphasis on constant communication with Stakeholders in the form of the Federal and Provincial governments and the establishment of a regular schedule for meetings at the Chapter level.

The major focus of the Policy and Lobbying Committee has been on implementation of the strategic plan and supporting Regulation under Statute, including the avoidance of Double Regulation. A subcommittee has been formally approved to address these important issues under the leadership of its chair, past President and CAPIC founder Gerd Damitz. It is hoped, especially given the advent of the new Liberal government, that material progress on these issues that are critical for the future of our profession will be achieved. This requires much effort and would be a major achievement lobbying efforts are able to achieve this. CAPIC has therefore appointed a professional lobbying firm, Summa Strategies, to assist with this effort. On the specific issue of the Province of Saskatchewan and their double regulation of consultants, the Subcommittee has prepared a submission which has been sent to that Province, and we are looking forward to a meeting later in the year. At this time, CAPIC believes that lobbying efforts and negotiation with Saskatchewan are better alternatives for resolving the issues posed by Saskatchewan's legislation and administrative actions rather than litigation.

At the Head Office level, it has been recognized that there is often a need to prepare lobbying materials and position papers, and suitable contractors have been identified to perform this work. The day-to-day work of the Policy and Lobbying Committee continues to be supported by Tamara Gligorevic, the co-ordinator based at the CAPIC office in Toronto.

CAPIC has initiated regular monthly meetings with ICCRC to address issues of concern and to provide open lines of communication. Chapter representatives of the Policy and Lobbying Committee have been advised that they need to establish regular meetings with local stakeholders. Moving forward, the extent to which this objective has been achieved will be monitored.

The 2015 Committee was comprised of the following members in 2015:

Ron Liberman, Director, Lobbying and Policy (Chair)
Marie Sakel, Ontario Chapter
Donald Igbokwe, Ontario Chapter
Isabelle Vachon, Quebec Chapter
Payman Mehrani, BC Chapter

Jon Salvador, Prairie Chapter
Nevena Djuricic, BC Chapter

Federal Statute Self-Regulation Including Counter Measures Against Double Regulation
Sub-committee



Federal Statute Self-Regulation Sub-committee Chair

The committee has now been active for the last few months, and achieved the following:

- Preparation of project plan with 12 to 18 months milestones & budget estimation for CAPIC BOD
- Development of key selection parameters for potential Government Relationship Support providers
- Search & services review of potential Government Relationship Support providers
- Development of Government Relationship Support providers agreement draft
- Participation in ongoing agreement negotiations
- Participation in lobby efforts against Double-Regulation, Immigration Saskatchewan & Ontario
- Participation in lobby efforts against Double-Regulation, discussions with regulator
- Preparation for participation in April meeting with Federal Immigration Minister

Project highlights

The Minimum Goal: Influencing MOU's Federal/Provinces for avoiding damaging double regulation; measurable branding of CAPIC & industry

The Big Hairy Audacious Goal: Self-Regulated Federal Statute

CAPIC Chapters



Ontario Chapter



Ontario Chapter Chair

The Ontario Chapter actions and accomplishments for the year 2015 are the following:

1. With the help of the CAPIC Secretary a new committee was formed which includes both current and previous committee members. This committee is working most effectively and taking full part in educational activities, policy and lobbying activities, membership drive, and supports the management office from time to time.
2. Ontario Chapter committee meetings were scheduled on a regular basis and reviews were conducted with reports being submitted upon request.
3. The Ontario Chapter fully participated in the “National Educational Conference” which was held in October 2015 In Toronto. This was one of the most successful events in CAPIC history during which the Ontario Chapter committee members fully participated. A day of dancing and networking with fellow RCIC colleagues was organized for the attendees.
4. On August 23, 2015, CAPIC hosted a successful Ontario Summer picnic at Serena Gundy Park in Toronto where RCICs mixed and mingled with all.
5. The Education Committee of Ontario Chapter organized successful seminars with the help of CAPIC Education Director Monica O’Brien and the management team. The complete list of educational seminars organized by the Ontario chapter are the following:
 - Citizenship oh Canada=Citizenship updates with practical advice – July 2015
 - Dealing with complicated files; (September 9, 2015)
 - The parent trap; (2015-12-18)
 - Express Entry: Rewind and Moving Ahead; (2016-01-20)
 - Refugee Intake Process (February 23, 2016)
 - Humanitarian and Compassionate-2 files, 2 stories,2 results (March 23, 2016)

All the seminars were most successful and all the Ontario chapter committee members put their sincere efforts to provide gold standard educational events so that RCICs are kept informed of the dynamic nature of the immigration industry.

The 2015 Chapter was comprised of the following members:

- Sufian Ahmed, Governance
- Mihaela Kerezova, Education & Training
- Kim Ly, Education & Training
- Marie Sakel, Policy & Lobbying
- Neerja Bhandari, Membership Services
- Wkean (Anthony) Cheah, Membership Services

British Columbia Chapter



British Columbia Chapter Chair

This past year has been a successful one for the British Columbia chapter. The following is an overview of a few noteworthy achievements:

- BC chapter education seminars have had always over 60-70 participants in person while 50-130 have participated online. We have always had overwhelmingly positive reviews and positive feedback from the participants. We have tried to hold a seminar every 6-8 weeks. Moreover, all topics ranging from temporary to permanent residence, fresh applications, and remedial procedures, to name a few, have been included as key themes for our seminars. Various speakers from government, law profession and more specifically from the consulting profession have attended as speakers and panelists. Additionally, we experimented successfully with an introductory mock hearing this year in detention review and spousal appeals. The seminar was informative and engaging for the members. We have received much positive feedback from the speakers and attendees alike. Lastly, the committee is actively participating and contributing on an ongoing basis in the planning and execution of NEC 2016 in Vancouver.
- The landmark motion to establish an apprenticeship program was passed for the first time in the history of the profession by the membership at 2015 AGM of ICCRC and became a mandate.
- The committee has been successful, with direct coordination by the NHQ, to arrange and attend meetings with local authorities at CIC, CBSA, ESDC, IRB, and IAD in BC. An introductory meeting with BC PNP authorities was sealed in November 2015, whereby the President, the Chair of the Policy & Lobbying Committee and the Secretary participated collaboratively with the representatives of the BC chapter. The foundations of future meetings between BC PNP and CAPIC authorities have been scheduled for April 2016.
- The focus of the Membership Committee's work for the 2015 year was working with members at BC Chapter as well as attending to all of the membership teleconference meetings at NHQ for laying the groundwork and formalizing a long-term plan for membership recruitment and retention. Membership actively used every available opportunity to recruit new members including but not limited to regular BC Seminars, BC Gala Event and ICCRC AGM Event, Student Award Event at Ashton College ...etc. By a direct mandate from the President efforts were made to contact and attract the lost members specially the key members who had left the BC chapter

- With the full support of the CAPIC President, Chair of Education, Chair of Membership and NHQ staff, an Award of Excellence was developed and put into implementation aiming at: promoting excellence in education, creating exposure and interface between the two prominent components of the profession, i.e. CAPIC and the IPP community, attracting a greater number of student members and eventually permanent members for CAPIC, providing informative sessions at the schools to familiarize the students and the future immigration consultants with the history of the profession thereby protecting them from the potential propaganda against the profession, and finally, hosting the first and second award ceremonies for the best graduates of the year at Ashton College and UBC. We look forward to following up for Canada wide implementation.
- BC Chapter held a social event in December. It was a small group of 20 or so and we all enjoyed our first social event organized by our chapter this year. It was well received by participants. We received feedback to have more frequent casual social gathering so members feel more comfortable mingling and chatting with colleagues outside of formal education seminars.

The complete list of educational seminars organized by the BC chapter are the following:

- Spouses A-Z
- Express Entry – Navigation and Survival
- BC PNP – How it will impact your practice.
- Immigration Roundtable PNP West
- Two Mock Hearings
- BC PNP # Welcome again
- Temporary Residence

The 2015 Chapter was comprised of the following members:

- Alexander Ning, Vice-Chair
- Ardeshir Mayan, Governance
- Setareh Pourfar, Education & Training
- Neera Agnihotri, Education & Training
- Payman Mehrani, Policy & Lobbying
- Nevena Djuricic, Policy & Lobbying
- Afshin Sarhangpour, Membership Services
- Jennifer Ding, Membership Services
- Miho Shimizu, Events

Prairies Chapter



Prairies Chapter Chair

Another eventful and successful year has come to an end. The Prairie Chapter has been busy holding regular chapter meetings, stakeholder meetings – such as with Brad Trefan, the Director of the AINP and the Director of CBSA, for the Prairie Region. For both meetings CAPIC was well in addition to be well represented and well received, rather conducted very productive meetings where CAPIC members' concerns and suggestions were tabled to both and processed by stakeholders in an effective and timely manner. Additionally, CAPIC is working to initialize biannual meetings with stakeholders, such as the CBSA, the AINP, to name a few.

Prairie Chapter held its first Member Lunch & Learn in Calgary. As our inaugural event which was well attended by CAPIC members sharing stories, and swapping tips. Our goal is to expand this program to cities in Alberta, Manitoba, and Saskatchewan.

The NEC in Toronto was sold out with lots of members from the Prairies Region flying to Toronto to attend the event. On behalf of all CAPIC members from the Prairies Region, I can say that we thoroughly enjoyed the NEC and look forward to attending the next NEC in Vancouver.

To conclude, we have successfully increased CAPIC membership greatly in our Prairies chapter and are looking forward to another prosperous 2016-2017 year.

The complete list of educational seminars organized by the Prairie chapter are the following:

- Innovation in Immigration (Winnipeg)
- Alberta 2016 (Calgary)

The 2015 Chapter was comprised of the following members:

- Elzbieta Kiegler, Governance
- Marjorie Newman, Education & Training
- Jon Salvador, Policy & Lobbying
- Lisa de Leon, Membership Services
- Rosette Ramos, Events
- Maninder Dhillon, Committee Member at Large
- Andrew Yin, Committee Member at Large
- Jacques Therrien, Committee Member at Large

Quebec Chapter



Quebec Chapter Chair

Accountability is an essential component of the Quebec Chapter. Standing strong in a time of crisis as the Immigration hierarchy of the Quebec Province was seriously challenged by the MIDI operational changes, has had a strong impact on already frustrated RCICs. Throughout the year 2015 and 2016 the Quebec Committee had been actively involved in all levels of education, membership, communications, lobbying, and more.

The ability to provide high quality CPD seminars in French and meet the complete requirement for all its members has been a priority for the chapter. However, a major objective has still to be met in offering bilingual conferences to members. An evaluation form was duly prepared by our Director of Education which we had filled at every seminar and which showed 98% satisfaction from members pertaining to the quality of our presented material. Additionally, a new venue has been chosen to host Quebec chapter events so that members and nonmembers can benefit from a better learning environment and representation as professionals.

The complete list of educational seminars organized by the Quebec chapter are the following:

- Citizenship
- Refugees
- Refugees Part 2
- R 205 and Portal
- PNP On (Francophone) and Project 77
- Two Divisions of the IRB

An outstanding performance by our team of volunteers has to be highlighted when an ad-hoc conference and seminar were organized in a very short period of time to aid in organizing a training session for volunteers who are aiding incoming Refugees. An expert in the field was brought in from Toronto and the session was organized in the evening to accommodate as many participants as possible. This had been a very successful event and we could not have done it without all the volunteers!

Quebec Committee members were always present to represent CAPIC during stakeholder meetings and conferences, especially during the Projet 77, and the MIDI on-line operational crisis. The Quebec Chapter stayed strong during the crisis following the treacherous behavior of the MIDI, and consequently the angry uproar of consultants who started forming their own assembly to face the government which would ultimately have weakened CAPICs relationship with government stakeholders. Nevertheless, the active participation of the CAPIC President, being readily available online there was a special meeting quickly organized to reassure members that the situation was being dealt with vis-à-vis negotiations with the provincial government stakeholders.. CAPIC-ACCPI was represented by our

Chapter to events such as the pre-electoral campaign cocktail of the Honorable Justin Trudeau. Moreover, we attended events and meetings with our Quebec Immigration Minister Mrs. Katherine Weil, as well as both conferences given by our prior Immigration Minister the Hon. Chris Alexander and our new Immigration Minister, the Hon John McCallum.

The 2015 Chapter was comprised of the following members:

- Vicki Mingyan Yang, Events and Membership
- Christine Poulin, Membership Services
- Mohammed Allouche, Membership Services
- Nabil Hallaji, Events
- Yves Martineau, Education & Training
- Isabelle Vachon, Policy & Lobbying

Message from Management



CAPIC National Head Office in Toronto continued to build on the momentum established in 2014. In addition to providing support to various committees in their dynamic schedules, one of the most important activities during the year was the celebration of CAPIC's tenth year anniversary and the expansion of the CAPIC office. On October 26, 2015, the day before the National Education Conference, CAPIC Head Office held an Open House Reception. Members registered for the NEC and some that were not attended the reception meeting old friends and making new ones.

2015 advanced CAPIC's commitment to serve members better. The Members' Area of CAPIC website underwent a facelift – a better designed user's homepage that provides clear and simple access to the different services, IMMeCentre was re-designed and materials were re-organized. For the first time, CAPIC obtained officers' training materials and program manager reports that help immigration consultants understand program policies better. Additionally, new forums were set up at the IMMForum to collect members' input on lobbying and member services matters. Past educational videos that do not carry CPD hours are now available to members so that they can look back and remember valuable information that helps their practice. Lastly, CAPIC invested in developing a highly functional administration database that allows staff to manage members' accounts more effectively and efficiently.

CAPIC Events 2015
National Education Conference



Summer BBQ

