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Furnace Factory Direct INC.

Six Reasons to Call Us Today

From friendly service, fantastic pricing and the best products on the market, there are many reasons why you should let Furnace Factory Direct take care of your heating and cooling needs.

Here are six great reasons to call Furnace Factory Direct today:

1. Service: Our technicians are so courteous and friendly we were nominated for the BBB Torch Awards last year.
2. Pricing: Fantastic pricing is definitely one thing we are known for, and the reason we are growing so fast.
3. Financing: 0% financing is now available for a limited time.
4. Government Rebates: Save up to \$2,590

on some systems with government rebates.

5. Products: We have nothing but the best products from brands such as American Standard, Whirlpool, Viessmann, Buderer, Bosch, Honeywell, Armstrong & more.

6. Free Estimates: One of our comfort advisors will visit your home to provide a free no-pressure estimate.

Furnace Factory Direct sells, installs and repairs brand name heating and cooling equipment close to furnaces, boilers and fireplaces. Comprehensive protection, maintenance and cleaning packages, as well as 24-hour emergency service, are also available.

Owner Tom Kingdom and his team service homes in Ottawa and surrounding



areas with professionalism, courtesy and respect. From the friendly office staff to the uniformed, factory-trained technicians, they are committed to providing exceptional customer service.

Furnace Factory Direct is located at **174 Colonnade Rd. Unit 9**. For more information about their products and services, please call (613) 829-8186, or visit www.furnacefactorydirect.ca.

One of 15 community newsletters. Premium city wide circulation over 112,000.

Fendor Glass and Aluminum

Energy efficient windows and doors

Increase the energy efficiency of your home this fall by installing quality windows and doors from Fendor Glass and Aluminum.

Windows and doors not only add style and beauty to a home, they also add insulation, which can help reduce your heating bill. Fall is the perfect time of year to choose new windows and doors as it takes four to six weeks to order and install them.

From modern to classic doors, and sliding to hanging windows, Fendor can customize a door or window to fit any space, suit your taste and meet your budget. Choose from brand names such as Fenplast, Glengrove and Haas, and select your favourite features, styles and colours. Visit Fendor's Westboro showroom, or arrange for one of their friendly and knowledgeable staff to visit your home to provide you with a free quote.

Family owned and operated since 1941 Fendor Glass and Aluminum sells, installs and repairs residential and commercial windows, entrance and



garage doors. Fendor also manufactures and sells Fendock aluminum docks.

Owner and President Greg Westwell bought Fendor from his father in 1993 and works with his sons in the same Westboro location Fendor has been operating out of since 1941. Greg and his long-standing team are dedicated to customer service and take pride in installing quality products to enhance the look of homes throughout the Ottawa area.

Stop by Fendor's showroom at 335 Roosevelt Ave, or call (613) 722-6581 to arrange your free consultation. For more information, visit www.fendor.ca.

FENDOR
Windows ■ Entrances ■ Garage Doors

You Saved our Christmas...

Those are words that the **Christmas Exchange Program** hears over and over again from families and individuals who otherwise wouldn't have a Christmas. "It is nice to know that someone cares." The Christmas Exchange Program part of the **Caring and Sharing Exchange** helped close to 10,300 families – 25,000 people last year says **Executive Director Marilyn Matheson**. People like Marie and her family who had a comfortable life and helped others when they could. But when her husband became ill and couldn't work they were forced to sell their house and Marie sold diamond wedding ring to pay bills and buy food. Marie turned to the Christmas Exchange Program so they could have a Christmas.

The Christmas Exchange Program has a long history in the city having started in 1915 during WW1 to help the families of the men fighting overseas. Today over 300 community organizations such as schools, faith communities, food bank outlets and other social service agencies in Ottawa send in the names of those they know need assistance. The Exchange's



Coordination Service reviews all the applications to eliminate duplicates to ensure every donated dollar goes to where it is most needed. Over the past three years this has met that over \$2 million donated dollars has been saved and redistributed back into the community.

You can help save Christmas for an individual or a family in our community. These are people who through no fault of their own need some assistance due to job loss, illness, or tragedy such as a fire in their home. "Someday I will be on the giving end." Visit www.CaringandSharing.com to find out how you can save someone's Christmas. Donate on-line or call the **Caring and Sharing Exchange** at 613-226-6434 or email info@CaringandSharing.ca.



the Caring and Sharing Exchange
cœur et partage
people helping people since 1915
L'unité et l'entraide depuis 1915

Hampton Park Dental Centre

Meet our Dental Team

The Hampton Park Dental Centre has been helping people throughout West Ottawa achieve healthy smiles for more than a decade.

Dr. Kenneth Crossman and his team offer a full range of oral health care services for people of all ages in a fun and relaxing environment. They pride themselves on staying at the forefront of the latest technological innovations and developing lasting relationships with their patients.

Dr. Kenneth Crossman has been practicing dentistry for 20 years. In 1994, he purchased an existing practice and in 1999 he moved it to Hampton Park Dental Centre with his wife and office manager Pam Crossman. Their team now includes dental assistants Nicole and Natasha, hygienists Christine and Meredith as well as Andrea, a restorative hygienist, Julie a hygiene coordinator and Jenna, a treatment coordinator.

Together Dr. Kenneth Crossman and his team have over 100 years of dental experience. From check-ups and



From left to right: Third row: Dr. Kenneth Crossman; Pam Crossman, Office Manager; 2nd Row Nicole, Dental Assistant; Andrea, Restorative Hygienist; Christine, Hygienist; Natasha, Dental Assistant; Meredith, Hygienist; 1st row Julie, Hygiene Coordinator; Jenna, Treatment Coordinator

cleanings, to fillings, implants and teeth whitening the team at Hampton Park Dental Centre is ready to meet your oral health care needs.

Hampton Park Dental Centre is located at **1399 Carling Ave.** in the Hampton Park Plaza. It is open Monday, Tuesday and Thursday from 8:00 a.m. to 5:00 p.m. and Wednesday from 10:00 a.m. to 7:00 p.m.

For more information, or to book an appointment, call (613) 792-4040 or email reception@hamptonparkdental.com

**Hampton Park
Dental Centre**

Living a 'new normal' as a Quadriplegic... Never giving up hope...

On Sunday September 4th while cycling alone on Scenic Caves Road near Collingwood and in training for the Centurion Bike Race, my sister Tracy Dort-Kyne had a very serious accident. She broke her neck at her C3/C4 vertebrae severing her spinal cord. She went off the road and was found in the ditch. An amazing young man named Mike Hermanovsky found her and stayed with her until the ambulance came to take her to the hospital in Collingwood. Shortly afterwards, she was flown by air ambulance to Sunnybrook Hospital in Toronto.

The devastating news of her injury was overwhelming for us. We were all affected by this tragedy with intense emotion, pain and loss – of the life she had. **Tracy's prognosis:** Spinal cord injury "Complete" - meaning quadriplegic **Definition:** "complete" spinal cord injury means having no voluntary motor or conscious sensory function below the injury site, in Tracy's case C3 vertebrae in her neck. Luckily, Tracy did NOT suffer any brain damage.



Photo by Michelle Valberg
www.valbergimaging.com

Tracy spent 47 days at Sunnybrook, and on Monday October 17th she was transferred to Toronto Rehab where she will learn to live a "new normal" as a quadriplegic. She is a single mother of three young boys.

We've encountered many people along the way both in and out of the hospital who have inspired us, motivated us to keep going and taught us to never give up hope. Every day we learn a new lesson. It's what we do with that changes us! To help Tracy visit www.tracydortkyne.com.

Article by Lesley Dort

"There are only two ways to live your life. One is as though nothing is a miracle. The other is as though everything is a miracle." Albert Einstein

Ottawa Hot Tub Rentals

Imagine relaxing in your own soothing spa. Warm bubbling water caressing you from head to toe...

Ottawa Hot Tub Rentals is pleased to offer you a full Hot Tub and Spa Rental Service. We cater to any hot tub occasion, you provide the reason and we provide the fun! A Hot Tub Spa makes a great addition to any birthday party, bachelor/ette party, romantic evening, family get-together, backyard bash with friends, on a boat, down by the shore. Or how about surprising that special someone with an evening of stress relief and relaxation. An Ottawa Hot Tub Rental is guaranteed to make any occasion memorable. All you have to do is sit back and relax in a hot tub.

Ottawa Hot Tub Rentals has been in business for eight years and is a Family run business based in Kanata.

Our hot tubs are all Canadian made and have seats, lights and hydrotherapy jets. Weighing as little as 80 lbs. (empty) these hot tubs set up in minutes and simply plug into a 110V



outlet; no special wiring or plumbing is required.

Our full-featured hot tubs pamper you with hot water fun, hydrotherapy, and relaxation, and are unlike any other hot tub in the world! These hot tubs are comfortable, with no hard surfaces. The spacious interior provides soothing, luxurious comfort with open, barrier-free seating to allow unlimited positioning for serene relaxation or stimulating massage. Enjoy relaxing in your Hot Tub spa and soothe away the stress of everyday life.

Call John at 613 878-9573 to reserve your hot tub, or email hottubs@ottawahottubrentals.com. For more information, visit our website www.ottawahottubrentals.com



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Sensational Lashes at Sophia Esthetic!

Beautiful lush lashes can be yours from **Sophia Esthetic Spa & Laser**. With the help of Misencil and Sophia Esthetic you can achieve a full lash look. Full eyelashes add depth to your features and help to focus on your most seductive attributes – your eyes! The Misencil method uses superior adhesives for a long lasting, long lash look that is naturally beautiful. Owner Sophia Harvey is excited to be able to offer Misencil to her clients.

With your beautiful lashes, you'll want beautiful skin! Restore youthful and healthy looking skin with the miracle technology of the **elos laser**. You'll start to see fabulous results with as little as one treatment, but the total number required depends on your skins current condition. If you'd like to tighten and firm lax skin, **ReFirme Skin Tightening** is ideal. Sophia Esthetic Spa & Laser has amazing beauty solutions to create your new youthful look. Sophia Harvey has over 31 years experience in advanced skin care treatment. She makes sure the experience is all about you and getting you the best results. Sophia Esthetic has much more to offer at her full-service spa. From sensational lashes by Misencil to state-of-the-art skin care - Sophia



and her well trained staff can customize an esthetic program just for you.

Indulge yourself at **Sophia Esthetic Spa & Laser**. Ask about naturally beautiful, thick lashes from Misencil or the incredible **elos laser** and **ReFirme** beauty solutions. For a fabulous spa experience, indulge yourself with a trip to **Sophia Esthetic** – you'll enjoy the relaxing atmosphere. Make an appointment today call **613-233-3366**. **Sophia Esthetic** is conveniently located at **190 MacLaren St.** at the corner of Elgin Street. There is plenty of on-street parking. Visit www.sophiaesthetic.com for treatment details.



Creative: PS design group 613-838-7212 • Writers: Sheryl Bennett Wilson 613-730-5530, Erica Simmonds 613-422-8692

SAVE MONEY by improving your INSULATION!

See it in your energy bills! Upgrading or replacing your insulation WILL improve the comfort of your home or cottage with **O'Reilly Brothers Ltd.**

Protect your investment and slow the aging of your property by upgrading to new products that create barriers to the outside elements. At the same time, help the environment by choosing eco-friendly products for installation - we have smart products for smart owners! We specialize in Sprayed Polyurethane Foam Insulation and excel at blown-in Cellulose.

Since 1967, **O'Reilly Brothers Ltd.** Ottawa, the leading insulation experts for Eastern Ontario, has been keeping Canadians warm and dry in the winter, and cool and comfortable in the summer.

This family owned and operated business is committed to quality service and customer satisfaction. For over 44 years **O'Reilly Brothers Ltd.** has worked earnestly to serve their clients well with experienced project management, employment of qualified personnel, and an overall commitment to quality control. Our diverse list of satisfied clients grows locally, nationally, and internationally every year.



To see our projects through to successful completion, our work crews are certified and safety trained to operate multiple types of insulation abatement and installation machinery. Each job site has a team manager who oversees the crew, ensuring that our work is done properly and efficiently. Our estimators, site personnel, office administrators, and the owners, are all committed to the best insulation service possible for every job, residential or commercial.

We have an impressive history to back up the statement: "The Leading Insulation Experts for Eastern Ontario". See our partial client list below and then call today to benefit from our expert services.

Call today for a FREE estimate! 613-224-1677.

Visit our extensive web site for detailed information, FAQs, videos, pictures, product information, and more. www.oreillybrothers.com

The Medicine Shoppe Pharmacy Diabetes Awareness Month

Transferring your prescriptions is easy... just let us know

Did you know that one in four Canadians have diabetes or pre-diabetes?

The number of Canadians being diagnosed with type 2 diabetes is increasing due in part to the aging population, rising obesity rates and the prevalence of sedentary lifestyles.

If you are over 40, belong to a high risk group (Aboriginal, Hispanic, Asian, South Asian or African descent), are overweight (especially around the mid section), have a parent or sibling with diabetes and have high blood pressure or high cholesterol, then you could be at risk of developing type 2 diabetes. Some of the signs and symptoms include weight change, frequent urination, numbness in the hands or feet, lack of energy and unusual thirst. If left untreated diabetes can result in heart disease, kidney disease, nerve damage, eye disease and erectile dysfunction.

The good news is that through education, proper nutrition, maintaining a healthy weight and living a healthy lifestyle, type 2 diabetes is often preventable and manageable.

If you have diabetes or think you may be at risk of developing type 2 diabetes, then



visit **The Medicine Shoppe Pharmacy**. **Pharmacist/Owner Lade Egunjobi** will review your medications and share tips on preventing and managing diabetes.

As your friendly neighbourhood pharmacy, **The Medicine Shoppe** offers over the counter medications, health care products and prescription filling services. The Medicine Shoppe is located at **381 Kent Street** in the Kent Medical Centre and is open Monday to Thursday from 9:00 a.m. to 6:00 p.m. and Friday 9:00 a.m. to 5:00 p.m. For more information call (613) 232-4337.



Save Your Heirs from a Big Tax Bill...

Do you have a sizeable estate? Do you realize that your heirs are immediately responsible for any capital gains on your estate after you die? Do your heirs have the liquid cash to cover the tax burden, or would they have to sell their inherited property or assets to cover the bill? **Jacqueline Hunter of The Co-operators** says 'freeze your current estate with an estate freeze'. It's all perfectly legal and part of the Income Tax Act. You can establish a holding company that includes your heirs as shareholders. If for example your estate is worth \$3 million today, you freeze your estate at that value. Then ten years from now, if the value of the business doubles to say \$6 million, the capital gain tax would be deferred to your heirs. That means that they wouldn't have to pay taxes until they sold or transferred their inherited property or assets. It's that straightforward.

You should also make sure that you have a good life insurance policy in place. A good policy would cover the capital gains on the value of your frozen assets. The Co-operators can provide you with experts in wealth and estate management



as well as life insurance. When you want expertise and dedication, think of **The Co-operators**. They offer security, service and knowledge. **Jacqueline Hunter** can make sure you get adequate coverage and expert advice for the important things in your life.

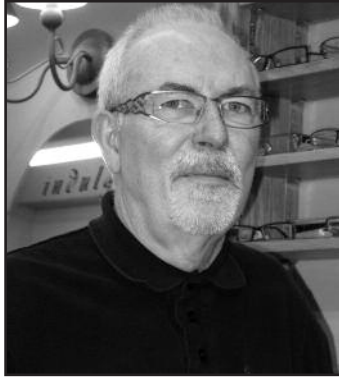
Talk to **Jacqueline Hunter** at **Jacqueline & Associates** about estate freezes and make sure your heirs are protected. **Jacqueline & Associates Inc. – The Co-operators Insurance** is located at **480 Somerset St. W.** Call **613-236-0781** or email Jacqueline_hunter@cooperators.ca.



Unique Vision at Optical Excellence!

When you want glasses or shades that are exclusive, diverse and artistic - look no further than **Optical Excellence!** Husband and wife team **Wendy and Bruce Tobin** provide an extraordinary selection of frames along with a warm and comforting atmosphere, because they understand that buying glasses can be a difficult experience. Bruce is the 'go-to-guy' if you have a problem with your frames or lenses and provides ongoing after-care by solving problems long after the purchase is made. At Optical Excellence many of their frames are truly works of art or 'optical jewellery'. **Optical Excellence is an independent business**, so they deal with the best suppliers. They carry the Yabi Spirit line - one of the most elite lines in the world. Made exclusively for Optical Excellence are Walter Wissing hand-made frames - simply superb.

Award winning optician Bruce Tobin has been in the optical business since the 1970's and at the Bank Street location for the last eight years. With his past work in the production of lenses, Bruce truly understands how lenses



function. He knows what makes a lens great. Bruce provides perfect lens with hands-on craftsmanship, using the most technologically advanced cutting tools available. Custom fitting and shaping of each lens is done on site. Bruce is also a contact lens specialist and works closely with the Irlens Syndrome Institute.

When you want the best for your eyewear needs - from contact lenses, to optical lenses, to sunglasses or to athletic eyewear - visit Optical Excellence. **Optical Excellence - 779B Bank Street in the Glebe - call 613-232-8586. Visit www.opticalexcellence.ca and check out the Optical Excellence page on Facebook.**

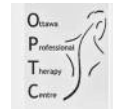


Osteopathy – effective Manual Therapy for all ages...

Do you suffer from headaches, joint pain, insomnia or muscular pain? You might benefit from osteopathic treatments. Osteopath **Amelie Belanger** offers this effective form of manual therapy at the **Ottawa Professional Therapy Centre**. Osteopathy is beneficial for anyone, from newborns to seniors. It is based on the principle that every structure and every organ has its own movement. Decrease in the quality or quantity of this movement generates stasis or spasms leading to local or distant illnesses. Amelie will help heal your ailments, while determining the root cause of your pain or discomfort. She'll then use a varied number of treatments to get you on the path to wellness. Amelie, along with the other therapists at the Ottawa Professional Therapy Centre are focused on getting you back to your normal using

osteopathy, massage therapy, acupuncture or integrative manual therapy. Over-the-counter medications may help relieve the pain, but drugs can actually mask the problem. The therapies offered at the OPTC get to the root of the problem so you get back to normal and stay that way.

You know the minute you walk through the door at the OPTC that they are serious about getting you relaxed and de-stressed. The office is quiet; the walls are painted in warm inviting tones. Clients of all ages are welcome. The OPTC offers on-line booking and direct billing for RCMP and Veterans Affairs through Blue Cross. Talk to the Ottawa Professional Therapy Centre and let them help you enjoy a pain and stress free lifestyle. They have five massage therapists available from Monday to Saturday for your convenience. Call 613-565-0763. Visit them at www.theoptc.com. The OPTC is conveniently located at 240 Catherine Street, Suite 203.



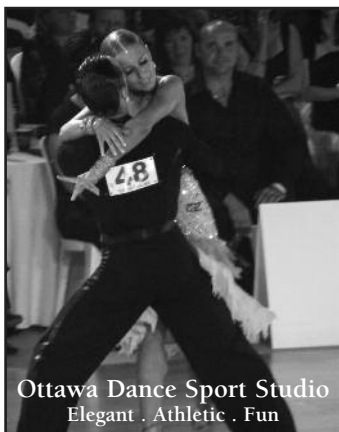
"We turn, not older with years but newer every day." Emily Dickinson

Ottawa Dance Sport Studio Dance Like the Stars

If watching Dancing with the Stars inspires you to learn dance, the **Ottawa Dance Sport Studio** is the place for you. Their Beginner Ballroom & Latin program provides the basics of all the show's dances and you do not need to bring a partner to enjoy the many benefits of dance. Check out the schedule at www.ottawadancesport.com and while you are there watch some of the fascinating videos of the studio's competitive dancers.

Those already comfortable with the latin and ballroom concepts might be more interested in the Latin Technique & Styling program. For engaged couples planning their special day, the studio can choreograph and teach you a unique first dance. The school-age crowd can increase their confidence, poise and athleticism through the group and private lessons designed for children as young as five. Whether they are interested in competitive or recreational dance, let your youngsters learn the basics under the tutelage of high-caliber instructors.

The professional dancers who staff the Ottawa Dance Sport Studio bring their exceptional expertise to each class; their



experience in latin and ballroom dancing is unparalleled in Ottawa. All instructors continually upgrade their skills with training and competitions across Canada and the US. Canadian Open Latin Champions for 2011, owner and instructor **Ludmilla (Milla) Sekret** and her partner, **Ilya Maletin**, take ongoing lessons from renowned instructor to the world's top professional dancers, Shirley Ballas.

Centrally located at 1547 **Chatelain Ave** (Carling and Kirkwood), the Ottawa Sport Dance Studio can be contacted at 613-695-4622.



Somerset Health and Wellness Centre – Helping you through the Cold & Flu Season!

As the temperature drops, the chance of you getting a cold or the flu increases. Drs **Kandis Lock, ND** and **Jennifer Luck, ND** at the **Somerset Health and Wellness Centre** have some suggestions to help you stave off those pesky viruses – and do it naturally. Eating a healthy diet, drinking an adequate amount of water daily and getting regular exercise are all good starts. You'd be surprised at how just staying healthy can keep colds and the flu at bay. Making sure you wash your hands after being out is a good preventative measure as well. There are herbals that help too. Kandis and Jennifer suggest Echinacea for its anti-viral properties. Vitamin D is also good immune system booster. If you're unsure about the flu vaccine, Somerset Health and Wellness Centre can help you find a 'natural' flu buster – one just right for you.

Kandis and Jennifer use natural treatment options to support and collaborate with you to help you maintain your health. They'll provide a careful and detailed assessment on your health status and then develop a personal plan



to keep you in optimum health. Let them help you with 'natural' options for the cold and flu season.

Kandis and Jennifer are passionate about helping their patients. Their goal is to help you take an active role in maintaining your health. If you have questions about your health, talk to **Kandis Lock ND** or **Jennifer Luck ND**. Visit **The Somerset Health and Wellness Centre** – for your health. The new office is located at 190 Somerset St. W., Suite 210. Call 613-627-3880 or email info@ottawanaturopathic.ca. Go on-line for more information at www.kandislocknd.com or www.ottawanaturopathic.ca.

