

# ANNUAL REPORT

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# 2020



**Canadian Association of  
Professional Immigration Consultants**

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**Association Canadienne des  
Conseillers Professionnels en Immigration**

**[www.capic.ca](http://www.capic.ca)**

# TABLE OF CONTENTS

3	MISSION & VALUES
3	IVOR CARVALHO AWARD
4	CHAIR REPORT
6	CEO REPORT
8	BOARD OF DIRECTORS
9	PAST PRESIDENTS COUNCIL
10	AUDIT & FINANCE COMMITTEE
12	EDUCATION & TRAINING COMMITTEE
14	GOVERNANCE & NOMINATION COMMITTEE
16	HUMAN RESOURCES & COMPENSATION COMMITTEE
18	MEMBERSHIP SERVICES COMMITTEE
20	POLICY & LOBBYING COMMITTEE
22	BC CHAPTER
24	ONTARIO CHAPTER
26	PRAIRIES CHAPTER
28	QUEBEC CHAPTER
30	CAPIC SERVICES
32	CAPIC STAFF
24	MEMBERSHIP STATISTICS & GROWTH
2	THANK YOU - SME VOLUNTEERS

## MISSION

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, making proper use of the diverse skill sets of members and employees to provide quality results

### A POSITIVE, INSPIRING AND CREATIVE ENVIRONMENT:

We are passionate and determined, and we encourage positive thinking and creative problem-solving skills

### INTEGRITY:

We conduct ourselves ethically in all our actions and decisions

### TRANSPARENT AND ACCOUNTABLE:

We provide our members with pertinent industry information, quality educational services, and networking opportunities

### MEMBER VALUE CREATION:

We foster high-performance professionals through services and education, networking opportunities, and mentorship skills

## 2020 IVOR CARVALHO AWARD RECIPIENT

Stephen Watt was the recipient of the 2020 Ivor Carvalho Award. Stephen is the co-founder of Northern Lights Canada, an organization that connects refugees to sponsors and resettlement opportunities through Canada's private sponsorship program.

In his acceptance speech, Stephen thanked immigration consultants who generously gave their time to help with Canada's response to the Syrian refugee crisis and highlighted the crisis facing the Hazara people in Afghanistan.



STEPHEN WATT  
Ivor Carvalho Award

*The Ivor Carvalho Award is given annually to an individual or organization that strives to change the system in the best interests of immigrants. The award was established in 2013 to honour Ivor Carvalho, an active CAPIC member who was deeply committed to CAPIC's lobbying activities.*

# CHAIR REPORT

**On behalf of the Board of Directors,  
I am privileged to present this report.**

2020 was a year that we will never forget. While the whole world shutdown because of the pandemic, CAPIC continued to work hard to ensure that our members were engaged, stayed up to date with changes happening on many fronts, and reassured that they were not alone. Volunteers came together to support our staff in this immense endeavour and we grew closer, despite the fact that we could not meet in person. Our hugs became virtual but we remained resilient. The Board was quick to respond to the challenges our association faced. We held many emergency meetings, ensuring that our organization remained strong and financially viable.

Despite the pandemic, there were also reasons to celebrate. CAPIC marked its 15th anniversary during 2020 and saw an explosion of growth in terms of membership. The level and quality of committee involvement, work completed, stakeholder lobbying, and record-high volunteerism increased awareness of the value of CAPIC membership. We are in a new era and I am excited about the future of our profession and our association.

To achieve our mandate, CAPIC relies on the strategic planning undertaken by the Board of Directors. The Board's activities help CAPIC lead, connect, protect, and develop the immigration consulting profession in direct relation to CAPIC's foundational pillars. It was not easy implementing our new strategic plan during a pandemic, but I am very proud to say that the Board's vision was in line with most of the changes expedited by COVID-19. CAPIC has invested heavily in IT infrastructure and this investment has been rewarded, making the transition to remote work, both at the operational and the Board level, seamless.

The Board and committees enjoyed high-level training from industry-leading specialists, enhancing CAPIC's governance. This serves to strengthen the Board's role in oversight governance and to build on the diverse skillset of our talented committees and chapter members.

The recent proclamation of the College was another win

for our profession and will result in the evolution of our lobbying efforts. Our next goal is to connect with political parties at all levels of government and cement CAPIC's role as the sole voice for immigration consultants. CAPIC will continue to advocate for policy change where relevant. In order to better achieve this aim, the Board has approved the division of the Policy and Lobbying Committee into two separate committees to better accomplish our advocacy goals, in line with the association's overall strategic plan. CAPIC is focused on strengthening our services and several operational working groups were created in 2020 to carry out this task. Our sponsors have continued to be instrumental in our success by supporting CAPIC services, NCIC, and various events. We thank them for their continued support during a difficult year.

I would like to thank all our members for continuing to support their association. Despite the pandemic, a record number of RCICs have become CAPIC members. I would also like to thank our dedicated CAPIC staff for their efforts throughout the pandemic, especially as we shifted from an in-person office to virtual operations in just a matter of days, with little to no disruption in the day-to-day operations.

In conclusion, I would like to salute our many volunteers. A volunteer is driven, passionate, perseveres, and is willing to make changes. These efforts require commitment and dedication but the rewards are abundant. Most people say that you get more than you give and that is so true! CAPIC continues to set a high bar by delivering on all fronts even as the challenges have become more difficult. This success would not be achievable without the support of our volunteers, the pillars of our association.

## LULWA AL HIDIQ

Chair, Board of Directors, CAPIC



***“CAPIC continued to work hard to ensure that our members were engaged, stayed up to date with changes happening on many fronts, and reassured that they were not alone.”***



# CEO REPORT

When 2020 tested our collective mettle, CAPIC emerged stronger than ever. While the pandemic brought many changes to the immigration industry, it could not stop CAPIC's continued growth. Despite the significant difficulties facing our industry, we reached our membership target in 2020, hitting the 3000-member benchmark in December.

December offered another achievement for our industry when the Honourable Marco E.L. Mendicino, P.C., M.P., Minister of Immigration, Refugees and Citizenship Canada, announced that the College of Immigration and Citizenship Consultants Act came into force on December 9, 2020. With the expected opening of the new College in 2021, this is truly an exciting time for our profession.

CAPIC's platform offerings continue to flourish. The MyConsultant.ca site remains an industry leader, promoting immigration consultants' services and enhancing consumer protection to a global audience. In the fourth quarter of 2020, the platform had 107,782 visits and over 51,000 visitors. We are continuing to expand and upgrade our mobile offerings, which include the CAPIC Connect and MyConsultant.ca apps, to make sure members can access CAPIC services conveniently and efficiently.

The pandemic has been especially hard for international students, but I am happy to report that CAPIC's Education Partner Program continues to add Designated Learning Institutes (DLIs) to its list of partners. EPP is a groundbreaking initiative that protects students while simplifying international recruitment for DLIs and CAPIC members and will be a vital service for members as international student immigration returns to pre-pandemic norms.

As the advent of the College era is upon us, we are truly a national organization, with a presence across the country, and a focus that includes everything from continued professional development to active and successful lobbying. This range of services and activities could not be possible without the dedication of our volunteers who serve on our committees and chapters and volunteer their time as speakers and subject matter experts (SMEs). We relied on this strong and enthusiastic group of volunteers more than normal in 2020.

They delivered by attending weekly, biweekly, and monthly COVID-19 stakeholder meetings to keep fellow members informed, in addition to their regular attendance as part of our annual calendar of stakeholder gatherings.

As the industry continues to evolve, CAPIC adapts to meet members' needs. CAPIC pivoted exclusively to online learning in 2020 as our events went virtual due to the pandemic. Our volunteers helped make this process smooth and efficient and with their help, CAPIC was able to offer an extensive program featuring 22 Seminar Bundle events (52 CPD hours) and numerous workshops, SOS sessions, YouTube videos, and podcasts. Our national conference, the National

Citizenship and Immigration Conference (NCIC), was an incredible success in 2020. Our first virtual conference broke NCIC attendance records and sets the stage for 2021's hybrid event in Vancouver. Finally, we could not have such extensive educational programming without the dedication of the CAPIC team and our volunteers.

2020 was a difficult year for everyone, but we are excited to reach new heights in 2021. CAPIC will continue to grow and build the reputation for excellence it has established in service of its members.

**DORY JADE**  
CEO, CAPIC



***As the industry continues to evolve, CAPIC adapts to meet members' needs. CAPIC pivoted exclusively to online learning in 2020 „ as our events went virtual due to the pandemic.***

## BOARD OF DIRECTORS



**LULWA AL HIDIQ**  
Chair



**NEERA AGNIHOTRI**  
Vice-Chair  
Education and Training Chair



**KIM LY**  
Policy and Lobbying Chair



**AVNI MARFATIA**  
Treasurer



**NAMITA DASS**  
Secretary



**ANTHONY CHEAH**  
Audit and Finance Vice-Chair



**KATHY PELLERIN**  
Membership Services Chair



**LISA DE LEON**  
Prairie Chapter Chair



**JAGJEET PAL SANDHU**  
BC Chapter Chair



**YASMEEN TYTEBI**  
Ontario Chapter Chair



**SYLVIE GONIN**  
Quebec Chapter Chair

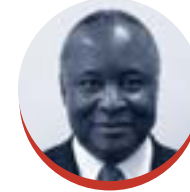
***"I would like to thank  
all our members  
for continuing  
to support their  
association."***

## PAST PRESIDENTS COUNCIL

**GERD DAMITZ**



**DONALD IGBOKWE**



**DORY JADE**



**JEFF HEMLIN**



**PHIL MOONEY**



**RON MCKAY**



**WARREN LLOYD**



# AUDIT AND FINANCE COMMITTEE

The Audit and Finance Committee worked meticulously to accomplish its part in CAPIC's financial stewardship – a task made more difficult in 2020 because of the pandemic.

In conjunction with the CAPIC Team, AFC completed the following list of tasks, duties, and achievements in 2020:

- At the AGM in May, Avni Marfatia was named AFC Chair and in September, Yasmeen Tytebi was named an AFC Director
- Reviewed and revised the 2020 budget in light of the financial impact of COVID-19
- Reviewed and presented the completed 2019 audited financial statements
- Vetted new auditors, recommending Hogg, Shain & Sheck
- Completed the transfer of finance data from Sage to QuickBooks online
- Connected financial information between CAPIC Connect and QuickBooks
- Online invoice verification and processing
- Upgraded payroll platform to ADP Teampay
- Presented the 2021 budget to the Board for approval

In the first quarter of 2021, the AFC will prepare for the 2020 audit. I would like to thank the members of the Audit and Finance Committee for their dedication and hard work during a turbulent year.

## AVNI MARFATIA

Audit and Finance Committee Chair



**AVNI MARFATIA**  
Chair



**ANTHONY CHEAH**  
Vice-Chair



**NAMITA DASS**  
Member



**YASMEEN TYTEBI**  
Member

***“I would like to thank the members of the Audit and Finance Committee for their dedication and hard work during a turbulent year.”***



# EDUCATION AND TRAINING COMMITTEE



22  
SEMINAR  
BUNDLE  
EVENTS



52  
CPD  
HOURS



7  
WORKSHOPS



16  
SOS  
SESSIONS

The Education and Training Committee adjusted to the challenges presented by COVID-19 swiftly and successfully. The committee came together with the goal of maintaining CAPIC’s high education standards during the pandemic. Events became virtual, as the committee helped plan a more robust schedule of webinars and support sessions to ensure CAPIC members stayed informed in a fast-changing environment. We are immensely proud of our committee members and volunteers, who created and developed 45 straight days of YouTube broadcasts, with the purpose to both communicate and educate members on COVID-19 updates.

Most events in 2020 were available through the \$1 Seminar Bundle. This decision was made in recognition of the tremendous financial impact of the pandemic on CAPIC members and to ensure that members continue to meet their CPD needs and requirements. While CPD education remains paramount, the committee also highlighted the importance of business support events. The committee suggested a robust list, many of which were integrated into the 2020 roster. Webinars, SOS events, YouTube videos, and podcasts were just some of the sessions held in 2020 that fell under the committee’s banner. The popular Entry-to-Practice review course was held three times in 2020 with increasing attendance.

CAPIC remained steadfast in its commitment to hold a 2020 National Conference, and led by the NCIC Sub-Committee,

delivered on that promise! With the theme of “Positioning Yourself for Success in a Changing Immigration Landscape,” a record-setting 650 people attended the virtual conference. With 65 speakers, 21 panel sessions, and 18 CPD hours, attendees were engaged and informed.

The committee’s work and input remain vital to the framing of CAPIC’s education programming, continued improvement, and growth. Regional representatives from chapters contribute extensively both in feedback and execution. It would be impossible to offer 22 Seminar Bundle events (52 CPD hours), 7 workshops, 16 SOS sessions, and more than 55 YouTube videos, several podcasts, and the national conference (NCIC), without the incredible commitment and contribution of committee members and volunteers.

Working collaboratively with the CAPIC team, the 2020 Education year was a great success! Throughout these unprecedented times, we have excelled as a team, repositioned the “norms,” and with the support of members and volunteers, emerged stronger than ever!

**NEERA AGNIHOTRI**  
Education and Training Committee Chair



**NEERA AGNIHOTRI**  
Chair



**NAMITA DASS**  
Vice-Chair



**BHUPENDER JIT KAUR**  
Member



**BURCU AKYOL**  
Member



**CHITRA BHATIA**  
Member



**DINA BESHRY**  
Member



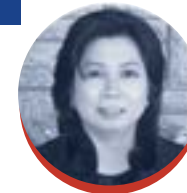
**ELOY MARIATEGUI SANTOLALLA**  
Member



**MANIYA RAFIEI**  
Member



**RUPALI GULATI**  
Member



**VICTORIA EWERT**  
Member

# GOVERNANCE AND NOMINATION COMMITTEE

The Governance and Nomination Committee (GNC) had a busy start to 2020. The GNC Chair, Neerja Bhandari, completed her Board term at the AGM in May. On May 15, 2020, Avni Marfatia took over the role. Following a Board reshuffle, I, Namita Dass, was appointed as the GNC Chair on August 20, 2020. The GNC team consists of 10 dynamic volunteers, two from each CAPIC Chapter, who serve CAPIC by reviewing bylaws, policies, charters, and mandates. They also ensure the legal compliance, consistency, and relevance of CAPIC operations. Legal advice and Board approvals are always sought for GNC recommendations.


The GNC held 6 meetings during the year. Significant GNC achievements for 2020 include the following:

- Critically reviewing all committees’ policies, charters, and mandates
- Conducting the 2020 election process and ensuring compliance with all CAPIC Bylaws and policies
- Reviewing nomination applications and selection of successful candidates for Board positions according to eligibility


- Considering possible approaches to recognize the service of CAPIC volunteers
- Preparing Board proposals regarding fair geographic representation on the Board
- Discussing work plans and assigning roles for compliance with quarterly tasks
- Deliberation on yearly training, delegation workshops, and conducting surveys
- Suggesting removal or replacement of volunteers based on inactivity, breach of policies, or change of roles

As the GNC looks forward to 2021, the committee will meet 6 times to adhere to its work plan in accordance with CAPIC’s strategic plan. With changes proposed for several policies, CAPIC volunteers will have the opportunity to serve CAPIC based on updated policies and bylaws. The GNC continues to work closely with CAPIC management and the Board to complete assigned tasks in fulfillment of CAPIC’s vision and mission.


**NAMITA DASS**  
Governance and Nomination Committee Chair




**NAMITA DASS**  
Chair




**LISA DE LEON**  
Vice-Chair




**AMALSINGH BADAL**  
Member




**FESTUS OMOIATE**  
Member




**HUI ZHANG**  
Member



**MANSOUR MOTAMEDI**  
Member



**ROSETTE RAMOS**  
Member



**SHARMILA PERERA**  
Member



Suggesting adjustment in volunteer roles



Reviewing committee policies, charters and mandates



Conducting the 2020 election process



Reviewing nomination applications



Approaches to recognize CAPIC volunteers



Preparing Board proposals



Discussing work plans, assigning roles



Deliberation on yearly training, workshops and surveys



***“ The HRCC will continue to work in accordance with its work plan to ensure CAPIC aligns with human resource management best practices. ”***

## HUMAN RESOURCES AND COMPENSATION COMMITTEE

As Chair of CAPIC’s Board of Directors, I am also the Chair of the Human Resources and Compensation Committee (HRCC). In its inaugural year, HRCC worked on its primary responsibility of reviewing, monitoring, and making recommendations to the Board of Directors on matters of strategic importance related to human resources.

Highlights of the committee’s work this year include:

- Developed HRCC Work Plan to set up goals and workflow for 2021 in accordance with CAPIC’s strategic plan.
- Reviewed Directors’ Skills Matrix and identified the appropriate skills to enhance the director recruitment process.

- Developed Committee Member Skills Set to ensure CAPIC recruits the most suitable candidates required to sustain CAPIC’s growth.
- Reviewed CAPIC Human Resources Management Policy to ensure compliance with Canadian laws and best practices.
- Reviewed Human Resources Policy and considered gender equality in terms of pay.
- Worked closely with the Governance and Nominations Committee on volunteer recruitment including the Call for Election and Call for Volunteers.
- Ensured that the CEO performance appraisal was in accordance with strategic objectives set.

HRCC will continue to work in accordance with its work plan to ensure CAPIC aligns with human resource management best practices, engaging with the best talent to grow and meet the Corporation’s strategic objectives.

### **LULWA AL HIDIQ**

Human Resources and Compensation Committee Chair



**LULWA AL HIDIQ**  
Chair



**JAGJEET PAL SANDHU**  
Member



**KATHY PELLERIN**  
Member



**NAMITA DASS**  
Member



**NEERA AGNIHOTRI**  
Member

# MEMBERSHIP SERVICES COMMITTEE

2020 illustrated that during the most difficult situations, we can overcome the obstacles we face together. Despite this atypical year, CAPIC met its targeted goal of 3000 members by the end of the year. When many organizations and service providers across the country were reducing services, CAPIC increased benefits and services while extending free service and product trials in acknowledgement of the financial hardships created by the pandemic. This achievement was the result of the hard work and dedication of volunteers and staff and was made possible by the ongoing support and trust of our members.

CAPIC was especially attuned to the needs of members in 2020. CAPIC not only reduced the cost of a Regular Subscription Package by 50 percent for all new RCICs, but also offered installment options for members needing such flexibility. As a result, membership saw steady growth throughout 2020.

The committee successfully revised the membership application approval process by transferring the approval task from the committee to CAPIC’s management. This major change made the approval process significantly more efficient and resulted in double the number of finalized membership applications per month compared to previous years.

This change allows the committee to focus its time and energy developing new ideas to assist members. One of the committee’s current priorities is to provide our members with the necessary resources to flourish in this new era of technologically oriented immigration procedures.

In 2021, the committee will continue its push for all regulated immigration consultants to join our CAPIC family, strengthening our profession.

**KATHY PELLERIN**  
Membership and Services Committee Chair



**KATHY PELLERIN**  
Chair



**YASMEEN TYTEBI**  
Vice-Chair



**ALEKSANDRA KOSCIELAK**  
Member



**DAPHNE LAVINA**  
Member



**JULIA ZHANG**  
Member



**LILY LEE**  
Member



**SVETLANA BALABA**  
Member

## CAPIC MEMBERSHIP AS OF DECEMBER 30, 2020

PROVINCE	REGISTERED			HONORARY	ASSOCIATE			STUDENT	TOTAL
	Regular	Gold	Total		Regular	Gold	Total		
Alberta	310	72	382	0	1	0	1	50	433
British Columbia	632	114	746	3	0	2	2	75	826
Manitoba	72	14	86	0	0	0	0	5	91
New Brunswick	9	0	9	0	0	0	0	1	10
Nova Scotia	25	2	27	0	0	0	0	1	28
Newfoundland & Labrador	7	2	9	0	0	0	0	0	9
Ontario	886	161	1047	9	7	3	10	150	1216
Prince Edward Island	2	2	4	0	0	0	0	0	4
Quebec	188	31	219	2	2	0	2	14	237
Saskatchewan	49	10	59	0	1	0	1	4	64
Yukon Territory	3	0	3	0	0	0	0	1	4
Northwest Territories	0	0	0	0	0	0	0	0	0
International	65	10	75	0	1	0	1	2	78
TOTAL	2248	418	2666	14	12	5	17	303	3000



# POLICY AND LOBBYING COMMITTEE

The Policy and Lobbying Committee’s plan for 2020 was interrupted by the COVID-19 pandemic. The committee continued to meet regularly throughout the year and also coordinated CAPIC representation at government stakeholder meetings on pandemic-related matters. These meetings were held on weekly basis, beginning in March. The COVID-19 stakeholder meetings continued throughout 2020, moving to a biweekly schedule in the summer and to a monthly basis in the fall. In total, CAPIC attended 16 of these meetings, made possible by the expertise and dedication of CAPIC volunteers.


The committee also oversaw CAPIC’s representation at regular meetings with external stakeholders such as IRCC, IRB, ESDC, and RPD, in accordance with the committee’s work plan. Member commentary was solicited prior to these events and timely communication of meeting information to members upon conclusion was maintained.

While the pandemic disrupted the committee’s priorities, the Policy and Lobbying Committee was highly engaged on the advocacy front, submitting several consultation papers and submissions including:


- Policy Position Submission presented by the Canadian Association of Professional Immigration Consultants, CAPIC, concerning the use of Artificial Intelligence (AI) in Canadian Immigration (May 20, 2020)
- COVID-19 Remote Hearings Pilot Project (June 24, 2020)
- Proposal to amend the Alberta Immigration Nomination Program (AINP) to retain (nominate) foreign entrepreneurs and significant benefit work permit holders (September 8, 2020)
- Policy Position Submission presented by the Canadian Association of Professional Immigration Consultants, CAPIC, concerning proposed changes to the Owner/Operator LMIA program (September 16, 2020)
- Policy Position Submission Concerning Proposed Changes to the OINP Program (October 23, 2020)

Policy submissions for 2021 will continue to be influenced by the pandemic. The committee anticipates submitting a report on the need for permanent residency pathways for NOC C and NOC D workers as part of CAPIC’s participation in IRCCIP meetings.


**KIM LY**  
Policy and Lobbying Committee Chair




**KIM LY**  
Chair




**KATHY PELLERIN**  
Vice-Chair




**JAVAD RAHIMI**  
Member




**JEAN TOEWS**  
Member




**MARJORIE NEWMAN**  
Member



**NEERJA BHANDARI**  
Member



**RALPH GUERRA**  
Member



**SYLVIE GONIN**  
Member

**ABSENT:**  
**JOHN EDWARDS**  
Member  
**ROSANNE STEINKE**  
Member

*“ The committee continued to meet regularly throughout the year and also coordinated CAPIC representation at government stakeholder meetings on pandemic-related matters.”*





# BC CHAPTER

The BC Chapter worked effectively in 2020, using our strategic initiative groups to liaise with CAPIC's national counterparts. We worked with the CAPIC team to improve the EPP commission software and to add more DLIs to the program. The BC Policy and Lobbying Group raised issues such as Owner/Operator LMIAs, surety bonds, and BC TFWPA legislation at the national level.

I would like to recognize the efforts of the volunteers from BC. Your commitment to our members during a difficult year is fully appreciated. As we look forward to 2021, the BC Chapter is thrilled that the national conference (NCIC) will return to our province in 2021. We have an exceptional team of volunteers who worked exceptionally hard; we look forward to welcoming our fellow members to Vancouver!

**JAGJEET PAL SINGH SANDHU**  
BC Chapter Chair



**JAGJEET PAL SANDHU**  
British Columbia  
Chapter Chair



**CHITRA BHATIA**  
Education & Training



**JULIA ZHANG**  
Membership



**HUI ZHANG**  
Governance



**MANIYA RAFIEI**  
Education & Training



**MANSOUR MOTAMEDI**  
Governance



**ROBYN JONES**  
Member



**RALPH GUERRA**  
Member



**SHAKUNTALA SODEN**  
Events

## ABSENT:

**ABDULRAHMAN AL JARSHA**  
Member

**BROOKE FINLAY**  
Member

**DAVID JOHL**  
Events

**JOHN FERNANDO**  
Member

**KRISHAN KHURANA**  
Events

**MAXIMA CUSI**  
Events

**ROSANNE STEINKE**  
Policy & Lobbying

**WILLIE WEI WEI**  
Events





# ONTARIO CHAPTER



The Ontario Chapter was buoyed by the enthusiasm of its member volunteers in 2020. In accordance with the Chapter Work Plan, our group worked diligently to bring to fruition a mentorship program, creating a working group to brainstorm and revise ideas, draft a proposal, and when complete, to present the proposal to the Board.

The Ontario Chapter completed its chapter training and members were assigned to working groups for the following strategic initiatives: education, EPP, lobbying, membership, and governance. Other 2020 highlights included planned chapter social activities when public health regulations allow

and membership presentations to DLIs in partnership with the CAPIC team.

For 2021, the Ontario Chapter plans to continue its outreach to Ontario DLIs through its EPP Group. The Lobbying Group will connect with provincial ministers, representatives, and stakeholders to facilitate meetings and dialogue. Our Co-counselling Group also plans to present its completed Mentorship proposal to the Membership Services Committee in 2021.

**YASMEEN TTYEBI**  
Ontario Chapter Chair



**YASMEEN TTYEBI**  
Ontario Chapter Chair



**ALIEH SABETRAFTAR**  
Events



**ASHUTOSH AGNIHOTRI**  
Events



**AMALSINGH BADAL**  
Governance



**BHUPENDER JIT KAUR**  
Education & Training



**DINA HONIG**  
Events



**DALIA MILMANTAS**  
Events



**EUNJUNG YOO**  
Events



**JAVAD RAHIMI**  
Policy & Lobbying



**LILY LEE**  
Membership



**MINGYAN YANG**  
Events



**PRATEEK BABBAR**  
Events



**NEERJA BHANDARI**  
Policy & Lobbying



**RASHID ALI**  
Events



**RUPALI GULATI**  
Education & Training



**SHARMILA PERERA**  
Governance



**SVETLANA BALABA**  
Membership

## ABSENT:

**ASMA SABIR**  
Policy & Lobbying

**CARLOS LOPEZ GUERRA**  
Events

**CHIDINMA IGBOANUGO**  
Events

**EILEEN KNIGHT**  
Events

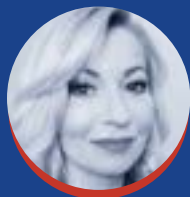
**JOHN EDWARDS**  
Policy & Lobbying

**MUSHFIQUR RAHMAN**  
Events

**NOORBAGUM JINAH**  
Events

**NORBERT STANCHLY**  
Events

# PRAIRIES CHAPTER



**ALEKSANDRA KOSCIELAK**  
Membership



**DAPHNE LAVINA**  
Membership



**DINA BESHRY**  
Education & Training



**FESTUS OMOIATE**  
Governance



**JEAN TOEWS**  
Policy & Lobbying



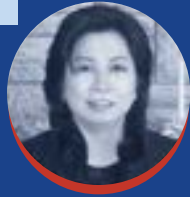
**MANPRIT AUJLA-GREWAL**  
Lobbying



**MARJORIE NEWMAN**  
Policy & Lobbying



**MARTINE VAREKAMP-BOS**  
Member



**VICTORIA EWERT**  
Education & Training



**ROSETTE RAMOS**  
Member



**ZHAOBIN LIU**  
Governance

**ABSENT:**  
**SONNY YOUNG**  
Member

The Prairies Chapter remained committed to its chapter outreach and lobbying efforts in 2020. The pandemic forced our chapter to modify its outreach plans, but we were still able to contact and encourage chapter members to volunteer as part of a campaign completed in May and June. Additionally, the Prairies Chapter continued to reach out to members in Saskatchewan and Manitoba.

Our Policy and Lobbying Committee was very active on the lobbying front, initiating communication with several provincial officials. The chapter contacted Alberta Premier Jason Kenney’s office and helped arrange a town hall meeting with Alberta Minister of Labour and Immigration Jason Copping. A similar town hall has been discussed for Saskatchewan. The Minister Copping town hall was a CAPIC event in August and well-received by Prairies Chapter members.

The town hall event was followed by a separate meeting with AINP Director Brad Trefan in September. My colleagues Jean Toews, Peter Veress, Manprit Ajula-Grewal, and I had a fruitful discussion about PNP certificates and allotment, top occupations, and Alberta’s four new immigration streams with Director Trefan.

In October, the Prairies Chapter met with the Honourable Zaldy Patron, Consul General at PCG Calgary and Labour

Attaché Atty. Margarita Victorino. A number of issues were discussed including temporary foreign workers and POLO/ POEA Clearances.

Our chapter identified several policy priorities including upcoming changes to LMIA’s, Caregiver Pilot Streams, Cases of Undeclared Dependents, and an AI System for Temporary Applications. The LMIA issue was taken up at the national level with assistance from Prairie Chapter members.

I would like to highlight the hard work and dedication of the Prairies Chapter volunteers; your efforts are greatly appreciated and would also like to thank the CAPIC team for your continued support.

**LISA DE LEON**  
Prairies Chapter Chair



**LISA DE LEON**  
Prairies Chapter Chair



# QUEBEC CHAPTER

– Le français suit –

2020 was a turbulent year in many different ways. The Quebec Chapter focused on introducing new internal management tools for our committee to facilitate collaboration and communication. These tools have allowed us to better delegate work among members.

In the fall, the allocation of Quebec Chapter members to national committees was revised. This fresh start provided the opportunity for chapter members to share information about their experiences in 2020 and work collaboratively with colleagues from other provinces on different projects during this challenging year.

It is not surprising that during such a difficult year, the Quebec Chapter's Political and Lobbying Committee was relied on heavily for various projects. Our collaborative approach allowed each member to participate in discussions with this committee in order to maximize the results. Committee actions have focused on economic immigration issues at the provincial level and other categories, such as refugees, have also been addressed. I want to acknowledge the contributions of our colleagues, Joseph Zakhour and Charlemagne Mfera. Their

expertise allows us to monitor issues and ensure our concerns are heard. I would also like to thank Louis-René Gagnon, for his continued support.

The Training Committee adapted smoothly to all the changes necessitated by the pandemic. Online training on relevant and well documented topics has allowed members to receive the right information in a timely manner. While this option was available before, switching to a fully virtual model brought a more user-friendly dynamic than in previous years.

The Quebec Section is actively working to target new members and to publicize the mission of our association. I would like to thank the CAPIC team for their unwavering support in facilitating our work and maintaining a high level of commitment to CAPIC members from Quebec.

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Pour l'année 2020, la turbulence a été nombreuse à plusieurs niveaux. Certaines de nos énergies ont été concentrées sur l'introduction de nouveaux outils de gestion interne pour notre comité afin de faciliter notre collaboration et nos communications. Ceux-ci nous ont permis de mieux

déléguer le travail entre les membres.

À l'automne, l'affectation des membres du chapitre de Québec aux comités nationaux a été révisée pour un nouveau départ. Par conséquent, les comités ont partagé de l'information sur leur réalité et ont travaillé avec des collègues d'autres provinces pour faire avancer des projets et des enjeux au cours de cette année extraordinaire.

Inévitablement, le comité politique et de lobbying a été grandement sollicité sur divers projets. Je tiens à remercier notre collaborateur externe, Louis-René Gagnon, pour son appui conseil et rédaction. Une approche participative a permis à chaque membre d'intervenir auprès de ce comité afin de maximiser les résultats. Les représentations et les actions ont été principalement sur des enjeux touchant l'immigration économique à l'échelle provinciale et d'autres catégories telles que les réfugiés. Nos collègues experts sont cette fois Joseph Zakour et Charlemagne Mfera. Leurs expertises contribuent à suivre les changements et nous faire entendre sur ce sujet.

Le comité de formation a été en mesure de s'adapter aux changements imminents que nous a apportés 2020. La formation en ligne sur des sujets pertinents et bien documentés a permis aux membres de recevoir la bonne information en temps opportun. Cette option était disponible avant bien sûr, mais la structure 100% en ligne apporte une dynamique plus conviviale que les années précédentes.

La Section du Québec travaille activement à cibler les nouveaux membres et à faire connaître la mission de notre association.

Je tiens à remercier l'équipe de l'ACCPI pour son soutien indéfectible à la facilitation de notre travail et au maintien d'une qualité respectable de notre engagement envers les membres de la province de Québec.

## SYLVIE GONIN

Quebec Chapter Chair



**SYLVIE GONIN**  
Quebec Chapter Chair



**BRIGITTE BARAKAT**  
Member



**CHRISTOPHER WILLIS**  
Member



**TIM MORSON**  
Member



**ELOY MARIATEGUI SANTOLALLA**  
Education & Training



**VALENTINA ARTEMIEVA**  
Member



**VANESSA CORTES**  
Governance





# CAPIC SERVICES



The CAPIC Connect app gives you an easy way to stay on top of your CPD portfolio anytime, anywhere. The app features a built-in calendar of all upcoming educational events with registration page links so that you can register directly from your phone. You can also use the app to access activities, updates, surveys, CPD, seminar registration, voting, Q&As, event agendas, and IMMeForum from your mobile device. Available for both Apple and Android devices.



IMMeForum hosts a vibrant community of 2,700 immigration professionals. It offers unparalleled access to relevant industry information in a single click. With IMMeForum, you get access to daily immigration news through the CAPIC News Break, regular input from peers and industry experts, and IRCC updates delivered to your device.



IMMeCentre is Canada's largest online immigration resource centre and the only shared knowledge tool in the industry. Featuring a plethora of official government reports, articles, member-driven content, and timely periodicals, consider IMMeCentre your virtual immigration library. IMMeCentre is accessible directly from your CAPIC Connect dashboard and is constantly expanding. Members have access to four modules:

**IMMQUEST** A monthly publication featuring updates in the field of law and practical advice for practitioners  
**CAPIC ARTICLES** Informative and well-researched essays on everything from program updates to professional tips  
**KNOWLEDGE CLOUD** A vast depository of government resources from CAPIC's lobbying activities, including agendas, meeting minutes and reports  
**EDUCATION CORNER** Materials and videos from past seminars and workshops



IMMeFile is a business management solution for CAPIC Members. It is the most affordable and complete application tool in the industry. IMMeFile gives you the freedom to tackle your top priorities and get back to doing what you love. IMMeFile allows you to automate and manage the minutia of your business, from cases and applications to client correspondence. Your data is stored securely on Microsoft Canada's Azure platform – one of Canada's top cloud services providers. Every piece of information and data in Canada is protected under Canadian law. IMMeFile offers:

- Quick and easy file management
- Efficient categorization of multiple contacts
- Automated payments and file updates
- Easy, two-way document uploads
- Shared notes to track file changes



The MyConsultant.ca platform connects CAPIC members with immigration- and citizenship-seekers from around the world. MyConsultant.ca features an online directory of immigration consultants complete with contact information. MyConsultant.ca also offers a variety of useful content for prospective newcomers such as the latest immigration news and immigration program updates. It includes an immigration forum where immigration consultants and prospective applicants can post queries and discuss application processes and issues for free! The MyConsultant.ca app brings the website features directly to your mobile device.



The Education Partner Symposium is a comprehensive event connecting Designated Learning Institutions from CAPIC's Education Partner Program, immigration consultants, and senior government officials. This diverse group of experts works hard to make international education fulfilling for all stakeholders. Look for the next Education Partner Symposium in October 2021!



The Education Partner Program connects CAPIC members with eligible Designated Learning Institutions (DLIs) across Canada. CAPIC facilitates these connections by allowing members to recruit international students more easily and earn commission from successful placements. The DLIs pay commission to CAPIC and CAPIC forwards this commission in full to eligible members (provided agreements on both sides have been signed). As a non-profit organization, CAPIC does not earn a profit through this program. CAPIC takes care of the administrative work and fees involved in arranging agreements between members and DLIs.



The National Citizenship and Immigration Conference is the flagship educational and networking experience in the immigration sector. Listen to the top immigration experts speak, network with your peers, and grow as a professional.

## ENTRY-TO-PRACTICE EXAM

This intensive 7-day, 35- to 40-hour course is intended to be a review of relevant legislation and programs and includes a 3-hour mock exam. Students will learn and review exam writing tips. Sessions will include interactive, lecture style presentations, sample questions, and ample time for discussion.

## GROUP INSURANCE

Members can access exclusive special rates for health and dental insurance coverage through the Shepherd Group, a CAPIC partner.



CAPIC strives to ensure that each member's Continuing Professional Development (CPD) needs are met. Our education program offers between 50 and 60 CPD hours on a yearly basis through a series of seminars and practical or theoretical workshops. Educational events take place locally in each of our four chapters (BC, Ontario, Prairies, and Quebec) and each has a webinar component to ensure accessibility. We believe that knowledge and education beyond the mandated requirements are vital to ensuring a member's professional knowledge remains up to date. CAPIC events also include:

- Networking and peer-to-peer mentoring, as well as practical applications
- Panel and Q&A sessions
- Experienced speakers from the industry and government
- Innovative and informative sessions

We maintain a video library through our "Education Corner" including recordings of past events, podcasts and other relevant materials. CAPIC also offers its members the chance to contribute to the industry discourse through seminars and a national conference, while students of immigration consulting programs are welcome at educational events.



# CAPIC STAFF



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MONICA O'BRIEN

■ Education Manager ■



MONICA POON

■ Operations Manager ■



ALEX CHENG

■ Technical Support Coordinator ■



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FIONA LOBO

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Event Coordinator ■



OMOTOLA OLATUNJI

Administrative Coordinator ■



SHELLY XU

Bookkeeper ■



SHUMU HAQUE

Membership Coordinator ■



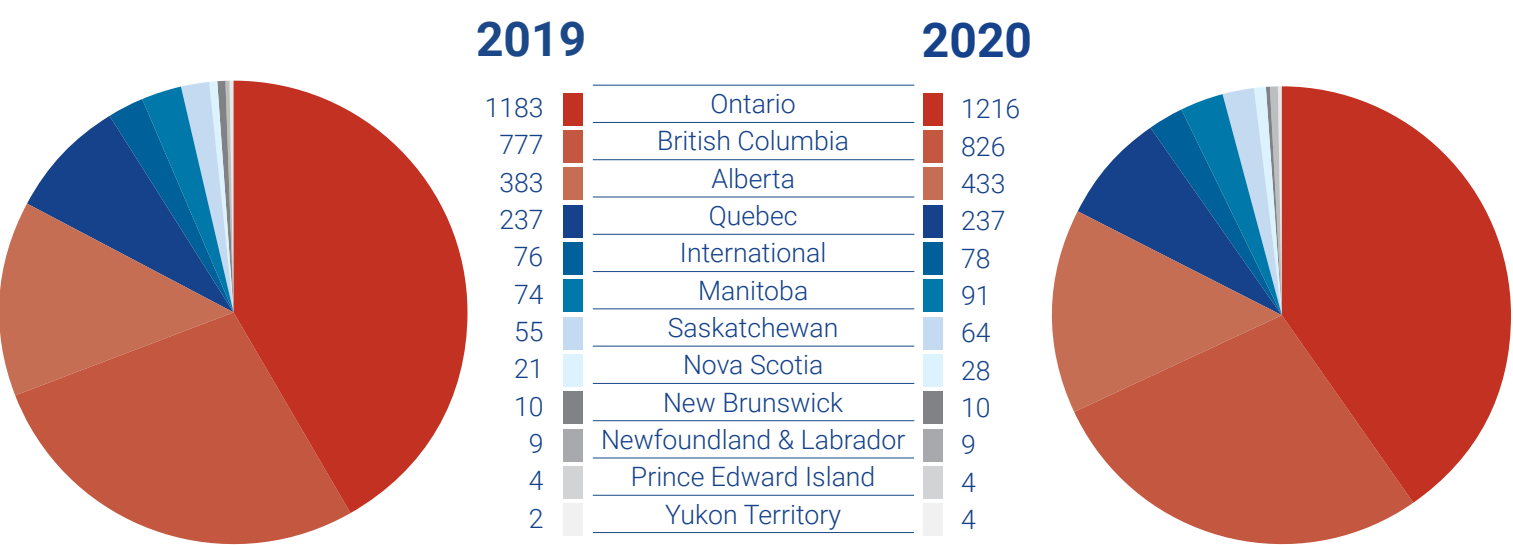
ZIAAD GHANTOUS

Business Development Coordinator ■



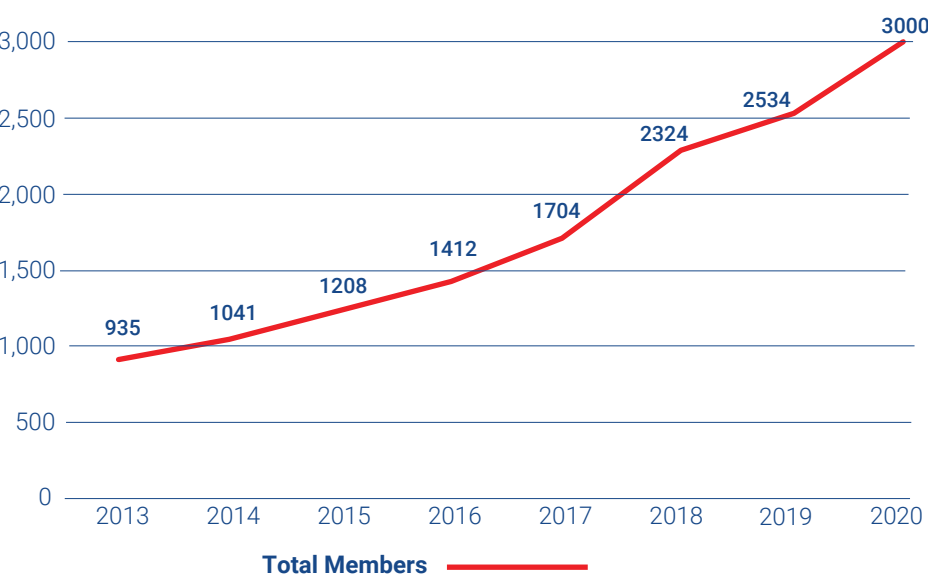


# MEMBERSHIP STATISTICS



# MEMBERSHIP GROWTH

2013 - 2020



# SME VOLUNTEERS

*“In appreciation and recognition of our valued members who represent CAPIC at stakeholder consultations. Your dedication to our industry and your fellow members is greatly valued. We are indebted to you for all your hard work.”*



JOSEPH ZAKHOUR



CHARLEMAGNE MFERA



MIHAELA KEREZOVA



TIFFANY CHI



CHRIS DAW



PETER VERESS



**Canadian Association of  
Professional Immigration Consultants**

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