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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 \$2,500

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 such as 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.

Sandy Hill Dental A Neighbourhood Fixture

Community roots run deep at **Sandy Hill Dental**. This trusted dental clinic has patients that go back generations. At Sandy Hill Dental, **Dr. Normand Cloutier** and **Dr. Rachel Kanthavel** not only know the patient; they know their teeth and more than likely, their family. It really is all about personal care. Dr. Cloutier has been at Sandy Hill Dental for years. Although he is doing fewer hours, he's still available for his devoted patients. Dr. Kanthavel has recently joined the team and is already creating the next generation of loyal patients. If you're looking for a personal touch – Dr. Kanthavel can accommodate. She's always ready to welcome new patients and she can do emergency walk-ins. If you're a University of Ottawa student, Sandy Hill Dental is incredibly convenient.

For Dr. Kanthavel, giving back to the community is important. She volunteers at the Union Mission providing free dentistry. She also teaches at La Cité Collégiale, instructing classes of hygienists on general dentistry. It's



a continuation of the community roots planted by Sandy Hill Dental. The clinic provides a full array of dental services. From caps, to crowns, to restorative, to implants, to dentures along with excellent hygiene advice – the clinic covers your every need for good dental health.

You get a welcoming feeling the minute you walk through the door of Sandy Hill Dental. The practice is located in a heritage home in the heart of the community. You get stunning, not stark at this clinic. For personal dental care, call **Sandy Hill Dental** and make an appointment. Call **613-789-1052**. The clinic is located at **222 Daly** and there's plenty of on-street parking.

Leonard Levenscrown – Family Law Counsel...When it's a legal challenge...

In his over 38 years, Family Law Specialist, Leonard Levenscrown has seen it all. **Leonard Levenscrown Family Law Counsel** has been involved in complicated divorce work, property division and difficult trust and corporate legal issues as they pertain to family law. He is a Law Society of Upper Canada certified Specialist in Family Law. In family law, Leonard Levenscrown has become the 'go-to' guy for extremely difficult cases. Many of his cases are leading edge and he has had his fair share of 'celebrity' cases.

Tough cases are Leonard's specialty. He enjoys the challenge. Leonard Levenscrown Family Law Counsel has had cases heard in the Superior Court of Ontario, the Ontario Court of Appeal, the Quebec Superior Court, the Quebec Court of Appeal and the Supreme Court of Canada. He looks for practical resolutions to complex and intricate disputes using leading edge litigation and settlement techniques. Divorce, separation agreements, support claims, or property division – Leonard has extensive experience in all areas. He has even handled Hague Convention cases dealing with international custody disputes.

Giving back is important. Leonard



actively shares his expertise with the legal community at numerous Family Law Seminars. He was a part-time lecturer at the University of Ottawa Law School and a seminar leader at the Bar Admission Course. Leonard gives back to the community at large as well. He's been involved with the Kiwanis Club of Ottawa, Kiwanis International and now sits as a board member for the CHEO Foundation.

When you have a complicated family law matter and want a practical resolution call **Leonard Levenscrown Family Law Counsel** at **613-244-2106**. Leonard Levenscrown Family Law Counsel is located at **301-110 Clarence St.** in downtown Ottawa.

LEVENCROWN
FAMILY LAW COUNSEL

POSITIVE NEWS ABOUT GOODS AND SERVICES IN YOUR NEIGHBOURHOOD

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.



Beauty in the Neighbourhood!

Anderson Beauty Salon

Friendly, neighbourly and never rushed – at **Anderson Beauty Salon** owner **Brenda Hendley Saunders** books your hair appointment *just for you!* The service is both personal and professional and with over 40 years in the hair beauty business, Brenda knows hair. She's worked at the salon for the last 17 years and has been the principle owner for the last 8 years. Need just a cut? Brenda can oblige. Or if a new-do is in order, Brenda expertly foils, perms and highlights so you get just the look you want. She knows her clientele's needs and knows the neighbourhood. Brenda enjoys the fact that she often gets the whole family – mom, dad, kids and grandparents and lots of repeat business.

The **Anderson Beauty Salon** has become a neighbourhood fixture since it's opening in the 1960's. Brenda grew up in the neighbourhood but worked in much larger salons and in other parts of the city. When the opportunity to work back at the salon came up, Brenda jumped at it. Then when the owner wanted to retire, Brenda jumped at the



opportunity to take over the business. She enjoys working on her own, the slower pace over big salons and the neighbourhood friendliness. For Brenda the personal service is really important. She wants her clientele to feel like they can 'let their hair down' – quite literally!

Brenda encourages walk-ins and that's how most of the neighbourhood makes appointments or by calling 613-565-1160. She often has people just dropping in to chat and say hello – now that's friendly! The **Anderson Beauty Salon** is located at 115 Mann Street – just up the hill from King Edward Ave in the heart of Sandy Hill.



"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

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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.

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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, FAQ's, videos, pictures, product information, and more. www.oreillybrothers.com

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

Puppy Training... Starting the relationship on the right paw

Do you dream of having a potty trained, chew trained, socialized, confident, well-mannered puppy? The first step: talk to a professional! Chantal Mills owns the Ottawa Canine School, the newest dog training facility in Ottawa. Located near Manor Park, on St. Laurent Blvd, the school is perfectly positioned to make Puppy Kindergarten classes easy and fun.



The second step: start training now! It is a fact that a dog's adult behaviour is conditioned between birth and eighteen weeks. It is important during these weeks to socialize the puppy as often as possible with different types of dogs, people, loud noises and different objects. More and more vets are extolling the virtues of early socialization.

The Ottawa Canine School offers two Puppy Kindergarten classes. Puppy Kindergarten I is for puppies between the ages of 9 weeks and 13 weeks at registration. Puppy

Kindergarten II is for puppies between the ages of 14 weeks and 20 weeks at registration. Some of the skills your puppy will learn include:

- Walking nicely beside you on a loose leash
- Sitting and staying
- Coming when called
- Settling down on cue

Puppy Kindergarten I is offered Mondays at 5:45pm. Puppy Kindergarten II is offered on Tuesdays at 6:15pm, Saturdays at 9:30am and Sundays at 1:30pm. Both Puppy Kindergarten classes are 5 sessions long and cost \$100 + HST. Sign up for both classes at the same time and receive a \$20 discount. For more information, visit www.ottawak9school.com or call (613) 296-3643. Give your puppy the gift of a well-adjusted future.



Creative: PS design group 613-838-7212 • Writers: Sheryl Bennett Wilson 613-730-5530, Lori Hutton 613-218-9147

Superb Table-d'hôte ... At Todric's Fine Dining and Catering

Looking for a special dinner out? Enjoy the sensational table-d'hôte at **Todric's Fine Dining and Catering!** Chef Eric Patenaude has created a fabulous fall-winter menu including a soup, salad or Todric's special terrine, a choice of main dish and a dessert selection. Make reservations for a group of ten or more and not only will you receive one free meal, but you can build your own menu. Prices start at \$35.00 per person.* You can create your personal gourmet meal from the new fall-winter menu, or a totally different menu. The choice is yours. Or for an extra \$15 on top of your main dish selection, each guest can build their own table-d'hôte.

With the festive season approaching, Chef Eric has already pulled together a mouth-watering take home menu. Order meat pies – turkey, goose or duck, roast turkey or lamb and of course Todric's delicious desserts. You'll find everything on-line at www.todrics.com under Flavour of the Day. Chef Eric says it's



PHOTOGRAPH BY TAMA ORTEGA

never too early to make reservations for Christmas and Holiday parties. You can reserve any night of the week for groups larger than 20. If a catered party is in your future, **Todric's Fine Dining and Catering** can take care of everything. Eric offers a **FREE** consultation.

A visit to Todric's is always special. Lunch is every day from 11am – 2pm, brunch is Saturday and Sunday 9am – 3pm and dinner is served Wednesday to Saturday from 5:30pm to closing. Reservations are recommended for dinner and brunch. Visit www.todrics.com for Chef Eric's recipe of the month – always delectable! **Todric's Fine Dining and Catering** is located at 10 McArthur Avenue. Call 613-321-0252 or email info@todrics.com. *other beverages, tax and service not included in price.



How are you doing... Food Wise?

Do you know how your body makes fat? **Lise Hamilton-Carriere** at **Food-Wise Weight Loss** can tell you how. She can also explain why you're likely to gain it back with traditional weight loss methods. With over 22 years of experience and background in weight loss management, **Lise can help you lose weight safely and keep it off.** Your first session starts with body fat facts – how you store it and how it gets released. Lise will then show you how to keep track of what you are eating in your own personal diary. After that, she'll meet with you once a week, review your food intake and identify problem areas. **Do you love chips? How about chocolate?** She'll help you figure out the 'triggers' and understand why your eating or over-eating is often emotional. Food, says Lise, provides a chemical release to your brain. It can act like an addiction. At Food-Wise Weight Loss, you'll learn to understand 'why' you are eating certain foods and as your personal coach, Lise will help you curb that craving.

Often your gaining weight is hiding



other issues. Lise takes as much time as needed to determine your specific needs. She understands your weight-loss battle and points out that "successful weight-loss means not just losing the pounds – but keeping them off." Lise says **she strives to be the last diet you'll ever go on!** Her protocol for losing weight is a medically-developed, trusted method that has been around for 25 years.

So, how are you doing...Food Wise? Let Lise help you curb your cravings, review your food intake and make you literally Food Wise. Call for an appointment today 613-297-5090 or email foodwisewl@gmail.com. Visit www.foodwisewl.ca for a better chance at weight loss!




Fabulous Fashion at Fusion Fashion!

Looking for something distinctive? Looking for the fun factor in your wardrobe? Look no further than **Fusion Fashion** in the **Byward Market**. Fusion Fashion is owned by **Mr. Maziad** and **Mrs. Girouard**. This husband and wife team is exceptionally fashion conscious and brings in exclusive items from Turkey and Italy. You simply won't find clothing like this anywhere else in the city. You'll find dresses in silk, sweaters in cashmere, wool and cotton and in both women's and men's sizes and styles. Many items in both men's and women's fashions are one-of-a-kind and only in a couple of sizes. Once they're gone, they're gone. Make sure you check out the marvelous selection of 'perfect fit' jeans.

Mr. Maziad travels back to Turkey and Italy a couple of times a year. He is very selective on what he brings back and often its different manufacturers each time. Fusion Fashion also carries a marvelous



variety of shoes – both men's and women's – and a glittery assortment of jewelry.

If you're looking for something different, maybe it's time to check out Fusion Fashion in the Byward Market. **Fusion Fashion – when you want to add fun to your wardrobe!** Find them at 120 Clarence Street at the corner of Dalhousie. Call 613-562-1000. 

fusionfashion

Time to Review the Performance of your Investments?

There are several ways to improve your investment return. One of them is of course to reduce investment expenses. Every year, Patrick Lenouvel, a long time resident of Ottawa and founder of Japa International hears the same comments: Canadians are charged some of the highest investment fees in the world. Many investors believe that they are not charged any fee as they buy mutual funds. However, there are hidden fees. These fees are referred as MER (Management Expenses up to 3%). In addition investors are often also charged front or back load fees up to 5%. Managed accounts at brokerage firms often charge fees around 2% for "balanced" accounts. These fees definitely reduce your return.

Patrick believes that the most important factors in portfolio management are risk management and a disciplined approach to identification, selection, rebalancing and managing portfolios.


At Japa International, portfolios are managed on a discretionary basis. In other words, a client no longer needs to make day to day investment decisions, select the right funds and rebalance their portfolios regularly. The firm believes that clients need to understand risk and return expectation, volatility, but also portfolio management processes and be kept informed on a regular basis. Fees should also be linked to performances and the creation of values.



**FOR A FREE CONSULTATION*
ask to speak with Patrick**

Patrick Lenouvel hold a Master in Finance and is a registered Portfolio Manager. He is often invited at MBA, EMBA and MSC Finance programs to speak about Portfolio management, corporate Finance or behavioural Finance. His firm provides portfolio management services and due diligence on portfolios and investments.

**JAPA International
Capital Asset Management
Tel : (613) 745-9177 or by e-mail at:
info@japainternational.com**

*This offer is limited to household with investment assets (RRSPs and taxable accounts) over \$200,000. 

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

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
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since 1915 / L'Échange et partage
depuis 1915

NUVO Optometry!


WE'VE CHANGED OUR NAME! Beechwood Optometry is now **NUVO Optometry!** The same great team of doctors and the same friendly and knowledgeable staff greet you at the office conveniently located at **178 Beechwood Ave**, in the heart of the community.

NUVO Optometry provides the best of care with the latest technologies available in the field. Along with complete regular eye exams, we also offer contact lens examinations and fittings, Optomap retinal imaging, pre and post operative care for laser surgery, and Orthokeratology – a safe, non-surgical, reversible and modifiable alternative to laser surgery, that enables you to see without the need for glasses or regular contact lenses.



Need your eye-glasses prescription filled? **NUVO Optometry** welcomes outside prescriptions with no appointment needed. Along with the upmost courteous and professional service and today's latest fashion trends, our exclusive, high end eyewear products are sure to meet your vision and medical requirements. We also have a great children's selection!

To book an appointment, please contact our office at **613-749-0481**, or for more information please visit www.nuvooptometry.ca.

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