

# ANNUAL REPORT

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# 2021



**Canadian Association of  
Professional Immigration Consultants**

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**Association Canadienne des  
Conseillers Professionnels en Immigration**

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

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# 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

## 2021 IVOR CARVALHO AWARD RECIPIENT

*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, a CAPIC member heavily involved in the organization's lobbying efforts. An eloquent writer, a dedicated activist, and the epitome of Canadian values, his life was tragically cut short in 2012.*

**Rainbow Refugee, Circle of Courage** was the 2021 recipient of the Ivor Carvalho Award presented at the National Conference of Immigration Consultant's Gala on October 28.

In the acceptance speech, Circle of Courage Representative Gerhard Maynard highlighted the importance of family reunification for LGBTQ2 refugees and thanked CAPIC for allowing the organization to continue its support of an LGBTIQ+ woman, Namudda, and her children.

**Congratulations, Circle of Courage!**

# CHAIR REPORT

It was another exceptional year set amid the trials and tribulations of an ongoing pandemic, causing industry changes, economic upheaval, health concerns, and other challenges. In this environment, perhaps it's fitting that, through this growth, we are made stronger and more influential. The Board was pleased to see substantial membership growth in 2021 from 3000 to 4000 members, our second-highest growth since the organization began. This increasing support reflects well on the many member benefits and services available from the organization.

CAPIC was pleased to be working alongside the much-anticipated new national regulator, the College of Immigration and Citizenship Consultants (CICC), as it launched in late 2021. Years of lobbying resulted in an organization that safeguards newcomers and places high standards on the immigration profession. Standards we know our members will exceed.

A milestone was reached through new relationships with Queen's University and Université de Montreal. These outstanding institutions now offer a graduate diploma in immigration and citizenship law contributing to the development of our young profession.



**AVNI MARFATIA**  
Treasurer

As Chair, I must thank the Board of Directors for the generosity of their contributions and their thoughtful considerations. These 11 outstanding individuals have ushered in an exceptional era for the profession by ensuring strategic focus and financial stability. The current Strategic Plan lines up the organization's ability to lead, connect, protect, and develop the immigration consulting profession while serving the best interests of the members. Management has taken this plan and ran with it, developing substantive work plans with a focus on achievement.

Volunteers are the backbone of any association and at CAPIC their participation stands out. Over 50 volunteers took part in elevating events, committees, and activities. Most significantly, they represented the views of RCICs, their clients, and CAPIC before major stakeholders, ensuring that our messages are being advocated to all levels of government. The Board thanks all those involved for their dedication to moving the profession towards greater heights. Your time and talents are known and appreciated.

We gratefully thank our sponsors for your ongoing support. By backing the National Conference of Immigration Consultants, and the organization's other events and services, our sponsors are some of our most valuable allies and truly improve the capability of the organization.

To all members, your valuable contributions ensure CAPIC has the mandate on current immigration challenges to influence immigration leaders.

To CAPIC's staff, many thanks for your collaborative spirit, your creative skills, and your heartfelt dedication. We couldn't do our valuable work without you.

## **AVNI MARFATIA**

Chair, Board of Directors, CAPIC

READ THE LATEST: CAPIC IN THE NEWS >

## Tweets

by @capicaccpi

**CAPIC-ACCPI**  
@capicaccpi  
Service Centre for #Ukrainians, World Press Freedom Day, and much more on episode 05 of the MyConsultant.ca Show- Season 20it.ly/3PttfzA  
Subscribe to our YouTube channel.



## What's New?

FEB 16: 2021 Annual Report to P

FEB 14: New immigration plan to f  
grow Canada's economy

FEB 08: Launching a new online case  
permanent residence applications

JAN 31: Modernizing Canada's immigrat  
economic recovery and improve client exp

JAN 31: Specific Quebec Selection Certificate  
currently in Quebec [R205(a) - A75] - Intern  
Program

***“ It was another exceptional year set amid the trials and tribulations of an ongoing pandemic, causing industry changes, economic upheaval, health concerns, and other challenges. In this environment, perhaps it’s fitting that, through this growth, we are made stronger and more influential. ”***



# CEO REPORT

It was a successful year at CAPIC at an unusual time. The organization continued to grow dramatically by over 30% (nearly 1000 new registrants) during the year despite the many challenges and reduced immigration volume due to pandemic border restrictions. The organization's financials are sound and allow CAPIC to face the future with a strong implementation of the Strategic Plan.

Newer projects most visible to the members include the development of the MyConsultant.ca portal and a related weekly YouTube show focused on information for immigrants and citizenship-seekers. Additionally, updates were made to the Education Partner Program (EPP) and ImmeForum Experts, and a new CAPIC Connect was launched environment to facilitate the members' easier access to services with increased security. These improvements also ensure member access on multiple platforms, whether at their desk or on the go.

At over 4000 members strong, CAPIC continues lobbying governments in the best interest of its members. This includes the request to allow immigration consultants to be part of the Access to Justice financial aid programs for their eligible clients. Pursuing this financial aid to reduce newcomer barriers will likely be a key lobbying effort for the next few years.

CAPIC's services continue to grow to meet member needs. In 2021, unparalleled Continuing Professional Development programs with 29 Seminar Bundle events along with dozens of workshops, SOS sessions, videos and podcasts. The 2021 National Conference of Immigration Consultants in Vancouver was held in a hybrid format, both in-person and online, and was by all accounts a high success.

Many thanks to the dozens of volunteers who lent their expertise and experience to committee work, education programming, conferences, stakeholder gatherings, and so much more. Building this profession depends on your participation and contributions. Thanks as well to the unflagging staff who continue to provide exceptional service and patient help.

May the coming year see continued growth for all.

**DORY JADE**  
CEO, CAPIC



***“ It was a successful year at CAPIC at an unusual time. The organization continued to grow dramatically by over 30% (nearly 1000 new registrants) during the year despite the many challenges and reduced immigration volume due to pandemic border restrictions. ”***

# BOARD OF DIRECTORS



**AVNI MARFATIA**  
Chair



**JAGJEET PAL SANDHU**  
Vice Chair  
Membership Services Chair



**LULWA AL HIDIQ**  
Treasurer  
Audit and Finance Chair



**SYLVIE GONIN**  
Lobbying Member



**YASMEEN TYEBI**  
Education & Training Chair  
Membership Services Vice Chair



**KATHY PELLERIN**  
Lobbying Chair  
Quebec Chapter Chair



**PRATEEK BABBAR**  
Ontario Chapter Chair  
Lobbying Vice Chair



**CHITRA BHATIA**  
BC Chapter Chair  
Policy Chair



**ALAN NG**  
Audit and Finance Member



**CARMAN GOSSELIN**  
Praries Chapter Chair



**NAMITA DASS**  
Secretary  
Governance & Nomination Chair



# PAST PRESIDENTS COUNCIL



**LULWA AL HIDIQ**



**JEFF HEMLIN**



**GERD DAMITZ**



**PHIL MOONEY**



**DONALD IGBOKWE**



**RON MCKAY**



**DORY JADE**



**WARREN LLOYD**



# AUDIT AND FINANCE COMMITTEE

As Chair of the Audit and Finance Committee, I am pleased to present our annual report, which provides insight into our work and the issues we dealt with during 2021. The Committee assisted the Board in fulfilling its oversight responsibilities in areas such as the integrity of financial reporting, the effectiveness of risk management, the internal control system, related legal and regulatory requirements, and compliance matters.

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

- Continuing to ensure that the financial viability of the association is maintained, by addressing inflation, ensuring cost-effective measures are adopted, and by scrutinizing the budget, among others, especially amidst the turbulent times that our profession and the world in its current state.
- Taking responsibility for making a recommendation to the Board on the appointment or reappointment of the external auditor and ensuring the annual audit was conducted in an efficient, cost-effective, and objective manner.
- Overseeing the organization's financial and control systems.
- Ensuring internal policies and procedures are annually reviewed and available to members for review.
- Reviewing and recommending approval of the annual financial statements to the Board, including the selection of appropriate accounting policies and practices.
- Ensuring that CAPIC remains a membership-driven association, guided by its four pillars.
- Ensuring that diversification of funding resources is in place.
- Along with management, reviewing and discussing CAPIC's financial strategy and objectives in relation to the annual budget and the strategic priorities for the budgeting period.

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

## LULWA AL HIDIQ

Audit and Finance Committee Chair



**LULWA AL HIDIQ**  
Chair



**NAMITA DASS**  
Vice Chair



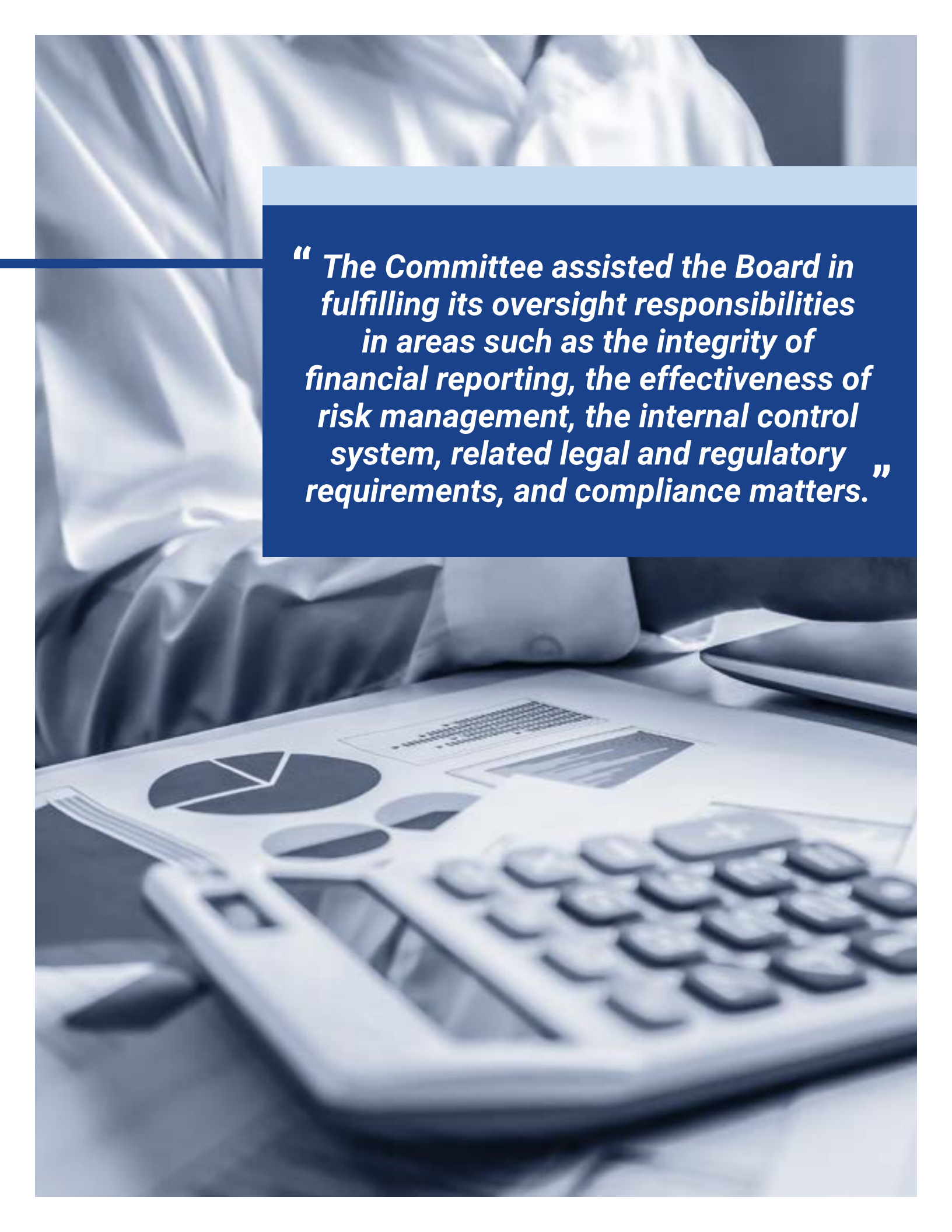
**ALAN NG**  
Member



**YASMEEN TYTEBI**  
Member



**PRATEEK BABBAR**  
Ontario Chapter Chair  
Lobbying Vice Chair

A blue-tinted photograph of a person in a white lab coat sitting at a desk. In the foreground, there is a large calculator and several documents, one of which features a pie chart. The background is slightly blurred, showing the person's hands and the lab coat. A dark blue rectangular box is overlaid on the right side of the image, containing white text.

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

# EDUCATION AND TRAINING COMMITTEE



**29**  
SEMINAR  
BUNDLE  
EVENTS



**60**  
CPD  
HOURS



**48**  
EDUCATION  
& TRAINING  
EVENTS



**4**  
WELLNESS  
SERIES  
SESSIONS

The Education and Training Committee (ETC) continues to lead on immigration education issues despite another year of the COVID-19 pandemic. Committee members were highly engaged and proactive to ensure the right topics and events were in place to guide and support CAPIC members. A robust schedule of virtual events was held throughout 2021 ensuring members stayed current on the ever-changing immigration profession.

The popular \$1 Seminar Bundle engaged members with a wide variety of educational events with more than 60 available CPD hours including sessions on Labour Market Impact Assessments, Provincial Nominee Programs, COVID updates and more. The four-part Express Entry series led the way with more than 2800 engaged members attending live online! With new immigration pathways introduced and updated throughout the year, the committee ensured webinars were in place to inform CAPIC members. Specialized topics were sprinkled through, including tribunal streams. The year ended on a high note with a series of boot camps and extended question and answer sessions.

A variety of workshops were held in 2021, many geared to support new members as they begin their RCIC careers. The popular "What Now" series and the Retainer session were well attended. The Committee is especially proud of the four-part wellness series held in May, as these topics are not traditionally discussed in the immigration space. As well, four Entry to Practice Review courses were held with record attendance. All

of this ensures the next generation of immigration consultants is well prepared.

It was with great excitement that the National Citizenship and Immigration Conference 2021 was held in person in Vancouver. After many months of work, CAPIC members joined together in a safe and secure setting to learn and network. With planning led by the NCIC Sub-Committee, attendees gained plenty of CPD hours on the theme "Make Your Mark: Evolving Practice and Expanding Opportunities". With 55 speakers, 24 panel sessions, and 18 CPD hours, attendees were truly able to 'make their mark'.

Committee members continue to play a vital role in shaping CAPIC's education programming, striving for innovation, variety, and growth. Committee members and volunteers from across the country contributed immensely providing critical feedback and needed execution. Together with a stellar operational team, CAPIC held 48 education and training events, including 29 bundle events, an assortment of workshops, and a national conference. None of this could take place without the incredible commitment of CAPIC volunteers. "For the members, by the members" remains a guiding principle.

2021 was a challenging year, yet the entire education team rose to the challenge, from the leadership of the ETC and NCIC committees, the support of outstanding volunteers, and the dedicated staff. Together, this meant that CAPIC members remained conversant and updated in their immigration knowledge. Thank you all!



**YASMEEN TYEYEBI**  
Chair



**CHITRA BHATIA**  
Vice Chair

### ABSENT:

**MAXIMA CUSI**  
Member

**WILLIE WEI WEI**  
Member



**MUHAMMAD VIRK**  
Member



**RUPALI GULATI**  
Member



**VICTORIA EWERT**  
Member



**BURCU AKYOL**  
Member



**MANIYA RAFIEI**  
Member

### YASMEEN TYEYEBI

Education and Training Committee Chair

# GOVERNANCE AND NOMINATION COMMITTEE

The Governance and Nomination Committee (GNC) had a busy start to 2021.

The GNC team consists of ten 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 five meetings during the year.

Significant GNC achievements in 2021 included the following:

- Critically reviewing all committees' policies, charters, and mandates.
- Conducting the 2021 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 2022, the committee will meet five 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 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



**KATHY PELLERIN**  
Vice Chair



**AMALSINGH BADAL**  
Member



**FESTUS OMOIATE**  
Member



**HUI ZHANG**  
Member



**BEN ZHAOBIN LIU**  
Member



**SHAKUNTALA SODEN**  
Member



**SHARMILA PERERA**  
Member

**VALENTINA ARTEMIEVA**  
Member

## AWARD OF ACADEMIC EXCELLENCE



Congratulations to **Cheung Ying Alan Choy** and **Alyssa Esteves** who were presented CAPIC's Award of Academic Excellence during their graduation ceremony from Queen's University.

The Award recognizes students studying in the field of immigration for their determination and academic excellence and supports the recipients as they begin their professional careers.

They each received two years of free CAPIC Membership (Student or Regular Subscription Package), and \$1500.

**Congratulations!**

***“ Over the past year, despite the challenges and uncertainty posed by the ongoing pandemic, the HRCC remained committed to the goals set by the Strategic Plan to ensure CAPIC’s management continues to provide a safe and welcoming work environment that enables staff to do their best work every day. ”***





# HUMAN RESOURCES AND COMPENSATION COMMITTEE

As Chair of CAPIC's Board, I am also the Chair of the Human Resources and Compensation Committee (HRCC). In accordance with its Charter and Mandate, the HRCC is submitting its annual report for the year ending December 31, 2021.

Over the past year, despite the challenges and uncertainty posed by the ongoing pandemic, the HRCC remained committed to the goals set by the Strategic Plan to ensure CAPIC's management continues to provide a safe and welcoming work environment that enables staff to do their best work every day.

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 management.



**AVNI MARFATIA**  
Chair



**LULWA AL HIDIQ**  
Vice Chair



**CHITRA BHATIA**  
Member



**SYLVIE GONIN**  
Member

Highlights of the committee's work this year includes:

- Followed the HRCC's work plan to set up goals and workflow for 2021 in accordance with CAPIC's strategic plan.
- Reviewed the Directors' Skills Matrix and identified skills that CAPIC needs to help focus on the director recruitment process.
- Developed Committee Member Skills Set to ensure CAPIC recruits the best talents needed to sustain CAPIC's growth.
- Worked closely with the Governance and Nominations Committee on volunteer recruitment including the call for election and volunteers.
- Developed the Whistleblower Policy and thus creating a channel and procedures to receive and process anonymous reports and complaints.
- Developed a short-term succession plan for CAPIC's management team.
- Conducted an annual review of CAPIC's Human Resources Management Policy to ensure compliance with Canadian laws and best practices.
- Received management reports to ensure CAPIC is in compliance with statutory requirements and that the organization is not at any risks.
- Ensured that the CEO performance appraisal was in accordance with the strategic objectives.

HRCC will continue its work according to its terms of reference to ensure CAPIC continues to be aligned with human resource management best practices, which will equip CAPIC with the best talents for growth and meet the strategic objectives.

## **AVNI MARFATIA**

Human Resources and Compensation Committee Chair

# MEMBERSHIP SERVICES COMMITTEE

While it was the second year of the pandemic, CAPIC was quite resilient during 2021 and achieved 94% of its membership target by year's end.

At the start of 2021, there were 3000 CAPIC members, including 2666 registered members.

During 2021, CAPIC received and finalized 1194 membership applications, and achieved a total membership of 3916. Of this total, 3644 were registered members, representing 54% of all Regulated Canadian Citizenship and Immigration Consultants.

At 24%, this is the highest percentage of annual growth and, at only 7%, the lowest percentage of resignations since the organization began in 2013.

The Membership Services Committee met five times during the year to discuss the following items:

- The possibility of additional affinity services for CAPIC Members.
- A proposal to set up a co-counselling match-making arrangement between CAPIC Members to help newer RCICs benefit from the mentoring, knowledge and experience of more experienced members resulting in a profitable partnership for both.
- Potential social outreach events across the chapters to invite non-CAPIC RCICs to CAPIC.
- New membership promotion ideas for the future.
- A new CAPIC-ACCPI Award of Academic Excellence policy geared towards Queen's University and Université de Montréal.

CAPIC's relationship and cooperation with the former ICCRC and now the new CICC continued to be strong.

CAPIC also established a relationship with Queen's University, the only University to offer the Immigration Consultants Diploma Program in English under CICC regulations.

## **JAGJEET PAL SANDHU**

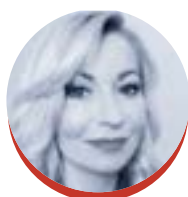
Membership and Services Committee Chair



**JAGJEET PAL SANDHU**  
Chair



**YASMEEN TYTEBI**  
Vice Chair



**ALEKSANDRA KOSCIELAK**  
Member



**HAMID REZA HASSANI**  
Member

### ABSENT:

**JOHN FERNANDO**  
Member

**GIOVANNI MARIELLA**  
Member



**JULIA ZHANG**  
Member



**LILY LEE**  
Member



**SVETLANA BALABA**  
Member



**SONNY YOUNG**  
Member



**WAGJYL TINIPAC**  
Member

## CAPIC MEMBERSHIP AS OF DECEMBER 31, 2021

PROVINCE	REGISTERED			HONORARY	ASSOCIATE			STUDENT	TOTAL
	Regular	Gold	Total		Regular	Gold	Total		
Alberta	446	93	539	0	1	0	1	52	592
British Columbia	856	156	1001	3	0	1	1	57	1062
Manitoba	85	22	107	0	0	0	0	2	109
New Brunswick	14	4	18	0	0	0	0	0	18
Nova Scotia	30	4	34	0	0	0	0	3	37
Newfoundland & Labrador	7	2	9	0	0	0	0	0	9
Ontario	1271	247	1518	10	6	3	9	104	1641
Prince Edward Island	1	2	3	0	0	0	0	0	3
Quebec	220	35	255	2	1	0	1	16	274
Saskatchewan	58	15	73	0	1	0	1	3	77
Yukon Territory	4	0	4	0	0	0	0	2	6
Northwest Territories	1	0	1	0	0	0	0	0	1
International	71	11	82	0	2	0	2	3	87
<b>TOTAL</b>	<b>3053</b>	<b>591</b>	<b>3644</b>	<b>15</b>	<b>11</b>	<b>4</b>	<b>15</b>	<b>242</b>	<b>3916</b>

# POLICY COMMITTEE

In 2021, the Policy and Lobby committee was divided into a Policy Committee and a Lobbying Committee. The Policy Committee collects immigration policy issues and concerns from CAPIC members and advocates to relevant stakeholders including IRCC, CBSA, ESDC, IRB and PNPs at the bureaucratic and operational level. (The Lobbying Committee advocates at the political level.) The Policy Committee rose to the challenge in 2021 with five committee meetings, culminating in an annual joint policy-lobbying meeting with parallel cross-committee issues noted.

In 2021, the committee held 35 stakeholder meetings on a variety of issues including the pandemic, portals, digitization, and virtual hearings. Regular monthly COVID-19 meetings continued with relevant stakeholders. CAPIC is grateful to the more than 35 Subject Matter Experts (SMEs) that participated and contributed to these meetings. The committee gathered member concerns and commentary before stakeholder

meetings, and in turn, shared notes and minutes back to membership in a timely manner. The committee provided oversight through the management of the policy work plan. Advocacy was also pursued in different routes such as submissions on Nigerian Study Permit Declining Approval Rates, Pathways for NOC C and D applicants, and letters regarding processing delays and access to online portals. Submission preparation and policy work remain ongoing in several different areas.

As Chair, I am grateful to the hardworking Policy Committee and SMEs. Special thanks to Lisa Deleon who chaired the Policy Committee for several months in 2021. We look forward to a robust and productive year in 2022!

**CHITRA BHATIA**  
Policy Committee Chair



**CHITRA BHATIA**  
Chair



**NAMITA DASS**  
Vice Chair



**JANET EBERLE**  
Member



**MARJORIE NEWMAN**  
Member



**RALPH GUERRA**  
Member



**TIM MORSON**  
Member

## ABSENT:

**NARESHKUMAR CHAVDA**  
Member

**ROSANNE STEINKE**  
Member



***“ The Policy Committee rose to the challenge in 2021 with five committee meetings, culminating in an annual joint policy-lobbying meeting with parallel cross-committee issues noted. ”***

# LOBBYING COMMITTEE

The journey of the Lobbying Committee is a slower and more long-term one compared to the relatively quick turnover of the Policy Committee. Results are typically expected over years, rather than months. Much of the work is building understanding and consensus, and in 2021, the second year of the pandemic and related public health measures interrupted the usual in-person meetings, delivering a challenge to relationship-building with key stakeholders.

The Lobbying Committee's purpose is:

- Developing CAPIC's recognition and visibility in the political arena and advancing CAPIC's long-term political objectives.
- Upholding CAPIC's high-level political lobbying efforts including foundational matters pertinent to the profession.
- Facilitating discussions with the Prime Minister's Office, cabinet ministers, and members of Parliament and their provincial and municipal counterparts, when required.
- Identifying and lobbying with government agencies, the media and the public, the regulator of immigration

consultants, and other stakeholders, on issues pertaining to immigration and public policy which affect CAPIC's members.

Goals in 2021 included: Promoting that access to justice should be accessible to all through immigration legal aid; Establishing a presence at CIMM; Establishing a presence at Provincial National Assemblies and embassies of top source countries; Inviting high-caliber guest speakers to special events; Building closer relationships with top political leaders; and continuing to improve CAPIC's image with government decision-makers.

In under a year together in 2021, the committee is proud of the work that was begun, including the following:

- CICC Code of Conduct Submission informed by two member surveys.
- Roundtable event with the Punjab government on November 17 regarding student placement.
- Presentation to the Ontario Legislature as part of Bill 27 consultation.
- Ongoing relationship-building with relevant government officials.
- Identifying all potential legal aid stakeholders.
- Successfully invited the Minister to speak at NCIC.
- Invited all MPs and assistants to NCIC.

To the Committee members, many thanks for your expertise and time to build the profession.

**KATHY PELLERIN**

Lobbying Committee Chair



**KATHY PELLERIN**  
Chair



**SYLVIE GONIN**  
Member



**PRATEEK BABBAR**  
Member



**BROOKE FINLAY**  
Member



**CHRISTOPHER WILLIS**  
Member



**DIPIN DHINGRA**  
Member



**NEERJA BHANDARI**  
Member



**JEAN TOEWS**  
Member



**NEERA AGNIHOTRI**  
Member



**MARTINE VAREKAMP-BOS**  
Member

# BC CHAPTER

Since the beginning of the COVID-19 pandemic, CAPIC has been at the forefront of aiding its members in dealing with their client's unique circumstances. As a chapter of CAPIC located in British Columbia, we collaborated effectively with our national counterparts by using our strategic initiative groups.

BC Chapter Team members actively participated in various committees, such as Policy and Lobbying. They also attended stakeholder meetings and other multifaceted outreach and consultation initiatives organized by Immigration, Refugees and Citizenship Canada (IRCC) and the Canadian Border Services Agency (CBSA). Several technological challenges were posed to our members in 2021, including the launch of multiple IRCC portals. Our BC Chapter team contacted members, gathering their feedback so that it can be provided to IRCC for improvement. We have seen a great deal of activity on the part of our Policy and Lobbying Committee, initiating contact with several provincial officials as many changes were implemented in the BC Provincial Nominee Program (BC PNP).

The BC Chapter enjoyed a great year as CAPIC held its annual National Conference (NCIC) in Vancouver, British Columbia. This was the first in-person meeting after a full year of virtual CPD programs and was a great success with speakers from across Canada. NCIC presented many challenges, particularly considering it was held during the height of the pandemic, which posed many challenges to members of the Education Committee. The Education Committee exhibited excellent efforts.

Since there were constant changes because of the pandemic, CAPIC paid particular attention to the needs of its members in 2021. CAPIC acted as a link between stakeholders and members, providing them with timely information that they needed for their practice. The BC Chapter contributed by organizing various educational events for its members.

It is my pleasure to acknowledge the efforts of our BC Chapter volunteers. Thanks to our outstanding team who worked exceptionally hard. We cannot thank you enough! The dedication you provided to our members during this difficult time is very much appreciated.

The BC Chapter intends to continue outreach to BC's Designated Learning Institutions (DLIs) through its Education Partner Program (EPP) in 2022. To facilitate meetings and dialogue, the Lobbying Group will contact provincial ministers, representatives, and stakeholders on a regular basis. The BC Chapter would also like to contribute to the building of public awareness of the RCIC's impact on the community.

## CHITRA BHATIA

BC Chapter Chair







**CHITRA BHATIA**  
Chair



**BROOKE FINLAY**  
Member



**JULIA ZHANG**  
Member



**HUI ZHANG**  
Member



**MANIYA RAFIEI**  
Member



**NEERA AGNIHOTRI**  
Member



**RALPH GUERRA**  
Member



**SHAKUNTALA SODEN**  
Member

**ABSENT:**

**GIOVANNI MARIELLA**  
Member

**JOHN FERNANDO**  
Member

**MAXIMA CUSI**  
Member

**ROSANNE STEINKE**  
Member

**WILLIE WEI WEI**  
Member



# ONTARIO CHAPTER



I would like to begin by expressing my gratitude to the selfless volunteers of the Ontario Chapter who passionately contributed to a very positive and successful year for CAPIC. The organization reached a landmark of 4,000 members, the majority of which come from Ontario.

## 2021 Highlights:

- Provided input for the growth of the Education Partner Program.
- Proposed solutions for issues related to online application portals.
- Compiled a list of issues related to the College of Immigration and Citizenship Consultants, the Ontario Immigrant Nominee Program (OINP), and federal programs.
- Raised the issue of the College of Immigration and Citizenship Consultants' new policy to grant licenses to unauthorized practitioners.
- The Ontario Chapter's Chair was invited to the Ontario

Legislature to give input on the 'Working for Workers Act'.

- The Ontario Chapter's Chair and CAPIC's CEO met with the Shadow Immigration Minister, the Honorable Jasraj Hallan, M.P., and discussed various immigration issues.
- The Ontario Chapter's Chair and CAPIC's CEO met with the Minister of Labor, Skills and Trade Development of Ontario, the Honorable Monte McNaughton, M.P., and discussed provincial immigration issues.
- The Ontario Chapter's Chair was invited by OINP for discussion and input on Foreign Credential Recognition.

The Ontario Chapter continues to operate in accordance with its work plan to ensure CAPIC meets the organization's strategic objectives.

## **PRATEEK BARBAR**

Ontario Chapter Chair



**PRATEEK BABBAR**  
Chair



**AMALSINGH BADAL**  
Vice Chair



**BURCU AKYOL**  
Member

**ABSENT:**

**NARESHKUMAR CHAVDA**  
Member



**LILY LEE**  
Member



**RUPALI GULATI**  
Member



**SVETLANA BALABA**  
Member



**SHARMILA PERERA**  
Member



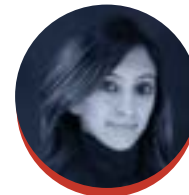
**MUHAMMAD VIRK**  
Member



**NEERJA BHANDARI**  
Member



**DIPIN DHINGRA**  
Member



**NOORBAGUM JINAH**  
Member



**FESTUS OMOIATE**  
Member



**JEAN TOEWS**  
Member



**JANET EBERLE**  
Member



**SONNY YOUNG**  
Member



**MEREDITH HUNCHAK**  
Member



**MARTINE  
VAREKAMP-BOS**  
Member



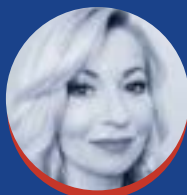
**YASSINE EL BAHLOULI**  
Member



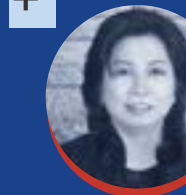
**ZHAOBIN LIU**  
Member



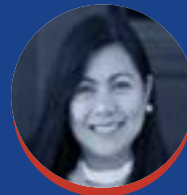
**WAGJYL TINIPAC**  
Member



**ALEKSANDRA KOSCIELAK**  
Member



**VICTORIA EWERT**  
Member



**MARJORIE NEWMAN**  
Member

# PRAIRIES CHAPTER

The Prairies Chapter remained committed to its chapter workplan in 2021. The pandemic forced our chapter to modify its outreach plans and managed through some transitional challenges and opportunities. Following the CAPIC's strategic objectives, our group worked diligently to deliver on the progression of initiatives and activities.

We contributed to high-quality professional development with organized training and seminars, namely on LMIA streams, Caregiver Pilot Streams, Handling Cases of Undeclared Dependents, and Artificial Intelligence for Temporary Applications. The Prairies members also increased the market share of Designated Learning Institutions participating in the Education Partner Program.

The Prairies Chapter remained committed to its chapter outreach and lobbying efforts, with ongoing work to develop regular communication with regulators, Federal and Provincial governments of all parties. Our chapter members effectively liaise with our Lobbying Committee to secure high-level meetings on professional lobbying issues with immigration updates, policy, and legislative changes with:

- Immigration, Refugees and Citizenship Canada,
- Immigration and Refugee Board of Canada,
- Employment and Social Development Canada, and
- Canada Border Services Agency.

As the recently nominated Prairies Chapter Chair and having reviewed the past year's contributions and results, I would like to highlight the hard work and dedication of the Prairies Chapter volunteers. The efforts of every individual are greatly appreciated and recognized within the immigration profession.

As we look forward to the coming year, the Prairies Chapter will cultivate and build an exceptional team of talented professionals.

## CARMAN GOSSELIN

Prairies Chapter Chair



**CARMAN GOSSELIN**

Chair

# QUEBEC CHAPTER

-- Le français suit --

In 2021, the Quebec Chapter faced many changes, we built a chapter with an incredible team of volunteers that prepared presentations and collaborated on lobbying efforts. We provided our francophone membership with seminars explaining francophone options outside Quebec because so many are available to them and their clients.

We started attending events in person and took advantage of that opportunity to keep growing as a chapter. We recruited new members at the Salon de l'immigration and allowed our current volunteers to meet and greet during events such as at the Sommet de l'immigration.

We participated in various CORIM events such as the presentation of Quebec's International Vision by Nadine Girault, the Minister of International Relations and La Francophonie, and the conference Canada's Response to Russia's Invasion of Ukraine by the Honourable Melanie Jolie, Canada's Minister of Foreign Affairs, and the Dare to Go International Conference with Dominique Anglade, the Leader of the Quebec Liberal Party. Our beloved volunteers kept demonstrating the relevance of our profession and of our chapter at every event.

We continued to lobby the MIFI on behalf of our membership forwarding important questions and requesting clarification on different important topics such as the new permanent immigration pilot programs, the new classification system for foreign nationals' expression of interest, technology issues with Arrima, among others. We also continue to lobby other federal and provincial stakeholders as well as our regulatory body on your behalf.

We have been working to respond to all your questions and

suggestions regarding the services offered and we have great news coming for you in 2022. We are preparing many great in-person events and other interesting seminars for you to enjoy. To our dear chapter volunteers, thank you for all your incredible hard work and dedication.

To our members, can't wait to see you in person soon. Remember you can too be part of this adventure; you are welcome to become part of our team.

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En 2021, le chapitre du Québec a fait face à de nombreux changements. Nous avons construit un chapitre avec une équipe incroyable de bénévoles qui ont préparé des présentations et collaboré aux efforts de lobbying. Nous avons offert à nos membres francophones des séminaires expliquant les options francophones à l'extérieur du Québec, car il y en a tellement à leur disposition et à celle de leurs clients.

Nous avons commencé à assister à des événements en personne et nous avons profité de cette opportunité pour continuer à recruter des membres pour notre chapitre.



**KATHY PELLERIN**  
Chair



**SYLVIE GONIN**  
Member



**CHRISTOPHER WILLIS**  
Member



**HAMID REZA HASSANI**  
Member



**TIM MORSON**  
Member



**VALENTINA ARTEMIEVA**  
Member



**TARYN RAHMAN**  
Member

Nous avons recruté de nouveaux membres au Salon de l'immigration et cela a permis à nos bénévoles de se rencontrer lors d'événements, comme au Sommet de l'immigration.

Nous avons participé à divers événements du CORIM tels que la présentation de la Vision internationale du Québec par Madame Nadine Girault, la ministre des Relations internationales et de la Francophonie; la conférence « la réponse du Canada à l'invasion de l'Ukraine par la Russie », de l'honorable Melanie Jolie la ministre des Affaires étrangères du Canada; et la conférence « osez le Québec à l'international » par Madame Dominique Anglade, la Cheffe du Parti libéral du Québec. Nos bien-aimés bénévoles n'ont cessé de démontrer la pertinence de notre profession et de notre chapitre à chaque événement.

Nous avons continué de faire du lobbying auprès du MIFI au nom de nos membres en transmettant des questions importantes et en demandant des éclaircissements sur différents sujets importants tels que les nouveaux programmes pilotes d'immigration permanente, le nouveau

système de classification pour la déclaration d'intérêt des ressortissants étrangers, les problèmes technologiques avec Arrima, entre autres. Nous continuons également de faire du lobbying auprès d'autres paliers gouvernementaux fédéraux et provinciaux ainsi qu'auprès de notre organisme de réglementation en votre nom.

Nous avons travaillé pour répondre à toutes vos questions et suggestions concernant les services offerts et nous avons d'excellentes nouvelles pour vous en 2022. Nous préparons de nombreux événements en personne et d'autres séminaires intéressants pour vous.

À nos chers bénévoles du chapitre, merci pour votre travail acharné et votre dévouement incroyables.

À nos membres, nous avons hâte de vous voir en personne bientôt. N'oubliez pas que vous pouvez aussi faire partie de cette aventure, vous êtes les bienvenus pour faire partie de notre équipe.

**KATHY PELLERIN**

Quebec Chapter Chair



# CAPIC SERVICES

## CAPIC CONNECT

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 IMMForum from your mobile device. Available for both Apple and Android devices.

## IMMForum™

IMMForum hosts a vibrant community of thousands of immigration professionals. It offers unparalleled access to relevant industry information in a single click. With IMMForum, 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.

## IMMCentre™

IMMCentre 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 IMMCentre your virtual immigration library. IMMCentre is accessible directly from your CAPIC Connect dashboard and is constantly expanding. Members have access to:

- 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™

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

## MyConsultant.ca™

INFORMED CANADIAN IMMIGRATION

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.

## EDUCATION PARTNER SYMPOSIUM

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.



## EDUCATION PARTNER PROGRAM

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 10-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 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 nearly 100 CPD hours per year through a series of virtual webinars, in-person seminars, practical workshops, and our national conference (NCIC). Events in 2020-21 were conducted virtually because of the pandemic. We look forward to returning to in-person events. CAPIC believes 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, mentoring, and practical applications
- Panel and Q&A sessions
- Experienced speakers from 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 industry discourse through seminars and a national conference, while students of immigration consulting programs are welcome at educational events.



# CAPIC STAFF



**DORY JADE**

■ Chief Executive Officer

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**MONICA O'BRIEN**

■ Education Manager

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**MONICA POON**

■ Operations Manager

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**ALEX CHENG**

■ Technical Support Coordinator

---



**CAROLYN BLACK**

■ Senior Communications Coordinator

---



**SARAH OSTAPCHUK**

■ Assistant Communications Coordinator

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**FIONA LOBO** +

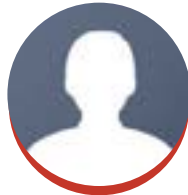
Marketing Specialist ■

**LUCIA HAGGART** +

Event Coordinator ■

**MEENAL GOLE**

Corporate Secretary ■

**SHELLY XU** +

Bookkeeper ■

**LESLI GRIESBACH** +

Administrative Assistant ■

**ZIAAD GHANTOUS** +

Business Development Coordinator ■

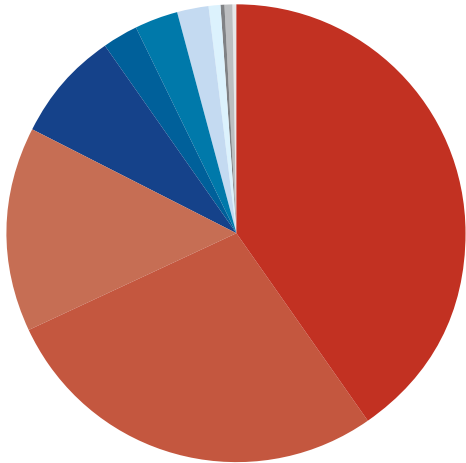
**ADRIAN QUIJANO** +

News Coordinator ■



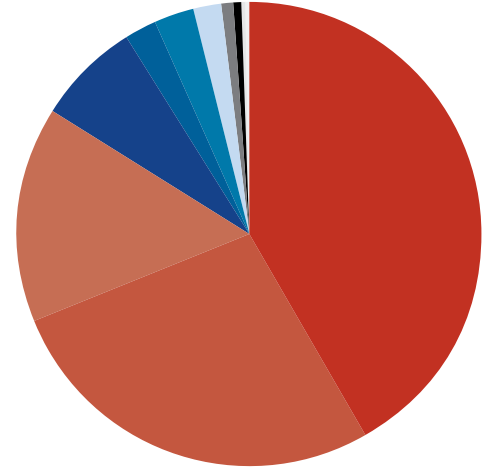
# MEMBERSHIP STATISTICS

2020



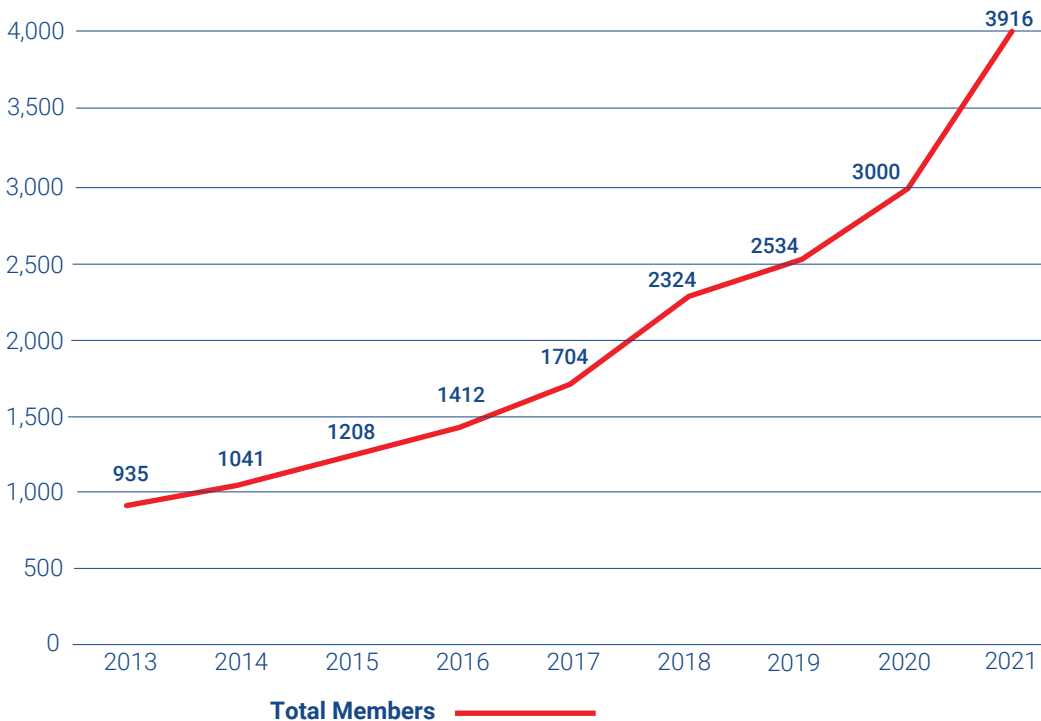
1216	Ontario
826	British Columbia
433	Alberta
237	Quebec
78	International
91	Manitoba
64	Saskatchewan
28	Nova Scotia
10	New Brunswick
9	Newfoundland & Labrador
4	Prince Edward Island
4	Yukon Territory
0	Northwest Territories

2021



# MEMBERSHIP GROWTH

2013 - 2021



# SME VOLUNTEERS



MARTINE VAREKAMP-BOS



AVNI MARFATIA



MARJORIE NEWMAN



MANPRIT AUJLA-GREWAL



BROOKE FINLAY



RUPALI GULATI



RUPALI GULATI



JOSEPH ZAKHOUR



CHARLEMAGNE MFERA



TIFFANY CHI



MIHAELA KEREZOVA



TIM MORSON



LULWA AL HIDIQ



PETER VERESS



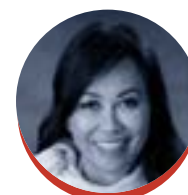
LISA DE LEON



SYLVIE GONIN



KATHY PELLERIN



JEAN TOEWS



PHIL MOONEY



NEERA AGNIHOTRI



KIM LY



CHRIS DAW



VILMA FILICI



LOUISE WILLIS

## ABSENT:

ROSANNE STEINKE  
Member

ALEX NING  
Member



**Canadian Association of  
Professional Immigration Consultants**

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**Association Canadienne des  
Conseillers Professionnels en Immigration**

Suite 1400, 18 King Street East  
Toronto, ON M5C 1C4

Tel: 416-483-7044  
Email: [info@capic.ca](mailto:info@capic.ca)

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