

OKANAGANLife

2010 edition

progress

A SPECIAL PROMOTIONAL ISSUE

VALLEY BUSINESS
STORIES TOLD
BY THE PEOPLE
BEHIND THEM

OKANAGAN COLLEGE'S
PRIZED **SEAT OF POWER:**

{Jim Hamilton}

PM40028474



02

7 74470 91009 0

www.okanaganlife.com



Getting here has never been easier.



With convenient non-stop flights from Kelowna International Airport, now it's even easier to access sunny destinations such as Las Vegas and Mexico this winter.

Kelowna
International Airport
www.ylw.aero



Visit www.ylw.aero and click on *Where do we fly* for more information.

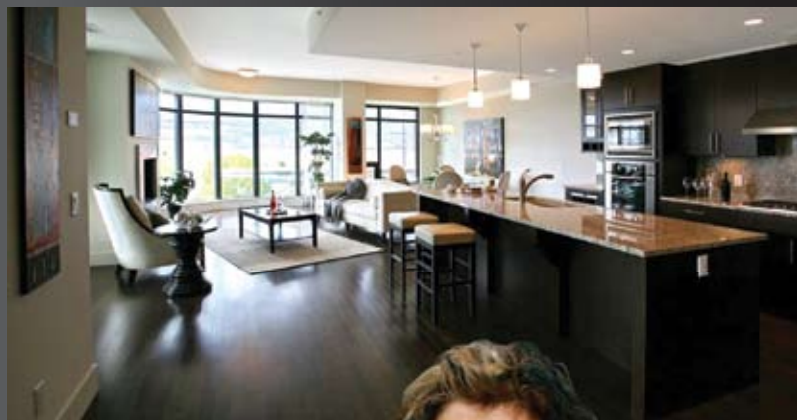


MADISON

KELOWNA'S
ULTIMATE
LUXURY
RESIDENCES



The Madison. Upscale. Downtown. It's living art.



Now Selling

Limited number left, ready for Occupancy Jan 2010

New Sales center opening March 2010

Contact Jane Morgan

Call: 250-862-0750

Email: janemorgan@shaw.ca

Visit us at www.madisonkelowna.com






Bath & Kitchen Showroom

The Ensuite Showroom
1950 Windsor Road, Kelowna, B.C., 250-448-8220

Moving to 2343 Dominion Road
West Kelowna (Behind Bylands)
March 2010

THE BOLD LOOK
OF **KOHLER**®

Inspiration for
Bathrooms and Kitchens

CONTENTS

OKANAGANLife progress

FEATURE

Exceeding expectations, embracing change **10**

Despite a history of giving up comfortable careers in favour of new adventures, Jim Hamilton just signed on for a second term as president of Okanagan College. Time for him to quit moving forward? Not a chance.

by Dawn Renaud



PHOTO BY KYLE PERISON

IN THEIR OWN WORDS: (PAID ADVERTISEMENTS)

BUSINESS	AD	STORY	BUSINESS	AD	STORY
Anthony's Subaru	6.....	48	Heidi Lussi Real Estate	51.....	42
Armaguard Coatings.....	6.....	48	ICBC.....	33.	53
Asphalt Shoes	29.....	49	Kelowna Family YMCA-YWCA.....		20
BDC.....	29.....	52	Kelowna International		
Best Western			Airport	2.....	26
Peppertree Inn	21.....	48	Kelowna Laser Vision.....	39.....	50
Blackstone			Kekuli Bay Cabinetry	23.....	42
Furniture Gallery.....	8.....	37	kit.biz.....	43.....	50
Bonfire Restaurant.....	45.....	30	La Roca Watch		
Burtch Chiropractic			and Jewellery.....	17.....	47
and Laser.....	27.....	36	MacKay LLP.....	18.....	51
Byrne Publishing	17.	37	Madison (The).....	3.....	28
Cougar Canyon			Mon Thong	31.....	42
Clothing.....	52.....	45	Okanagan		
Da Tandoor.....	47.....	38	Regional Library	51.....	44
Dax Air.....	43.....	36	Prestige Collision.....	9.....	32
Dr. Brian Clark	43.....	38	RauDZ Regional Table.....	51.....	44
Ensuite (The).....	4.....	24	Retirement Concepts	19.....	30
Fanny's Furniture			Ricardo's Mediterranean		
and Kitchens.....	23.....	40	Kitchen.....	31.....	36
Fashion Foundations	52.....	40	Sentes Auto Group.....	25, 55.....	34
Genier's			Simply Amazing Smiles	21.....	46
Home Appliance.....	7.....	54	Southwind at Sarsons.....	27.....	46
Gord Turner			Tallus Ridge	56.....	22
Renovations.....	6.....	49	Tops Telecom.....	18.....	32
Handyman Connection.....	29.....	40	Tuff Top Fibreglass Pools.....	39.....	44
Harmony Acura.....	41		Western		
Hartman Business			Financial Group.....	37.....	49
Machines	31.....	46	Westwood		
Harvest Golf Club (The).....	27.....	38	Fine Cabinetry.....	45.....	31

The all-new 2010 Subaru Outback.
Our competition would
be nervous.
If we had any competition.



Get the go-anywhere capabilities of an SUV without the bulk. And get great style and mileage, too. The all-new Outback gives you Subaru's famed Symmetrical All-Wheel Drive in a totally unique package.

Incomparably equipped from

\$30,640*

- Symmetrical All-Wheel Drive
- 170 HP 2.5L BOXER engine
- Air conditioning
- Class-leading safety systems
- And more



ALL-NEW,
JAPANESE-ENGINEERED
2010 AWD OUTBACK PZEV

Anthony's SUBARU



Visit us at www.western.subarudealer.ca for more details.

2670 Highway 97 N, Kelowna • 250.861.6163 • 1.877.861.6166 • www.anthonys.ca

*Model shown is a 2010 Outback PZEV 6MT (401 PZ) with MSRP of \$30,640 including freight & PDI (\$1,525) and air and tire levies (\$120). **It is possible to travel up to 1,014 km on one tank of fuel, based on estimated fuel consumption figure rating posted by Natural Resources Canada of 6.9L/100 km (highway) for a 2010 Subaru Outback equipped with continuously variable automatic transmission and a 70L fuel tank capacity. Actual fuel consumption will vary based on driving conditions, driver habits and vehicle load. Financing and Leasing programs available through TCO on approved credit. Dealers' available vehicles may differ. Dealers may sell for less. Lease and Finance program expires October 1, 2009. See your local Subaru dealer for complete details.

Get the **BEST LINER** at the
best prices!



#9-2670 Enterprise Way (across from OK Dodge)

www.armaguard.com Dealer Inquiries Welcome

250-763-2762

GORD TURNER RENOVATIONS LTD
"Quality & Integrity since 1989"

Is your home in need of a
Renovation?

We do it all – since 1989
Modest to Extensive / Interior to Exterior

Full Design Services
Comprehensive Written Agreement



Call Gord now
to book your
appointment or
visit us at our
Design Centre



Client



250.469.9379 or 250.765.1166 ext. 1
www.gtrenovations.com

OKANAGANLife
magazine

OKANAGAN
BUSINESS
Your Business Information Source

Publisher/Editor
J. Paul Byrne

Senior Editor
Laurie Carter

Managing Editor
Karen Slivar

Creative Director
Andrea Mahler

Graphic Designer
Mishell Raedeke

Administrative Director
Becky Thorn

Office Assistant
Chelsi Middleton

Account Executives
Brian Malmas, Jim Murphy

Contributing Writers
Laurie Carter, Dawn Renaud,
Karen Slivar

Contributing Photographers
Kyle Perison, Lydia Ross

COVER PHOTO
Kyle Perison

okanaganlife.com
Editor
Laurie Carter

Okanagan Life is published by
Byrne Publishing Group Inc.

To subscribe or advertise:

Call 250.861.5399;

Toll-free 1.888.311.1119

Email info@okanaganlife.com;

Write to: #10 - 1753 Dolphin Avenue,

Kelowna, BC V1Y 8A6; or visit

www.okanaganlife.com

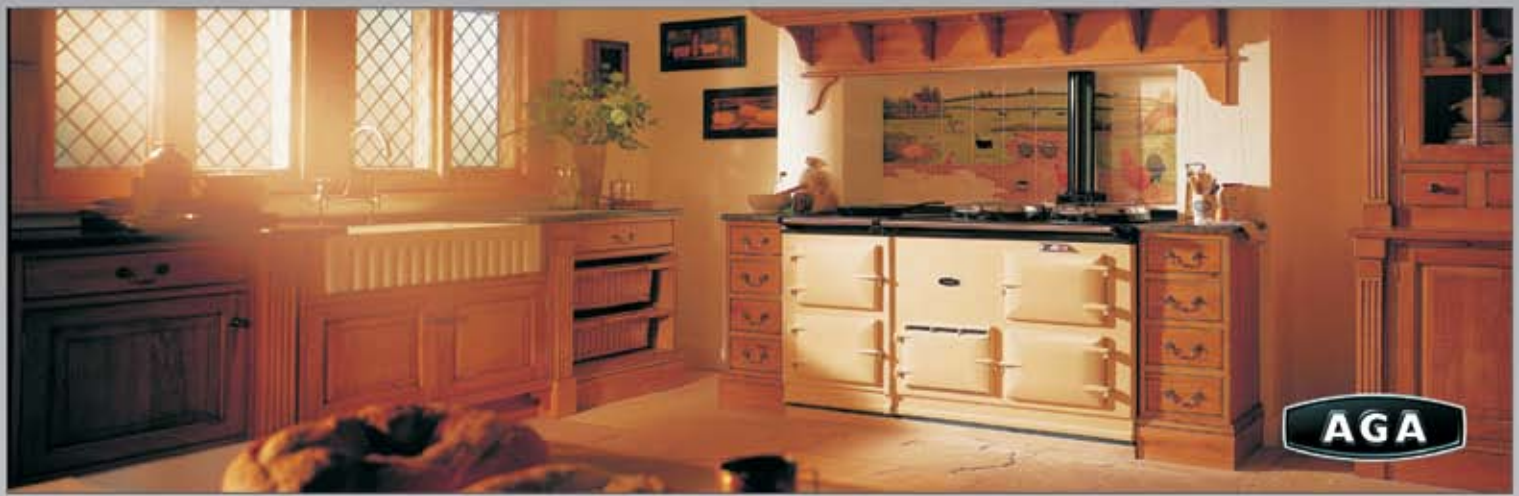
Okanagan Life is available at several newsstands
throughout the Valley. For a full list, please visit
www.okanaganlife.com/wheretobuy.php

© 2010, All rights reserved. Opinions and
perspectives expressed in the magazine are those
of the authors and do not necessarily represent
the views of the ownership or management.
Reproduction in whole or in part without the
publisher's consent is strictly prohibited.



PUBLICATIONS MAIL AGREEMENT NO. 40028474
RETURN UNDELIVERABLE CANADIAN ADDRESSES TO
BYRNE PUBLISHING GROUP INC.
#10-1753 DOLPHIN AVE.
KELOWNA BC V1Y 8A6
email: info@okanaganlife.com

Okanagan Life magazine is a member of the Thompson Okanagan Tourism Association, Kelowna Chamber of Commerce, Penticton & Wine Country Chamber of Commerce, Summerland Chamber of Commerce, Greater Vernon Chamber of Commerce, Westbank and District Chamber of Commerce, British Columbia Association of Magazine Publishers (BCAMP), City and Regional Magazine Association (CRMA) and Circulation Verification Council (CVC).



Whirlpool

LG

Maytag

AEG

Kitchenaid

AGA

Jenn Air

Alfresco

Asko

Viking

Wolf

Miele

SubZero

Heartland

Thermador

Bosch

Fisher & Paykel

DCS

Gaggenau

Genier's
A P P L I A N C E S

2205 - 48th AVE. VERNON

P: 250.545.0664 1.888.545.0664

WWW.GENIERS.COM

When The Amish Meets The Okanagan

**Custom Wood Furniture
In A Dazzling Array Of Styles
And Finishes.**

**Handcrafted By Amish Artisans
To Last A Lifetime ...
GUARANTEED**



Hardwood Dining Room Sets

*Built in the Amish tradition
of loving care and attention
to detail, every piece is backed,
in writing, by our
Lifetime Guarantee.*

Amish Made Bedroom Sets



Home Office Furniture



Quite simply, no other furniture store
in the Okanagan comes close.
FREE Amish Furniture Report
available in Store

**Blackstone Furniture Gallery
1140 4 Avenue SW
Salmon Arm
250-832-2324
www.simplyamish.com**



THINK PROGRESS

**New neuro-knowledge
debunks old “truths”**

As our province hosts the Olympic Games, we watch as thousandths of a second are counted down to determine the world's sport elite. However, many more moments in the Games that will touch our hearts, will remain uncounted. As Einstein said, “Not everything that counts can be counted, and not everything that can be counted counts.”

I can't help but think that Einstein was referring to the X-factor that underlies progress. Globally, billions of ideas have been hypothesized, distilled and eureka'd into millions of products that we market, advertise, use and consume every day. In North America, many Canadians freely trade ideas, products and services with the Americans that directly affect the financial stability of countries, cities and communities in positive ways.

The word progress conjures up influential people who have elevated their thinking, acted on their thoughts to create a new product or service that benefits society. We count on these products, discoveries and inventions

PAUL'S PERSPECTIVE

to make our lives better. But what happens when the products and discoveries intended to benefit us actually make life worse? Would you still call that progress? What if what we once thought was right; was really wrong?

Neuroscience brings us one of the biggest discoveries opposed to what we've always been taught—that our brains were fixed in adolescence—hardwired in fact. For four centuries, we've been taught that we are predisposed to a life with the brain we were born with. In his book, *The Brain that Changes Itself*, Norman Doidge, MD, tells us that for 400 years, we were not only wrong about the brain, but spectacularly wrong. Today, we know that the adult brain is changeable or “plastic.” Plasticity allows us to mould or create the type of brain we desire.

Over the last two decades, more has been learned about how our brains work than at any time in history. This three-pound mass of 100 billion interwoven nerve cells is the most magnificent organ in our bodies—and the birthplace of ideas fuelling our progress.

But let's face it, for many people just mentioning how the brain works freaks them out. Perhaps the brain is only taboo because we've been taught to think it so.

Count back 45 years or so, to a small hospital where a young woman is just falling asleep. A doctor anesthetizes her, takes a scalpel, slips it under the upper eyelid between the eyeball and skull and punctures the skull. The scalpel is then moved like a windshield wiper across the frontal cortex. Frontal lobotomies were “treatments” for members of society that didn't count.

Society runs for a chair to help the man with a broken leg—yet politely dismisses the brain-injured man to the back of the bus. We fuss over the woman with broken ribs—but heckle the unhealthy brain of a woman liv-

PHOTO BY DANYA KIRBY

ing on the street. Neuroscience is changing all of that. Just as the invention of the X-ray allowed diagnosis of broken bones, new scanning technology allows us to look at and into the brain.

The brain keeps our hearts beating without interruption more than 100,000 times a day, 40 million heartbeats per year; it maintains 66 functions of the liver; it filters litres of blood through our kidneys every hour to make urine and eliminate waste.

Even though the brain is only two per cent of our body weight, it uses up to 30 per cent of the calories we consume. With each one of our 100 billion neurons connected to other neurons by up to 40,000 individual connections between cells, our brains have more connections than there are stars in the universe.

Doidge urges us to rethink our model of the brain. During the course of his travels, he "...met a scientist who enabled people who had been blind to begin to see, another who enabled the deaf to hear...met people whose learning disorders were cured and whose IQs were raised...saw evidence that it is possible for 80-year-olds to sharpen their memories to function the way they did when they were 55."

So how wrong were we about the decider-in-chief? Completely! With the ability to create new cells, to learn new neuron pathways, the brain can unwire and rewire itself. Malleable, modifiable, changeable! Now that's progress.

Now when authors', scholars' and scientists' brains finally have the courage to say, "I was wrong, I have learned that there is a better way," —that will be progress.



Paul Byrne

Publisher

paul@okanaganlife.com

PRESTIGE



COLLISION™

2009 Young Entrepreneur of the Year



Mark and Todd Regier

Presented by Kelowna
Chamber of Commerce

WORLD CLASS COLLISION REPAIRS



Courtesy Cars - ICBC & Private Insurance - Lifetime Guarantee



ENVIROBASE®
HIGH PERFORMANCE

ICBC **Car** shop VALET
Accredited Collision Repairs & Valet Service

250.868.9190 | 1960 KIRSCHNER RD | WWW.PRESTIGEKELOWNA.COM



PHOTO BY KYLE PERISON



by
Dawn
Renaud

Despite a history of giving up comfortable careers in favour of new adventures,

jim hamilton

just signed on for a second term as president of Okanagan College. Time for him to quit moving forward?

Not a chance...

“There’s
a lot of
shared
& values
shared
vision
in and
around
this
place”



Since the transition from Okanagan University College (OUC) back to a community college in 2005, Okanagan College has consistently exceeded expectations. Along with planned increases in enrolment in both trades and health, its arts department has grown dramatically; the business program, which was expected to decline somewhat after the advent of UBC Okanagan, has strengthened instead. Remarkably, the full time equivalent (FTE) student enrolment figures have consistently been higher than projected—currently some 1,500 above target.

When people ask what’s behind this stellar track record, OC president Jim Hamilton tells them it’s due to the superb leadership of the president. “Then,” he says, “they all laugh.” He attributes the college’s success to the corroboration and hard work of many good people. “It was careful planning, flexibility, willingness to seize opportunities we weren’t aware of when they come along.”

A few minutes into our conversation, I realize “flexibility and a willingness to seize opportunity” sums up the way Jim has lived his own life. He has always, he says,

JIM HAMILTON HAS
LED OKANAGAN
COLLEGE TO UNEX-
PECTED SUCCESS
SINCE ITS TRAN-
SITION FROM UNI-
VERSITY COLLEGE
BACK TO COMMU-
NITY COLLEGE

PHOTO OF JIM HAMILTON BY KYLE PERISON





done a number of different things; through university and most of his working life, he usually had a business or two on the side. And even with these diversions he has always been open to new adventures, routinely leaving secure and rewarding employment for a change.

It's not that his day jobs have been dull—quite the contrary, they've offered daunting challenges and plenty of involvement with groundbreaking change—but after a few years, even the most interesting jobs become a little too comfortable. Perhaps variety is the spice of his life.

Jim's no frazzled multi-tasker, though. Despite the hum of activity in his office area, he's serenely focused on our conversation. There's never a sign of him glancing toward a timepiece or a day planner. When I check my own watch, I express surprise that a full hour has passed; he just smiles calmly and says we can still tour the new Centre for Learning before his next appointment.

He has, it appears, learned to master time—and timing, too. It seems whenever he's ready for change, a new and exciting opportunity awaits. Jim has an incredible knack for being in the right place at the right time, bringing with him the right skills and the right attitude.

HOMECOMING

Jim was born in Vernon while his father was serving in the military. "I lived in Vernon for a few months in 1951, and then we took off on a journey that led all over the country and then over to Germany and back again," he says. But his family is well established here, with roots going back to the turn of the last century, and they would return every summer that they could.

He went to high school in Kingston, Ontario, before the family moved on to Victoria, where he attended university. "I spent two years there, then worked for a year doing labour on a variety of jobs, primarily for the municipality of Esquimalt, and got married," he says. Returning to Kingston, Jim spent the next several years at Queen's University. At the same time, he and a friend secured the contract for garbage removal and building maintenance for about 20 of the university's apartment buildings; he designed and built custom furniture; and he was active on the political front, organizing, consulting and doing market research.

At Queen's, Jim's graduate work involved participation in the Disraeli Project—preparing the voluminous correspondence of former British prime minister Benjamin Disraeli for publication. The historical aspect of the research made the project a little unusual for an English major, and the work itself was groundbreaking in its use of technology. "It was the first major publishing project in Canada to use computers all the way through," he says, cutting edge stuff in the early 1980s. "Computers were so new to those kinds of projects that we actually hired a PhD student in computing science whose thesis was to write a word processing program."

Jim returned to work in the Okanagan almost by accident. Moving west for a job prospect at the University of Victoria that didn't materialize, he arrived back in Vernon with his wife, their children, and all their

IN SPITE OF COMPETITION FROM UBC OKANAGAN, FULL TIME EQUIVALENT ENROLMENT FIGURES FOR OKANAGAN COLLEGE CONSISTENTLY EXCEED EXPECTATIONS



PHOTO BY LYDIA ROSS

worldly possessions. Within a couple of weeks, he was offered a job with the English department at the original Okanagan College. "I've been involved with the place off and on ever since," he says. "This will be my 29th year."

During those years, Jim has seen the institution from the perspective of an employee, as the parent of students attending the facility and as a board member. (He can even claim to have been a student himself, having taken a fly-tying course through continuing education.) And over the years, he has liked what he has seen. "The people who work here have a tremendous sense of commitment to what it is that the college stands for and does," he says. "There's a lot of shared values and shared vision in and around this place."

For the first decade Jim worked as a teacher in OC's English department. "The nature of employment here was contractual—short term contracts to start with—and we did have to feed the family," he says, so he also pursued some business interests: he owned part of a market research and communications company for a little while, and was involved with concert promotions.

Eventually he secured a continuing contract with the English department. Not content to drift along with a sure thing, he decided he wanted to gain some administrative experience; an opportunity arose with the Vernon School District.

"They hired me initially because they wanted somebody to take responsibility for strategic planning and communications, public relations, that sort of thing," he says—a good fit with the skills he'd acquired through his business endeavours. Hiring on for what he thought would be two years, he stayed for eight. During that time, he was also appointed to a six-year term on the board of Okanagan University College.

Jim says he thoroughly enjoyed cutting his administrative teeth with the school district. "Just about the time I was becoming tired of that, an opportunity came up at the college in Vernon, to be what was then called the centre director—we call them the regional deans, now," he says. He felt like he had come home.

BACK TO THE FUTURE

When the transition from OUC back to Okanagan College was announced in 2004, Jim was asked to lead the college's transition team. "Our job was to work with UBC Okanagan and Okanagan University College, and effect an orderly transition and get the college up and running," he says.

Jim is particularly proud of the work his team has accomplished. "Mainly we ran on volunteer labour from people who were not only working on start-up of the college, but also continuing to work full time at Okanagan University College," he says. "Draining though it was on their time and their energies, I don't think many of them thought twice about it—it was just the right thing to do. And as a consequence of all that hard work, when we first opened the doors on the first of July 2005, and started welcoming our first students into the new Okanagan College, we were ready to go."

Mission accomplished, Jim's position evolved into his initial five-year appointment as president. Those five

years, he says, have been a bit of a rocket ship trip. "We had a pretty clear idea of where we were going, in terms of the values that we espoused, the vision that we had, and what we perceived to be our mission—which quite simply is transforming lives and communities by educating and training people."

Rather than merely going back to the way things were before OUC, or simply opening with standard college programs and practices, the college has taken full advantage of the rare opportunity to create something new. Embracing what is loosely termed "the learning college movement," they researched what's happening in other like-minded colleges, adopting and adapting with their own vision firmly in mind. "We're doing things that others aren't doing, and we've learned a lot from others as well," he says.

Jim says the outstanding Centre for Learning at the Kelowna campus is a good example of what they're trying to achieve. "We recognized we had a deficit, particularly on this campus, of informal student study and gathering space," he says. His experience at the school district had made clear to him that people learn at different rates and in different ways. "In this building we tried to accommodate that truth about learning. We've put in spaces that are round, spaces that are funny shapes, big spaces, little spaces, formal spaces that look like a conventional classroom, informal spaces...Part of the library looks like a living room. That's intentional."

"It comes back to us trying to remind ourselves constantly of what our core values are. It is all about learning—our learning, student learning," he adds. "We don't differentiate, when we talk about learners, between staff and students, and we have to create the spaces to promote and accommodate that. This building does it beautifully."

The Centre of Learning will also be one of the first buildings



THE CENTRE FOR LEARNING AT THE KELOWNA KLO CAMPUS IS A STUDENT-CENTRED FACILITY ENCOMPASSING LIBRARY, CLASSROOM, STUDY, PEER TUTORING, INFORMAL GATHERING, OFFICE AND FOOD SERVICE SPACES IN ONE OF THE CITY'S FIRST BUILDINGS TO ACHIEVE THE LEEDS GOLD STANDARD. THE SAME STANDARD FOR ENVIRONMENTALLY SUSTAINABLE CONSTRUCTION IS ALSO THE GOAL FOR OC'S NEW CENTRE FOR EXCELLENCE IN PENTICTON

PHOTOS BY LYDIA ROSS



“We obviously made some right decisions & that didn’t happen by accident”

in Kelowna to achieve the LEEDS gold standard—a designation also being sought by the recently announced Centre for Excellence in Penticton, which will research, train and showcase cutting edge advances in the building trades.

“Colleges ought to be at the forefront of change,” he says. “The whole sustainability agenda—we have so much to contribute to that.” Colleges not only teach the ideas, they also teach a lot about how to bring those ideas to life. “We ought to be modelling in our buildings what we’re teaching about. That’s what’s so exciting about both this building and the Penticton building: we’re actually going to have a building that is what we teach and is capable of change.”

COMMUNITY CENTRAL

These projects have invited both national and international attention. Add that to the local buzz generated by OC’s many achievements and it’s not surprising people see the facility as more than “just” a community college.

“It still needs to be that little local college, though, in people’s minds, in some ways,” says Jim. While teaching at OC, he came to understand that his students were coming from a different place than those he studied with at Queen’s. There, he says, “you get kids whose families have gone to the university, and there’s an expectation that they’ll go there; you’re looking at the third or fourth generation...by and large a pretty privileged bunch of relatively high achievers.

OKANAGAN COLLEGE FACILITIES ARE DESIGNED TO ACCOMMODATE DIFFERENT LEARNING STYLES AND WIDELY DIVERSE PROGRAMS

"It's a very different profile than I encountered when I first came here — not to say we don't have students who fit that profile; we do. Our students are much less homogenous. We have such diversity. And for many of our students, it's an act of courage to walk through the door." These students may be the first in their family to attend post secondary; they may be coming from a background where school is not equated with success or anything remotely pleasurable; or they may be returning from a long absence from formal education — some without having finished Grade 12.

"We like to say we have multiple levels of entry and exit and re-entry," he says. "We can accommodate the person who is a star student in high school, coming in with a straight-A average. We can also accommodate that person who can't read and write. We can accommodate the single parent, and the person who needs to undergo a career change and is a little apprehensive about coming through."

This is why what happens in the classroom is paramount. "Students value the relationships in smaller classes," he says. "We have a really outstanding faculty," he adds, crediting a genuine interest in students with everything from the business students' consistently high performance at international competitions to the evolution of new programs. At the Kalamalka campus, for example, a passionate English department developed and implemented a creative writing and publishing program.

When it comes to good ideas, Jim says the college is blessed with an embarrassment of riches. "My job is to remove the barriers between the people with the good ideas and the realization of those ideas," he says. "We've done that as much as possible, creating the conditions that allow that good idea to have a chance." These faculty-driven successes help spread the wealth. OC doesn't

>>>



CHAMILIA®
Jewelry that defines you.™



ROTARY
Established in Switzerland 1895

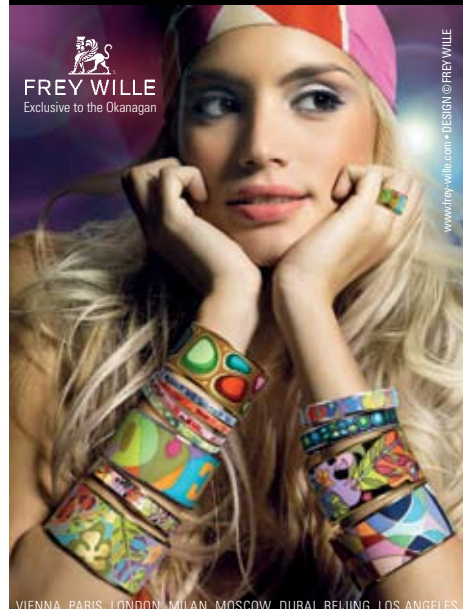


BALL
OFFICIAL  STANDARD
Since 1891

Since 1891, accuracy under adverse conditions

Announcing The New Engineer Hydrocarbon

Engineer Hydrocarbon Spacemaster
Automatic - 41.5mm



FREY WILLE
Exclusive to the Okanagan

www.frey-wille.com • DESIGN © FREY WILLE

VIENNA PARIS LONDON MILAN MOSCOW DUBAI BEIJING LOS ANGELES

Exclusive to the Okanagan at

La Roca Watch and Jewellery
2915 Pandosy Street, Kelowna, BC • (250) 862 9287



**It works
for me**

OkanaganLife
progress

250.861.5399 | info@okanaganlife.com



mackay.ca

Chartered Accountants - Business Advisors

Is Your Business Getting the **Attention to Detail** it Deserves?

Call a MacKay LLP Professional Today.



500-1620 Dickson Avenue | Kelowna, BC V1Y 9Y2
www.mackay.ca | tel 250.763.5021 | fax 250.763.3600

kelowna | vancouver | surrey | edmonton | calgary | whitehorse | yellowknife

TOPS telecom

At TOPS we love hockey almost as much as we love providing outstanding customer service. Give us a call and work with a team of enthusiastic professionals dedicated to delivering Total Office Products Solutions!!!

- **VOIP & Telecom Solutions**
- **Copiers & Printing Solutions**
- **Network Management & Data Solutions**



Panasonic

**#1 in Customer Service in the Thompson
Okanagan Since 1981**

#104 1905 Baron Road Kelowna, V1X 6W2 Canada
Tel. (250)979-6700 Fax (250)762-0300
www.topstelecom.com

automatically place all its programs centrally. In Salmon Arm, an overhaul of the mobile trades program allows students to learn without relocating to Kelowna.

Enrolling locally is not only more convenient; students attend OC to acquire a high-quality education in a range of diverse fields. Small surprise the enrolment numbers are up. Yet impressive though it is, the huge number of full time equivalents illustrates only a partial picture of what the college does.

"That captures what you might call our regular academic programs and vocational programs," says Jim. "But then there's this whole host of programming that we do outside of that, primarily through continuing studies."

He recently asked his number crunchers how many individuals were served in a year. The number staggered him: last year, they served over 19,000 through short-term vocational programs — upgrading and continuing studies like viticulture, horticulture, creative writing, photography and interior design.

"Continuing studies is really another doorway into the institution for the community. Or, to look at it the other way around, it's another way in which we serve some of the needs of our community that would not otherwise be met." These needs may not be addressed through the usual college or university programs, but that doesn't mean they aren't real or important. "If somebody comes to us and says, 'We really need a program for these 20 people to learn this,' we can do it," he says. "Although we don't call ourselves Okanagan Community College, we never lose sight of that word."

TERM TWO

While Jim's first term as president was focused on charting the course for the new OC, he's been busy with other things as well — sitting on several related provincial committees and spending, he says, too much time "in the air." Through it

all, his wife Liz and his now-grown children have been very supportive.

Jim sees his second five-year term kicking off with a thorough review, including plenty of good conversations about the current vision for the college and what, if anything, should be changed. "We always have to find better ways to serve our communities," he says. "You know the old cliché: if you're not moving ahead you really are falling behind."

So what does he say about staying put? "I'm a builder, not a maintainer," he concedes, so naturally he thought about stepping out, perhaps taking a less challenging job and spending a little more



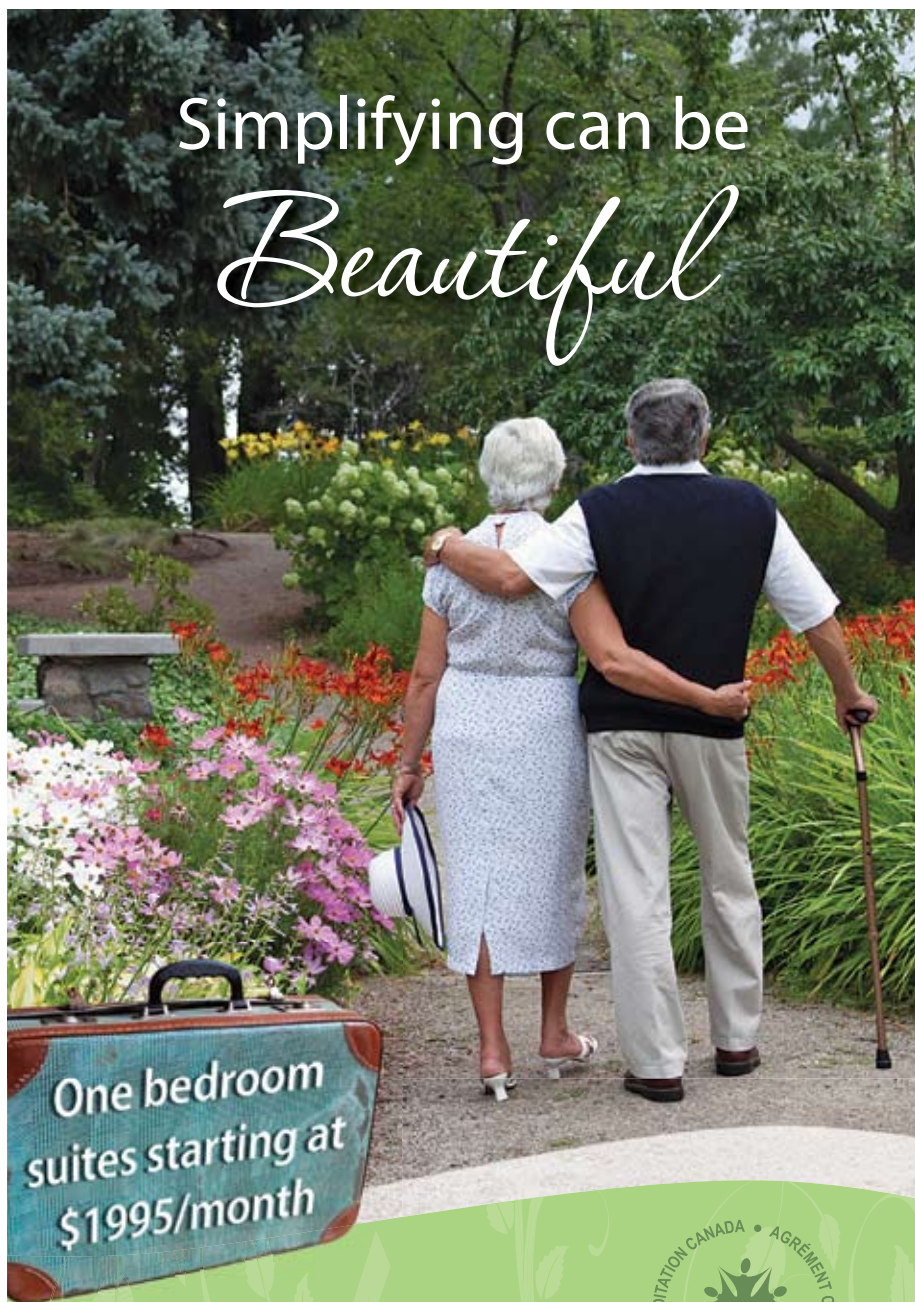
OKANAGAN COLLEGE HAS MADE TREMENDOUS STRIDES DURING JIM HAMILTON'S FIRST TERM AS PRESIDENT AND HE LOOKS FORWARD TO CONTINUED PROGRESS IN THE NEXT FIVE YEARS

time involved in other aspects of the community, maybe even going home and relaxing in the evening.

"Then I thought, you know what? We've exceeded every expectation for the first five years of operations, including our own...but we're not where we'd like to be yet," he says. "I want to be there for the next phase." **OL**

PHOTO BY KYLE PERISON

Simplifying can be Beautiful



Summerland Seniors Village

12803 Atkinson Road, Summerland, BC
250.404.4304

Kamloops Seniors Village

1220 Hugh Allan Drive, Kamloops, BC
250.571.1804

retirementconcepts.com



Retirement
Concepts



Harmony Honda makes donation to help the Y's expansion project

KELOWNA FAMILY YMCA-YWCA

The Kelowna Y kicked off an ambitious Capital Expansion Campaign with the announcement of a \$100,000 major gift by Kelowna business owner Manse Binkley and his wife Anna Hunt-Binkley, who also chairs the campaign.

For almost 30 years, the Kelowna Family YMCA-YWCA has been a place where children, families and adults come to belong, improve their health, learn to swim, care for their families, find a job and give back to their community through volunteering and philanthropy. While the Y's mission of service and commitment to community health has not changed over the years, its capacity to offer programs and services to meet the growing needs of our community is limited. Lacking the space to offer vital wellness, youth and family programs, the Kelowna Family Y has maximized its potential with its current facilities.

But a major expansion project is about to change all that.

Earlier this year the Kelowna Family

YMCA-YWCA announced its Capital Expansion Campaign, a \$5 million project to expand facilities. The 13,000 square foot addition will include a new running track, youth zone, child and family centre, preventative health and learning spaces, and a gymnasium.

Local business leader, Manse Binkley, owner of Harmony Honda and Harmony Acura, praises the Y and its focus on community, particularly its work with children, families and seniors. "There is no doubt our community needs this project. All you have to do is review the stats and walk into the facility to see that the current building is bursting at the seams. The Y is really an organization that keeps abreast of and responds to current needs. We are pleased to be involved and contribute to this very worthwhile project."

Community leaders spearheading the campaign have been working quietly over the past year, raising \$4 million toward the \$5 million expansion goal. The Y will now begin seeking donations from the public in order to raise the remaining \$1 million still needed to help make this project a reality.

"We are extremely grateful for the gifts we have received to date," says Anna Hunt-Binkley. "We believe no other organization offers the number of programs and services designed to strengthen families, reach out to youth, improve access to early learning programs, and focus on health and wellness for our community."

The success of the Capital Expansion Campaign will enable the Kelowna Family Y to increase its impact across the Central Okanagan and reach out to twice as many residents—an estimated 40,000 children, youth, families and seniors each year.

"Our vision is to create a full-service YMCA-YWCA that will meet the needs of our flourishing community well into the future," says Randy Schueler, president of the YMCA-YWCA of the Central Okanagan. "As a young person growing up in Kelowna, I used to head off to the Y just about every day and eventually became a Y lifeguard in my teens. I hope support of the Kelowna Family Y will ensure that reliable services and quality programs continue to be available to the whole community."

The community is encouraged to support the Y and help raise the final funding needed to complete the project. To donate or learn more about the project please visit www.yexpansion.com or call 250.764.9621.

The YMCA-YWCA of the Central Okanagan is a charity committed to building strong kids, strong families and strong communities. ■



Manse Binkley, owner of Harmony Honda and Harmony Acura, and wife Anna Hunt-Binkley helped kick off the Kelowna Family YMCA-YWCA Capital Expansion Campaign. Donate today by calling 250.764.9621.

simply AMAZING.

"I really love the results of my smile makeover. I had a family member tell me that they have never seen me happier."

Lisa S.



Before

simply. amazingsmiles™
and aesthetics.

www.simplyamazingsmiles.ca

Welcome to the future of dentistry.

250.762.2521



Peppertree

•Spokane Airport •Liberty Lake •Auburn •Omak

www.peppertreeinns.com



Canadians Receive **20%** off our standard room rates

Peppertree Hotels in Washington State offer world class amenities and contemporary features to make your stay comfortable and enjoyable. Our hotels are a perfect stopover for business travel or family vacations. We offer complimentary hot breakfast buffet, high-speed Internet access, newspaper, 42 inch flat screen television, and more.



Spokane Airport

Five minutes from Spokane Airport. Free airport shuttle. Call and book now
509-624-4655

Omak

Located off of Highway 97, just 30 minutes from the Canadian border. Call and book now
509-422-2088

SUBJECT TO AVAILABILITY

Liberty Lake

Just 15 minutes east of downtown Spokane, Washington. Call and book now
509-755-1111

Auburn

Stay minutes from SuperMall shopping and more. 30 miles from Seattle and 15 miles from Tacoma. Call and book now
253-887-7600

Delivering value in this economy is a formula for success

TALLUS RIDGE

The neighbourhoods at Tallus Ridge, in West Kelowna, have continued to expand as home after home sold this past year, defying reports by doom and gloom economists. It might be the neighbourhood atmosphere and protected green spaces that encourage prospective buyers to close the deal. But in this economy new homes have to deliver on price and value as well, which is key to understanding the ongoing success of Tallus Ridge.

A drive through the development reminds us of the kind of neighbourhoods we grew up in, where children play in nature and where neighbours are welcoming and friendly. It is the kind of neighbourhood where you want to retire, where you can walk to the golf course or enjoy a glass of wine in a yard that backs onto green space.

Neighbourhoods like this retain their value because they have a certain quality in the individuality of homes, the strength of the natural surroundings, and the feeling of community engendered by proximity to amenities and pride in your place within it all.

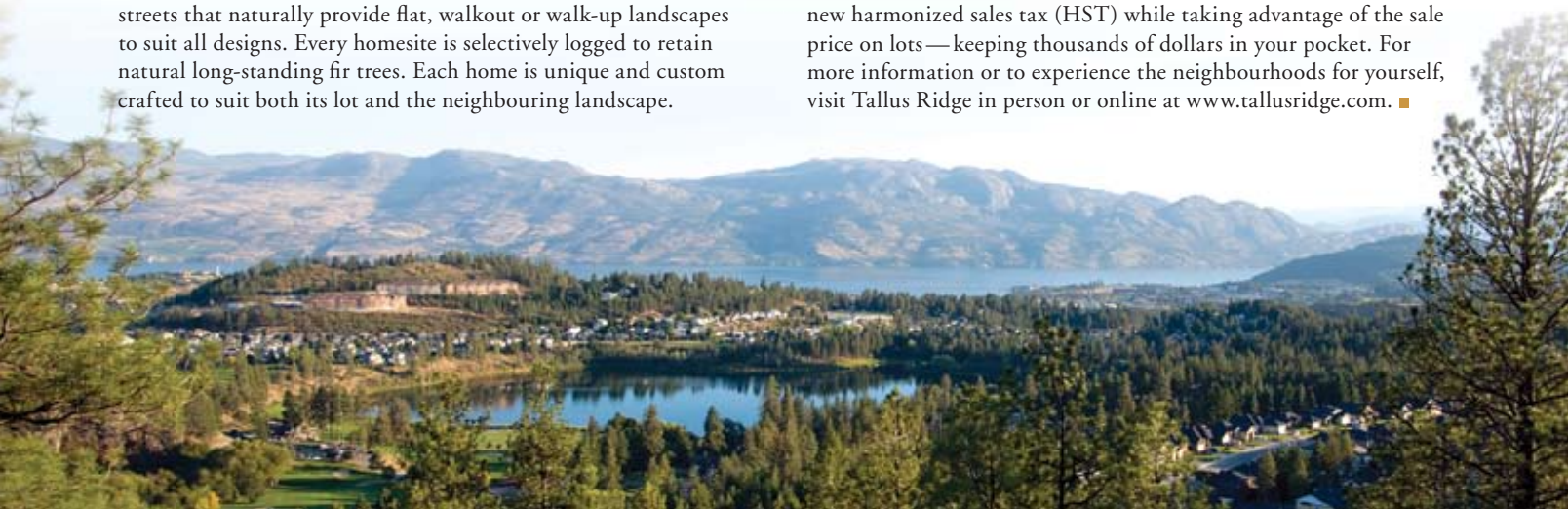
Sought after schools are nearby and shopping is less than five minutes away. The Shannon Lake Golf and Country Club lies at the entrance to the community and the wonder of nature defines the borders of the neighbourhoods. Homes are set on streets that naturally provide flat, walkout or walk-up landscapes to suit all designs. Every homesite is selectively logged to retain natural long-standing fir trees. Each home is unique and custom crafted to suit both its lot and the neighbouring landscape.

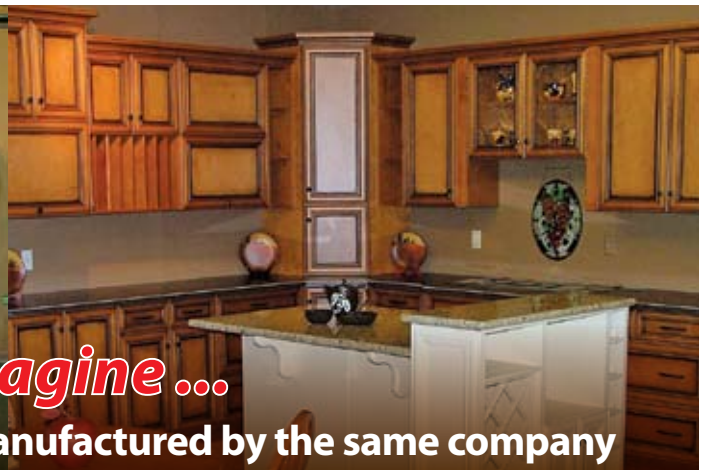


No cookie-cutter design at Tallus Ridge. Individual styles fit comfortably in the landscape and make interesting neighbourhoods. Selective logging leaves mature trees that emphasise the natural feel created by bordering green space.

The developer has recently announced a limited offer cash back and price reduction incentive that will produce from \$5,000 to \$27,500 reductions in lot prices.

With home packages from \$280,000 and lots from \$160,000 you can afford to live the lifestyle you have worked toward. Act now and you will beat pending interest rate hikes and the added cost of the new harmonized sales tax (HST) while taking advantage of the sale price on lots — keeping thousands of dollars in your pocket. For more information or to experience the neighbourhoods for yourself, visit Tallus Ridge in person or online at www.tallusridge.com. ■





Just imagine ...

Furniture and kitchen cabinets manufactured by the same company



Fanny's 
Furniture Kitchens

1794 Baron Rd, Kelowna | 250.868.8444
8111 Highland Pl, Vernon | 250.241.0036
kekulibaycabinetry.com
auntiefannys.com



The only Limit is your Imagination...



1794 Baron Rd, Kelowna
Book an appointment
Call Ron at **250.826.6001**



8111 Highland Place, Vernon
Book an appointment
Call Matt at **250.241.0036**

kekulibaycabinetry.com

A kitchen fit for a pro

THE ENSUITE BATH & KITCHEN SHOWROOM

Recently, we've seen a resurgence of interest in the kitchen and all things culinary—a trend fuelled in part by the popularity of television cooking shows and celebrity chefs who make it look all too easy. This new focus frames cooking as a creative outlet, a healthy lifestyle option, and a source of great fun with family and friends. It also means there are plenty of options for redesigning your kitchen.

The team of dedicated professionals at The Ensuite Bath & Kitchen Showroom can assist you and suggest innovative products in line with your taste, needs and budget. The Ensuite has been a proud supplier of Kohler products to projects such as Southwind at Sarsons, Wilden, Tower Ranch, Centuria Urban Village, Cadence at the Lakes, and Hidden Lakes, hence, plenty of experience with kitchens of all shapes and sizes.

The brightest ideas from busy restaurant kitchens can help aspiring home chefs look forward to each day in the kitchen to hone their skills and master new ones. While each home cook's needs are slightly different, the best professional-style consumer kitchens include some of the following features:

Multiple sinks. Gourmet chefs and home cooks alike often have at least three tasks going on at once as they prepare an intricate meal. Having two or more deep basins reduces steps and shuffling of pots and pans, simplifying the process and saving time and energy. Consider adding a trough sink to the counter near your cooktop for extra efficiency and convenience. Other secondary sinks—also known as entertainment sinks—come in a wide range of shapes and sizes. Many options are on display at Ensuite's showroom.

“Ideas from busy restaurant kitchens can help aspiring home chefs ...hone their skills and master new ones.”

Easy-prep products. Look for a sink that offers plenty of accessories to complement your cooking style. Moveable cutting boards, rinsing baskets and various trays and receptacles make prep tasks easier and more fun. Kohler's Stages sink, for example, features a selection of accessories designed to accompany each stage of the cooking process.



Modernize your kitchen with Kohler's single basin sink that doubles as a food prep area. It comes with just about everything you can imagine: walnut cutting board, bottom basin rack, six food preparation bowls, a flip tray, utensil tray and accessory storage sink.

High function faucets. Make sure your faucets and spouts match the way you cook. Most cooks want at least one high-arching spout over a deep basin for those extra large pots. Swing-away spouts can move out of your way as you put larger pots in the sink basin. If you really want to add a chef amenity to your kitchen, consider a pot-filler near the cooktop to avoid lugging around heavy, water-filled pots and pans.

Quick and easy cleanup. After a great meal, you want cleanup to be quick so you can get out of the kitchen and back to your guests. “Oversized, deep sinks allow for fast, thorough cleanup of large pots and pans and are available in stainless steel, cast iron and granite composite,” says Lisa Dartnell of The Ensuite Bath & Kitchen Showroom, in Kelowna. Kohler's Smart Divide sinks have a lowered divider between the sink basins, preventing overflow when you get sidetracked mid-task. You can view a collection of these sinks when you visit the Ensuite's showroom.

Whether you are building, upgrading or remodelling your home, the staff at The Ensuite Bath & Kitchen Showroom invites you to visit. Bring your ideas, and their expert staff will help you find the best product solutions to suit your individual needs.

The Ensuite will be moving in March 2010, from its current location on Windsor Road to a brand new showroom at 2343 Dominion Rd., in West Kelowna (off of Stevens Road behind Bylands Nursery). ■

HONDA

One surprise after another.

Introducing the all-new 2010 Accord Crosstour

Sophisticated style meets superior versatility and comfort. The all-new Crosstour offers one surprise after another. Like the eyeopening new style with subtleties that only a walk-around reveals. And the ride: surprisingly smooth and quiet. With standard Variable Cylinder Management™, the Crosstour is amazingly fuel efficient. In back, the space and utility is simply incredible: the removable cargo bin is just one example. Put simply, the all-new Accord Crosstour must be seen and driven to be appreciated.

STANDARD FEATURES INCLUDE:

- 3.5L 24-Valve 271hp SOHC i-VTEC® V6 Engine
- 5-Speed Automatic Transmission with Grade Logic Control
- Advanced Variable Cylinder Management™ (VCM™)
- 18" Aluminum Alloy Wheels
- Six Airbag System
- Vehicle Stability Assist (VSA®) with Traction Control
- Advanced Compatibility Engineering™ (ACE™) Body Structure
- Power Heated Folding Door Mirrors
- Power Moonroof with Tilt Feature
- Dual-Zone Automatic Climate Control
- 60/40 Split Fold-Down Rear Seatback
- Driver's Seat with 8-Way Power Adjustment
- Premium 360 Watt AM/FM/CD Audio System with MP3/Windows Media® Audio Playback Capability and 6-Disc In-Dash Changer ...and more.



Accord Crosstour EX-L 2WD
model TF1H5AJN

MSRP for
'10 Accord Crosstour EX-L 2WD
Includes Freight & PD

\$36,450†



BRITISH COLUMBIA
Honda
DEALERS
www.BCHonda.com

Penticton Honda

510 Duncan Avenue West, Penticton
1.888.834.0100 | www.pentictonhonda.com



†MSRP is \$36,450 for a new 2010 Accord Crosstour 2WD, model TF1H5AJN and includes \$1,550 freight and PDI. License, insurance, registration, environmental fees and taxes are extra. Retailer may sell for less. Retailer order / trade may be necessary. See your Honda retailer for full details.

Weathered the storm and planning for growth

KELOWNA INTERNATIONAL AIRPORT

Passenger numbers at the Kelowna International Airport (YLW) ended well ahead of the national average for 2009 with only a slight decrease from record-breaking 2008. “We started the year down 8.7 per cent, but finished the year down only 1.6 per cent,” says airport director Sam Samaddar. Given the winter weather delays, downturn in the economy and last summer’s forest fires, “we did well compared to the national average of four to seven per cent loss of traffic.”

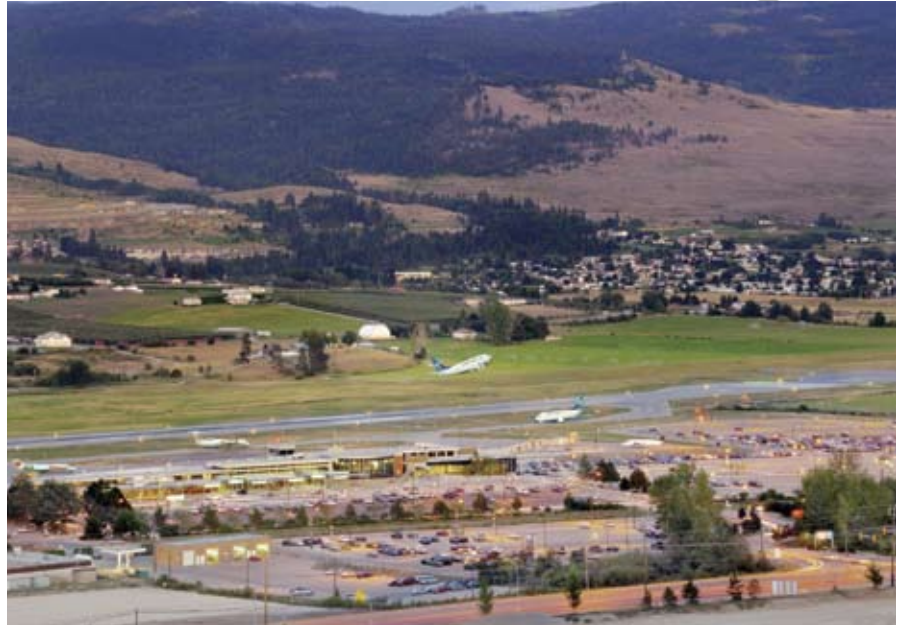
YLW has come a long way from the days when passengers boarded and deplaned on the tarmac. Inside the terminal, departing passengers now enjoy access to shopping, dining, cash machines, works of art and educational displays. Self-serve check-in kiosks reduce line-ups and getting through security is a breeze, thanks to the four-lane pre-board screening area.

Arriving passengers to YLW can find plenty of information about Kelowna and the surrounding area at the volunteer-staffed Kelowna Tourism booth. Also on hand is another group of specially trained volunteers, YLW’s airport ambassadors, whose red blazers and cheery smiles make them easy to spot. For over 10 years the ambassadors have been lending passengers a hand with their luggage, kids, wheelchairs, directions and accommodations. What started with 45 volunteers—many retirees from the airline industry—has grown to 75. “They are a tremendous asset to our team,” says Sam.

Over the years YLW’s service has also expanded, with more flights serving more passengers than ever before. Along with daily flights to and from Vancouver, Victoria, Prince George, Edmonton, Calgary, Toronto, Seattle and Las Vegas, YLW connects the Okanagan with warm getaways through winter service to Mexico—Puerto Vallarta, Cancun and Los Cabos. Airlines that operate out of the airport include Air Canada, Central Mountain Air, Horizon Air and Westjet.

The last year has presented some challenges. In the wake of the attempted attack on a Northwest Airlines flight to Detroit on Dec. 25, 2009, Transport Canada issued new security measures effective the next day. This included the requirement that all passengers bound for the United States be sectioned off in their own departure lounge. With some rearranging, YLW was able to comply and soon after, flights departed on time, allowing passengers to make their connections.

Last year’s good news stories include additional parking; doubled capacity into Mexico; larger Air Canada planes com-



Kelowna International Airport (YLW) fared far better than most in a year that proved seriously trying for the travel industry. The airport authority continues to add and upgrade facilities and passenger amenities, enhancing the experience of current travellers and preparing for ongoing growth.

ing into the airport; and improved Westjet service from Kelowna to Edmonton and Calgary with same plane and direct service.

Once again YLW scored high (95 per cent) on passenger satisfaction with services and facilities, according to an annual survey conducted by InterVistas Consulting. The independent national survey helps airport officials identify areas for improvement and gauge the effectiveness of its solutions, such as increased food and beverage services.

In addition to the Skyway Lounge, the main terminal is now home to Tim Hortons. The departures area offers passengers a choice with White Spot Restaurant and the Skyway Cafe and Bar. Passengers can dine while they wait or purchase a meal to enjoy on board. The departures area also provides a wireless business centre, duty-free shop, newsstand and gift boutique, and Okanagan Estate Wine Cellars, which features Okanagan wines.

As passenger traffic increases, so will the Kelowna International Airport. Future development is planned as numbers increase to 1.6 million passengers over the next five years. Upgrades will include the runway overlay and utilities. Plans are in the works to improve the interchange at Highway 97 and Airport Way to meet increased traffic. In addition, designs are being drawn for the expansion of the terminal to the south to process increased international traffic and to accommodate containerized baggage systems used by larger aircraft. YLW is ready to face new challenges this year as it prepares to meet future demand. ■

BURTCH CHIROPRACTIC & LASER THERAPY



Start the Healing... End the Pain!

Laser therapy stimulates your body's own natural healing, rather than temporarily masking the symptoms of pain



Successfully Treating

- Back & Neck Pain
- Headaches
- Sciatica
- Bulging or Herniated Discs
- Rheumatoid & Osteo Arthritis Pain
- Carpal Tunnel Syndrome
- Rotator Cuff & Shoulder Injuries
- Knee Injuries
- Plantar Fasciitis & Foot Pain
- Tennis & Golfer's Elbow
- Tendonitis or Bursitis
- Sports Injuries, Strains and Sprains
- Workplace or Automotive Accidents

** Results may vary*



"There is no other system in the world that is comparable or gets such outstanding results"

Dr. Leonard Rudnick

Chief Principal Investigator,
FDA Clinical Trials of Laser Therapy



"The only thing you have to lose is the pain"

Patient Testimonial

Dr. Wayne Terai, B.Sc., D.C.

Activator Technique Available
Over 15 years experience

Chiropractic Care • Low Intensity Laser Therapy • Massage Therapy • Orthotics

Call 250-860-4518 to book your complimentary consultation today!

#229 - 1634 Harvey Ave. Kelowna | www.kelownalasertherapy.com | www.burtchchiropractic.com

The Harvest Grille

Casual setting,
spectacular view...
& a menu to tempt
every palate

*Open March
to November
(weather permitting)*

The Harvest... Everyone Welcome
RESERVE TODAY 250-862-3177 | www.harvestgolf.com

Naturally Inspired Architecture | Condos | Penthouses | Private Owners Club

PHASE 2 SELECT HOMES REMAINING

SALES STUDIO | 250.764.4444
Lakeshore Road at Sarsons, Kelowna
Open 11:30 - 4:30 Daily (closed Fridays)

08 TOMMIE GOLD WINNER **TOMMIE AWARD WINNING DEVELOPMENT** **09 TOMMIE SILVER WINNER**

www.southwindatsarsons.com

Gracious living in the heart of the city

THE MADISON

Steve and Karen Hyndman, and Mel and Dina Kotler wanted to create something truly unique in downtown Kelowna.

As co-owners of North Ellis Developments, they're very proud of what they have accomplished: the Madison, designed for those who want to own an elegant home in the heart of Kelowna's thriving Cultural District.

"This is fabulous for Kelowna, setting a new benchmark," says licensed realtor Jane Morgan. "It is an extremely beautiful building." Most immediately obvious is the stunning architecture. Rising 15 floors above the city, this is no slab of concrete and steel: with rounded windows and a gradually reducing footprint, the building itself is an exceptional piece of art.

The Madison's elegant boutique interior is reminiscent of Manhattan's Upper East Side. "You've got some old world elements happening here," says the project's interior designer Lynn Horricks, owner of West Avenue Designs. The lobby is home to timeless classics—huge crystal chandeliers, Italian marble flooring from one of the oldest quarries near Rome—and original artwork commissioned from world-class Canadian artists specifically for the space.

An art deco theme continues into the suites themselves, where clean simple lines and custom lighting are designed to allow artwork to take centre stage. Floor to ceiling windows invite in plenty of natural light and provide incredible views of Okanagan Lake, the city and its surrounding landscape. Floors are polished stamped sandstone and maple cappuccino engineered hardwood; kitchens feature all-wood cabinetry, Bosch appliances, full-height stone slab backsplashes and polished solid stone countertops. Plumbing fixtures from Kohler complete the kitchens and baths; master ensembles all have in-floor heating.

Lynn points out that the Madison's standard features would be considered "upgrades" in other condominiums, and applauds the development team for their refusal to compromise on the quality of the finishes. "They had a real vision of what they wanted to achieve, and they held firm to their vision," she says. "The results speak for themselves."

Steve says the vision for the Madison came from his wife Karen, who worked closely with Lynn and BKDI architects. Their emphasis on space planning, with 27 different floor plans and the attractive tiered construction, means every suite provides incredible opportunities for outdoor entertaining; many of the larger terraces are almost 1,000 square feet.

The penthouse occupies the entire top floor; the next two



Welcome to the Madison in the heart of downtown Kelowna's Cultural District. Contact Jane Morgan for a tour. Phone 250.862.0750.

floors each house two sub-penthouses. Floor 12 has three homes, while 11 through eight each have four. The seventh floor has six, and each of the remaining residential floors has eight.

Three townhomes share the ground floor with an array of several top-quality stores; retailers are now making their improvements in preparation for opening. In the common area are a 20-seat meeting space, complete with custom tables and a commercial kitchen, and a fully equipped gym.

Kelowna is obviously ready for a building like this. When the project was announced two years ago, most of the suites sold immediately—many to baby boomers who were ready to sell large houses, but still wanted enough space to maintain a gracious lifestyle. The few homes that are left are all lake view suites, some as large as 2,500 square feet, ranging in price from \$625,000 to \$1,800,000. See more, including downloadable floor plans, at www.madisonkelowna.com or call Jane at 250.862.0750 to view.

These suites are perfect for those who are looking for an exceptional home in a vibrant, upscale environment. "This is a once-in-a-generation building," says Steve. "High-rises with this unique architecture, huge floor plans and terraces are very rare. An owner in the Madison has a distinct condominium residence unlikely to be replicated in Kelowna any time soon." ■



BECAUSE ENTREPRENEURS WANT TO CONQUER THE WORLD.

The Business Development Bank of Canada understands your reality. It provides the necessary support so your business can grow at the pace of your aspirations – come rain or shine.

Scot Speiser

Vice President & Area Manager
313 Bernard Avenue
Kelowna, British Columbia V1Y 6N6
250 470-4826



FINANCING | VENTURE CAPITAL | CONSULTING | www.bdc.ca

Canada

Chie Mihara
John Varvatos
ARGILA **COCLICO**
Marc by Marc Jacobs
Modern Vintage
Cydwog **Y-3**
Donald J Pliner
REBECCA MINKOFF
FRYE **Esska**



Asphalt

215 Bernard Ave.
778-436-8036 | asphalt@live.ca
asphaltshoes.ca

THE ORIGINAL HOME IMPROVEMENT SPECIALISTS SM

The Difference
Between To-Do,
Honey-Do,
Gotta-Do
and DONE.



**FREE
ESTIMATES!**



**Handyman
CONNECTION**

✓ **EXPERIENCED
CRAFTSMEN**
✓ **QUALITY
WORKMANSHIP**

What do you need to
get done today?

KITCHEN REMODELS

BATH REMODELS

CARPENTRY

DRYWALL

DECKS

PAINTING

CERAMIC TILE

HANDYMAN JOBS

ELECTRICAL

PLUMBING

AND MUCH MORE...



Now serving the entire Okanagan from Osoyoos to Salmon Arm



1-800-88-HANDY
1-800-884-2639

kelowna.handymanconnection.com

email: 77handy@silkl.net

Independently Owned and Locally Operated

Mention you saw this ad
in Okanagan Life magazine



Independently Owned
and Locally Operated

Cuisine of the sun on the shore

BONFIRE RESTAURANT & BAR



Cuisine of the sun is inspired by flavours and cooking styles from the Sonoran, Mojave and Chihuahuan regions and served in a fun and comfortable setting on the edge of Okanagan Lake, at the Cove. Chef Rob Walker pictured.

West Kelowna's only waterfront eatery, the Bonfire Restaurant & Bar serves up unique dishes in a casual, upscale contemporary space. Chef Rob Walker forages farms and markets for the freshest local ingredients.

A graduate of the Okanagan University College culinary arts program in 2001, Rob apprenticed in Vancouver, then returned to his hometown of Kelowna to pursue his interest in farm-to-table cuisine. His philosophy: "Food should be stimulating, it is an experience. I believe that this experience should start with fresh local ingredients. Food should be enhanced not by adding more flavours but by focusing on specific flavours and intensifying them in a way that awakens the palate. Flavour, aroma and texture should act in unison, to make this experience exciting."

Bonfire's bar is a great place to meet with friends. The drink menu features a variety of martinis, cocktails and a selection of fine wines—available by the glass and bottle. The restaurant is open daily for breakfast, lunch and dinner; bar open daily 11 a.m. to midnight. Weekends are a great time to visit and enjoy brunch. Reservations are recommended but not required. ■

Meeting the changing needs of seniors

RETIREMENT CONCEPTS

When seniors and their families find it's time to address some of the changes that come with age, one of their biggest decisions involves finding a new place to live. Sometimes the goal is simply to scale back on meal preparation, housework and yard work. Some seniors may be looking for easier access to recreational and social opportunities. Others may need considerable assistance with daily activities, either temporarily or for the long term.

Wouldn't it be nice to find a single place that provides for seniors with various levels of independence in a warm, inviting and home-like environment? Retirement Concepts has created just such a place—a campus of care with facilities that meet the changing needs of seniors.

Summerland Seniors Village and Kamloops Seniors Village offer independent assisted living, along with residential care. Each facility is ideal for couples with different health challenges, because they can live in the same place and spend as much time together as they like. Each also provides seniors with the opportunity to age in place. As their needs change, they can continue to live in familiar surroundings with people they have already gotten to know.

Retirement Concepts is committed to providing options in quality care. Even when seniors need some assistance, there is no need for them to give up their independence prematurely. The independent/assisted living suites are for seniors who enjoy doing most things for themselves and can still get around—even if they need a wheelchair, as long as they can transfer themselves. Available for couples or singles, with a choice of studio, one- or two-bedroom, residents can surround themselves with furnishings they love. Units include a kitchenette and a bar fridge, and the bathrooms are configured for easy access. Each suite is equipped with a one-step emergency bell in both the living area and the bathroom; pendants are also available.

Two excellent meals are served each day in the warm, elegant dining room. Throughout the day, residents can gather in the bistro area



To book a tour of Summerland Seniors Village phone Penny Rafter at 250.404.4304; to book a tour of Kamloops Seniors Village phone Shelley Grenier at 250.571.1804.

to enjoy a beverage and snacks with family or friends; a variety of items are available in the general store including fresh milk and bread. (In Summerland, residents can also bake up a batch of cookies or fry an egg in the country kitchen.) Lounges, outdoor areas, a library and an internet lounge offer gathering places and quiet retreats.

From billiards to bingo, tai chi to Wii, Retirement Concepts' diverse recreational and entertainment programs mean there is always something interesting to do; regular bus trips and outings provide additional opportunities for residents to enjoy shopping and attractions. Participation is completely optional: seniors are free to enjoy time with others or time on their own, as they please.

Compassionate and highly trained nursing staff cares for seniors with advanced medical needs in "mini-communities" of 15 or 16 residents. The residents each have a private room with a two-piece ensuite, and they gather for meals, snacks and celebrations in the mini-community's dining room. Residents are encouraged to participate in activities and entertainment; family and friends are welcome to join in.

Summerland Seniors Village is conveniently located right next to the medical centre. Many of the rooms offer magnificent views of the mountains, the valley and Okanagan Lake. To see more of what Summerland Seniors Village has to offer, call Penny Rafter at 250.404.4304.

Located near the Aberdeen Mall, Kamloops Seniors Village is extra-convenient for seniors who enjoy shopping, and for visits from busy family members and friends. Call Shelley Grenier at 250.571.1804 for a tour. ■

Your taste, your style, your best choice

WESTWOOD FINE CABINETRY



Clients benefit from the design expertise, manufacturing quality and skilled installation that goes into every Westwood Fine Cabinetry project.

Fine cabinetry provides the “wow factor” that adds so much to the value of your home. Eye-popping kitchen design encourages family and friends to gather in the heart of the home. Beautiful cabinetry turns functional entertainment centres into focal points, bathrooms into sanctuaries of relaxation and takes some of the drudge out of laundry. New build or renovation, Westwood Fine Cabinetry brings 38 years of know-how to every project.

Since Westwood is both retailer and manufacturer, clients enjoy full control over every stage of the process. No outsourcing is required with a team of more than 100 employees working on design, construction, installation and customer support.

Westwood offers free design service with personalized attention in the expansive updated showroom and available in-home consultation. These seasoned professionals can handle any project from small and simple to large and complex.

Clients choose from a wide array of door styles, colours and wood species including alder, cherry, hickory, maple, oak and the enviro-friendly lyptus, a fast-growing eucalyptus hybrid. Cabinets are manufactured to the highest standards here in the Okanagan and installed by Westwood's skilled team for a finished look like no other. ■



Thank-you to all the readers who voted us

The BEST of the BEST

and Thank-you for supporting the Independent Mom and Pop Restaurant!



415 Commonwealth Rd. Lake Country
Phone: 250.766.6810 www.ricardos.ca

Chad Cyr
sales



Troy Giles
sales



Lee Penwell
service



Gavin Verschuren
service



PEOPLE + SERVICE + SALES + PRODUCT = YOUR PARTNER IN OFFICE SOLUTIONS

HELP YOUR COMPANY FOCUS ON:

- Process Improvement • Environmental • Sustainability
- Information Security • Total Cost of Ownership

RICOH
PHOTOCOPIERS, FAXES AND
PRINTERS FOR ANY SIZE OF BUSINESS

www.hartmanbusinesskelowna.com



523 Lawrence Ave., Kelowna | 250.762.7722

MON THONG THAI RESTAURANT

Try our delicious
Pad Thai with spices
directly shipped from Thailand

250.862.6752
250.860.6809
Orchard Plaza
Mon - Sun
11:00am - 3:00pm
4:00am - 10:00 pm

250.448.6009
1B-1620 Dickson Ave
Landmark V
Mon - Fri
10:00am - 4:30pm

Book your special private functions with us!



Lunch specials
every day!

Partnering with clients for the long haul

TOPS TELECOM



Tops Telecom's continued growth is based on a core business philosophy that provides customers with a superior product and unparalleled service at a competitive price.

Since 1981 Tops has been dedicated to working with clients to provide complete telecommunications solutions that give them a competitive edge. But what you might not know is that over the years the company has expanded its services to include network management and data as well as copier and printing solutions.

The Tops Group of Companies offers total office production solutions and provides its customers with industry leading products, serviced by highly trained factory certified technicians. The company's team of professional customer service representatives is dedicated to designing solutions that work for your business and making sure that you and all of your staff are thoroughly trained in every component of the new system. The team offers seamless help desk, remote management and onsite technical support.

The key to the company's success is its goal of developing and maintaining lifetime partnerships with all clients—large and small. Tops Telecom will give your business the tools and service you need to compete. In an ever-changing world, it is vital for your enterprise to develop long-term communications and technology strategies; Tops can create a plan to meet your company's growing needs. ■

The future is looking bright

PRESTIGE COLLISION

"It has been a really big year for us," says Todd Regier, co-owner of Prestige Collision. He and his brother Mark have been following an effective recipe for success: stay at the technological and environmental forefronts of their industry; provide customers with uncompromising service; and promote a culture of teamwork, so everyone pulls together for outstanding results.

Over the past year, Prestige Collision has experienced tremendous growth in sales volume, but Todd says they're particularly proud of the progress their team has made as a business—and the recognition they have received for their business direction.

In the spring, Todd and Mark were awarded the Okanagan College Young Alumni Award for outstanding achievement. Todd says this was the first time the award went to joint recipients, and the first time it was awarded to a skilled trades graduate. "It was a tremendous honour for both of us, and all of our staff," he says. "Every person we employ has been an OC graduate, and the support we have received over the years from the OC faculty is second to none."

The brothers were also nominated for the Kelowna Chamber of Commerce Young Entrepreneur of the Year Award. "After some very serious interviewing and judging we ended up winning," says Todd, adding that it's an incredible feeling to be called up as winners of the award. "You just can't pay to have the feeling it brings when you are awarded something this big. It felt like the academy awards."

During their acceptance speech, Mark joked about getting up to accept an award for selling something nobody really wants. The Regiers know that collision repairs are never high on anyone's priority list of fun things to buy; more often than not, the event that sends a customer to Prestige has been fraught with stress and inconvenience. That's why their team's goal is to keep their customers comfortable while making their vehicle look like the accident never happened.

The Regiers have also put plenty of effort



Mark and Todd Regier, co-owners of Prestige Collision, have made it their business to make vehicle collision repairs a positive experience, and they have awards to prove it. Mike Dorsel (centre) presented the award.

into creating a pleasant and progressive environment for their staff. Their one-year-old facility at 1660 Kirschner Rd. was custom built for the most efficient and environmentally responsible systems in collision repair, like an ultra-efficient paint booth and water-based paint system. Large skylights bring natural light into the work area, which is properly separated from the office and reception area to keep things clean, quiet and comfortable.

The staff works together like a family, with common goals and objectives. "We work constantly on building a culture into our business that breeds a great work environment and outstanding results every time," says Todd. All of their technicians are highly trained in collision repair and refinishing techniques, and their training is ongoing to ensure your vehicle is in very capable hands.

From the latest in repair techniques to providing the best service for both customers and staff, the Regiers are constantly re-evaluating what they do to make sure what they're providing is as close as possible to perfection. That effort has not gone unnoticed. Still riding high from their Chamber accolades, the brothers just got word that CAFE (Canadian Federation of Family Enterprise) has nominated them for Family Enterprise of the year.

"We could not have achieved any of these amazing feats without the overwhelming support of our family, friends and community," says Todd. "We have always strived to run our business to levels that raise the bar and create better lives for our team and safer, seamless and more efficient repairs for the members of our community." ■


$$\begin{array}{r} \$ 1.7 \text{ million claim} \\ - \$ 1 \text{ million liability coverage} \\ \hline = \$ 700,000 \text{ debt to you} \end{array}$$

Do the math.

Extended Third Party Liability
protects you if you're ever at
fault in a crash.

Ask your Autoplan broker about Extended Third Party
Liability today.

*ICBC offers up to \$5 million liability for passenger vehicles and up to \$10 million for commercial vehicles. **Model shown is for illustrative purposes only.



building trust. driving confidence.

icbc.com

Auto group on top of its game with addition of Kelowna Lexus

THE SENTES AUTO GROUP:

SENTES CHEVROLET • KELOWNA INFINITI NISSAN • KELOWNA MERCEDES-BENZ
PENTICTON HONDA • PENTICTON HYUNDAI • VERNON NISSAN • KELOWNA LEXUS

Progress is defined as gradual improvement, growth or development. This is what the Sentes Auto Group strives for year after year, and 2009 was no exception. With a weak economy leading into the year, the Okanagan's largest auto group knew they had their work cut out for them. Although the beginning of '09 started slow, as a group, all six of the Sentes dealerships were able to gain momentum in the back half of the year bringing success to what could have otherwise been a disaster.

Penticton Hyundai was awarded the President's Award of Merit for 2009 and Penticton Honda was awarded the Quality Dealer Award for outstanding achievement in 2009 in areas of sales, service and customer satisfaction. For Penticton Honda this was the dealership's first Quality Dealer Award since being acquired by the Sentes Auto Group in 2007. The coveted Quality Award is a significant honour and a designation awarded to only the top Honda dealerships in Canada. As Kelowna Infiniti Nissan, Kelowna Mercedes-Benz, Penticton Honda, Penticton Hyundai, Sentes Chevrolet and Vernon Nissan look at the challenges and the victories of the year past, they are looking forward to making 2010 the group's best year yet.

In 2005, with the group's initial three dealerships, Sentes Chevrolet, Kelowna Infiniti Nissan and Kelowna Mercedes-Benz, the company spent the year building the foundation of the organization and the team grew rapidly, expanding from 73 employees to 101. In 2006, both of the Kelowna dealerships experienced major upgrades, specifically to the parts and service departments, at which time enclosed service drive-thrus were built and staffed in order for customers to drive in and experience

an indoor service consultation. In 2007, the challenge was to make further room within the two Kelowna dealerships as the number of employees continued to grow steadily. Also, 2007 and 2008 were very exciting and busy times as Rick Sentes, president, acquired three additional dealerships, Penticton Honda, Penticton Hyundai and Vernon Nissan, and was granted the Interior's first ever Lexus franchise.

As the end of 2007 and all of 2008 was extremely busy with the acquisitions and expansions of four new dealerships, the group focused on getting organized. Last year's goal was to become more efficient as the team learned how to exist as the Okanagan's newest and largest automotive group and one of the Okanagan's larger employers. Group general managers, Adam Rich, Cordelle Rich and Ken Huber, guided their growing teams in creating cohesiveness as a group while continuing to battle through the challenging economic situation.

As consumers were facing the same challenges, as were businesses, it was no surprise new vehicle sales experienced a decline in 2009 for the group as a whole. Only two of the group's six stores experienced a new vehicle volume increase in 2009: Penticton Hyundai and Vernon Nissan were up 32 per cent and 20 per cent respectively.

As a



From left to right: Jerry Goncalves sales manager for Penticton Hyundai; Wayne Newey general sales manager for Penticton Honda; Mike van de Leest sales consultant for Penticton Hyundai; Mandy Singh sales administrator for Honda and Hyundai; Pamela Garwasiuk internal operations manager for group.

ADVERTISEMENT

Over the last several years the Sentes Auto Group has found success in creating new positions within the auto industry's traditional dealership structure. When appropriate the company has taken the opportunity to promote from within or transfer between departments or stores. An example of this was seen when the company promoted Pamela Garwasiuk from Mercedes-Benz sales into a newly created position titled "internal operations manager." As the internal operations manager, Pamela is responsible for group duties relating to human resources and new employee orientation, as well as managing inter-dealership activities that bring consistency to all the group's dealerships. The company is now really beginning to take advantage of the learnings that come from being a group of six dealerships.

Another position that has evolved over time is the sales administration position currently held by Rebekah Wittenberg for the group's three Kelowna and Vernon dealerships as well as Mandy Singh for Penticton Honda and Penticton Hyundai. This critical department ensures that nothing is overlooked from the time a new car is ordered or a used car is purchased, to its perfect presentation on the lot and on the Internet.

In Penticton, Wayne Newey has joined the team as Honda's general sales manager, bringing with him 10 years of sales and management experience. Also in Penticton, Jerry Goncalves has brought a rich background of management to the team at Penticton Hyundai as its sales manager. Ken Kingelin, Vernon Nissan sales manager, was also brought aboard in 2009 bringing his worldly experience after spending several years managing a Toyota dealership in Samoa. Like many others in the dealerships, these individuals have been instrumental in creating group progression.

This year (2010) marks the commencement of the group's seventh dealership, Kelowna Lexus. Property for the Okanagan's first ever Lexus dealership has been purchased and preliminary building design has begun for a brand new 20,000 square foot building. Kelowna Lexus is scheduled to break ground with the building project this year and will be open for business next year. As 2009 came to a close, the group's general managers, Adam and Cordelle Rich, were able to relinquish some of the day-to-day tasks they had been previously performing while stationed daily at one dealership. With a skilled management team in place at each of the group's dealerships, the two brothers are now able to focus even more on the big picture — creating a successful company where employees enjoy to work and customers enjoy to shop. Visit the Sentes Auto Group online at www.sentes.com. ■



Top photo: Rebekah Wittenberg sales administrator Kelowna and Vernon. Bottom photo: Arron Funk and Ed Wineberg service advisors for Penticton Honda.

group, used vehicle sales were flat, experiencing the same level of volume as 2008. The group's highlight of the year was found in the parts and service departments, showing steady growth year over year as many customers appeared to make the decision to service and repair their existing vehicles rather than purchase new.

In a year in which many businesses were forced to consider significant layoffs, the Sentes Auto Group took the opportunity to refine procedures, increase employee training, and generally become more efficient as single dealership entities and as an auto group. While the group didn't completely avoid layoffs, its approach to 2009 brought a greater focus on efficient business that ultimately led to a higher level of both customer and employee satisfaction.

Realizing its people are the key to continued success, the Sentes Auto Group spent time in 2009 modifying hiring and training practices to ensure a proper fit for new employees as well as a smooth transition into the auto group. Training is a dominant focus, and now with six dealerships, having employees spend time at both the dealership in which they are primarily employed as well as other group dealerships, is a great benefit to the cohesion of the group. The group has a management style that is modern and professional and has been able to attract many great candidates either when a position needs to be filled or when a new position is created. Today, at 175 employees, the Sentes Auto Group employs more people than ever before.

At the annual Holiday Party in 2009 hosted at Lake Okanagan Resort, the Sentes Auto Group was proud to honour 13 employees that celebrated five-, 10-, 15- or 20-year employment anniversaries. Currently the group employs 31 team members with greater than five year tenure with the company. The Sentes Auto Group is confident the number of long-term employees will continue to grow and it will continue to recruit and welcome new and successful individuals capable of providing an outstanding level of service to the residents of the Okanagan and beyond.



Kelowna Mercedes-Benz and Kelowna Infiniti Nissan are located side by side on Enterprise Way in Kelowna's Central Park Automall—opened February 2002.

Multidisciplinary clinic helps patients maintain active lifestyle

BURTCH CHIROPRACTIC

Over the years, Dr. Wayne Terai, chiropractor, has helped hundreds of patients experience relief from back and neck pain, migraines, whiplash, repetitive strain injuries and more. As a chiropractor, he is trained to work on all joints of the body and he practices a unique style of care called "activator method." Once a computer analysis and reflex tests have helped determine where vertebrae are out of alignment, Dr. Terai uses the activator, a hand-held instrument, to re-align and restore proper spinal and nervous system function. The technique is also helpful for adjustments to joints and extremities.

Dr. Terai is excited to be the first clinic to bring BioFlex Low Intensity Laser Therapy to the Okanagan, a widely researched and clinically effective treatment for people who suffer chronic pain from arthritis, back or neck injury, sports injuries and other degenerative conditions. "It works with the body's natural healing systems," he



Kelowna chiropractor Dr. Wayne Terai helps patients achieve their optimum health and wellness goals through a variety of techniques that include chiropractic care and low intensity laser therapy.

says. The light is absorbed deep into damaged tissue — muscles, tendons, ligaments and joints. The body's cells convert the light into usable fuel to speed up healing.

Along with chiropractic care and low intensity laser therapy, the clinic offers massage therapy and custom orthotic supports. Registered massage therapist, Gary Schweitzer, uses deep tissue therapy to treat clients with a variety of musculoskeletal concerns, while custom orthotic inserts help to ease foot, ankle, knee, hip and lower back pain.

To find out how you can benefit from chiropractic care, low intensity laser therapy, massage therapy or custom orthotics, call Burtch Chiropractic and

Laser Therapy in Kelowna today at 250.860.4518 and arrange for a no-fee consultation. For more info visit online at www.burtchchiropractic.com and www.kelownalasertherapy.com. ■

For the love of food and wine

RICARDO'S MEDITERRANEAN KITCHEN

Since opening its doors nine years ago, Ricardo's Mediterranean Kitchen, in Lake Country, has won numerous awards, recently it was recognized as one of the top 10 Best Restaurants in BC from OpenTable.com.

Ricardo Scebbra found his passion for food while working at restaurants in his teens and went on to get formal training. He met his bride (Sue Miller) in Vancouver when they worked at the same restaurant. The couple moved to the Okanagan to start a family and open the restaurant of their dreams. A family affair, three of their four children work in the biz as does Ricardo's parents, his dad grows the fresh produce and his mom helps perfect the traditional Italian dishes.

The couple credits much of their success to the people who work for them. Each night they sit down to a meal with their staff in celebration of a job well done. The couple believe in the importance of giving back; every three to four months the restaurant hosts a fundraiser to benefit a worthy cause. ■



Ricardo Scebbra and Sue Miller are proud of their award winning restaurant and invite you to join them Thursdays for live jazz. Reservations: 250.766.6810.

Private, customized air service

DAX AIR ENTERPRISES INC.

Do long line-ups and airport security hassles get you down? Dax Air has the solution. Operating a brand new Pilatus PC-12 turboprop aircraft out of the Shell Aerocentre at the Kelowna airport, Dax Air gets you where you need to be, on your schedule.

Chief pilot, Greg McQuaid, has this to say about the PC-12: "It offers the perfect combination of speed, comfort and short field capabilities to serve this market. It truly is a remarkable aircraft." The plane features extra large fold out tables, reclining seats, stereo system, private lavatory and coffee bar.

Competitively priced, Dax Air can comfortably accommodate up to six corporate clients with same day round trip to Vancouver, for under \$2,600. When you consider the value of minimizing airport wait times, and the flexibility of last minute adjustments to your schedule, aircraft charter suddenly starts to make sense. Add to that the ability to conduct your business in the privacy of your own charter aircraft while you travel, and the value really becomes clear. ■



For more info, contact Greg McQuaid, phone 250.868.6656 or email daxaircharters@shaw.ca. Online visit www.daxaircharter.com.

Amish made furniture comes to the Okanagan

BLACKSTONE FURNITURE GALLERY

What do two brothers do when they want to start a custom furniture business? Brothers Mervin and Jordan Baer sought out the best handmade furniture builders in the world—the Amish. Known for their fine wood working ability and the durable creations they make for others, “it was the perfect fit for the Okanagan and Shuswap areas,” says Mervin, president of Blackstone Furniture. “There are so many people here who want quality furniture that will last, rather than the mass-produced, glued together stuff that has become so prevalent in our throw away society.

“When we discovered that Simply Amish would offer our customers a lifetime guarantee on its new furniture, we knew these were the ones to help us furnish the area.

“When you want quality furniture that’s built to last for generations, whether for your living room, dining room, bedroom or any room you choose, this is it. We let you pick from nearly 100 styles and more than 75 combinations of rich northern hardwoods (like cherry, maple and oak) and sumptuous stains.

“People want quality and a great value. Our Amish furniture offers that and unique environmentally sound solutions you can share with friends and family. We even packaged the entire Simply Amish story into a free report customers can pickup when they visit our store.”

Visit Blackstone Furniture Gallery at 1140 4th Ave. SW, in Salmon Arm, phone 250.832.2324 or visit online for the complete catalogue at www.simplyamish.com. ■



When you are with Western Financial Group, you’ll receive a competitive rate, annual coverage review and a fair claim - guaranteed. Not to mention, peace of mind.

Chase

630 Shuswap Ave
250-679-8824

Kelowna (Harvey)

2025 Harvey Ave
250-762-2217

Lake Country

119, 9685 Hwy 97 N
250-766-7000

Kelowna (Mission)

103, 3275 Lakeshore Rd
250-979-3101

Vernon

2212 - 48 Ave
250-542-0171

Kelowna (Rutland)

155 Rutland Rd N
250-491-2400

West Kelowna

3711 Elliot Rd
250-707-6810



Western
FINANCIAL GROUP

Insurance & Financial Services

ICBC Auto | Home | Business | Farm | Life



It works
for you



OkanaganLife
progress

250.861.5399 | info@okanaganlife.com

East partners west at this local favourite

DA TANDOOR AND SPORTS LOUNGE

Gurvinder Momi has a passion for the restaurant business. He doesn't spend much time in his office tucked into one corner of Da Tandoor; he prefers to be out front in the restaurant, among the people. Gurvinder has been in the food industry for 15 years and most of those years have been spent in Kelowna.

His latest venture Da Tandoor—recently relocated to Pandosy St., in downtown Kelowna—now includes a Sports Lounge with its own entrance where you can get a drink, catch a game on the flat screen and enjoy a bite to eat. The two establishments are separated by a glass wall with a door; the interiors are modern, warm and inviting.

The Sports Lounge takes the best from both worlds with two great menus. Sink your teeth into pub fare like the 12-ounce New York Steak with peppercorn sauce and onion fries or the Toronto Maple Salmon Wrap; or choose from mouth-watering Indian dishes



Gurvinder Momi is the owner of three Indian restaurants in Kelowna, each of them offers up a different atmosphere: Da Tandoor and Sports Lounge modern, Dawett formal and Chutney cozy.

like Tandoori Halibut or Sammunri Khazana (jumbo prawns marinated in chili sauce and fresh cod marinated in garlic, ginger and Indian spices, tandoor grilled to perfection).

Da Tandoor's fusion menu offers Indian cuisine and a few surprises to tempt your palate like Chicken Chow Mein cooked with Indian spices, Tandoori Chicken Pasta, and Fish and Chips (fish marinated in yogurt, ginger, garlic, batter fried and served with Indian style fries).

At lunchtime Da Tandoor offers a buffet with tra-

ditional Indian cuisine, served seven days a week.

Open daily for lunch and dinner. Visit Da Tandoor and Sports Lounge at 1687 Pandosy St. (Gurvinder also owns and operates Dawett at 1435 Ellis St., and Chutney at 3011 Pandosy St. in Kelowna's Mission, both serve up authentic, traditional Indian cuisine.) Catering and take-out meals are available at all three locations. ■

Look, invisible braces and more

CORNERSTONE DENTAL

A great smile says a lot about a person. Dentists Clark and Sunderland at Cornerstone Dental, in Vernon, are using cutting edge technology to help people achieve their best smile.

"A lot of people do not want to wear traditional orthodontic brackets or may only have minor changes they want to achieve," says Dr. Clark. "Invisalign orthodontics allows patients to straighten their teeth without the esthetic concern of braces." Computer imaging is used to map your smile; patients are given a series of clear aligners that quickly straighten teeth.

They also make use of a number of other new technologies like Cerec all-ceramic crowns and onlays, which are computer-generated restorations that are finished in one appointment. For patient comfort the clinic uses a micro-chipped device to deliver dental anesthetic.

Visit Cornerstone for all your dental needs. For more info call them today at 250.549.5205. ■



Dentists Trent Sunderland and Brian Clark use cutting edge technology to help people achieve their best smile.

Enjoy the Harvest experience

THE HARVEST GOLF CLUB

The Harvest Golf Club is more than one of the Okanagan's most prestigious championship golf courses. The Harvest proudly offers an upscale golf boutique, casual dining and an ideal location for banquets of any size. The Harvest also offers a golf academy that specializes in individual instruction and corporate entertainment. No group is too big or too small.

Wide, manicured bent grass fairways contribute to the unique character of this special course. With multiple tee areas designed to challenge the potential of every golfer, the Harvest is truly one of nature's most picturesque playing fields. The Harvest Grille offers a casual setting and an extensive menu selection to tempt every palate. Guests at the Harvest enjoy a seasonal gourmet menu prepared by executive chef Heath Cates. The Grille and outside patio are ideal for breakfast, lunch or dinner. More than just a fabulous establishment, The Harvest Golf Club is an exceptional experience. ■



The Harvest experience—spectacular views, outstanding customer service with attention to detail and golf that is second to none. Chef Heath Cates.



Experience the freedom

*Tired of the hassles
of glasses and contact
lenses?*



KelownaLaserVision.com
PRK & Lasik Vision Correction

Contact us in time for summer and
let the fun begin

www.kelownalaser vision.com

250.860.0140 #1-2918 Tutt St. Kelowna, B.C.

The Fibreglass Pool Specialists




Leisure Pools

250-808-8020
250-212-3157




FIBREGLASS POOLS INC.
Kelowna BC

www.tufftoppools.ca

Buying Canadian is easy when it's built right here in the Okanagan

FANNY'S FURNITURE AND KITCHENS

Why settle for furniture you find on a showroom floor when you could have it built especially for you? Fanny's in Kelowna offers a unique furniture and kitchen buying experience with a variety of styles and stains to match your personal taste. If you can't find the piece you're looking for—no problem—bring in your ideas and they'll build it for you. After all, Fanny's owns the factory.

Fanny's manufactures and sells heirloom quality all wood furniture—maple, pine and oak—for the bedroom, living room, dining room, office and kitchen. All the furniture is made at its 30,000 square foot factory in Vernon. Quality furniture that is built to last: tongue and groove case construction; solid tops, face frames and drawer fronts; solid drawer boxes constructed using English dove tail at all corners; metal



Ed Huber, owner of Fanny's Furniture and Kitchens, invites you to visit the showroom at 1794 Baron Rd., Kelowna, for a unique buying experience.

drawer glides for smooth operation; drawer interiors finished with a snag free finish; your choice of stain colour; and a

four step hand rubbed finish topped off with two coats of lacquer for beauty and durability.

Fanny's has been in business in the Okanagan Valley for 25 years. It's family owned and operated by the Huber family. The factory employs 45 craftsmen, six

of whom are family members. In addition to owning the factory, Fanny's also has its own trucking and distribution

company so it can provide shorter delivery times at reduced costs. Visit online www.auntiefannys.com or in person at 1794 Baron Rd. (behind Costco). Custom furniture built right, here in the Okanagan. ■

Home is always a work in progress

HANDYMAN CONNECTION

No job is too big or small for Handyman Connection, your single solution for your list of home improvements that seems to grow longer every day.

Handyman Connection is committed to providing homeowners with dependable and skilled craftsmen. The company has 40 experienced craftsmen to help clients from Salmon Arm to Osoyoos. "All our craftsmen are licensed, bonded and insured," says Doug Mann, operations manager. "They visit your home and before any work is started they determine what needs to be done and provide a guaranteed price in writing."

Turn your to-do list into done, from small jobs like fixing a door to painting, tiling, plumbing and outdoor projects like fencing and decking, to complete renos. Whether you need something installed, built, repaired or maintained, you can be assured knowing your home repair or remodelling job is in experienced hands. They're not just proud of their workmanship—they guarantee it. ■



Need a professional handyman? One call gets the things you want done—done! Call 1.800.88.HANDY (1.800.884.2639) today.

Fun, easy and uplifting experience

FASHION FOUNDATIONS

Ladies, finding the perfect fitting bra is fun when you visit Fashion Foundations, in Kelowna! You'll find the staff is more than happy to fit you, from A to L. That's right, bra cups don't stop at DD.

Margaret Wort started the biz over 30 years ago selling bras door to door to hard to fit women like herself. She also helped women with mastectomies find well-fitting bras and swimwear that held breast prostheses in place. By the late 1980s she needed a store to carry all her stock. Today, she and daughter Susan run the business.

Do you know a properly fitted bra can do wonders for your posture, shoulders, neck and back? Angie, one of the sales staff, didn't always stand so tall. Thanks to a refit from a 42 DD to a 36 I, she says, "Within a couple of weeks I didn't feel any more back and shoulder pain." The non-commissioned staff is dedicated to making women feel and look great! ■



Margaret and Susan Wort make bra shopping easy. Their friendly staff provides fitting services that will have you coming back for all your lingerie needs.

APRÈS GAME... OKANAGAN STYLE



Introducing **ACURA ZDX**

SH-AWD

Be prepared for anything

300-hp, 3.7-litre, SOHC VTEC® V-6 engine, 6-speed automatic transmission with paddle shifters and Grade Logic Control, Super Handling All-Wheel Drive™ (SH-AWD™), 19" aluminum-alloy wheels, Panoramic moonroof with power Sunshade, Bluetooth Audio, Power Tailgate, Leather Instrument Panel and centre console, Hill Start Assist (HSA), Battery Management System, Rearview Mirror Camera, Solid leather-trimmed interior and much more.



2576 Hwy 97 N, Kelowna 250-861-3003
www.harmonyacura.com



acura.ca

Making your dream kitchen come true

KEKULI BAY CABINETRY

In today's market designing kitchen and bath cabinetry that incorporates both functionality and an aesthetically pleasing look has become an art form only truly accomplished by a few manufacturers.

Kekuli Bay Cabinetry has the technology, modern equipment and expertise to see your dream kitchen unfold before your very eyes. By applying unique methods and materials gathered from years of experience in furniture fabrication and finishing, Kekuli has developed a system of quality unmatched in the industry. Nothing is too difficult or impossible for this company to make. By leading the way in style, trends and process, Kekuli is one of the few!

Its handcrafted cabinets are manufactured right here in the Okanagan using the finest raw materials. It truly is a Canadian made



Matt Hofsink (Central and South Okanagan) phone 250.241.0036; and Ron Syrnok (North Okanagan to Oyama) phone 250.826.6001 can help you design your dream kitchen.

product with a Canadian made guarantee of satisfaction. Kekuli's finish applications and standard features are classed as an upgrade by many of its competitors. For example, all cabinets' feature 5/8-inch solid backs, soft-close doors, drawers come in no less than eight different unique choices, and you have a wide variety of door styles and trims to choose from.

Stop by the showroom located in Fanny's Fine Furniture at 1794 Bar-on Rd., in Kelowna (behind Costco), or call to book an appointment with one of the designers: in the North

Okanagan to Oyama call Ron Syrnok at 250.826.6001; and in the Central and South Okanagan call Matt Hofsink at 250.241.0036. With a combined total of over 40 years experience in the kitchen industry they will help make your dream kitchen become a reality. ■

Spicy or mild: how do you like it?

MON THONG THAI RESTAURANT

Voted one of the Valley's best South Asian restaurants by readers of *Okanagan Life* magazine, Mon Thong serves up authentic Thai cuisine specially prepared by its Bangkok-trained chefs.

The extensive menu features a wide variety of house specialties with Thai names like Yum Goong and Pad Prew Waan. Fortunately full descriptions for each item, take the guesswork out of ordering. Looking for something spicy?

Many of Mon Thong's dishes come with a choice of red, green or yellow curries. A favourite is Goong Pad Num Prick Pao: steamed cauliflower, green beans and carrots topped with prawns in a fiery Thai sauce. Most of its dishes are also available vegetarian style.

Eat in or takeout, visit Mon Thong in Kelowna at Orchard Park Plaza, on Cooper Road, or drop in for weekday lunch at the Landmark Towers location, B2 1620 Dickson Ave. ■



Authentic Thai cuisine specially prepared by Bangkok-trained chefs.

Vernon's one-stop source in real estate

THE HEIDI LUSSI REAL ESTATE TEAM

More than realtors, The Heidi Lussi Real Estate Team of RE/MAX Vernon are dedicated real estate consultants whose passion is aimed at guiding buyers and sellers through all aspects of their real estate needs.

Whether you are downsizing, upgrading, managing an estate sale or relocating, just one phone call to this team and your questions and concerns are quickly and efficiently answered and addressed.

The team's bi-lingual (English/German) website heidilussi.com provides 24-7 global exposure for sellers and informs buyers looking to buy or relocate to the North Okanagan.

Call The Heidi Lussi Real Estate Team today at 250.503.3487 or toll free 1.800.667.2040 for your free, no obligation home evaluation or buyer consultation. You will be glad you did. ■



The Heidi Lussi Real Estate Team from left: Beate Schmidt, Rose Gut, Heidi Lussi and Maureen Ruschinsky.



kitchen design

consulting

contracting

millwork

1561 Sutherland
Suite 102, Kelowna

www.kitbiz.ca

250.712.1004

kit.biz

...for distinctive kitchens & millwork by

Catherine O'Neill



YOUR SMILE SAYS A LOT ABOUT YOU.

IF YOU LET IT. When you're uncomfortable with your teeth, it's easy to hold back. Fortunately, Invisalign's advanced technology now lets you straighten your teeth nearly invisibly. Hundreds of thousands of people already have discovered Invisalign treatment. You can too.

STRAIGHT
TEETH ARE
WITHIN YOUR
REACH.



invisalign

LEARN HOW TO SMILE AGAIN.

Call for your free, no-obligation consultation.

DR. BRIAN C. CLARK, DMD
DR. TRENT SUNDERLAND, DMD

#102, 4005 - 27th Street, Vernon, BC | 250.549.5205

KELOWNA INTERNATIONAL AIRPORT

Private Customized
Air Travel **24/7**



www.daxaircharter.com

- Corporate & Government
- Golf & Fishing Charters
- Multiple Locations in One Day

CONCIERGE SERVICES including
car rental, catering, limo or
taxi arrangements .

DaxAIR
ENTERPRISES INC.

250.868.6656
daxaircharters@shaw.ca

Why smart buyers choose fibreglass pools

TUFF TOP FIBREGLASS POOLS INC.

Tuff Top Fibreglass Pools has chosen to represent Leisure brand because it is the most advanced pool manufacturer in the world and a leader in the fibreglass pool revolution.

The manufacturer originated in Australia, one of the most competitive pool markets on the planet, where 55 per cent of the pools are fibreglass and only 10 per cent are vinyl. Well-tested, fibreglass pools have been shown to stand up better to harsh UV rays and salt water than vinyl.

All Leisure pools are formed using reinforced steel moulds, which allows for extremely accurate designs over the lifetime of the mould. Compare that with other manufacturers who use low quality wood structural moulds that can warp over time. In addition, Leisure pools are made with a patented Aquaguard gelcoat for a superior, non-porous smooth finish, which is extremely easy to clean and maintain. The company still imports its gelcoat—which comes in four spectacular shades of blue—directly from Australia.



Fibreglass pools come ready to install and are almost maintenance free.

Leisure Pools stands behind its product with a 35-year structural warranty and a 15-year surface warranty against osmotic blistering, discolouration, fading and surface yellowing—the best warranty on any pool surface compared with other manufacturers who only offer one year or less.

The main reason people choose a fibreglass pool is that it is eco friendly, using 30 per cent less chemicals, water and energy. With a fibreglass pool you will never have to replace a vinyl liner, which

ends up in the landfill. Fibreglass pools are stronger than concrete pools and are able to flex without cracking to accommodate earth movement. Almost maintenance free, since the surface of a fibreglass pool doesn't promote algae growth, it only requires about 15 minutes of maintenance a week—leaving you more time to enjoy your pool instead of cleaning it. Pre-made and ready to go, these pools allow for the fastest installation, with the least disruption to you.

Give Tuff Top Fibreglass Pools a call. You will be glad you did. ■

Proudly featuring Okanagan produce

RAUDZ REGIONAL TABLE

"The first thing you see when you step into RauDZ is our Regional Table," says Audrey Surrao, co-owner. "It's more than just a long piece of reclaimed wood—it's a place to sit down, meet old friends and perhaps strike up a conversation with new ones, all the while eating what we strongly believe is some of the best food in the Okanagan Valley.

"We're proud of what we are able to produce each and every day and are thankful to the many local ranchers, artisans and farmers who walk into the kitchen daily, bringing us fantastic products that form the basis of our menu.

"You'll find we also have an extensive local wine and beer list—as in almost everything we do, we support our neighbours.

"Fresh, local, comfortable is more than three words that describe RauDZ—it's our way of life." ■



Chef Rod Butters presides over an open kitchen that brings the best Okanagan products to his Regional Table.

A haven for curious minds

OKANAGAN REGIONAL LIBRARY

Has it been a while since you visited your local library branch? Does the word "library" conjure up images of dusty bookshelves and a code of silence? Then it's time to rediscover the multitude of resources and programs at your Okanagan Regional Library (ORL).

The ORL is Canada's 16th largest library system with 29 branches throughout BC's Southern Interior with a collection of over one million books, magazines, newspapers, CDs, DVDs and more. In recent years the ORL has added new services to keep up with consumer interests and technology, including free wireless access in-branch and a collection of feature films.

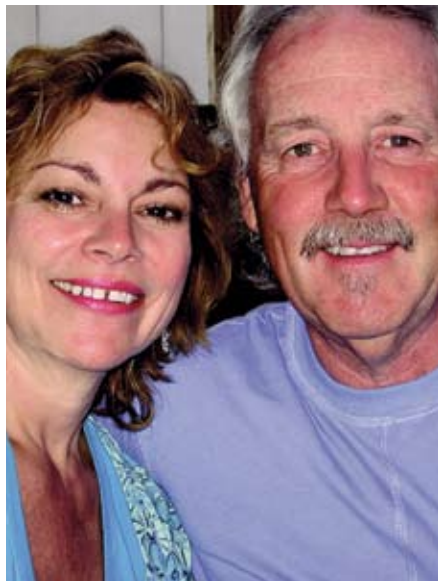
In mid-February, the ORL is launching its totally redesigned website at www.orl.bc.ca. Here you can access all the information you need with a mouse-click: kids' storytime at all the branches, librarian-recommended booklists and websites, access to databases and the catalogue, and upcoming events. Rediscover your ORL! ■



The library offers a collection of feature films on DVD for adults, young adults and children, ranging from classics like *Casablanca* and *Snow White* to recent blockbusters.

Unleash your style

COUGAR CANYON
CLOTHING



Lynne Berard and Glenn Wurtele owners of Cougar Canyon Clothing, where you'll find wedding, work and casual wear.

Cougar Canyon is the latest high-end women's fashion store in Vernon's downtown ladies fashion district. A great success since its grand opening in April 2009, the shop continues to grow rapidly in popularity. Get a jump on the season and unleash your style at this trendy boutique. With an emphasis on exclusive Montreal designer collections from Frank Lyman Design, Cartise, Graffiti Sport, Tango Mango and Dusak Designs to the latest Love Me Slender denim jeans and skirts, Cougar Canyon is 100 per cent Canadian owned and operated and is proud to carry the highest quality "Made in Canada" products.

With over 200 dresses on display in sizes two to 18, you're bound to find something you love for weddings, weekends and work. Whether it's casual or classic, cruise wear or beach wear, Cougar Canyon Clothing has something for everyone's wish list. Escape and explore in a relaxed upscale atmosphere and try on fashions in posh private rooms that accommodate whoever you invite along. Cougar Canyon has the best dressing rooms!

Be sensible and sensational all year long, in sophisticated and successful clothing that suits your lifestyle. Visit Cougar Canyon Clothing, in Vernon. ■



4205 Gellatly Rd, Westbank | 250.707.1810 | www.bonfirerestaurant.ca

A Commitment to Fine Products and Outstanding Service

The winner of
The Best of the Okanagan
since 1999

WESTWOOD
FINE CABINETRY
a tradition since 1972

2140 Leckie Place, Kelowna • 250.860.3900 • www.westwoodfinecabinetry.com

A culture of care

SIMPLY AMAZING SMILES

“Wow! Has dentistry ever changed!” That’s what Dr. Morhaliek’s team says is the most common thing their new patients say at their first visit. “We hear that all the time,” says Dr. Trevor Morhaliek, dentist. “And it’s great because it shows we’re doing things right. We’re really making a difference.”

Simply Amazing Smiles is a modern and sophisticated Kelowna dental office providing quality cosmetic dentistry. Dr. Morhaliek and his team have created a unique culture of care within their practice. They believe that the way they care for you as a person is just as important as the way they care for your smile.

At Simply Amazing Smiles, every effort is taken to ensure your comfort, privacy and satisfaction. “We define hospitality as the ‘art of anticipating what people want.’ It’s a code we live by and it governs every aspect of our practice,” he says. But beyond their attentive one-on-one care,



Simply Amazing Smiles invites you to change the way you feel about going to the dentist.

at Simply Amazing Smiles you can expect to be pampered with steaming hot lattes, Dolby surround movies, hot aromatherapy and even a complimentary personalized massage. “We go all out because we believe our clients deserve it.”

Dr. Morhaliek has been creating beautiful smiles in Kelowna since 1999. His passion for cosmetic dentistry has helped change the lives of many patients. As an avid believer in life-long learning, Dr. Morhaliek understands how modern dentistry is constantly evolving. Continuing education continues to be very important to their success and Simply Amazing Smiles demonstrates this commitment through the integration of some very impressive dental technologies. More recently, Dr. Morhaliek was

honoured to become a mentor and instructor with the California Center for Advanced Dental Studies and looks forward to teaching and sharing his expertise with dentists from across North America. ■

Your partner in office solutions

HARTMAN BUSINESS MACHINES

Now more than ever it is important to ensure you’re getting the most out of your company’s investments in technology. Hartman Business Machines understands that customers are looking for more than just a piece of office equipment. Reliability, functionality, integration with the overall business environment and total cost of ownership are all vital to meeting the needs of customers.

Not to mention the one thing that has made Hartman such a great success — service. The company thrives on providing its customers with the best service in the business because it understands that loss of productivity equals loss of time and money. Hartman Business Machines is your single source provider for multi-function photocopiers, printers, scanners, fax machines and paperless document management solutions for any size of business. The company has also expanded its product line to include stationary and office supplies. ■



Ricoh brand business machines is the number one selling copier brand in Canada for the past five years.

Balancing life with style

SOUTHWIND AT SARSONS

Nestled within Kelowna’s vibrant Mission community, Southwind is just a short stroll to Okanagan Lake, and close to extensive bicycle and walking trails, shopping and cafes — a location that “has it all.” It offers

condominiums, penthouses and “single-family feel” townhomes in dramatic urban architecture, coupled with extensive rock detailing and large expanses of glass. Exotic granite islands and countertops in chef-inspired kitchens enhance spacious living areas that are covered with wide-plank hardwood floors and custom trim accents. The hybrid geothermal system heats floors, water and air, increasing comfort for environmentally conscious homeowners.

The Private Owners’ Club features an indoor pool framed by glass overhead doors for year-round use, a fully equipped fitness facility, hot tub and a residents’ lounge that is perfect for hosting private soirees.

The newly completed Phase II showcases Asian-inspired landscaping surrounding a prominent water feature with an immense rough-hewn timber pergola cantilevered over the water’s edge. ■



Life. Style. Southwind at Sarsons. Phase II homes selling. Visit www.southwindatsarsons.com

Times change, but precision watchmakers still in demand

LA ROCA WATCH & JEWELLERY

Family owned and operated La Roca Watch & Jewellery has been proudly serving the Okanagan since 2000. Specializing in watches, La Roca offers rare and collectible pieces to clients all over the world.

Owner Ted Risko has been a professional watchmaker for over 30 years. An avid collector of watches, pocket watches, vintage pieces and coins, Ted enjoys the intricacies of repairing timepieces and the satisfaction of offering quality items to the discerning client.

Growing up in Paraguay, Ted frequently repaired timepieces for a Canadian missionary who encouraged him to emigrate. Although the Canadian Consulate doubted he would succeed here—they believed he was too young, had little money and his skills weren't enough for him to be able to make a living—Ted was determined. After three rejections, he arrived in Edmonton in 1970. He spoke no English and had never seen snow; it was -40 C.

Ted immediately found work at Peoples Jewellers, earning \$100 a



Ted and Lidia Risko's family has grown to over 20 in three generations.

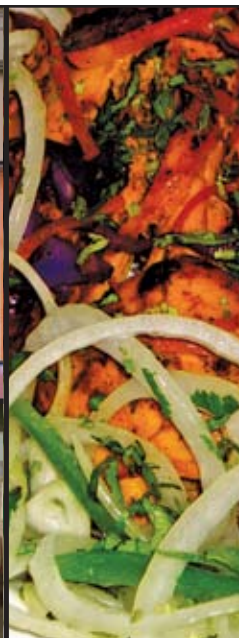


week. He was busy and successful, eventually purchasing their jewelry service department and then a store, Swedish Jewellers, which became the biggest and best Rolex dealership in Alberta in the 1980s.

Although the watchmaking profession seems to be almost extinct, Ted says many brands are making timepieces with manual movements again and there is a desperate need for young people to be trained in the skill.

Ted is extremely appreciative of the opportunities he has found in Canada, where his little family (three and later four daughters)

has grown to over 20. Along with providing expert repairs and restorations, La Roca also carries a wide selection of fine timepieces and exclusive jewelry collections. Visit them at 2915 Pandosy St., in Kelowna. ■



Savour the
Flavours of India

Da
Tandoor
fusion indian
restaurant
& sports bar

We are at the corner of
Hwy 97 and 1687 Pandosy Street
250.869.4809

See menu at www.datandoor.com



Escape across the border to Omak

BEST WESTERN PEPPERTREE INN

Comfortable and inviting, the Peppertree Inn at Omak is the perfect stopover for a weary traveller. With plenty to see and do in and around Omak, it's also an excellent destination for your next getaway.

Visit the old west in nearby Winthrop, check out some of Washington State's best fishing holes, get in a few rounds of golf or an afternoon of snowmobiling, or just head out and enjoy the scenery. The whole family will enjoy the Okanogan County Fair. The Omak Stampede and Rodeo (Aug. 12–15, 2010) offers unique entertainment such as the Indian Encampment, the Wrangler Kids' Night and the World Famous Suicide Race. When you're looking for a little indoor time, try your luck at Okanogan Bingo Casino, take in an event at the Agri-Plex or the Okanogan County Sports Complex.

Omak is a natural addition to your BC winery tour. Visit Okanogan Estate and Vineyards just south of the border; and



Make your next getaway to Omak Washington and stay at the Best Western Peppertree Inn ideally located for guests to enjoy outdoor activities and the beauty of eastern Washington State.

PHOTO: Tom Reichner and Okanogan County Tourism Council

just minutes from the Peppertree Inn, enjoy a tasting session at Rock-Wall Cellars Vineyard and Winery.

The Peppertree Inn has everything you need to make your stay in Omak special. Whether you're packing up the kids and the pets and bringing them along, heading off for a romantic weekend, or enjoying the comfortable accommodations for a business trip, the Peppertree Inn at Omak has the suite that's right for you. Come mealtime, treat yourself and family to a meal at the Koala Bar and Grill (next door to the

Inn) featuring a variety of authentic Australian dishes, or visit one of the other popular local restaurants for Mexican or American cuisine.

Ready for a getaway? Experience the natural beauty of Washington State while staying at the Best Western Peppertree Inn, in Omak. Check the Peppertree Inn's website, www.peppertreeomak.com, for seasonal packages and special offers. Reservations: 866.728.0365. ■

Busy equals happy for this one man

ARMAGUARD COATINGS KELOWNA

Aone-man show, Peter Rudy runs Armaguard Coatings Kelowna. When it came time for this former autobody shop owner to semi-retire he opted to downsize the biz keeping the Armaguard product line and moving into a smaller shop. "This is a one man operation and it is very relaxing," says Peter.

Armaguard is a spray-on coating used to line pickup truck boxes. An integral part of your vehicle, there are no screws or clamps to come loose. Sprayed on hot it sets in seconds to a tough, durable, abrasion and cut resistant finish. There is little waste in the application process and no solvents are used. The spray-on liner comes with a limited lifetime warranty to last as long as you own your truck.

Peter does it all from the cleaning and prep work to spraying in the liner. He handles the pick-ups and deliveries and works the phones. Work's steady but he can always fit in an appointment. ■



Peter Rudy, owner of Armaguard Coatings is ready to spray another commercial truck.

For all your 4x4 and all-wheel drive needs

ANTHONY'S SUZUKI SUBARU

Tony and Franca Lunelli started Anthony's, in Kelowna, in 1981 and have grown their business to become the largest Subaru dealer in the BC Interior and the only authorized Suzuki dealer in the Okanagan. In 1998, they opened Ironman City Subaru in Penticton to serve the South Okanagan.

They attribute their growth to hard work and to having two solid franchises. Suzuki has been around for over 100 years and has always built its cars, SUVs and trucks to very high standards. Most recently Suzuki added a compact pickup to its line-up—the Equator. This spring look for the unveiling of the new Kizashi.

Subaru has experienced many changes and major growth over the last few years. This year Subaru's flagship, the 2010 Outback, has been redesigned: it's faster, roomier, better equipped, gets better gas mileage and it costs less! Customers have been raving about the new low price and design of the 2010 Legacy. Both models come standard with Subaru's legendary all-wheel drive system—proven for over 35 years. ■



The staff takes pride in defining your dreams of a perfect vehicle, and assisting you in making that dream a reality. (2010 Suzuki Equator pictured)

Building the largest insurance brokerage in Western Canada

WESTERN FINANCIAL GROUP

In 1995, a young insurance broker from the town of High River, Alta., bought a 100-year-old insurance agency with the dream of becoming the strongest western Canadian financial institution by 2020.

What was once a dream is now on the road to becoming a reality for Scott Tannas, CEO and founder of Western Financial Group. In 14 years, the company has grown to become western Canada's largest insurance broker, which along the way has also started a bank (Bank West) and acquired a life insurance company (Western Life).

The transformation from one location with 14 staff in 1995 to over 100 locations with 1,400 employees has been achieved by providing vision and value to convince some of the west's oldest and most respected insurance agencies to join Western.

Included in that number is Whillis-Harding Insurance Agencies with five locations in the BC Interior: Kelowna, Lake Country, West



Kelowna team of Western Financial Group, one of the largest property and casualty brokerages in Western Canada.

Kelowna, Silver Star Agencies in Vernon and Chase Agencies in Chase. In July 2009 these agencies, along with all of the locations that previously joined Western, changed their name to Western Financial Group. Customers of Western Financial Group can expect the same excellent local service from professional staff who live in the community, combined with the largest selection of insurance products in the Okanagan.

Western Financial Group, which is publicly traded on the Toronto Stock Exchange (WES), provides insurance,

financial and banking services to more than 500,000 individuals and businesses throughout the four western provinces. It offers local residents a wide-range of insurance products such as home, auto, business, farm, life and specialty insurance, and in many locations, financial services.

For more information on Western's products and to find a branch location, visit www.westernfinancialgroup.ca. ■

Get it in writing and check references!

GORD TURNER RENOVATIONS LTD.

Sound advice from Gord Turner Renovations Ltd (GTR). Prior to work commencing, its clients are provided with a comprehensive written quote outlining the scope of work, expectations, costs involved and payment schedule.

With the implementation of its Design Centre and strong product knowledge, they provide full design services with a hands-on approach to selection decisions—everything from interior trim to flooring. Clients are presented with informative handouts and have access to a client services representative to answer any questions.

It is through ongoing referrals from its existing clients that this residential renovation company continues to be successful. Since its inception in 1989, GTR has established and maintained positive, long-term relationships with its clients, suppliers, trades and team of journeyman carpenters alike. As a member of the CHBA, BBB, and Chamber of Commerce and through community involvement, GTR has built a solid, lasting reputation. Leave your renovation to the experts! ■



The GTR team is there for all your renovation needs. Call Gord today at 250.469.9379 or 250.765.1166 (ext 1). www.gtrenovations.com.

Love affair with exclusive footwear

ASPHALT SHOES

Tim Palaniuk and Carley LeBoldus opened Asphalt Shoes in Kelowna following many months of soul searching, preparation and renovations.

After working 20 years in the retail clothing industry, Tim left his job to look for a new opportunity. The couple hit on the idea of opening a niche shoe boutique that would stock lines not typically found in Kelowna. "We both had a prior love of shoes and boots... evident by both of our closets," says Carley, a nurse by profession. Opening the store has enabled the pair to stay in Kelowna to raise their family and do what they love—buy and sell shoes.

Tim and Carley travel to New York to buy inventory with an eye to choosing something a little different from lines like Argila, Chie Mihara, Coclico, Cydwoq, Donald Pliner, Esko, Frye, John Varvatos, Marc by Marc Jacobs, Modern Vintage, Rebecca Minkoff and Steve Madden. Drop by the store at 215 Bernard and check out the selection for yourself. ■



Tim Palaniuk and Carley LeBoldus welcome you to Asphalt Shoes, the only place in Kelowna to find exclusive footwear brands from around the world.

Building business-to-business relations for success

KIT.BIZ

A reputation for positive customer relations is the hallmark of every successful enterprise, but Catherine O'Neill recognizes that strong business-to-business relations are vital to building and maintaining that reputation and to delivering the kitchen of her clients' dreams.

"Talented designers who can communicate their vision to fabricators are worth their weight in gold," says supplier Cynthia Gibson of Custom Granite Works. "Our relationship is a success because Catherine is a stickler for detail, an excellent communicator and has a brilliant vision for her clients that she follows through to completion."

Artist Renita Kraubner appreciates the marriage of innovation and practicality in Catherine's designs. "While she employs the most current trends her aesthetic vision enables her work to be fresh yet timeless. Her understanding of materials and use of



For over 20 years, Catherine O'Neill of kit.biz has been exceeding the expectations of homeowners throughout the Valley.

original work by local artisans and craftspeople ensure that her designs speak to the character of the home and its owners. What is truly a measure of her skill and range is that, while her spaces are a pleasure to view and work in, they are all genuinely unique."

Catherine's relationship with subcontractors ensures that her vision finally takes shape. Mark Turple, who has worked with Catherine as a cabinetry installer for over a decade says, "I have always liked working with Catherine as I find her jobs interest-

ing and really unique in design. Catherine also takes great care in satisfying her clients, which is so important in this business."

Mark likes her hands-on approach, appreciates her knowledge of construction techniques and her ability to solve any problems. He sums up the relationship simply. "I would recommend her friendly and relaxed approach for your project." ■

Snowmobiler's eye opening experience

KELOWNA LASER VISION

Tired of fogged up glasses and trying to keep his contacts clean while camping, snowmobiling, quading and hunting, Edward Dewijn decided to look into laser eye surgery.

When he talked to a number of people who had undergone the procedure, he found out they were all happy with the results. This helped Edward make the decision to go for it.

He found Kelowna Laser Vision online, impressed with the clinic's reputation, experience and history. "Their professionalism came through the website and it was the same in the clinic, everyone was very dedicated to making sure I did well," says Edward.

Was he nervous going into surgery? "Yes. I definitely felt some apprehension, which I guess is natural. Everyone was very good about explaining things," he says. He wondered if he could "hold still long enough" but soon found he didn't need to worry because the laser tracks eye movement. "The surgeon



Edward Dewijn, of Smithers BC, has been enjoying the outdoors after his laser eye surgery in February 2009.

joked with me beforehand to help me relax and he explained everything as he went along."

Before he knew it the procedure was done and he was on his way home, seeing better already. "You go home and sleep and then you wake up and it's amazing. I thought to myself wow, it's only five hours since surgery and I can see into the distance.

"I didn't even need to take a day off work."

A bonus to having Wavefront Guided laser eye surgery is night vision is often improved. Before surgery, Edward had trouble with glare from headlights and he didn't like to drive at night in stormy weather due to his poor vision. Now Edward says, "I'm much more confident driving at night."

Since his surgery in February 2009, Edward has been enjoying a hassle free life without the need for eyeglasses or contacts. "It's freedom! This has really changed my life." ■

Local firm promotes its newest partner

MACKAY LLP



Brian Sanders, CA, associate partner.

MacKay is pleased to announce the admission of Brian Sanders, chartered accountant, to the partnership as of Jan. 1, 2010.

Brian obtained his bachelor of business administration degree (co-operative education program) from Simon Fraser University in 1990 and his chartered accountant (CA) designation in 1991. He joined the MacKay Kelowna office in 1992.

He provides taxation services to owner-managed businesses as well as other organizations. Brian's areas of practice include corporate reorganizations and tax planning, including income splitting, personal income tax planning, tax-deferred sale of assets, purchase and sale of businesses and assistance with making scientific research and experimental development expenditure tax claims.

Brian is MacKay Kelowna's leading expert on BC's new harmonized sales tax (HST). He is actively involved in attending and presenting conferences and courses on HST. He provides advice on how HST will impact businesses and how to deal with the transitional issues. Away from the office, Brian is active with his family and sports such as skiing and soccer.

Call a MacKay professional today, with offices in Kelowna, Vancouver, Surrey, Edmonton, Calgary, Whitehorse and Yellowknife. ■

ISN'T LIFE DELICIOUS?

-paris wolf, age 5

At RauDZ® we love a good quote and the one above captures both our business and life philosophy: support local, buy local, eat and drink local. Although we are serious about our food and wine at RauDZ® we enjoy taking a fun approach to presentation. Life is delicious and sometimes we need to be reminded to see the world through a child's eyes.

- Chef Rod Butters and Audrey Surrao

RauDZ®
REGIONAL TABLE

FRESH • LOCAL • COMFORTABLE

Open 7 days a week from 5:00 p.m.

1560 Water Street, Kelowna

250•868•8805

www.raudz.com

Heidi Lussi Beate Schmidt Rose Gut Maureen 'Mo' Ruscheinsky

The HEIDI LUSSI Real Estate Team
~ your North Okanagan REALTORS® ~

RE/MAX Vernon | 250.503.3487 | HeidiLussi.com | Deutsche Beratung

OKANAGAN **OK REGIONAL LIBRARY**

A haven for curious minds.

The Okanagan Regional Library is your most economical, sustainable, and relevant source for information and entertainment. Visit our totally NEW website at www.orl.bc.ca on February 18.

KIDS!
Check out our
Name the Marmot
CONTEST!



www.orl.bc.ca

Cash flow is your key to progress: seven ways to keep money moving

BUSINESS DEVELOPMENT BANK OF CANADA

Cash is king in difficult economic times. Here are seven ways to find more money in your business.

Develop a cash-flow planner and track cash. Using software or a spreadsheet, record your month-opening bank account balance and all anticipated cash inflows and outflows. Then, track your cash as it comes in and goes out throughout the month. "That will help you stay on top of problems and make adjustments, such as delaying discretionary payments," says Jeff Lawson, manager of BDC Consulting.

Closely monitor financial statements. Examine monthly financial statements line by line to look for red flags. Keep a close eye on key indicators, such as changes in the gross margin and inventory turnover.

Look to relationships with your customers and suppliers. Good customer and supplier relationships can help you prosper. For example,



The Business Development Bank of Canada (BDC) understands your reality. It provides the necessary support so your business can grow.

you can turn sales into dollars faster by offering discounts to customers who pay early.

Get tough with deadbeats. "Be conscientious in pursuing late bills," Lawson advises. "Customers have to pay or else you're just financing their business."

Focus on inventory management and product offerings. If sales are down and inventory turnover is slowing, clear out stock aggressively. While you're at it, analyze your product lines to see what's selling and what's just taking up space.

Use debt to protect your working capital. Don't pay up front for long-term investments, such as equipment purchases or a building expansion; that will just tie up working capital. Use debt to finance these projects.

Cut waste and streamline operations. Boost your company's productivity and profitability by eliminating bottlenecks, over-production, inefficient equipment and other sources of waste. ■

lingerie française
PARIS

*bras & lingerie
Petite to Plus*

Chantelle
PARIS

Our business is uplifting!

Fashion Foundations

581 Lawrence Avenue, Downtown Kelowna • 250.763.1473
233A Columbia Avenue, Downtown Castlegar • 250.365.1474

ALSO SPECIALIZING IN POST-MASTECTOMY FITTINGS

COUGAR CANYON

FRANK LYMAN DESIGN

...unleash your style
visit us in downtown Vernon!

250•545•5407
3116 - 30TH AVE • VERNON BC

COUGARCANYONCLOTHING.COM
COUGARCANYON@TELUS.NET



With **RoadsidePlus**, we've got you covered.

RoadsidePlus coverage from ICBC is an affordable way to get peace of mind on the road. Whether you need security while travelling, roadside assistance or enhanced vehicle protection, we have you and your family covered. Ask your Autoplan broker about RoadsidePlus.



building trust. driving confidence.

[icbc.com](https://www.icbc.com)

Your home appliance superstore with friendly hometown attitude

GENIER'S HOME APPLIANCE

Genier's Home Appliance is well-known for its knowledgeable sales staff, for its wide range of inventory and for its exceptional service that goes on long after the sale. A home appliance superstore with a friendly hometown attitude, this family-owned business has been serving the Okanagan for close to 50 years.

They're happy to deliver anywhere from Kamloops to Revelstoke and south to Penticton, so whether you're building a new kitchen or laundry room, renovating, or just replacing old appliances, it's well worth a call. Better yet, make the drive to the showroom in Vernon.

You'll find brands you may never have seen outside the pages of a magazine. Genier's is the only dealer in the Interior to carry the much loved Aga cooker, along with a complete range of products from Whirlpool Corporation (including Kitchen Aid, Jennair and Maytag) and from Dacor, Bosch, Thermador, Viking, Miele, Wolf, Subzero, DCS, Fisher & Paykel, LG, Heartland, Liebherr, Marvel, Vent-a-hood, AEG, Asko, Faber, Gaggenau, Zephyr, Alfresco and Blomberg.

Brad Kirkham says the 15 demonstration kitchens are a great way to show off the products. Because many of the appliances are fully functional, customers can get a better feel for how they will perform every day in the kitchen. Customers can also see how various appliances look in place with different cabinet and hardware treatments, determining which style best suits their own taste.

From country casual to ultramodern chic and everything in between, there are so many ideas to choose from. The options go well beyond colour choices, sizes and door arrangements. Choose from free-standing ranges to built-in or drop-down ovens—or select an induction cooktop, which uses magnets to boil water three times faster than gas. Install a wine fridge, or additional fridge drawers under an island. You can even build in your coffee maker.

With all the different possibilities, there are more decisions to make than ever before. It's good to know the staff at Genier's is well-prepared to help. They enjoy taking the time to work with their clients, looking at different options to suit any taste and



The staff of Genier's invite you to feel at home in any one of their 15 live kitchens showing over 50 brands of appliances. They'll help you decide which appliance works best for your specific needs. Visit the showroom in Vernon today.

every budget. "We can help them figure out what works, and what doesn't," says Brad. "Our goal is to make it all come together for a kitchen that's efficient, fully functional and picture perfect. It's about making your dream kitchen really come true."

The same goes for outdoor kitchens. "We really hit the high end in the outdoor kitchen market," he says. "We have everything from built-in barbecues to ice makers, beer taps, refrigerator drawers." Extend the outdoor dining season with a patio heater—Genier's has those, too.

Getting the laundry done is less of a chore (and kinder to the environment) with high-efficiency appliances. You can even choose some in designer colours to add a little extra pizzazz to your laundry room.

Whatever you choose, the staff at Genier's will supply all the information contractors and homeowners need for hassle-free installation. They also service what they sell, with a well-stocked selection of parts for most major brands and a team of trained service technicians. Whether you're looking for something specific or shopping for ideas, Genier's is happy to help. Visit the showroom at 2205-48th Ave. in Vernon, see the store online at www.geniers.com, or give them a call toll-free at 1.888.545.0664. ■



Say "Happy Valentine's Day" all year long.

This year, show that special someone in your life just how much you love them with the gift of a Mercedes-Benz. Each of our vehicles is equipped to provide both the luxury and safety you'd want for your better half. To make this Valentine's Day a day they'll remember all year, come visit our Mercedes-Benz dealership today.



© 2010 Mercedes-Benz Canada Inc.

Mercedes-Benz



TALLUS RIDGE

LIVING ROOM.

*Spacious Lots from \$160,000
Custom Home Packages from \$440,000
Walk to Schools, Golf and Wilderness
Rural feel yet moments to Shopping
All Lots back onto Greenspace*

Limited
Time Offer!
Lots \$5,000 & \$25,000 Off
February 1st - March 15th

SAVE THOUSANDS MORE BY BEATING THE HST - BONUS OF \$2500 CASH BACK FOR SALES CLOSING IN LESS THAN 30 DAYS

TALLUSRIDGE.COM • 250.768.7646 • Sales Studio Open 11 - 5 Saturday to Wednesday

Only Minutes from Downtown Kelowna: Hwy 97 towards West Kelowna • Right at Bartley Rd • Left at Shannon Lake Rd • Straight to Tallus Ridge