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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.

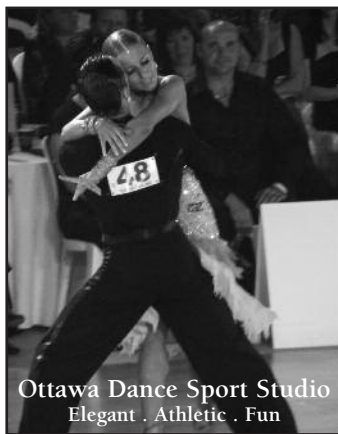
Ottawa Dance Sport Studio

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



Ottawa Dance Sport Studio
Elegant . Athletic . Fun

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.



Take Control of your Finances

With Mortgage Centre Ottawa

Are you struggling to pay off high interest credit cards but feel each month you are no further ahead?

Many consumers fear refinancing their mortgage as it can be very complex and intimidating. Kim Powell-Steele and Dorothy Smith of Mortgage Centre Ottawa can help you pay off credit card debt and take control of your finances.

Kim and Dorothy will review your mortgage for free and help you establish a strategy that will meet your financial goals. By using the savings you have available through the equity of your home, you can reduce your monthly expenses and the interest you pay.

As independent mortgage brokers Dorothy and Kim work with over 40 reputable lenders to get you a competitive rate that can apply to refinancing, new purchases or transferring existing mortgages. Since they work for you, not the lender, they always have your best interest in mind.



Dorothy ext 230

Kim ext 222

Current Finances	Balance	Payment
Mortgage @ 5.75%	\$250,000	\$1,448
Credit Cards	\$10,000	\$290
Line of Credit - LOC	\$15,000	\$450
Car Loan	\$25,000	\$600
Total	\$300,000	\$2,798
Re-Financed Mortgage	Balance	Payment
Mortgage @ 3.39% *OAC	\$300,000	\$1,325
Credit Cards, LOC,	\$0.00	\$0.00
Car Payment	\$0.00	\$0.00
Total	\$300,000	\$1,325
Monthly Savings		\$1,473

*Annual percentage rate based on 3.39% for 3 year fixed term, 30 year amortization OAC, based on no CMHC fees. (rates subject to change)

Let Kim and Dorothy help you take advantage of all time low interest rates to kick-start the New Year with your finances in control.

Mortgage Centre Ottawa is conveniently located @ 725 Churchhill Ave., Suite 300 (near Carling Ave.). For more information call 613-798-8080 or email Dorothy at dorothy@mortgagecentreottawa.com or Kim at kim@mortgagecentreottawa.com



POSITIVE NEWS ABOUT GOODS AND SERVICES IN YOUR NEIGHBOURHOOD

A Pearl Above -- Elite Caregivers

A Pearl Above - Elite Caregivers offers professional personal care services to clients in private homes, long term care facilities, retirement residences and hospitals. A Pearl Above is owned and operated by Carol Margerum who has been working with seniors and in long term care for 16 years.

Together, with her business partner, Stéphane Trottier, RPN, they provide companions, sitters, homemakers, housekeepers, personal support workers, and more. They both have extensive experience with Alzheimer's and Dementia patients in long term care settings. Home services may include personal, convalescent and respite care, errands, trips to the doctor, meal preparation, shopping, companionship, and housekeeping.



Services For Seniors And More™



Working With Seniors Since 1994

End of year special,
up to \$100 gift value!

Carol has always prided herself on matching her clients with a caregiver particularly suited to their personal needs. A Pearl Above strives to offer the best possible care with dignity and respect in a professional and compassionate manner. When extra care is needed they are there for you or your loved one.

Please call for a no obligation assessment or visit their web site.

Phone : 613-667-2262

Web : www.apearlabove.com

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.oireillybrothers.com

"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

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.



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Westgate Mall, 1309 Carling Ave.

WE DO IT ALL IN OUR RELAXING ATMOSPHERE

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. 



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 le partage depuis 1915

Creative: PS design group 613-838-7212 • Writers: Erica Simmonds 613-422-8692, Peggy Vice 613-596-9832, Sheryl Bennett Wilson 613-730-5530 • Sales: Siggy Rajzman 613-769-3044

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 it that changes us! To help Tracy visit www.tracydortkyne.com. 

Article by Lesley Dort

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 Shola 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 476 Holland Ave. (at Carling) and is open Monday to Thursday from 9:00 a.m. to 6:00 p.m. and Friday 9:00 a.m. to 4:00 p.m. For more information call (613) 729-3151. 

The Medicine Shoppe & PHARMACY

Make the call before you leave Concierge looks after homes and pets

Homes: Cold November winds bring a hint of snow...and thoughts of warmer climates. But who will look after the house when you go?

Count on Michelle Hamelin of Concierge Home Services. If you're gone for a week, or months, the Service will be there when you're not. It checks for mail, brings in newspapers and flyers, puts out recycling, adjusts inside temperatures...and Michelle sends a weekly note to add to your peace of mind.

She will see to snow removal, shoveled walks, and rotate lamp timers inside. If there is a blizzard, or wind-storm, Michelle will make arrangements on your behalf to have repairs made, if necessary.

Even if your home has a state-of-the-art security system, Michelle's team visits once a week 'just to make sure...' and the cost is minimal.

Pets: Concierge also provides pet-sitting for vacationers. For cats,



bunnies, fish and ferrets, once a day a team member will change litter, top-up food and water, and stick around for a good play and snuggle session. All pertinent information is collected before owners leave.

Dogs need more companionship, so if you're caught at work, or your flight home is late, count on Concierge's dog walking staff to get there when you can't. Set up your account beforehand to take the anxiety out of leaving your pet alone.

For more information on Concierge Home Services, visit the web site at www.conciergehomeservices.com, call Michelle at 613-686-1505, or email her at Barrhaven@conciergehomeservices.com. And for special events, give a gift certificate.



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**

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

Energy Weight Loss Centre Lose Weight and Fat, Not Muscle

Syndrome X, encompassing the symptoms of obesity, high cholesterol, high blood sugar and hypertension, is reaching epidemic proportions. The result of insulin hypersecretion, eliminating this syndrome requires resetting the pancreas' insulin balance. The **Energy Weight Loss Centre** helps Syndrome X victims accomplish this reset.

Losing weight obviously requires consuming fewer calories than are expended. However, to specifically target fat loss, requires a more complex nutritional balance. Using a medically-designed protocol, the **Ideal Protein Diet**, clients enjoy rapid fat loss while retaining their lean body mass. This protocol simultaneously removes carbohydrates as a fuel source to decrease glycogen storage and provides high biological proteins, forcing the body to burn stored fat instead of muscle.

While you are on the protocol, the Centre provides you with everything you need: the program, supplements and food. Phone support and education ensure you are



never alone. Reducing cellulite, cholesterol, and blood sugar levels; increasing energy; and improving mood are the protocol's additional benefits.

Offering many delicious dietary options, the centre can accommodate vegetarians, Celiac patients and those with dairy and soy sensitivities. Their nutrition packets are easy to prepare and incorporate into today's busy lifestyles. Once the pancreas is reset to secrete a normal amount of insulin, you begin or resume a balanced diet, without compromising your new and improved state of health.

Located at **530 Hunt Club Rd. West**, the Energy Weight Loss Centre offers a free, no-obligation consultation with coach Jonathan Russell. Call 613-226-5677, or visit the website at www.energywlc.com.



IDEAL OTTAWA GRANITE INC. Complete Care

"Complete care" is the time-honoured philosophy at **Ideal Ottawa Granite Inc.** and continues to be the cornerstone of their business. A consultation on design and colour, followed by a timely turn-around in fabrication and installation will result in your complete satisfaction. Ideal Ottawa Granite Inc. is a worldwide importer of granite, marble and natural stones for any number of interior-decorating applications.

Whether it's kitchen or bathroom countertops, islands, backsplashes, fireplace or tub surrounds, shower or window sills or opulent flooring, Ideal Ottawa Granite can create and install your vision. They also carry exciting colours in quartz from leading manufacturers. Their state-of-the-art equipment offers precision fabrication and reduced production time while the competitive prices negotiated from global suppliers delivers savings to customers.

Their expert design and renovation staff will assist you in choosing what you need for your project, gaining a perfect balance of all the elements.



They offer full renovation services to complete any project, including cabinets and plumbing.

With lots of granite pieces still taking up space in their yard, the sale on in-stock granite is ongoing. Now is the time to get granite for your powder room or bathroom, or do a table top at a really affordable price.

Visit the showroom at **3326 Limebank Road**, Unit 5A, Hunt Club and Riverside Drive, or www.idealgranite.ca to view the colours available, some exclusive to Ideal. Call 613-739-3777 for your free consultation to affordably add the beauty and luxury of granite, quartz or marble to your home-improvement project.

Ideal Ottawa Granite Inc.