



2024 Fall Education Seminar

October 2nd – October 4th, 2024

Les Suites Hotel - 130 Besserer Street, Ottawa, ON
K1N 9M9 • 1-800-267-1989 • 613-232-2000 • www.les-suites.com

2024 IRWA - FALL EDUCATION SEMINAR

IRWA Chapter 63 Ottawa/St. Lawrence is proud to be hosting the 2024 Fall Education Seminar at Les Suites Hotel in Ottawa, Ontario from Wednesday, October 2nd to Friday October 4th, 2024. The [Education Seminar](#) will run in conjunction with the [Course 209 \(2 day\) - Negotiating Effectively with a Diverse Clientele](#) and the [Region 8 Fall Forum](#) to be held on the evening of the 4th and morning of the 5th.

WEDNESDAY, OCTOBER 2ND

8:00 - 4:00 p.m.	Course 209 – DAY 1 - <i>Negotiating Effectively with a Diverse Clientele</i> Instructed by Janet Walker, SR/WA
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THURSDAY, OCTOBER 3RD

8:00 - 4:00 p.m.	Course 209 – DAY 2 - <i>Negotiating Effectively with a Diverse Clientele</i> Instructed by Janet Walker, SR/WA
6:00 – 7:30 p.m.	Evening Networking Social (details to follow)

FRIDAY, OCTOBER 4TH

8:30 – 9:00 a.m.	EDUCATION SEMINAR – Registration & Continental Breakfast
9:00 - 9:15 a.m.	Opening Remarks & Sponsorship Recognitions, Tracey Larkin, Chapter 63 President
9:15 - 10:15 a.m.	Negotiating Acquisition of Property Rights within an Existing Building Presenter, Robin Souchen, AACI, Manager, Realty Services, City of Ottawa
10:15 – 10:45 a.m.	Walking Tour to Rideau Centre (subject site)
10:45 – 11:15 a.m.	Return to Forum location for final remarks and question period
11:15 - 12:00 p.m.	Ottawa's ByWard Market Revitalization Project - Presenter, Louis Juarez, Planner III, ByWard Market Public Realm, City of Ottawa
12:00 - 1:00 p.m.	LUNCH BREAK

1:00 - 2:00 p.m.	Property Services within Major Transit Projects – Municipal, Provincial and Federal Perspectives - Presenter, Nicolas Delahousse, BA, LLB, Director of Property Services, Comtech
2:00 – 2:45 p.m.	A Look into Flairdocs – Presenters, Dheeraj Kulshrestha, President & CEO and Nancy Sinclair
2:45 – 3:00 p.m.	BREAK – NETWORKING AND REFRESHMENTS
3:00 – 3:45 p.m.	Affordable Housing at the Municipal Level: Strategies and Work Underway at the City of Ottawa - Presenters, Mary Dickenson, Housing Developer 2 & Justin Grift, Housing Developer, City of Ottawa
3:45 – 4:00 p.m.	CLOSING REMARKS & DOOR PRIZES
5:00 – 8:30 p.m.	REGION 8 FORUM

SATURDAY, OCTOBER 5TH

8:00 – 1:00 p.m.	REGION 8 Forum Continued
1:00 p.m.	REGION 8 Forum Adjournment

CONTACTS & REGISTRATION DETAILS

SEMINAR

Registration Contact

Tanya Marshall (613) 282-7476

Tanya.Marshall@ottawa.ca

[Link to Registration](#)

Registration Fees:

Member

\$225 plus HST (13%)

Non-Member

\$250 plus HST (13%)

COURSE 209 – Negotiating Effectively with a Diverse Clientele

Registration Contact:

Tracey Larkin, SR/WA – 613-806-6469

Tracey.larkin@ottawa.ca

Registration Fees:

Member

\$547 plus HST (13%)

Non-Member

\$683 plus HST (13%)

HOTEL DETAILS

Les Suites Hotel Ottawa

130 Besserer Street, Ottawa, Ontario K1N 9M9

Tel: 613-232-2000 Fax: 613-232-3646 Toll Free: 1-800-267-1989

[Link](#) to Online Booking & Preferred IRWA Rates

Classic One Bedroom Suite - \$235

Modern One Bedroom Suite - \$259

Classic Two Bedroom Suite - \$335

Modern Two Bedroom Suite - \$399

***Prices are per night, single or double occupancy, plus applicable taxes.**



COURSE DETAILS & INSTRUCTORS

Course 209 (2 Days) - Negotiating Effectively with a Diverse Clientele - This course explores the processes, dynamics, challenges and opportunities involved when negotiating with a diverse clientele, with the goal of maximizing each participant's personal negotiating power and effectiveness. Participants will increase their cultural awareness and sensitivity, gain awareness of different negotiation styles, learn intercultural communication skills for resolving conflicts and will be exposed to collaborative negotiation for reaching mutually satisfying agreements with people of diverse backgrounds. Participants will also gain a greater understanding of the causes and roots of misinterpretation, which can cause cultural collisions due to factors such as: the dynamics of communication, behavioral prescriptions, assumptions, perceptions, values, reasoning styles, attitudes, language, social relations, ethnocentrism, ambiguity, orientations and patterns, formality, emotion, different values, attitudes and reasoning styles and their relationships to communication and negotiation.

Instructor - Janet Walker, SR/WA, BGS, MA-IS (AE) is a CLIMB-certified IRWA Instructor. Janet has 21 years of experience in oil and gas industry with the National Energy Board (now Canadian Energy Regulator) and private industry. She has experience negotiating complex agreements with landowners, engaging with communities, developing consultation, and hearing packages, participating in regulatory hearings, and managing projects. Janet has a master's degree with a Major in Adult Education.

SEMINAR PRESENTATIONS & PRESENTERS

CITY OF OTTAWA

Robin Souchen, Manager Realty Services

Topic - Negotiating Acquisition of Property Rights within an Existing Building

In the development of the City of Ottawa Light Rail (LRT) system the City of Ottawa acquired property rights within the Cadillac Fairview Rideau Center (a 1.5M sq. ft. shopping complex) for a rail station. Mr. Souchen led the team acquiring the property interests and in the negotiations of the supplemental agreements. He will present the acquisition as a case study addressing the various issues addressed such as, strata property rights, easements, valuation, tenant disruption, construction of the works, and post construction operational issues. The station is a 4-minute walk from the seminar venue and as part of the discussion participants will complete a site visit to see firsthand the issues faced. The discussion will end with a valuable lesson learned component on dealing with property takings within improved properties.

About Robin – Robin has been the Manager of Realty Services Branch at the City of Ottawa since 2006. He has been a team leader of real estate professionals and subject matter experts responsible for overseeing the City's diverse property portfolio. He has extensive experience in appraisals, negotiations, the development and structuring of complex agreement documents and strategic projects. He has been a key player and leader in high profile City projects, such as Lansdowne Park Redevelopment and in the complex negotiations for the Station Integration for the Stage I Light Rail Transit.

Luis Juarez, Planner III, ByWard Market Public Realm

Topic – ByWard Market Revitalization - From Plan to Implementation: A Walking Tour of the ByWard Market's Priority Public Realm Projects - In 2021, the City of Ottawa's Council unanimously approved the ByWard Market Public Realm Plan - a bold vision and action plan that serves as a blueprint towards improving the public realm experience and economic outcomes within the ByWard Market. In 2027, the historic ByWard Market will be celebrating the 200th anniversary of its establishment by Lieutenant-Colonel John By. On this walking tour, experience firsthand what some of the existing issues and opportunities are within the ByWard Market and learn how the City is leveraging its right of ways and existing assets to strategically implement some the Public Realm Plan's projects in time to celebrate the 200th anniversary. Participants will engage in a discussion on the benefits of having a dedicated project branch, and the considerations required for advancing projects in the city's most intensely urban environment.

About Luis - Luis Juarez is a Registered Professional Planner and a Member of the Canadian Institute of Planners. He is the Senior Planner for the City's newly established ByWard Market Public Realm Office, where he is working with interdisciplinary colleagues to implement the projects outlined in the ByWard Market Public Realm Plan. A graduate of the University of Waterloo's School of Planning, he has experience in heritage conservation, new urbanism, and development review, having worked on projects such as the Markham Centre Secondary Plan update and the rehabilitation of Ottawa's Hintonburg Pumping Station.

Mary Dickenson, Housing Planner 2, Affordable Housing & Justin Griff, Housing Developer

Topic - Affordable Housing at the Municipal Level: Strategies and work underway at the City of Ottawa

In response to the affordable housing crisis, the City of Ottawa has been scaling up its efforts to meet ambitious goals for the delivery of new affordable housing units. Justin and Mary will be providing an overview of the strategies that the Strategic Housing Projects team at the City of Ottawa are creating and leveraging in order to effectively deliver affordable housing. The presentation will provide an overview of the types of funding sources and programs that are available to support affordable housing development, examples of projects currently underway, and lessons they are learning during this period of operational growth.

About Mary - Mary is a Registered Professional Planner who has been working for the City of Ottawa for over 15 years. She has been working in the Strategic Housing Projects Branch (formerly called Affordable Housing Development Branch) since 2020 and prior to that worked in Development Review Services. Mary is involved in a range of projects in her current role, including overseeing the pre-development work for city-owned affordable housing sites, supporting partner non-profit housing providers through the capital development process, and developing process efficiencies within the municipality with the goal of expediting priority housing developments.

About Justin - Justin recently joined the Strategic Housing Projects Branch at the City of Ottawa as a Housing Developer 2. His previous planning experience is primarily in development review within the public sector where he worked in New Brunswick for a couple of years before joining the Development Review team at the City of Ottawa. He holds a master's degree in planning from the University of Manitoba.

COMTECH

Nicholas Delahousse, Director of Property Services, Comtech, part of Accenture

Topic - Property Services within Major Transit Projects – Municipal, Provincial and Federal Perspectives

The High Frequency Rail project is poised to be a transformational infrastructure development that will significantly impact our capital, two of our largest provinces, and country. This ambitious project represents a major step forward in modernizing transportation, enhancing connectivity, and driving economic growth. Drawing from the extensive experience of Comtech's Property Services Team Members in working on P3 (Public-Private Partnership) and progressive design-build transit projects for various levels of government, Nicolas will provide valuable insights into the multifaceted considerations involved in such an undertaking and how it may differ from his experience on other Transit Projects at the Municipal Level with the City of Ottawa Stage 1 and 2 O-train project and Provincial Level with Metrolinx. He will focus on some of the different consideration in defining property rights, he will explore methods for developing property cost estimates for budgeting and financial planning and discuss the integration of other disciplines including advancement of Transit-Oriented Community (TOC) elements, which play a vital role in maximizing the benefits of transit projects by fostering sustainable and accessible communities. The session will conclude with a focus on lessons learned from previous projects, providing attendees with practical knowledge on how to effectively navigate the challenges associated with property components in large-scale infrastructure initiatives. This discussion will be invaluable for professionals involved in similar projects, offering guidance and best practices for ensuring the success of future endeavors.

About Nicolas - Nic is a Lawyer and strategic advisor with over 14 years of experience in expropriation and negotiations. Nicolas has significant experience negotiating agreements with public agencies within the P3 context and has worked on many TOD agreements associated with his work on transit projects. He has managed multiple expropriations proceedings and concluded settlements with key project owners. Nicolas leveraged his negotiation experience to work with interdisciplinary project teams defining land and contractual requirements for infrastructure project including stage 1 and 2 of the Ottawa LRT, Ontario Line

and the Eglington Crosstown West Extension LRT. Nicolas also managed the Leasing department for the City of Ottawa and is currently the Director for Property Services with Comtech.

FLAIRDOCS

Presenters - Dheeraj Kulshrestha, President & CEO & Nancy Sinclair

Topic - Flairdocs is a revolutionary, web-enabled and scalable solution that reduces the complexity of right of way operations to a single solution saving you time, effort, and money. Flairdocs provides document management, workflow management, reporting, system administration, cost estimation, GIS capabilities and eRecording and remote capabilities. Flairdocs serves clients in industries ranging from transportation to energy, government and beyond.

About Dheeraj – President and CEO of Flairdocs - Dheeraj has more than 28 years of successful hands-on technical and management experience in design and delivery of large-scale software solutions in multiple domains. He is an effective technology leader who has delivered innovative technology solutions based on cloud computing, GIS, Service Oriented Architecture, e-Business, business intelligence and product development. He has served in senior management roles involving strategic systems design, data architectures and advanced systems security management. Dheeraj has experience in delivering effective IT solutions for a variety of industries, including public utilities, government, and financial services. He holds a Bachelor's of Science in Mechanical Engineering and a Master's of Science in Computer Science from Texas A&M University. He also completed coursework towards PhD.

About Nancy - Recently retired from Head of Property for Eastern Region, Ministry of Transportation, Province of Ontario. On behalf of the province, Nancy was responsible for programs related to the acquisition, appraisal and management of real property. She has lead several province wide initiatives including the development of a property management system and consultant acquisition contracts. Additionally, she has seasoned facilitator and trainer having designed and delivered numerous facilitated sessions on behalf of various clients over the past 15 years. Nancy has enjoyed a career of over 30 years in the real estate and right of way industry, holds an SR/WA designation and is an IRWA Certified Instructor on behalf of the International Right of Way Association.