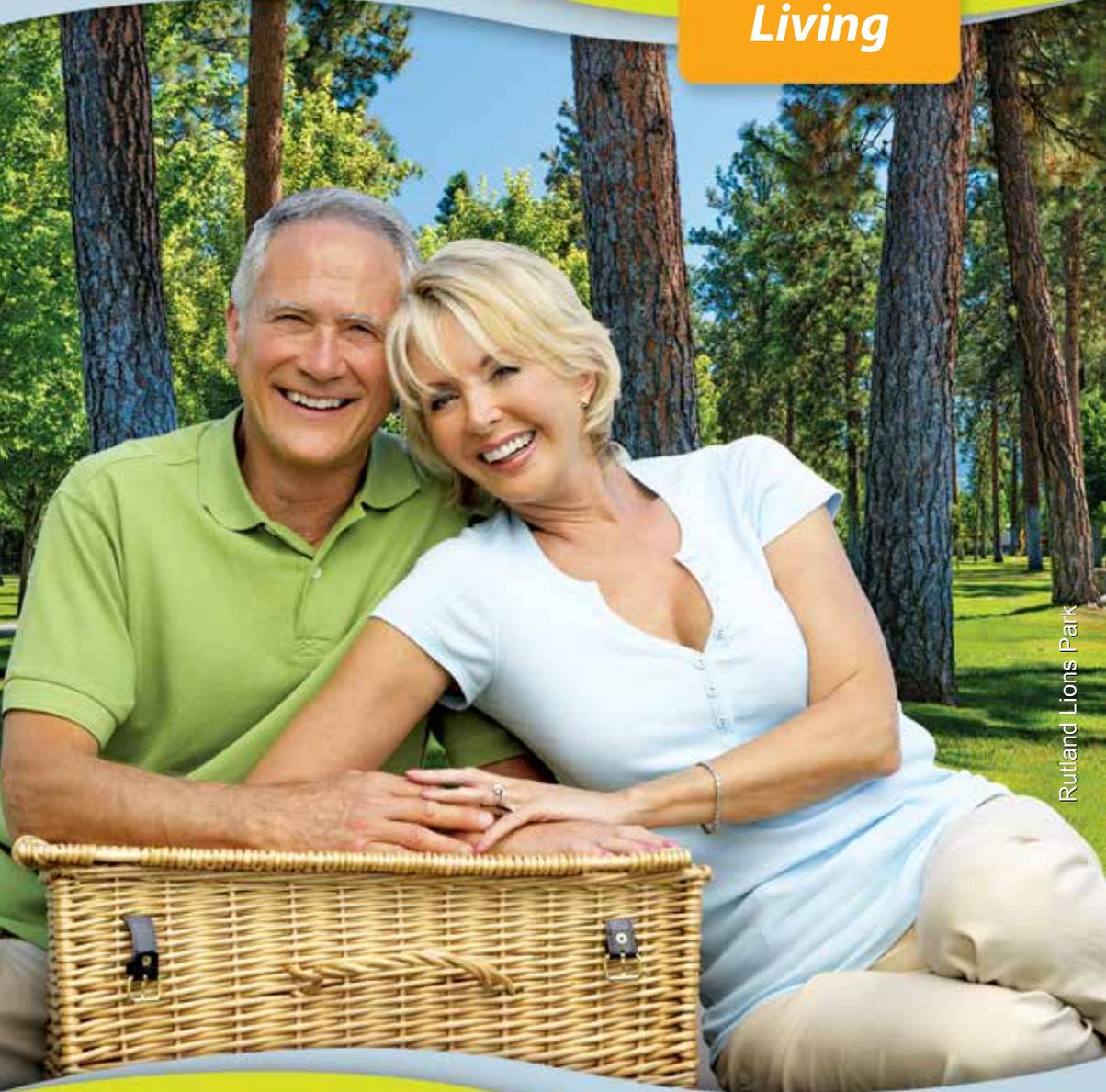


Community Guide
to Better Living

2021

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Philosophy of Care

by Jenelle Hynes

Canada is undergoing a significant shift in its demographic make up with a dramatic overall aging of the population. The number of people aged 75 and older is forecasted to increase from 2,669,000 (2018) to 7,430,000 (2063) representing an increase of 178%.

Many of us have been privileged to grow up in a health-conscious environment that promotes various forms of social and recreational diversity. As we continue to age, we do not expect, nor do we want to see, this freedom change. Even when life becomes more challenging and we enter assisted living and memory care support, we will want to be valued for the life we have led and experiences we can share.

The Eden Alternative is a philosophy that asserts that, no matter how old we are or what challenges we live with, life is about continuing to grow. Eden seeks to improve the quality of life of senior care, its residents and create a home-like setting, using the systematic introduction of pets, plants, and children, accompanied by the engagement

and empowerment of staff in effecting this change. It affirms that care is not a one-way street, but rather a collaborative partnership.

Eden isn't something that's "once and done." It inspires the daily life of how care is provided in the community. It influences all aspects of resident care, from food service to nursing support, from spiritual care to activities, from residence management to human resources. It unifies all the departments together with a shared focus of providing the highest quality of service. Eden is about paying attention to the little things that are important to us all and embracing the daily joys that life offers.

Find out more at <https://www.edenalt.org/>

Jenelle Hynes is the Community Relations Manager for The Vineyards Residence.

A new approach to Assisted Living and Memory Care in Kelowna



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Greetings

from the City of Kelowna



Greetings,

Kelowna has everything you need to enjoy life to the fullest – particularly during this new health-conscious environment in 2020-21 – thanks to our great outdoor spaces, locally produced foods and wines to savour at home, and public facilities that ensure gatherings are safe and enjoyable.

Kelowna has invested significantly in creating beautiful parks and lakefront pathways that provide cyclists and pedestrians many opportunities to get active outdoors and enjoy our spectacular scenery and climate.

Our proximity to nature, combined with sophisticated urban infrastructure, continue to attract people who could choose to live anywhere. But they choose Kelowna because it has everything they want in a fully urbanized city, with the bonus of convenient getaways to the great outdoors.

Kelowna's natural charms and socially inclusive nature have attracted thousands of new residents in recent years who want to live in a vibrant, well-run city. Vision, strategic planning and investments in modern infrastructure have built a right-sized city that efficiently connects with citizens – and with the wider world thanks to Kelowna International Airport.

The City of Kelowna has confidence in our experience and ability to meet new challenges head-on and to be mindful of our history while keeping an eye on our future.

I invite you to discover all that Kelowna has to offer. To learn more about our great city, visit kelowna.ca.

Colin Basran,
Mayor
City of Kelowna



Experience

Central Okanagan

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Front page background photo of Rutland Lions Park courtesy of the City of Kelowna

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How we can all prevent Recycling contamination, and why it's important

When it comes to recycling, we are all in this together. From all the dedicated collection staff that pick up your recycling every other week, to post collection staff at depots, to staff that work at the recycling plants, to processors of all the collected material, and you, we are all working together to ensure the success of our recycling system in B.C.

With that in mind, it's important to note contamination is a major obstacle in the recycling process. Contamination happens when any material that isn't accepted for recycling under Recycle BC regulations is put into a recycling cart.

There are lots of examples of contamination, and they include:

- Material that is not packaging or paper
- Material that can't be recycled with current recycling technology
- Hazardous material, including batteries, propane or butane cylinders, needles, lighters
- Containers with contents such as food or liquid inside
- Material sorted incorrectly
- Material tied in a plastic bag

Easy Steps to help Prevent Contamination

1 Sort all your material carefully. If you don't have room for your recycling carts inside, keep re-usable shopping bags or smaller bins to sort your material. Consider a box or bag for things that go in your cart (paper, containers) and another one for depot-only materials (plastic bags, glass, styrofoam) so it's an easy transfer to the curb on collection day, or to your vehicle for your next depot stop.

2 Rinse out your containers as soon as they're empty so food does not become crusted on. Rinsing your containers before adding them to the recycling cart makes for a more pleasant recycling experience at home and in recycling facilities, and can help ensure more materials are recycled. Containers don't need to be spotless. A quick swish in dish water before you empty the sink will go a long way towards reducing pests, odours, and mess.

3 Check out the recycle guide here, visit rdco.com/recycle, download our Recycle Coach app, or check out the full Recycle BC material list to see what is accepted and how to sort it at RecycleBC.ca/Materials.

Recycling Guide

A Message from the Regional Waste Reduction Office

How to Sort your Recycling

What Goes in Your Recycling Cart – Put these items loose in your cart, do not bag them



Paper, envelopes, magazines, catalogues



Cardboard and boxboard boxes



Shredded paper (put in clear plastic bag)*
*only one bag is permitted in recycling



Paper bags - single and multiple layer



Paper and plastic drink cups and lids



Plastic clamshells and trays



Hard plastic containers



Gable-top and Tetra Pak cartons



Spiral-wound cans for chips, juice etc.



Frozen dessert boxes



Foil wrap, containers and plates



Metal cans and lids (with labels)



Empty aerosol cans (no paints, chemicals)

Recycle at Depot Only – Do NOT put these items in your recycling cart, take them to a Depot for recycling only



Plastic bags and overwrap



Styrofoam containers, trays, packaging



Non-refundable glass jars and bottles



Other Flexible Packing: Chip bags and snack wrappers, cellophane, zipper bags and pouches, mesh bags and more. For a full list visit RecycleBC.ca/FlexiblePackaging

What Stays Out of Your Recycling Cart – Leave these items out



NO Garbage



NO Hazardous Waste
Take to a Recycling Depot



NO electronics, appliances
Take to a Recycling Depot



NO soft or hard cover books
Donate to charity



NO hard plastic toys
Donate to charity



NO Tupperware containers
Donate to charity



NO clothes, textiles
Donate to charity

Download Your Own



Recycle Coach App



RECYCLEBC™
www.recyclebc.ca



Visit rdco.com/recycle, or call the Regional Waste Reduction Office at 250.469.6250

Don't Let Fears Drive Your Investments

First, the coronavirus rocked the financial markets. Then, oil prices dropped more than 20 percent after a breakdown in OPEC production discussions. Not surprisingly, the markets took another nosedive. Yet, despite these events, this recent market volatility may well be attributed more to fear than the forces that usually drive the markets. Ultimately, in the investment arena, as in all walks of life, facts matter. And right now, if you look beyond the headlines, the facts that matter to investors may be far less gloomy than you might have imagined.

So, here are some things to keep in mind over the next several weeks:

- **This isn't 2008.** If you were an investor in 2008, you well remember the market crash that resulted from the bursting of the housing bubble, which had severe ripple effects throughout the economy. The situation is different now. This is primarily a health crisis, not a loss of confidence in the financial system. While it's quite likely that the Canadian economy will take a meaningful hit in the short term, the overall economic fundamentals were in solid shape before the coronavirus came along. Specifically, banks were well-capitalized, the labor market conditions were the best in decades, housing activity was improving, and interest rates remained near historic lows.
- **We've been here before.** From the time the markets bottomed out in early 2009 until just a few weeks ago, Canadian stock prices climbed about 110 percent. Yet, during that time, we also saw two separate market

drops of more than 20% percent, similar to what we're seeing now. These market corrections always feel unsettling, but it's important to recognize that they are actually a normal part of the long-term investing process.

So, given these factors, how should you respond to the current situation? Instead of simply selling your stocks in an attempt to cut your losses, review your portfolio to see if it is properly balanced between stocks, bonds and other investments in a way that reflects your goals, time horizon and risk tolerance. Those investors with properly balanced portfolios are not seeing the same level of decline as those whose holdings are almost entirely in stocks. And while diversification can't guarantee profits or protect against all losses, it can help reduce the impact of volatility.

Here's another suggestion: Look for good buying opportunities, because they are certainly out there. A well-managed company with a solid business plan that produces quality products and services is going to be that same company after the coronavirus and oil price panics subside – and right now, that company's stock shares may literally be “on sale.”

While it's not easy for you to look at your investment statements today, remember that you're investing for goals that may be decades away. By keeping your eyes on this distant horizon, so to speak, you'll be less likely to over-react to the news of the day – and more likely to follow a long-term strategy that can work for you.



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Call or visit your local Edward Jones advisor today.

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Chantal Diaz

Financial Advisor
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Transformation Through Therapy



In March 2020, as the COVID-19 pandemic closed down many workplaces across Canada, Connect Counselling faced much uncertainty.

Connect Counselling, a **registered charitable organization**, in operation for nearly 35 years, provides professional and affordable services to adults, seniors, children and families. They offer counselling to groups, individuals and couples to meet community needs. Many services are available regardless of ability to pay, supported by Government contracts. The entire organization was running smoothly using analog tools -- counselling appointments were booked on a paper calendar !

COVID forced some fast changes

Connect faced immediate workplace closure to meet provincial health guidelines to protect both its clients and staff. Counsellors were sent home. Programs temporarily halted. Connect needed changes quickly in order to continue to serve their community.

During the first week of the lockdown, the management team coordinated with staff members over the phone to address client needs and concerns. Some staff continued to visit the office to check voicemail, update the schedule (on paper) and communicate it to the rest of the team. Individual counselling appointments immediately transitioned to telephone appointments. As global use of video skyrocketed, so did the questions about security and privacy. **Doxy.me** was the answer - used by medical professionals and compliant with Canadian privacy laws.

Transitioning to work-from-home (WFH) wasn't possible for several staff members because desktop computers anchored their work to the office -- local tech companies quickly donated used laptops to enable Connect to go remote.

Within one week, program delivery was moved online. A massive and productive shift.

Behind the scenes, client scheduling was still a problem. The team decided to implement JANE, a popular online platform for health and wellness practitioners that makes it "simple to book, chart, schedule, bill and get paid."

JANE enabled counsellors and staff to see and update a shared on-line calendar. This reduced the need to go to the office, enabled a smoother client experience, and reduced administrative time.

Online delivery of programs and operations will never replace in person delivery, but it will always be part of the future of Connect. The culture has changed, and so has the future.

Connect Counselling & Therapy Society

Roxie Van Aller, *Executive Director*

204-347 Leon Avenue, Kelowna

250-860-3181 • www.connectcounsellingsociety.ca



Counselling for the Community

For over 30 years Connect Counselling & Therapy has been addressing the complex and inclusive needs of individuals and families in our community.

Our services to women, children, youth, men, families, seniors and couples addresses areas such as anxiety, depression, family transition, grief, intimate partner violence, trauma, parenting and so much more!

Most of our services are provided free of charge.



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<https://spiritleaf.ca/locations/>

Knee Braces for Snowbirds wanting to Ski, Snowboard and Snowshoe

Will a brace weaken my knee? No. You obviously don't worry about those big plastic ski boots with reinforced steel buckles weakening your feet or ankles, do you? If a brace helps you to ski, snowshoe or ride your board, these activities will strengthen you! Sitting on the couch watching tv all winter will weaken your knees, you now have that in writing.

The basic position for skiing or riding your board puts your knees in a very stable position. Snowshoeing can put less overall strain on your knees in general. The musculature around the knee joint is activated during sports reducing instability and thereby helping to prevent the knee from giving out. If the musculature does not do the trick either because of a positional disadvantage i.e. falling awkwardly or weakness, the knee could be at risk of injury.

Make sure you have done some pre-season work to help strengthen your body to prep it for the fun of cruising the blues or hiking through powder fields. If you have a conditioning issue or defined weakness, seek out a sports physio or athletic therapist to get a program tailored for you. Strengthening around the knee joint and through the entire body is a great defense against knee injuries. If you suspect or know you have a knee injury, see your physician for a diagnosis and treatment outline. This may include a knee brace.

Why consider a knee brace? If you have suffered from knee injuries, chronic knee instability or you were directed by your physician or specialist to be fit for a brace seeing a bracing professional is your next step. Book yourself an appointment to have a discussion about which type of knee brace

may be appropriate for your knee and all your activities.



Boot height can affect bracing choices as some manufacturers supply braces designed to fit above the cuff and not be interfered by the boot itself. Braces are secured to the knee by either a sleeve, rigid frames or in some cases semi-rigid frames built onto sleeves. Almost all are tightened by Velcro closures. Braces weigh less than a ski boot so they should not slow you down due to weight!

What can braces do? Some are designed for compression to reduce swelling, while hinged

knee braces provide support to reduce the risk of unwanted motion. No knee brace can offer 100% stability, that unfortunately is not possible. Addressing the instability can be accomplished by choosing a brace with the appropriate amount of support, having it fit appropriately, and being educated on how to apply it properly. These steps will ensure your stability wearing a brace can be much more than without.

Patella (knee cap) instability and pain is often treated with a brace designed to help patella alignment. They are usually sleeve designs with a stabilizing component that help address the patella position. Fit of these braces is crucial to ensure their effectiveness. Gapping about the brace, wrong sized patella support pieces, or simply an improper fit can all negate the effectiveness of these braces. These issues also highlight why purchasing a medical brace online really does not make sense.

Submitted by Okaped Inc. www.okaped.com

Three locations in the Central Okanagan



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How OKAPED can help you

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- Custom made foot orthotics, fabricated locally by us
- Knee Bracing for Arthritis relief, Sports & Workplace Injuries
- Specialty braces for ankles, wrists, and backs
- Compression stockings and sports sleeves



Okaped.com highlights our Services, Products, Locations & More
We have two **Kelowna** offices, as well as offices in **West Kelowna**, **Penticton** and **Vernon** to serve you right through the Okanagan.

The Difference Physical Activity Can Make



“Three years ago, I was hospitalized for multiple reasons, including a small stroke. I was in a lot of pain, experienced severe confusion, lost 40 pounds, did not recognize my daughters and had to use a walker. On top of it all, I was suffering from anxiety and depression. I stopped doing everything, even getting out of bed was difficult.

After some coaxing from my daughter, I joined the Kelowna Family Y. I tried a Gentle Aquafit

class and was hooked! In the beginning I had to drag myself to the Y, but that soon changed. It became easier to get out of bed, and I looked forward to visiting the Y and trying more classes.

Now after years of living an active lifestyle, I am much stronger and more limber. The pain from my arthritis has gone down significantly and my balance and blood glucose levels have improved.

The Y is a great place to get active, the instructors are super helpful and kind. The Y has helped me feel even better than I did before I got sick!”

The Y offers a supportive community with programs for older adults looking to get into healthier routines, including specialized health programs that target specific conditions. As a charity dedicated to building a healthier community, they offer financial assistance for those who struggle to afford membership. For more information email hello@ymcaokanagan.ca or call 250 491-9622.



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To learn more or join please give us a call at **250-491-9622**.

Locations include:

Kelowna Family YMCA
375 Hartman Road

H₂O Adventure + Fitness Centre
4075 Gordon Drive

Kelowna Downtown Y
1011-505 Doyle Ave

Financial assistance is always available to those in need.

Charity # 11924 0224 RR0001



Kitchen removal is easy, and you will receive a tax receipt!

So you are putting a new kitchen into your home, congratulations! Now is the time to think about what you are going to do with your old kitchen. Consider donating it to a Habitat for Humanity **Okanagan ReStore** and in return you will receive a taxable receipt for our resale value plus you are keeping good usable items out of our local landfill. Monies raised through the ReStore support Habitat for Humanity Okanagan homebuilding initiatives locally.

What do you have to do?

Easy. Contact us BEFORE taking out your existing kitchen to allow us to evaluate it. We will schedule a date and carefully remove your old kitchen cabinets and take them away. It really is that easy! Call 778-755-4346 extension 213.

Habitat for Humanity ReStores



Habitat for Humanity Okanagan operates four decor and building supply ReStores with locations in Vernon, Kelowna, West Kelowna,

and Penticton. The stores sell new and gently used items for your home and garden. From lighting to flooring, furniture to major appliances, one of a kinds and antiques. If you need it, or want it, you can likely find it in a ReStore at a great price.

Restores help keep material out of the landfill and the proceeds from the sales help support Habitat for Humanity Okanagan's building program here in the Okanagan.

Our inventory is 100% donated by local and corporate business and by individuals like you. Donations are greatly appreciated. Thank you!

*If you are **interested in volunteering** contact stephen.somerville@hfhokanagan.ca*

Habitat for Humanity Okanagan has broken ground on a new project in Lake Country

The first phase of the project in Lake Country will include eight homes — two triplexes and a duplex that are three-bed, two-bath and 1,400 square feet.

“This is a great day for Habitat Okanagan and the Lake Country community,” said Habitat Okanagan CEO Andrea Manifold, adding the group has had to push through “unprecedented challenges” due to COVID-19.

The cost of construction for the homes is \$2.9M and Manifold says they hope the community will continue to support them through ReStores or donations.



Help of all kinds is also being accepted from contractors who want to contribute to the actual construction. Some families have already been approved to move into the homes in Lake Country once they are complete, but more are needed. Applications can be found at hfhokanagan.ca

CYCLING WITHOUT AGE



Cycling Without Age (CWA) – a non-profit organization – was established in 2012 in Copenhagen, Denmark. It is a 100% volunteer organization that takes the elderly and less able out for free bike rides in specialized bicycles called Trishaws. As of March 2020, this program is represented in 50 countries; there are 2,200 chapters; 3,000 trishaws; 33,000 trained cycle pilots and there has been over 1.5 million people served. In Canada alone we have 63 chapters and 87 bikes!! The Trishaws cycle 2.2 million km a year, equivalent to 53 times around the world!! The founder, Ole Kassow stated “The idea of Cycling Without Age is simple. The effects are profound”



Wendy Wright , Bryan Redford, Pat Munro

Cycling Without Age is founded upon 5 basic principles: **Generosity:** a simple act anyone can do; **Slowness:** time to appreciate the environment and be present in the moment; **Storytelling:** So many stories to share!; **Relationships:** building intergenerational relationships with all involved. Relationships build trust, happiness and quality of life; **Without Age:** Life does not end as you grow older. Age is not a barrier to finding new sources of fulfillment and engagement.

Cycling without Age gives the elderly an opportunity to experience life outside of the walls of their home. A chance to go for a bike ride, to experience freedom and independence they otherwise may not be able to do. So often the elderly are isolated and are experiencing a loss of mobility. This program allows them to remain an active part of their community. The program gives them the right to ‘feel the wind in their hair’, the ability to connect with nature and others and the chance to share their stories.

Cycling Without Age is not only about the passengers. It is also about the volunteers -the pilots of the Trishaw. It's about bringing

all generations together, in the great outdoors, experiencing the joy of travelling by bike. Its active citizenship at its finest. And as Ole Kassow said “the effects are profound”!

The Kelowna Chapter of CWA started working on bringing this program to Kelowna early 2019. Lauren Lypchuk of the Vernon CWA Chapter provided us with great mentorship. Locally we are a subcommittee of the Kelowna and Area Cycling Coalition and we currently have 7 committee members. We have been able to purchase two trishaws due to the generous funding from the Central Okanagan Foundation and Interior Savings as well as receiving

a generous donation from a private citizen. We have also received fabulous support from Cyclepath who so kindly put our bikes together and are offering their mechanical expertise!

In March 2020 we hosted an orientation session for our Kelowna program and a number of volunteer pilots have come forward. You may have seen them out practicing their trishaw skills this fall in anticipation of the future launch of the program.

We have found a home for our Trishaws at a long term care site in the Central Okanagan and when we are launched will be taking passengers on designated routes which are comprised of bike paths and great scenery. Safety and the comfort of our passengers are paramount so we will be taking advantage of separated bike lanes and low traffic areas. Passengers living in residences will, with assistance, sign up through an online sign up system and rides will be approximately one hour long.

To find out more about Cycling Without Age, cyclingwithoutage.org is a great source and there are some lovely videos that you can access.

If you are interested in becoming a volunteer pilot or would like more information please email cyclingwithoutagekelowna@gmail.com

War Amps Key Tags Protect Your Keys and Help Child Amputees

Deji Disu, 5, was born a left arm amputee and, as a member of The War Amps Child Amputee (CHAMP) Program, is eligible for financial assistance for the cost of artificial limbs and adaptive devices, regional seminars and peer support.

Deji was recently fitted with a myoelectric arm which can sense muscle impulses, allowing him to open and close the hand by simply flexing his muscles. "This artificial arm allows Deji to be independent and do whatever he sets his mind to," says mom, Sara.

The War Amps Key Tag Service was launched after the Second World War so that returning



Deji is a member of The War Amps Child Amputee (CHAMP) Program

war amputee veterans could not only work for competitive wages, but also provide a service to Canadians.

Each key tag has a confidentially coded number. If you lose your keys, the finder can call the toll-free number on the back of the tag or place them in any mailbox, and The War Amps will return them to you by courier, free of charge.

The War Amps many programs for Canadian amputees, including CHAMP, are funded by donations to its Key Tag and Address Label Service.

The Association does not receive government grants. For more information, or to order key tags or address labels, call **1 800 250-3030** or visit waramps.ca.



The War Amps

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Stroke Recovery Association of BC – Central Okanagan

We offer a variety of programs and services to help you get back to enjoying life after stroke.

Our weekly program includes activities to help you regain physical activity, information and education about stroke recovery, activities to stimulate memory and cognition, and opportunities to socialize and connect with like-minded people.

Community navigation services such as resource and referral is offered to all stroke survivors, family members and care providers. During COVID-19, meetings are being held virtually. If you are interested in attending our weekly program or need assistance in finding supports and resources regarding stroke recovery, please email [kelownastrokecovery@gmail.com](mailto:kelowastrokecovery@gmail.com).

<http://strokecoverybc.ca>



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KGH Foundation

Your Hospital. Your Community. Your Legacy

We often forget the impact health care has on our lives unless we are in the centre of a crisis. Injuries and sickness are a fact of life.

Since 1908, Kelowna General Hospital has been providing safe and accessible health care to the residents of the Central Okanagan Valley.

From its humble beginnings as a two-storey facility with 19 beds, two bathrooms and one operating room (said to be one of the best equipped in the province) it was and continues to be a source of great pride and accomplishment for Kelowna residents. The \$10,000 price tag to build, furnish and equip the original hospital was funded entirely through donations from the community.

Today, KGH is the third busiest hospital in the province. With a growing number of specialized services like the Neonatal Intensive Care Unit, Adolescent Psychiatric Unit, and Interior Health's Cardiac Science Program, patients are no longer required to travel to larger centres. In fact, KGH is now the leading referral centre for up to one million residents in BC's interior.

Legacy donors share a common passion of wanting to make a difference in providing a lasting gift of care by supporting the hospital. By creating a gift today for the future of our hospital, you are impacting generations to come. Please consider the KGH Foundation in your will. For more information, please contact Sasha.



Throughout its history, KGH has stood upon a strong foundation of philanthropy. In 1908, the original building was established, thanks to donations from the community. Today KGH is the third busiest hospital in BC, serving as the leading referral centre for up to one million residents in the southern interior.

Contact Sasha Carter, Director of Legacy Giving
to learn more about creating lasting impact on the future of care at KGH. Sasha can be reached at 250.862.4300 ext. 7011 or sasha.carter@interiorhealth.ca



Giving Changes Everything.
Learn more at www.kghfoundation.com

KGHFOUNDATION

The Power of a Smile



"We shall never know all the good a simple smile can do" Mother Theresa

An AUTHENTIC SMILE is contagious! It flows from the heart and engages the entire face!

The mouth curves upward, eyes shine and the face crinkles along 'smile lines'.

It is the universal signal of joy and kindness.

A SMILE lifts your spirit. It boosts your mood. It connects you with others. It elicits a response. In that brief moment you breathe easier, you relax just a little, tension melts, and you smile back. Powerful!

In these stressful days of physical distancing and protective masks, a warm smile can go a long way to help relieve/release tensions and soothe nerves. It can exude a quiet calming and centring. It can help turn the world right-side up again.

The effects of smiling have been researched for many years and the results are fascinating.

Recent studies show that smiling reduces the stress your body and mind feel, similar to getting a good sleep. Smiling releases endorphins and serotonin, thus boosting your mood, lifting your face and even making you look younger! It helps reduce blood pressure and has an impact on the immune system.

There's a good reason why enjoying a baby's first smile or being around children who are laughing and playing is so relaxing.

It's healthy! On average, children smile 400x a day while we adults manage a meagre 20x. It is interesting to note that happy adults smile 40 to 50x per day and tend to live longer than people who smile less. Stress-induced hormones which negatively affect physical and mental health are reduced by the simple habit of smiling.

In 2010, researchers Abel & Kruger studied baseball cards of 230 players from the 1952 Baseball Register.



Jan Heppner

Retired Community Care Pastor



2091 Springfield Road, Kelowna
www.mcachurch.ca

There was a clear correlation between the size of the player's smile and his lifespan. It turns out that the smiling players lived to an average age of 80, eight years longer than their non-smiling counterparts! Similarly, in 2001, Harker & Keltner analyzed the college yearbook photos of female students. They found that at age 52, the women whose photos at age 21 radiated happiness, had better health, happier relationships, and were generally more satisfied with their lives. That's significant!

God's Smile

Jesus, the Son of God, Son of Man, was not a long-faced holy man burdening people with unattainable rules and restrictions. He was a joy-filled, compassionate teacher who showed His love and mercy for people by healing the sick and teaching about the Kingdom of God.

He came to bring LIGHT and LIFE into their lives and ours. And He did. And He does! People were so comfortable with Him. They came by the thousands, bringing their children, just to be near Him.

He continues to bless us with His peace and joy as we trust Him with our today and our tomorrows.

It is Jesus who gives us reason to SMILE in the storm, even in this COVID19 storm!

Enjoy the SMILE of God today in this ancient Hebrew blessing that comes to us from the Bible:

"May the Lord bless you and protect you.

May the Lord SMILE upon you and be gracious to you.

May the Lord show you His favour and give you His peace" Numbers 6:24-26 NLT

Meals on Wheels & Dinners @ Home
52 Years of Service Since 1969

“It was the best of times; it was the worst of times!”

There is no question that we are experiencing strange and troubling times.

A wise man once said that how we react to challenging circumstances is more telling about our character than our day to day behaviour. Our reaction to something is usually more spontaneous.

The support of our Meals on Wheels “Family” & our Community has been very heart warming.

We have not only been blessed with our regular, long time, loyal and dependable volunteers but with many new offerings of volunteer service. Kristine Jones and her crew from Telus called us early on to offer their time and resources. They lost no time in joining us with Telus Company vehicles and supplies. Many others also reached out to offer their gift of time. For all of you, thank you, we are so grateful. I am only sorry we weren't able to accommodate each one of you. We have a wonderful community of caring individuals.

Even before the COVID-19 situation was officially declared a Pandemic, it became very clear to us as to the importance of safety in our service in our Community. In the weeks prior to the Government declaration and lockdowns, we established stringent sanitary and safety protocols to protect both our Volunteers and our Clients. We have strictly adhered to these protocols and are happy



to say that to date, there has been no negative incident.

Lynn and Andy Miller, Owners of Beets'N Boo's Bistro and Catering continued to fulfil their commitment to Meals on Wheels even though they had to close their business to the public for a time, as per the lockdown rules. They suspended all other aspects of their business to ensure the safety and quality of our Meals on Wheels for our clients.

There are no wait lists as we have ramped up capacity to meet the need. Caring volunteers will deliver hot or frozen nourishing meals in a timely manner to anyone requiring our service.

We very much appreciate the financial support of our provincial & federal governments and individuals & corporations in our community. Tax receipts are provided for all donations.

We are not survivors, we are overcomers and this too will pass.

Marion Bremner, Manager, Meals on Wheels
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Discover Holiday Park RV & Condo Resort Community



In the heart of Okanagan Valley, just north of Kelowna, you'll find Holiday Park RV & Condo Resort nestled on the shore of Ellison (Duck) Lake. Surrounded by golf courses, wineries, lakes and ski hills, this year-round community offers an ideal seniors lifestyle!

Founded in 1983 by Saul Sigal and Jody LaFontaine, Holiday Park has evolved from an empty field to a four-season destination resort for vacationers, summer home to snowbirds and year-round home to full time residents. With 117 condos and 570 RV sites and units, the resort remains family owned and operated by Dan Sigal, Saul's youngest son, with a dedicated team of 60 full and part-time employees.

Our central location, next to Winfield in Lake Country, ensures easy access to shopping, businesses, medical, senior centers, churches, entertainment and more, all nearby.

The resort features an array of amenities and facilities including 24/7 licensed security, 3 rec centers, 4 pools, 3 hot tubs, sauna, laundry facilities, hair salon, 6 hole executive golf course, an on-site café, woodworking shop, gym, hobby, craft and sewing rooms and more. And we're pet friendly, with a fenced off-leash dog park and doggie treats when you and your pooch visit the front office!

Our full-time Recreation Coordinator organizes a variety of activities and events for all ages, along with our many volunteers without whom many of these would not be possible. Social events, card clubs, exercise classes, shuffleboard, pickle ball, library... the list is endless!

Although not a seniors' facility, we offer the perfect environment for seniors and retirees, with a large number as full-time residents. As a 19+ community, children are welcome visitors year-round, whether for family vacations or to spend quality time with grandparents.

You'll commonly see residents and guests on golf carts, bicycles or on foot. Along with numerous walking trails throughout the resort, we are conveniently located alongside the Okanagan Rail Trail, a newly developed walking/biking/hiking trail running from Kelowna to Vernon.

Visitors are welcome to drop in, drive through and see what we offer. Turn off Highway 97 at the landmark sailboat just north of Kelowna International Airport, come in and discover the 'sweetlife' in Holiday Park Resort!

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Kettle Valley Steam Railway The Okanagan's Heritage Railway



As the old "KV" closed down the Kettle Valley Steam Railway started running on a section of the original track commencing in 1995. In 2003, the Kettle Valley Railway Society was fortunate enough to acquire Steam Engine "3716" which has operated since 2005 on a section of the original Kettle Valley Railway.

Riders enjoy a 90-minute round trip journey along

The Kettle Valley Steam Railway

is one of the south Okanagan's premier attractions, hosting visitors from all over the world and showcasing a fascinating part of BC's history in the operation of one of the few remaining steam railways in Canada.

The original Kettle Valley Railway, 325 miles long and described as one of the most difficult railway lines ever built, spanned three mountain ranges and connected Midway in the Kootenays to Hope in the Fraser Canyon. Construction began in 1910, the first passenger train arrived in Summerland in May of 1915. It operated for close to 75 years but over time experienced the challenges most railways faced from more and better roads and more easily accessible air travel. The last passenger service ran in 1964 and 1989 saw the last freight train on the original line.

six miles (10 km.) of track along the scenic Prairie Valley, through West Summerland and onto the Trout Creek Trestle Bridge -- offering breathtaking views of the Canyon below and Okanagan Lake in the distance. Onboard entertainment including a historical commentary ensures a memorable experience for all ages.

Special Event Trains such as our Great Train Robbery and BBQ, Christmas, Easter, Mother's Day and Halloween offer great variety in your riding experience. We recommend booking well in advance to avoid disappointment. For information on our schedule and rates go to kettlevalleyrail.org or call toll-free 877-494-8424.

Tasandra Crozier, Station Manager
Kettle Valley Steam Railway, Summerland, BC

Kettle Valley Steam Railway

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The Romance of Trains
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www2.gov.bc.ca > Search for housing+tenancy+strata

Are you a renter over 60? You could get help paying rent.



If you rent and are over the age of 60, the Shelter Aid for Elderly Renters (SAFER) program could be for you. SAFER helps make rent more affordable for eligible low and moderate income seniors.

www.bchousing.org/safer

1-800-257-7756



Dear Hard-Working and Dedicated Folks at BC Housing:

I just wanted to say thank you for the financial assistance your organization has provided to me for the past few years from the BC Government. Very often the SAFER subsidy for my rent has made the difference between staying afloat or being forced to deal with certain harsh realities.

Your formwork for application and renewal are quite easy to follow, and have reasonable requirements. Further, turnaround on my requests has always been timely and effective, with no impediments to completion.

I very much appreciate that your staff is doing difficult work, made more complicated by recent circumstances.

Sincerely, BC Senior



Are YOU eligible for SAFER subsidy for your rent?

1. Are you age 60 or older?
2. Have you lived in BC for the past 12 months?
3. Do you meet citizenship requirements?
 - You must permanently live in BC, and each member of your home must be:
 - Canadian citizens not under sponsorship OR
 - Individuals lawfully admitted into Canada for permanent residence and not under sponsorship OR
 - Individuals who have applied for refugee status OR
 - Individuals for whom private sponsorship has broken down
4. Do you pay more than 30% of your monthly household income (before tax) towards the rent for your home (including the cost of pad rental for a manufactured home/trailer that you own and occupy)?
5. Is your monthly household income (before tax) below the program income ceiling based on where you live in the province?

If you answered Yes to **all of the above**, you **may** be eligible for assistance. Visit www.bchousing.org/safer for full program requirements and to download an application form. Or call our Call Centre at 604-433-2218 or 1-800-257-7756. We are open Monday – Friday 8:30 a.m. - 4:30 p.m. !

Habitat for Humanity Okanagan

Working for a world where everyone has a safe and decent place to live – by mobilizing volunteers & community partners to build affordable family housing and promoting home ownership as a means to building strength, stability and independence

1793 Ross Road, West Kelowna

778.755.4346 www.hfhokanagan.ca

- **ReStore:** Home decor & building supply store - new & gently used items
 - **1793 Ross Road, West Kelowna**
 - **800-2092 Enterprise Way, Kelowna**
- 778.755.4346**

See our ad and article on page 17

Home Owner Grant

Reduces the amount of property tax you pay for your principal residence: Under 65, Senior, Veteran, Disabled, etc. See website for details

www.gov.bc.ca/homeownergrant

1.800.663.7867 7:30am-5pm Mon-Fri

Houzz

The new way to design your home. Decorating and remodeling ideas and inspiration. Kitchen, bathroom, bedroom, outdoor design. Find local pros.

www.houzz.com

Independent Living BC

Affordable assisted living apartments for seniors and people with disabilities via the Independent Living BC program

www.bchousing.org/Initiatives/Creating/ILBC

1.800.257.7756

LiveSmart BC Partner Incentives

Check web site for current rebates/offers

www.fortisbc.com/offers

www.bchydro.com/powersmart.html

Residential Tenancy Branch

Provides landlords and tenants with information regarding their rights and responsibilities. Aid in resolving disputes related to tenancy

<https://www2.gov.bc.ca> - search above title

1.800.665.8779 Mon-Fri 9 am-4 pm

Tenant Resource & Advisory Centre

TRAC - Promotes the legal protection of residential tenants by providing information, education, support and research on tenancy matters-including dispute resolution. Offers webinars and in-person workshops to tenants and advocates across BC

www.tenants.bc.ca

604.255.3099 ext. 225 request workshop

1.800.665.1185 InfoLine Mon-Tue-Thur-Fri 1pm-5pm, Wed 5:30pm-8:30pm

Retirement Living Guide

Free downloadable eBooks. Sign up for e-newsletter for tips and advice. Discover what life in a retirement community is really like, types of communities available, downsizing tips, financial advice and more.

www.comfortlife.ca/ebooks/

Home Improvements

Habitat for Humanity Okanagan

www.hfhokanagan.ca

- **ReStore:** Home decor & building supply store - new & gently used items
 - **1793 Ross Road**
 - **West Kelowna**
 - **800-2092 Enterprise Way**
 - **Kelowna**
- 778.755.4346**

See our ad and article on page 17

Rona Home & Garden

Check web site for weekly promotions

www.rona.ca

1711 Springfield Road, Kelowna

250.762.7389

See our ad on Inside Back Cover

Somers Screen Solutions

Complete your home with Phantom retractable screen

www.okanaganscreensolutions.com

137-1889 Springfield Road, Kelowna

250.762.7592

See our ad on Outside Back Cover

Aging Gracefully



What does this mean to you? Hopefully, not an acceptance that as your age goes up so does the number of aches and pains you have as well as the number of things you shouldn't do when it comes to staying active.

Unfortunately, there seems to be an unspoken agreement of just that.

Yes, of course, as you have more and more birthdays, you'll notice certain movements don't come as easily as they once did in your younger days and tasks that used to be easy before seem to have switched to an expert level of difficulty (here's looking at you, shoehorn).

However, the saying "if you don't use it you lose it" may just have a leg to stand on with this topic. If you want to keep being able to move, well, you need to keep moving! It's no secret that with Canadians living longer and fewer babies being born in favour of smaller families, the average age is higher than what it used to be. More and more studies are being done to provide information for our aging population on what they can do to prolong independence, maintain quality of life, and prevent functional decline. Happily, positive outcomes of all three are strongly correlated with the maintenance of mobility.

What is mobility? It is literally how you move - in terms of ease and efficiency. Quality of movement depends on many factors like muscle strength, flexibility and endurance, to name a few. For most, these factors are well within your ability to influence and optimize. Even if you haven't been active or done exercise for years because someone may have wagged a finger and mentioned your age or, Lord forbid, made a hip replacement joke.

Now, if you're thinking to yourself - "Well, I do have a hip replacement, my vision isn't



so great anymore, and I in fact do have many aches and pains"- you're still not out of luck. This isn't something you have to do on your own. There exist many programs in the beautiful Okanagan (I'm sure if you thumb through this book, you'll find many!) that have been created for all different ages, young to old, with all different levels of physical abilities in mind.

So, in a way, yes - aging gracefully does encompass a level of acceptance. An acceptance that with age things are different but that you have a level of control over these changes and with some help from an array of health care professionals including hydrotherapists, personal trainers, physiotherapists, and exercise physiologists, you can continue to do what you enjoy, prolong your independence, and maybe even find a new hobby to partake in with your friends.

Aging gracefully is a choice, and it's yours to make. You just need to make the first...move.



Tamara Umpherville
PRIME Physiotherapy
<https://www.primekelowna.ca/en/>



Health

Medical Organizations & Services

Advance Care Planning: My Voice

Expressing your wishes and instructions for future health care treatment. By planning ahead, you will have a voice in your future decisions. Every capable adult should make an advance care plan. Download the provincial *Advance Care Planning Guide* in English, Punjabi or Simplified Chinese. Watch video. www.gov.bc.ca/advancecare

Alcohol & Drug Information & Referral Service

Certified information and referral specialists respond to enquiries on all aspects of alcohol & drug use and misuse
1.800.663.1441 24/7 Multilingual service

ALS Society of British Columbia

Amyotrophic Lateral Sclerosis
To meet physical & emotional needs of ALS patients and their caregivers
www.alsbc.ca Donate online
1.800.708.3228 Richmond

Alzheimer Society of BC

Provides information, support, education for caregivers, people living with dementia
<https://alzheimer.ca/en>
Alzheimer Resource Centre
307-1664 Richter Street, Kelowna
250.860.0305, 1.800.634.3399 - for support, information, make an appointment
Drop-In hours: Wednesdays 3pm-5pm
1.800.936.6033 First Link Dementia Helpline - Monday to Friday 9am-4pm

Arthritis Society, The

Committed to excellence and leadership in research, care, education and advocacy for persons with arthritis
www.arthritis.ca
260A-1855 Kirschener Road, Kelowna
250.868.8643 Interior Regional Office
1.866.404.7766 Vancouver office

BC Brain Injury Association

Providing leadership for developing, driving, implementing a provincial strategy to improve the lives of people who live with acquired brain injury
www.brainstreams.ca

BC Cancer Agency Sindi Ahluwalia Hawkins Centre for Southern Interior

Centre of cancer research, education, prevention, diagnosis and treatment
399 Royal Avenue, Kelowna V1Y 5L3
www.bccancer.bc.ca
250.712.3900 **1.888.563.7773**

• Screening Mammography Program

About 1 in 8 women will develop breast cancer. Mammograms can find breast cancer early-usually before it has spread
Check web site for Clinic Locator
www.bccancer.bc.ca/screening/breast/
108-3330 Richter Street, Kelowna
250.861.7560
1.800.663.9203 Book your screening

BC Epilepsy Society

Provides information and referral, support services to people with epilepsy
www.bcepilepsy.com
604.875.6704 Vancouver

- **Center for Epilepsy & Seizure Education**
Providing support, education,
information for those with epilepsy
www.esabc.ca
112-32868 Ventura Avenue, Abbotsford
1.866.374.5377 Mon-Thur 10am-4pm

BC Lung Association

Provides comprehensive info on lung diseases. Better Breathers' Club meets 2nd Wednesday of the month, 2-4pm, at The Dorchester, **863 Leon Avenue**
<https://bc.lung.ca> Call **1.800.665.5864** for questions about your breathing

BC Lupus Society

Dedicated to conquering one of the most unpredictable, devastating diseases; giving caring support to those who suffer from its brutal impact. Anyone can get lupus and there is no cure
www.bclupus.org
1.866.585.8787 Call for more information

BC Seniors' Guide

Compilation of information & resources to help us all plan for and live healthy lifestyles as we age. Sections on benefits, health, housing, transportation, finances, safety & security. You can download/print, read it online, or order a hard copy. Order a free copy, contact the Office of the Seniors Advocate. Available in Chinese, English, Farsi, French, Korean, Punjabi and Vietnamese
www.gov.bc.ca/seniorsguide
1.877.952.3181 M-F 8:30am-4:30pm

BrainTrust Canada

Community rehabilitation and support for persons with brain injury, as well as a strong focus on education & prevention. Serving the Okanagan from Armstrong to Peachland
www.braintrustcanada.com
11-368 Industrial Avenue, Kelowna
250.762.3233
1.800.762.3233



Kelowna Denture Clinic

- ☺ Implant-supported dentures
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- ☺ Titanium partial dentures
- ☺ Immediate dentures
- ☺ Same-day relines and repairs

Stacey MacAulay R.D.
Denturist



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236.420.2581 1.844.874.2848

102-1824 Gordon Drive

kelownadentureclinic.com



CNIB Foundation

Innovative programs and powerful advocacy that empower people impacted by blindness to live their dreams and tear down barriers to inclusion. Vision Loss Rehab Canada, Deafblind Comm. Services
www.cnib.ca

- **101-1456 St. Paul Street, Kelowna**
250.763.1191
1.800.563.2642 Helpline

Canadian Cancer Society

Information, resources, support for cancer patients and their families
www.cancer.ca

- 1.888.939.3333** Information Services
- 1.866.786.3934** TTY Mon-Fri
- South Interior Regional Office
330 Strathcona Avenue, Kelowna
250.762.6381
1.800.403.8222
1.888.939.3333 Information Services
1.866.786.3934 TTY Mon-Fri

Canadian Cancer Society**Southern Interior Rotary Lodge**

A home away from home facility for cancer patients while accessing treatment at Kelowna Cancer Centre

- 2251 Abbott Street, Kelowna**
250.712.2203 **1.866.786.3934** TTY

Canadian Celiac Association BC

Serves people with celiac disease, non-celiac gluten sensitivity, and dermatitis herpetiformis through affiliated chapters
<http://bcceliac.ca>

- 1.877.736.2240**

Canadian Institute of Stress

Science of Stress, Change & Productive Wellbeing.
<http://stresscanada.org>

Canadian Institute for Health Information (CIHI)

Better Data. Better Decisions. Healthier Canadians. Monthly newsletter
www.cihi.ca

- 250.220.4100** Victoria office

Canadian Liver Foundation

Dedicated to liver health and eliminating the over 100 forms of liver disease
www.liver.ca

- 1.800.856.7266** Vancouver
- 1.800.563.5483** Here to Help

Canadian Mental Health Association

Facilitates access to resources people required to maintain and improve mental health and community integration, build resilience, and support recovery
<http://cmhakelowna.com>

- 504 Sutherland Avenue**
250.861.3644

www.cmha.bc.ca

- 1.800.555.8222** BC Division
- 310.6789** Call if you need help now

Canadian Tai Chi Academy

Tai Chi can help you improve your health with gentle stretching, turning, balancing and relaxation. It is a complete whole body exercise that can be practiced by anyone with no special equipment

- Kelowna: Check website for beginner and ongoing classes, locations, times
www.canadiantaichiacademy.org

For more information, call

- 250.763.7639** or **250.765.4668**

- West Kelowna - see Wine Country Tai Chi Society listing on page 64

Cardiac Health Foundation of Canada

www.cardiachealth.ca

- **Central Okanagan Association for Cardiac Health (COACH)**

Patient education, counselling and monitored exercise to encourage long lasting lifestyle changes to promote heart health after a cardiac event
www.coachkelowna.com

- 204-2622 Pandosy Street**
250.763.3433

Cerebral Palsy Association of BC

Mission is to create a *Life Without Limits* for people with CP, other disabilities
www.bccerebralpalsy.com

- 1.800.663.0004** Vancouver M-F 9-5

Tips to Avoid Falls

When you say “YES” to these questions, falls become less likely.

Do I exercise regularly?

Yes No

Regular, moderate physical activity increases your muscle strength and balance. Your provider can provide an exercise program that's right for you.

Do I follow a sensible, balanced diet?

Yes No

Good nutrition results in higher energy. And for stronger bones, remember to include calcium and vitamin D if approved by your doctor.

Have I done a home safety inspection?

Yes No

Eliminate obvious hazards (such as poor lighting, throw rugs and clutter). Add safety modifications (such as grab bars, nonslip mats and night lights).

Do I take extra care?

Yes No

Take your time and think ahead, especially in new or unfamiliar places. When you rise from your chair, stand for a few seconds before walking.

Do I wear the right shoes?

Yes No

Select sturdy, low-heeled shoes with rubber soles for traction. Make sure they are fitted properly

Has my healthcare provider reviewed my medications?

Yes No

Be sure to report all medications you are taking, both prescription and over-the-counter, so that your provider can assess the benefits and risks of each drug.

Have I discussed my fears with my healthcare provider?

Yes No

Tell your doctor if you've experienced a fall or if you're having dizziness, balance problems or impaired vision. Balance classes, physical therapy or occupational therapy may be recommended to help you walk more safely and to get up correctly if you do fall.

Do I have a medical alert service?

Yes No

Knowing that prompt help is available can give you the confidence to be as active as possible.

Common conditions in older adults increase the risk of falls

Heart disease, stroke, Parkinson's and low blood pressure can cause dizziness, balance problems and fatigue.

Diabetes can cause a loss of sensation in the feet, leading to a reduced “sense of place.”

Arthritis results in loss of flexibility and increased difficulty maintaining balance.

Chronic obstructive pulmonary disease and heart failure result in breathing difficulties, weakness and fatigue, even with only slight exertion.

Vision problems, such as glaucoma and cataracts, decrease visual function.

Medications can also be a risk factor, particularly sleeping medications, anti-depressant or anti-anxiety drugs, and heart medications.

Interior Health Lifeline Program

A not-for-profit, hospital based, community supported program, providing home emergency response monitoring services.
Lifeline - a caring connection which promotes safety and independence.

Central
Okanagan

250-762-0200
www.lifeline.ca



Crohn's & Colitis Canada

Committed to curing Crohn's disease & ulcerative colitis, improving the lives of those affected by these chronic diseases. See listing in Support Groups/Self Help www.crohnsandcolitis.ca

1.800.513.8202

- **MyGut** is a free, easy-to-use app that enables you to track, understand and manage your journey with Crohn's disease or ulcerative colitis

<https://crohnsandcolitis.ca/Support-for-You/MyGut>

Denturist Association of British Columbia

Everything you want to know about dentures, where to find a local denturist www.denturist.bc.ca

604.886.1705

Diabetes Canada BC & Yukon

Promotes the health of Canadians thru research, education, services, advocacy. Donate clothing, household items call...

1.800.505.5525 www.diabetes.ca

360-1385 West 8 Avenue, Vancouver

1.800.665.6526

1.800.226.8464 Info Line

See 'Diabetes is an Epidemic' on pg. 71

Dietitian Services

Specializes in nutrition information, counselling and advice based on most current scientific sources by registered dietitians, 9 am-5 pm Mon-Fri. - leave message after hours. Translation services www.healthlinkbc.ca/healthyeating

Dial 8-1-1

Dial 7-1-1 TTY

HealthLink BC

See web site for medically-approved info on more than 5,000 health topics, symptoms, medications, and tips for maintaining a healthy lifestyle. Call to speak to a nurse 24/7. Speak to a dietitian about nutrition, healthy eating and/or a qualified exercise professional Mon-Fri 9am-5pm. Pharmacist available 5pm-9am every night of the week. Translation services in more than 130 languages www.healthlinkbc.ca

Dial 8-1-1

Dial 7-1-1 TTY

HealthyFamiliesBC

Health promotion plan to encourage healthier choices. Food & Nutrition, Activity & Lifestyle, Aging Well. Online blog www.HealthyFamiliesBC.ca

Healthy Eating for Seniors Handbook

Includes recipes, menu plans, info on good nutrition. Find online or order a free copy by calling HealthLink BC.

English, French, Chinese, Punjabi

www2.gov.bc.ca - search for above title

Dial 8-1-1

Dial 7-1-1 TTY

Heart & Stroke Foundation

Promotes the health of Canadians through research, education, services and advocacy

www.heartandstroke.ca

200-885 Dunsmuir Street

Vancouver, BC V6C 1N5

778.372.8000

1.888.473.4636

See our ad on page 68



Professional Services

- Blister Packaging
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- Medication Reviews
- Health & Wellness Events

Michelle De Guzman
B.Sc. Pharm.
Pharmacist/Owner

250-763-5312

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Kelowna • BC

Monday-Friday 9am-5pm
Saturday 9am-2pm





Your health. Our priority.

Ask about our
FREE
delivery!

Kelowna Mental Health & Substance Use
505 Doyle Avenue
250.469.7070 x13554 M-F 8am-4:30pm

Kidney Foundation of Canada

Volunteer organization committed to reducing the burden of kidney disease
www.kidney.ca/bc

1.800.567.8112 Burnaby

- For Support Groups in the Okanagan go to: <https://kidney.ca/Support/Kidney-Community/Find-a-Chapter>
- Kidney Community Kitchen
 Manage your renal diet - info, cookbook (meal plans, recipes, FAQs)
www.kidneycommunitykitchen.ca

Medic Alert Foundation

Emergency medical info services. One of three Canadians have a condition paramedics need to know about
www.medicalert.ca

1.800.668.1507

Medical Services Plan of BC

Together with PharmaCare, provides medical & drug coverage to all eligible British Columbians; online services...

www2.gov.bc.ca > click on 'Health'

1.800.663.7100 Mon-Fri 8am-4:30pm

Automated service available 24/7

www.gov.bc.ca/RSBC > billing and payment services

MS Society of Canada

Information, support counseling, referral and advocacy services to persons with MS and their families.

www.msociety.ca

1.800.268.7582 Peer Support Program

- **250.314.0773** Marcia, Comm. Services Coordinator. Call ahead for appointment

Muscular Dystrophy Canada

Mission to enhance the lives of those affected with neuromuscular disorders by providing ongoing support and resources

continued...

Personalized home care



Support is just a
 phone call away.

250.717.7528

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- ~ Personal Care
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- ~ Nursing
- ~ Wound Management
- ~ Companionship
- ~ Meal Preparation
- ~ Medication Reminders
- ~ Light Housekeeping
- ~ Palliative / End of Life Care
- ~ Hospital Bedside Care

Communities we service: Central Okanagan Kelowna,
 West Kelowna Lake Country, Peachland

bayshore.ca

while relentlessly searching for a cure through well-funded research
www.muscle.ca **1.800.567.2873**

Okanagan Mental Health Services

Provide quality of life for those who struggle with serious and persistent mental health challenges

www.okanaganmentalhealth.com

- Assisted Living Program
250.717.3368 Jennifer
- Therapeutic Work Program
112-2303 Leckie Road
250.717.3007 ext 206 Larry

Osteoporosis Canada

At least 1 in 3 woman and 1 in 5 men will suffer from an osteoporotic fracture during their lifetime. Disease is often undiagnosed
www.osteoporosis.ca
1.800.463.6842 Mon-Fri 9am-5pm ET

Pacific Blue Cross

Health, dental, disability, travel insurance
www.pac.bluecross.ca **1.800.873.2583**

Parkinson Society British Columbia

Address the personal and social consequences of Parkinson's Disease. Kelowna/West Kelowna Support Groups monthly meetings - see website for details
www.parkinson.bc.ca
1.800.668.3330

Prostate Cancer Canada Network

Help individuals, their families understand, cope with prostate cancer, provide up to date medical information and individual support; see page 68, Resource section, for Kelowna support group information
www.prostatecancer.ca
1.855.722.4636 Information Service

Spinal Cord Injury BC

We help people with spinal cord injuries adjust, adapt, and thrive.
www.sci-bc.ca
1.800.689.2477 BC InfoLine M-F 9-5
250.308.1997 Scott - Okanagan region
 Peer Program Coordinator

Westside Health Network Society

Seniors Information & Referral Service
 Enhance senior's wellness - volunteerism, education, referral and social programs, West Kelowna & Peachland areas. See website for a complete list of programs including transportation, Better at Home
www.westsidehealthnetwork.org
160-2300 Carrington Road
West Kelowna
250.768.3305 Mon-Fri 8am-2pm

Dental Services

Kelowna Denture Clinic

Bringing unique smiles to life
www.kelownadentureclinic.com
102-1824 Gordon Drive
236.420.2581
1.844.874.2848
 See our ad on page 37

Fitness

Kelowna Family YMCA

Take the best years of your life and make them even better. Healthy aging means finding activities you enjoy. Stay active, make friends and have fun with Y classes, Mingle Mondays and specialty health programs.
www.ymcaokanagan.ca **250.491.9622**

- Kelowna Family YMCA
375 Hartman Road
- H2O Adventure + Fitness Centre
4075 Gordon Drive
- Kelowna Downtown YMCA
1011-505 Doyle Avenue
See our ad and article on page 16

Home Care

Bayshore Home Health

Personalized home care
www.bayshore.ca
250.717.7528
 See our ad on page 41

Treatment for Vertigo and Dizziness

Did you know that Physiotherapy can help treat vertigo, dizziness and imbalance?

This area of focus is called Vestibular Therapy. The vestibular system, located in the inner ear, helps to provide input regarding your sense of movement, body orientation and balance.

Dysfunctions, disorders, trauma or viruses that affect the inner ear can be a potential cause of vertigo, dizziness and decreased balance. A vestibular therapist can perform an assessment and provide treatment to help.

Common vestibular disorders include Benign Paroxysmal Positional Vertigo (BPPV), viral infections of the inner ear (labyrinthitis or vestibular neuritis), Meniere's, and injury to the inner ear caused by trauma.

BPPV is the most common cause of vertigo. People with BPPV report having episodes of dizziness brought on with certain positions. Most commonly, with lying flat, rolling over in bed, getting up in the morning, looking up or bending.

BPPV occurs when a calcium carbonate crystal becomes displaced within the inner ear. This displaced crystal then overstimulates the hair cells that are responsible for relaying the message of movement, resulting in vertigo. BPPV is very responsive to treatment which involves your Physiotherapist performing a series of head movements directed at relocating the crystal within your inner ear.

Not all causes of vertigo or dizziness are associated with problems in the inner ear. Cardiovascular disorders, medications, anxiety, migraines, neck disorders/injuries and neurological conditions are just a few examples of potential causes.

Robina Palmer is a registered physiotherapist and co-owner of Sun City Physiotherapy. She has furthered her physiotherapy studies with training at The Emory University School of Medicine in Georgia for the treatment of vertigo, dizziness and balance disorders.

SUN CITY PHYSIOTHERAPY

Dizziness & Vertigo

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- **Physiotherapy**
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- **Women's Health**
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Downtown Kelowna

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Glenmore

103-437 Glenmore Rd. • 250-762-6313

Lake Country

40-9522 Main St. • 250-766-2544

Lower Mission

3970 Lakeshore Rd. • 778-699-2006

www.suncityphysiotherapy.com

Home Care *continued*

Kelowna Homecare Solutions

Get the support your loved ones need and the peace of mind you need
www.kelownahomecaresolutions.com

270-2000 Spall Road

250.861.8315

See our ad on page 45

Medical & Mobility Equipment

Canadian Red Cross

Health Equipment Loan Program: short term mobility equipment & bath aids to assist at-home recovery from surgery, illness & injury. Health care professional referral required. Check web site for Help Centres in Kelowna, Lake Country, West Kelowna. Donations greatly appreciated.
www.redcross.ca/help

Okanagan Service Area Office

124 Adams Road, Kelowna V1X 7R2

250.765.3465 Mon-Fri 9am-1pm

Medical Alarm Systems

Interior Health Lifeline Program

Personal emergency response system, links elderly or medically at risk to 24 hour emergency help at the touch of a button. Solutions for aging in place

www.lifeline.ca

250.762.0200

See our article and ad on page 39

Orthotics, Bracing, Footwear Modification

Okaped Inc.

Supporting You. Three locations to serve you in the Central Okanagan
www.OKAPED.com

See our article on page 14

See our ad on page 15

Pharmacies

The Medicine Shoppe Pharmacy

Your health. Our priority.
www.medicineshoppe.ca

102A-1100 Lawrence Avenue, Kelowna
250.763.5312

See our ad on page 40

Pharmasave

Visit one of our **Live Well Pharmacists** for all your health and wellness needs. Eight participating locations to serve you
www.pharmasave.com

See our ad on page 7

Shoppers Drug Mart

Earn rewards and save with your PC Optimum card. Nine participating Central Okanagan locations to serve you. Seniors' Day Thursday

www.shoppersdrugmart.ca

See our ad on Inside Front Cover

Physiotherapy

Sun City Physiotherapy

Dizziness & Vertigo - We Treat That. Four locations to serve you in the Central Okanagan

www.suncityphysiotherapy.com

See our ad and article on page 43

Health Facilities

Interior Health Authority

www.interiorhealth.ca

- **Regional Administration Office**

505 Doyle Avenue

250.469.7070

- **May Bennett Wellness Centre**

135 Davie Road

250.980.1400

- **Rutland Health Centre**

155 Gray Road

250.980.4825

- **West Kelowna Health Centre**
160-2300 Carrington Road 250.980.5150
- **Kelowna General Hospital**
Visiting hours: unrestricted
Emergency Hours / Services 24/7
2268 Pandosy Street 1.888.877.4442
250.862.4000 Switchboard
250.862.4300 x7011 KGH Foundation
250.862.4300 x4099 Patient Room
Enquiries
250.862.4300 x4497 Volunteer Services
- **Prosthetic & Orthotic Services**
Rehabilitation Centre, KGH
2268 Pandosy Street 250.862.4208
- **Interior Crisis Line**
1.888.353.2273 24/7
- **Interior Health Vulnerable & Incapable Adults Reporting Line**
Investigates reports of abuse, neglect, and self-neglect of vulnerable adults
1.844.870.4754 report or call for info.
Monitored daily from 8am to 4pm

Urgent & Primary Care Centres

Addresses medical needs that require same-day service. Urgent, non life threatening illness or injury. No appointment needed. Same-day appts. on first come, first served basis

- **Kelowna Urgent & Primary Care Centre**
1141 Harvey Avenue - north end of Capri Mall parking lot
250.469.6985 9:30am-8:30pm daily
- **West Kelowna Urgent & Primary Care**
105-2484 Main Street, West Kelowna
Westridge Shopping Centre
250.469.6010 11:30am-8:30pm daily
- **Patient Care Quality Office**
We welcome your comments. If we have not met your expectations, we are committed to working with you to find a reasonable solution. Your feedback is our chance to improve the care or services we provide.
505 Doyle Avenue, Kelowna, 5th Floor
patient.concerns@interiorhealth.ca
1.877.442.2001 Mon-Fri 8:30am-4:30pm

Helping you. Live your life.

Get the support *your loved ones need* and the peace of mind *you need*.
Services include Personal Care, Home Making, Companion Services,
Nursing, Accompanied Visits, Caregiver Relief, Help with Meds.
We're specially trained to help with Alzheimer's
and dementia, diabetes, acquired brain injury
and end of life care. We've been helping
families just like yours since 1984.



270-2000 Spall Road
Kelowna, BC
250-861-8315

www.kelownahomecaresolutions.com



Walk In Clinics

Hours correct as of October 2020. For wait time and information for clinics on the **Medimap** system, go to www.medimap.ca

LAKE COUNTRY

- **Turtle Bay Medical Clinic**
Mon-Fri- 8am-4pm
www.facebook.com/turtlebaymedical/
802-11850 Oceola Rd., Lake Country
778.480.6890

KELOWNA

- **Hillside Medical Clinic**
Mon-Fri 9am-4pm, Sat, Sun, and Stat
Holidays 9am-2pm
114-1920 Summit Driven
250.763.6322
- **Lakeshore Medical Centre & Walk-In**
Mon-Fri 9am-5pm. Saturday, Sunday,
Holidays 10am-4pm
2280 Baron Road
250.764.8878
- **Medi-Kel Walk-In Clinic**
Closed during pandemic.
Check Medimap.ca for next opening
<http://medi-kel.com>
1715 Ellis Street (Inside Pharmasave)
250.862.4996
- **Mission Medical Centre**
Mon-Thur 9am-6pm, Fri 9-5, Sat 9-4,
Sundays & Holidays 10am-2pm
102-3320 Richter Street
250.868.8222
- **Orchard Medical Centre**
Mon-Thur 8am-3pm, Fri 8am-1pm,
Saturday 9am-1pm
104-1990 Cooper Road
250.861.3235

- **PRIME Medical**
Check Medimap.ca for our hours which
can change from day-to-day
201-2755 Tutt Street
778.699.8314

- **Spall Medical Clinic & Walk-In**
Mon-Fri 8:30am-7pm, Saturdays &
Holidays 9am-2pm. May close early due
to patient volumes. Closed Sundays
150-1940 Harvey Avenue
250.860.9909

WEST KELOWNA / WESTBANK

- **Highroads Medical Clinic**
Monday-Friday 9am-5pm, Sat 10am-2pm
2145 Louie Drive, West Kelowna
250.768.7656
- **Lakepoint Medical Clinic**
Monday to Friday 9am-4pm
202-525 Highway 97S
778-755-0700
- **Primacy MD Medical Centre Walk-In**
Mon-Thur 9am-3pm (closed 12:30-
1:20pm), Friday 9am-1pm
3020 Louie Drive (inside Superstore)
250.768.9959
- **Towne Centre Medical Clinic**
Monday-Friday 8am-3:30pm
18-2475 Dobbins Road
250.768.8315
- **West Kelowna Medical Centre/Walk-In**
Mon-Fri 9am-5pm, Sat 9am-3pm
Sun & Holidays 10am-5pm
105-2231 Louie Drive
250.768.6985
- **Westside Medical Associates**
Mon-Fri 9am-5pm, Sat 10am-1pm
103-1135 Stevens Road
250.768.6920



Hearing Loss in a New Masked World

COVID-19 has left an unprecedented mark on our world. Many of us now wear masks and stay physically apart to protect each other from the virus. Trying to hear a distant voice that is also covered by a mask is exhausting and frustrating, especially for those who have hearing loss. Some helpful solutions are available!

Speech-to-text apps:

Search online for “speech to text” apps. While a masked person is speaking, the app can print the person’s words onto your screen so you can read what is being said. Example: Google Live Transcribe <https://youtu.be/jLCwjlaPXwA>



Remote microphones: Did you receive a little microphone gadget with your hearing

aids? Ever use it? If not, try it! Have the masked person wear the remote microphone which will send their voice directly into your hearing aids from up to 25 feet away!

Hearing aid “mask mode”: If you wear hearing aids, ask your hearing care professional about setting up a “mask mode” program. Researchers have identified specific speech sounds that are reduced in volume when a mask is worn. Adjustments can be made to hearing aids to boost these sounds and help hear masked voices easier.

Clear masks: Transparent masks are gaining in popularity. They can help improve communication as they allow lip-reading and seeing facial expressions. Examples: The Communicator (safenclear.com) and ClearMask (theclearmask.com)

Contact your hearing care professional to learn more tips!

Tosha R. Hodgson, BA, MCISc, Aud(C), RAUD, RHIP
Reg. Audiologist & Hearing Instrument Practitioner,
Rockwell Audiology, Vernon, BC



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778-478-0343

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Professional

Consumer

Better Business Bureau

Promotes marketplace fairness, honesty

www.bbb.org

1.888.803.1222 Mon-Fri 9am-3pm

Canadian Anti-Fraud Centre

Are you a target? Frauds use telephone, mail, internet to reach countless potential victims. See website for details, how to report spam

www.antifraudcentre.ca

1.888.495.8501 Mon-Fri 6am-1:45pm PT

Consumer Protection Authority

Promotes a fair marketplace for BC consumers, businesses; investigates complaints, seeks redress for those treated improperly by business

www.consumerprotectionbc.ca

1.888.564.9963 Mon-Fri 8:30am-4:30pm

National Do Not Call List

Gives consumers a choice to reduce the number of telemarketing calls by registering your residential, wireless, fax or VoIP telephone number

www.innate-dncl.gc.ca

1.866.580.3625 Mon-Fri 8:30am-4:30pm

1.888.362.5889 TTY

Scams & Fraud

For information on common scams, go to the RCMP website, click on 'Scams and fraud' (Quick Links)

www.rcmp-grc.gc.ca

Financial

BC Assessment Authority

Produces independent, uniform and efficient property assessments on an annual basis for all BC property owners

www.bcassessment.ca

300-1631 Dickson Avenue, Kelowna

1.866.825.8322

BC Securities Commission Investor Education

Useful information to be an informed investor: know yourself, your advisor, your investment, and the warning signs of investment fraud. Subscription service, seminars, and more. Language support for Mandarin, Cantonese, Punjabi, Hindi

www.investright.org

1.800.373.6393 Mon-Fri 8am-5pm

Credit Counselling Society

Free credit counselling, solve debt problems, manage money better, use credit responsibly

www.nomoredebts.org

375-1855 Kirschner Road, Kelowna

250.860.3000

1.888.527.8999

Edward Jones

See our article - *Don't Let Fears Drive Your Investment*. Nine advisors to serve you in the Central Okanagan

www.edwardjones.ca

See our article on page 10

See our ad on page 11

Insurance

ICBC Seniors Insurance

Discount available for ICBC basic insurance for 65+ registered owners and operators, pleasure only. Also Experienced Driver & Seniors savings, Disability and Antitheft device discounts. New to BC? Your good driving record could pay with savings on AutoPlan insurance. See web or visit an AutoPlan broker for details
www.icbc.com/insurance/costs/pages/discounts-and-savings.aspx

Johnston Meier Insurance Agencies

Customer's First. Business, Personal, Auto Insurance. Three Central Okanagan offices to serve you
www.jmins.com
 See our ad on this page

Legal

Access Pro Bono Society of BC

To advance access to justice by developing, facilitating opportunities for the effective provision of high-quality pro bono legal services to people and non-profit organizations of limited means
www.accessprobono.ca
1.877.762.6664

Canadian Bar Association, The

Dedicated to protecting the rule of law, the independence of the judiciary and the Bar, improving law, the justice system, and access to justice. Equality, diversity and inclusiveness, committed to reconciliation with Indigenous People of Canada
www.cbabc.org
1.888.687.3404

Clicklaw

Provides legal information, education and help. Solve problems - understand your rights; common legal questions. Learn about laws and the legal system
www.clicklaw.bc.ca

Community Legal Assistance Society

For benefit of those who are physically, mentally, socially, economically or otherwise disadvantaged, or whose human rights need protection
www.clasbc.net
1.888.685.6222 Vancouver

Dial-a-Law

A library of scripts prepared by lawyers. Offers general information on a variety of topics on BC law but not legal advice. Free service available in English, Chinese and Punjabi via the Internet and by phone
<https://dialalaw.peopleslawschool.ca>
1.800.565.5297 24/7 Recorded Information

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Peachland 250-767-2500 **Toll Free** 1-877-767-2510

West Kelowna 250-768-7618 **Toll Free** 1-866-768-7618

Legal*continued...***Lawyer Referral Service**

Access Pro Bono enable members of the public to consult with a lawyer for 30 minutes at no charge

www.lrsbc.org

1.800.663.1919 Mon-Fri 8:30am-5pm

Legal Services Society

If you have a legal problem and can't afford a lawyer, we can help. See web site for Kelowna offices and hours

www.legalaid.bc.ca

- **Family LawLINE**

LawLINE lawyers give brief 'next stop' advice about family law issues such as custody, access, guardianship, child support, spousal support, property division, family agreements, adoption and court procedures. Mon-Tue-Thur-Fri 9 am to 3 pm, Wed 9 am to 2:30 pm

<https://familylaw.lss.bc.ca/call/family-lawline>

1.866.577.2525

- **My Law BC** Action plan to your legal issue. Choose a pathway, answer questions, and get your action plan.

<https://mylawbc.com>

People's Law School

Provides public legal education and information. Work out your everyday legal problem on a good number of topics.

Frequently asked questions on website

www.peopleslawschool.ca

604.331.5400 Vancouver

- Wikibooks Law School booklets available: Being an Executor, Writing your Will, Power of Attorney and others

Public Guardian & Trustee of BC

Unique statutory role to protect the interests of those who lack legal capacity to protect their own interests. Protect the legal, financial, personal and health care interests of adults who require assistance in decision making. Administer the estates of deceased and missing persons

continued...

www.trustee.bc.ca

Walk-ins closed during COVID-19

1345 St. Paul Street, Kelowna

250.712.7576 Mon-Fri 8:30am-4:30pm

Interior - North Regional Office

Seniors First BC

Are you dealing with a crisis? Call to talk about an abusive situation you feel is happening. We listen to concerns about financial, legal, physical & emotional abuse. Advocate for legal & social justice for those 55+. SAIL is a safe place for older adults, those who care about them

www.seniorsfirstbc.ca

1.866.437.1940 (SAIL) Seniors Abuse & Information Line Mon to Sun 8am-8pm

Language interpretation avail. M-F 9-4

1.855.306.1443 TTY

Policing**Central Okanagan Crime Stoppers**

Receives tips from anonymous callers, passes information on to police to help solve cases. Reward of up to \$2,000 based on the extent of information received and the results obtained. Use 'Submit a Tip' link on website or call TIPS

www.crimestoppers.net

1.800.222.TIPS (8477)

1190 Richter St. 250.470.6215 Office

Kelowna Regional RCMP

The RCMP embraces the principles of Community Policing which acknowledges the unique needs and problems specific to our community. Addressing public safety concerns is truly an interactive process between the police and community. The RCMP's Crime Prevention Unit specializes in working with residents and businesses to address these concerns. Call or visit a Community Policing office to learn more about your police service, current crime prevention tips, or seek advice on dealing with neighbourhood safety concerns.

www.kelowna.ca/police

1190 Richter Street

250.762.3300 Mon-Fri 8am-5:30pm

Kelowna Community Policing Offices

- 115 McIntosh Road
250.765.6355
- 100-1450 K.L.O. Road
250.470.0600

Community Policing

Community project of volunteer citizens who patrol and become the extended eyes and ears of the police service

• **Lake Country Community Policing**

Citizens Patrol, Speed Watch, Child I.D., Auto Crime. Volunteers needed
www.lakecountrycommunitypolicing.ca
3231 Berry Road (RCMP) M-F 8-4
250.766.5400 Richard

• **Peachland Community Policing**

Citizens Patrol, Speed Watch, Seniors Contact, Child ID, Stolen Auto recovery
www.peachlandcommunitypolicing.ca
4440 5 Street
250.767.2623 Mon-Fri 1-4pm

• **West Kelowna Community Policing**

Citizens Patrol, Traffic Watch, Child I.D., Seniors' Contact, BCSC Tipsters. Stolen Auto Recovery, Subpoena assist
<http://westkelownacommunitypolicing.ca>
250.707.8022
wkcp@shaw.ca
2390 Dobbin Rd. (RCMP) M-F 7:30-4:30

RCMP Victim Services

Aims to help lessen the impact of crime and trauma on victims, witnesses, and their friends and families. Free service
www.regionaldistrict.com/your-services/police-services/victim-services.aspx
1190 Richter Street, Kelowna
250.470.6242 Mon-Fri 8am-6pm

Royal Canadian Mounted Police

www.rcmp-grc.gc.ca
Emergency only: dial 9-1-1

- **Kelowna Regional Detachment.**
1190 Richter Street
250.762.3300 Mon-Fri 8am-5:30pm
- **3231 Berry Road, Lake Country**
250.766.2288 Mon-Fri 8am-4pm
- **2390 Dobbin Road, West Kelowna**
250.768.2880 Mon-Fri 7:30am-4:30pm

Community Crime Prevention Publications, Resources & Links

Most Canadians believe being able to live in a safe and secure environment is one of the most important aspects of their lives. Safe Communities Kits was developed to prevent crime and increase safety. Six publications make up the kit.
www2.gov.bc.ca/gov/content/safety/crime-prevention/community-crime-prevention/publications

Seniors Guidebook to Safety & Security

Goal is to raise awareness of seniors' safety issues to improve quality of life. Help to recognize a potential crime situation and show how to reduce or remove risk
<https://www.rcmp-grc.gc.ca/en/seniors-guidebook-safety-and-security>

VictimLinkBC

Confidential multilingual 24 hour telephone service - offers information, referral services to all victims of crime, immediate crisis support to victims of family and sexual violence
www.victimlinkbc.ca
1.800.563.0808
604.875.0885 TTY **604.836.6381** Text

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Leisure Travel

Arts & Culture

A number of listings are pre-COVID-19 pandemic. Be sure to call ahead.

City of Kelowna

Arts, Culture & Heritage. Sign up to receive arts & culture e-updates
www.kelowna.ca/culture

Friends of Fintry Provincial Park Society

Research, restoration of buildings and grounds, building archives, fund raising. Large campground, boat launch. West side of Lake Okanagan www.fintry.ca
250.542.4031

Kelowna & District Genealogical Society

Library of books/newsletters on a wide range of topics from most areas of the world. Meeting at Kelowna Canadian Italian Club, **700 Lawrence Avenue**
www.kdgs.ca **250.469.8348** Marie

Kelowna Art Gallery

Engage, inspire, enrich the greater community through exhibition, collection, interpretation of visual art
<http://kelownaartgallery.com>
1315 Water Street **250.762.2226**

Kelowna Community Theatre

View upcoming Calendar of Events on...
<https://theatre.kelowna.ca>
1375 Water Street
250.469.8944 Mon-Fri 9am-4pm
250.469.8940 Events Line

Kelowna Kiwanis Festival

Annual festival provides opportunities for amateur performers to demonstrate their achievements in music, dance, speech
www.kelownakiwanisfestival.com
721 Bernard Avenue **778.581.8899**

Kettle Valley Steam Railway

Dedicated to preserving Okanagan and BC Railway Heritage, seniors discount
www.kettlevalleyrail.org
18404 Bathville Road, Summerland
250.494.8422 **1.877.494.8424**
See our ad and article on page 25

Museums

- **Lake Country Museum and Archives**
Presenting our Past. Illuminating our Future
<https://lakecountrymuseum.com>
11255 Okanagan Centre Road West
250.766.0111
- **Okanagan Heritage Museum**
Wonderful objects and surprising stories that reveal the natural and cultural history of the region. Home of Kelowna Public Archives, Central Okanagan Hall of Fame
470 Queensway Avenue
250.763.2417
www.kelownamuseums.ca
- **Okanagan Wine & Orchard Museum**
In the Laurel Packinghouse. Sample the industries that shaped Kelowna, shop for made-in Okanagan gifts
1304 Ellis Street, Kelowna
778.478.0325
www.kelownamuseums.ca

- **Okanagan Military Museum**

Discover the role Okanagan men and women played in the world theatre. Packed with fascinating artefacts, one of the best firearms collections in Canada.
www.kelownamuseums.ca
1424 Ellis Street
250.763.9292

- **Peachland Museum, The**

Scale model of Kettle Valley Railway
 See web site for Summer & Winter hours
www.peachlandhistory.ca
5890 Beach Avenue
250.767.3441

- **Sncēwīps Heritage Museum**

Holds some of WFN's extensive collections including archaeological artifacts, historical & contemporary art
www.sncewips.com
260-525 Highway 97, Westbank
778.755.2787 Mon-Fri 10am-4pm
See our ad on this page

- **Westbank Museum & Visitors Centre**

Working model of Gorman Bros. sawmill
www.westbankmuseum.com
2376 Dobbin Road, Westbank
250.768.0110 Check website for hours

Okanagan Historical Society

One of the oldest societies in BC dedicated to the preservation of local history. See web site for contact info
www.okanaganhistoricalsociety.org

Okanagan Symphony Orchestra

Concert events in Kelowna, Penticton, Vernon. See website for info regarding performances, locations, dates, tickets
<https://okanagansymphony.com>
865 Bernard Avenue, Kelowna
250.763.7544

Rotary Centre for the Arts

Multidisciplinary visual and performing arts centre. Consider a donation to support.
www.rotarycentreforthearts.com
421 Cawston Avenue
250.717.5304 Box Office M-F 9am-5pm

Leisure

Big White Ski Resort

www.bigwhite.com
5315 Big White Road **250.765.3101**
1.800.663.2772 Central reservations

BC Fishing Licences

Basic annual licence for 65+ \$11.24
 Basic annual licence for disabled \$1.05
<https://www2.gov.bc.ca> - search for Freshwater Fishing
 Purchase online www.fishing.gov.bc.ca or at Service BC or licensed vendor

BC Old Time Fiddlers' Association

Encouraging & promoting the art of Old Time Fiddlers and Violin playing, See web for details. 13 active branches around BC
www.bcfiddlers.com/kelowna
<http://bcfiddlers.com>
250.717.8432 John or Lynn



Visit

SNCĒWĪPS
HERITAGE MUSEUM

260 - 525 Hwy 97 S (Okanagan Lake Shopping Centre)
 Call 778 755 2787 or visit sncewips.com

BC Parks

Individual campsite reservations through Discover Camping Campground Reservation service from April to Sept/Oct. 50% discount for BC residents 65+ from day after Labour Day to June 14 of following year for frontcountry campsites
[www.discovercamping.ca](http://discovercamping.ca)
<http://bcparks.ca>

1.800.689.9025 Call Centre

• Campsite Fees for Seniors
<http://bcparks.ca/fees/senior.html>

BC Seniors Games Society

55+ BC Games are one way to help those 55+ enrich their lives, get active, keep fit. Although competition is an important aspect, active participation in sport, recreation and culture is the goal. See web site for Zone 5 contacts. Games in Greater Victoria, Sept. 14-18, 2021
www.55plusbcgames.org
778.426.2940

Central Okanagan Naturalists' Club

Enjoy the beauty of our area while benefiting from a healthy lifestyle: hiking, birding, botany, fun, socializing, learning Meetings on 2nd Tuesday, 7 pm September to May at Evangel Church
3261 Gordon Drive
www.okanagannature.org

City of Kelowna Parks & Recreation

View the seasonal Activity & Program Guide online
<http://kelowna.ca/recreation>
 Parkinson Recreation Centre
1800 Parkinson Way
250.469.8800

Farmers' Markets (BC Association of)

www.bcfarmersmarket.org

• Kelowna Farmers' & Crafters' Market

BC's largest farmers' market. April-Oct Dilworth & Springfield, Wed & Sat 8am-1pm. Winter market at Parkinson Rec Centre - check web site for schedule
kelownafarmersandcraftersmarket.com
250.878.5029

• Lake Country Farmers Market

Fridays 3-7pm Swalwell Park June-Sept
 Fresh local produce & foods, handcrafts
www.lakecountryfarmersmarket.webs.com
250.826.7100 Shayne

• Peachland Farmers & Crafters Market

Sundays 10am-2pm, May 31-Sept 26
 Heritage Park, Beach Avenue, Downtown
www.peachlandfarmersandcraftersmarket.ca
250.317.0407 Linda

• Westbank Farmers' Market

Saturdays 9am-1pm, check website for actual dates. Westridge Shopping Centre, Main & Elliott
www.westbankfarmersmarket.com

Kelowna Community Chorus

For the Joy of Singing
 Folks of all ages but mostly 50+ who just love to sing. Check web site for additional information. New members welcome
www.kelownacommunitychorus.com

Kelowna Newcomers Club

Social group for 19+ (resident for less than three years) to make new friends, varied activity groups, opportunity to learn more about Kelowna. See web site for meeting information, activities, events, and more
www.kelownanewcomers.ca

Kelowna Rockets Hockey Club

Season scheduled to open Jan. 8, 2021
www.kelownarockets.com
1223 Water Street
250.860.7825 Prospera Place Box Office

Kelowna Seniors Slo-Pitch Association

You are invited to join Seniors Slo-Pitch, men and woman 50+. All levels of experience welcome. Teams formed April 28, play starts May 4 to August 26, 2021
778.363.5505 Lisa
See our ad on page 63

Lake Country Health Planning Society

Active Agers Program. Fun and fitness for those 55+. Visit website. Call for details
www.lchps.com/programs
778.215.5247

Okanagan Wine Festivals

Naturally Fun Festivals for All Seasons!
Check web site for programs and events
www.thewinefestivals.com
250.861.6654

Probus Clubs

The purpose of a Probus (Professional Business) Club is to bring together retired and semi retired persons who have backgrounds of responsibility. See web site for contact information for clubs Kelowna-Ogopogo, Westside
www.probus.org

RV Owners Lifestyle Seminar

An annual event at Okanagan College Kelowna Campus, 1000 KLO Road Opportunity for new, or seasoned or wannabe RV owners to gain valuable knowledge on RV operations, maintenance and safety. Also travel tips, health on the road, destinations, full-time RV living and much more. 2021 Lifestyle Seminar dates to be announced
www.rvda.bc.ca/rv-owners-lifestyle-seminars
778.490.0013 Joan - RVDA

Winfield Horseshoe Club

Tuesday & Thursday afternoon practice sessions May to September
9834 Bottom Wood Lake Road
250.766.2985 Bernie

Travel

BC Ferries

BC seniors 65+ travel free on most BC Ferries routes Mon-Thur except holidays. Passenger fares only
www.bcferrries.com
1.888.223.3779 Reservations

Friendship Force International

Provides opportunities to explore new countries and cultures through home hospitality, local hosts
www.thefriendshipforce.org

Kelowna International Airport (YLW)

Contact airlines directly for flight reservations and questions. Airport services information is available at ylw.kelowna.ca
250.807.4300 Airport Administration
250.765.5612 Airport Parking Courtesy Shuttle Services
778.753.3735 Valet Parking

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www.roadsscholar.org
1.800.454.5768 Mon-Thur 6am-3:30pm PT

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<https://spiritleaf.ca/locations>

- **Unit 1B, 1455 Harvey Ave., Kelowna**
 - **104-1195 Industrial Rd., West Kelowna**
- See our ad on page 13

Super, Natural British Columbia

Places to go, things to do, trip ideas, transportation and maps, accommodations, travel deals
www.hellobc.com

Traveller Information System

Road and weather conditions, webcams, plan your route, mobile traveller info
www.drivebc.ca **1.800.550.4997**

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 Expert-led small group tours in nature, culture, the arts
www.worldwidequest.com
1.800.387.1483 M-F 6am-2:30pm PT

Activity Centres

Note: Activity Centres closed during COVID-19 restrictions. Not all information will be up-to-date.

East Kelowna Community Hall

Weddings, banquets, parties, festivals, arts & craft shows, fitness, sports, more
www.eastkelownahall.com
2704 East Kelowna Road 250.860.2746

City of Kelowna Activity Centres

A variety of programs and services are available for those 50+ including fitness and sport, crafts and hobbies, music and dance, health and wellness, computers, art, games and general learning. See the

Active Living Guide for 50+, go to www.kelowna.ca/recreation - search for current season and year

- **Okanagan Mission Senior Society**
4398 Hobson Road **250.764.7642**
- **Rutland Activity Centre**
Rutland Senior Society
www.rutlandseniors.com
765 Dodd Road 250.765.3723
- **Parkinson Activity Centre**
Parkinson Senior Society. 50+ & active
www.parkinsonseniors.com
1700 Parkinson Way 250.762.4108

Kelowna Senior Citizens' Society

Activities include bingo, bridge, Mahjong, Accordion club/dancing rug hookers
www.kscsclub17.ca
1353 Richter Street 250.762.5505

Lakeview Heights Community Hall

City of West Kelowna. Recreation programs, meeting/event rental space, full kitchen, adjacent playground, tennis courts, soccer field and sports box - (pickleball and basketball). Closed during COVID-19 pandemic
www.westkelownacity.ca
860 Anders Road, West Kelowna 778.797.2240

Lake Country Seniors' Activity Centre

Closed: Reopening Summer 2021.
 Wood shop, cribbage, sewing, Tai Chi, Power Yoga, Songster & Artists groups, Drop-in games, bridge, quilting. Prime Time Entertainment - 1st & 3rd Mon, Tue Seniors Lunch \$7, Frozen meals avail \$5
9832 Bottom Wood Lake Road 250.766.4220 or 250.766.5437 Anne

Okanagan Mission Community Hall

Heritage building has been the centre for community events in the Mission area for decades. One of the best equipped rental facilities in Okanagan
www.okmissionhall.net
4409 Lakeshore Road, Kelowna 250.764.7477

Peachland 50 Plus Activity Centre

Peachland & District Retirement Society
 Art Classes, Health, Wellness & Fitness
 classes, Bingo, Bridge, Chess, Mahjong,
 Canasta, Carpet Bowling, Needle Art &
 Quilting, Line Dancing and Cloggers,
 Woodworking, Variety Singers, Ukulele,
 Potluck dinners 4th Friday Sept to June
www.peachland50plusactivitycentre.ca
5672 Beach Avenue, Peachland
250.767.9133

Peachland Wellness Centre (PWC)

Programs and services to enhance
 wellbeing and enjoyment of life in the
 community. These include Community
 Garden, Bereavement Support, Friendly
 Visitors, Computer Literacy, Choir Class,
 Men's Coffee/Cards Mon. Morning Coffee,
 Tai Chi, Sunshine Singers, Tai Chi for
 Wellness, Wellness Circle, and more
www.peachlandwellnesscentre.ca
4426 Fifth Street, Peachland
250.767.0141 Mon-Fri 9am-3pm

Rutland Senior Citizens Branch 55

Variety of activities including Friday
 community bingo, occasional branch dinner
150D Gray Road, Kelowna

Webber Road Community Centre

City of West Kelowna in partnership with
 the Okanagan Boys & Girls Clubs. Family
 centred programs & services
www.boysandgirlsclubs.ca
www.westkelownacity.ca
2829 Inverness Road
West Kelowna
250.768.3049

Westbank Lions Community Centre

Completely updated community hall.
 Perfect facility to host a banquet, wedding,
 meetings, community events
www.westkelownacity.ca
2466 Main Street, West Kelowna
778.797.2240

**Westside Senior Citizens Service
 Association 50+ Activity Centre**

Carpet bowling, ceramics, bridge, snooker,
 8 Ball, choir, crib, line dancing, bingo, floor
 curling, cloggers, wood carving, jammers,
 Keep Fit, quilting, Mahjong, Tai Chi, Social
 dancing
www.westkelownacity.ca
3661 Old Okanagan Highway
West Kelowna
250.768.4004

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Cheddar Squeakerz

“Cheddar Squeakerz”, also known as cheddar cheese curds; is what cheddar cheese tastes and looks like on the very day it is made, before the curds have been put into a cheese mould and the remaining whey has been removed.

What distinguishes cheddar cheese and cheese curds is age and the whey. Where cheese is all about aging and maturation time, cheese curds are meant to be enjoyed as fresh as possible, because over time the curds’ texture will become denser and more like cheddar cheese. We call it Cheddar Squeakerz because when the curds are fresh they squeak.

Curds are made the exact same way as our high quality cheddar, but without the aging and the compression (meaning the whey is not pressed out of the curd). When our cheese maker adds salt to the curds, it makes them turn into all sorts of different shapes. The salt also works as a preservative; this enables us to sell fresh Cheddar Squeakerz at room temperature for the first 24 hours after it is made. This is when it is best, but even after being refrigerated; it is still great at room temperature, slightly warm or even melted. The only way to have the squeaky noise back after it’s been refrigerated is to warm it up. Make sure you do not warm it for too long or you are going to get a puddle of squeak, which is by the way, still very tasty.



Flavours:

Regular Flavour

Red Hot Pepper

Jalapeno

Dill

Onion and Chive

Garlic

We make the fresh curds on Monday and Wednesdays each week! Curds are ready after 3pm, come down and try them out!

The Village Cheese Company - Armstrong, BC

250.546.8651 or 250.309.8476

VillageCheese.com



Explore British Columbia's first barn quilt trail!

The North Okanagan Shuswap Barn Quilt Trail features beautiful, painted quilt block squares on local barns, businesses, and residential homes in or around our community. These quilt blocks bring together and highlight the traditions of quilting and farming; two traditions that are very much alive in our community today!



Armstrong Spallumcheen

Chamber of Commerce and Visitor Centre, in partnership with Quilting For You, Shepherds Home Hardware & Outdoor Living Centre, and volunteers, is thrilled to host the North Okanagan Shuswap Barn Quilt Trail.

“Barn quilts are a form of rural graffiti that honour quilters and the textile arts as well as drawing attention to Armstrong Spallumcheen's important agricultural heritage,” says Sean Newton, President with the Armstrong Spallumcheen Chamber of Commerce.

“It gets people off of the track and onto roads less travelled,” added Susan Wilson, owner of Quilting For You.

Since its launch in 2016, the North Okanagan Shuswap Barn Quilt Trail has grown from six quilts to over forty quilts, with each showcasing a beautiful and unique pattern. The barn quilts

are centrally located in and around Armstrong. The most southern quilt is located at Davison Orchards in Vernon and the most northern quilt is located at Blue Hills Lavender Farm in Salmon Arm.

Wilson and her team of volunteers research quilt patterns, collaborate with the property owners, and paint the barn quilts. Participants of the

barn quilt trail may choose to paint their own barn quilt, with the conditions of using a non-copywrite pattern and installing the quilt where it is visible from public property. With the help of Nor Val Rentals, a dedicated team of volunteers install the barn quilts.

The barn quilt trail is a self-guided tour, and participants can pick up a map at the Armstrong Spallumcheen Chamber of Commerce and Visitor Centre, located at 3550 Bridge Street, or on their website, <http://www.aschamber.com>.

For more information, or if you are interested in joining the North Okanagan Shuswap Barn Quilt Trail, please contact the Armstrong Spallumcheen Chamber of Commerce and Visitor Centre by phone, 250-546-8155, or email, manager@aschamber.com.



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Resources

Charities, Foundations

Before You Give...

Canada Revenue Agency (CRA) web site has a useful resource called 'Giving to Charity: Information for Donors'. Facts about tax savings, donation receipts, charities regulations, and how to be an informed donor.

www.cra-arc.gc.ca/donors/

1.800.267.2384 M-F 9am-5pm local time

1.800.665.0354 TTY

BC Cancer Foundation

Make a gift in memory to honour the life of a loved one, friend, family member

www.bccancerfoundation.com

399 Royal Avenue, Kelowna V1Y 5L3

250.712.3921

1.866.230.9988

BC SPCA

Non-profit organization dedicated to protecting and enhancing the quality of life for domestic, farm and wild animals

1.855.622.7722 Animal Cruelty Hotline

• Kelowna Branch - Noon-4:30pm daily

www.sPCA.bc.ca/kelowna/

3785 Casorso Road V1W 4M7

250.861.7722 Closed Stat Holidays

Canadian Cancer Society

Make a One-time Gift, Monthly Gift, Honour Gift, Memorial Gift

www.cancer.ca

330 Strathcona Avenue

Kelowna V1Y 5K7

250.762.6381

1.800.403.8222

Canadian Red Cross

Donate online, by mail, by phone, monthly giving, gifts of stock, planned giving - legacy, RRSPs

www.redcross.ca

124 Adams Road, Kelowna V1X 7R2

250.491.8443

1.800.418.1111

Central Okanagan Foundation

A trusted place where donors go to give and charities go for support towards valuable endeavours

www.CentralOkanaganFoundation.org

306-1726 Dolphin Avenue

Kelowna, BC V1Y 9R9

250.861.6160

Connect Counselling & Therapy Society

Counselling for the Community

www.connectcounsellingsociety.ca

204-347 Leon Avenue

Kelowna, BC V1Y 8C7

250.860.3181

See our ad and article on page 12

Heart & Stroke Foundation

In Memoriam, In Honour, or general donations

www.heartandstroke.ca

200-885 Dunsmuir Street

Vancouver, BC V6C 1N5

778.372.8000

1.888.473.4636

See our ad on page 68

KGH Foundation

A gift in your Will provides a lasting gift of care by supporting the KGH Foundation's mission to enhance the delivery of health care to the patients of Kelowna General Hospital and its associated facilities
www.kghfoundation.com

**2268 Pandosy Street
Kelowna, BC V1Y 1T2**

250.862.4300 ext. 7011 Sasha

See our ad and article on page 21

Kelowna Women's Shelter

Planned Giving lets you support the Shelter in the form of a direct bequest, or through a gift to our endowment fund. See Consider making an online credit card donation.

kelownawomensshelter.ca

PO Box 20193, RPO Towne Centre

Kelowna, BC V1Y 9H2

778.478.7774

Central Okanagan Hospice Association

Offering compassionate care, comfort, support and learning to those who are dying or grieving within our community
www.hospicecoha.org

200-1890 Cooper Road

Kelowna, BC V1Y 8B7

250.763.5511 Office

- **COHA Foundation**

To generate sustainable funding to solely support the vision and mission of the Central Okanagan Hospice Association
www.hospicecoha.org

Sing for Your Life Foundation

Music for Healthy Aging. Improving the health and wellbeing of older Canadians who live at home or in residential care, through music. Our programs create more age friendly communities and improve the life and care of older people, including those affected by dementia, and their caregivers. Silver Song Groups in Kelowna and West Kelowna

www.sfyfc.org

250.860.5408

Sunshine Foundation of Canada

Dreams for Kids since 1987

www.sunshine.ca

100-300 Wellington Street

London, ON N6B 2L5

1.800.461.7935

Terry Fox Foundation, The

Working together to outrun cancer

www.terryfox.org

160-8960 University High Street

Burnaby, BC V5A 4Y6

1.888.836.9786

UBC Okanagan

Development and Alumni Engagement

Create a legacy of learning for students and the community invest.okanagan@ubc.ca

250.807.8565

United Way Southern Interior BC

Local giving. Local results. Serving the Okanagan, Columbia, Shuswap and Similkameen

www.unitedwaysibc.com

202-1456 St. Paul Street

Kelowna, BC V1Y 2E6

250.860.2356

1.855.232.1321 Outside Kel., West Kel.

Variety-the Children's Charity

Enriching the lives of BC children with special needs and their families

www.variety.bc.ca

4300 Still Creek Drive

Burnaby V5C 6C6

Toll Free: **310.KIDS (5437)**

The War Amps

Committed to Improving the Quality of Life for Canadian Amputees, including children via the Child Amputee (CHAMP) program

www.waramps.ca

2827 Riverside Drive

Ottawa, ON K1V 0C4

1.800.250.3030

See our ad and article on page 19

Education

CAA Road Safety Program

Seniors Driving: How aging can affect driving, assess & maintain your driving skills, adjusting driving habits, renewing your driver's license, good vision, driving at night, medications and driving, fitness & driving, signs that driving habits should change - declining skills, alternatives to driving, online videos, tools, and more
<https://www.caa.ca/seniors-2>

Justice Institute of BC (JIBC)

Educating and training those who make communities safer, Canada's leader in justice and public safety education
www.jibc.ca

825 Walrod Street, Kelowna
250.469.6020
1.888.865.7764

Project Literacy Central Okanagan Society

Free tutoring support for adults seeking to improve basic reading, writing, math skills. Senior Digital Literacy & Financial Literacy program See web site to volunteer/donate
www.projectliteracykelowna.org

1635 Bertram Street
250.762.2163

Simon Fraser University

Liberal Arts and 55+ Program
 Opportunity to learn for the joy of learning, enhance your creativity, sharpen your critical thinking skills. See web site for programs and details
www.sfu.ca/liberal-arts
1.844.782.8877

Society for Learning in Retirement

*For the Eternally Curious,
 Curiosity Never Retires!*

Continuing education, intellectual stimulation for those in their retirement years. Courses, Study Group info online
www.slrkelowna.ca

1434 Graham Street
250.448.1203

Thompson Rivers University

Open Learning offers distance learning for everyone. You can complete online & distance courses and programs anytime, anywhere to accommodate your active lifestyle and diverse interest.
<https://tru.ca/distance> **1.800.663.9711**

Library Services

Okanagan Regional Library

Books, music, movies & more. The ORL gratefully accepts monetary gifts to enhance library's ability to better serve.
www.orl.bc.ca/hours-locations
250.860.4033 Admin. Office Kelowna

Meal & Food Programs

FOOD BANKS

• Central Okanagan Food Bank

Caring For Our Community. See web site for Hamper Distribution days and times
www.cofoodbank.com

• Kelowna Branch

2310 Enterprise Way

250.763.7161 Office M-F 8am-4pm

• Westside Branch

2545 Churchill Road, West Kelowna

250.768.1559 Office M-F 8:30-3:30

• Lake Country Food Bank

Food assistance to low income families. Hampers only: Tue-Wed 9-11:30am; 1pm-2:30pm - Thur 9-11:30 for bread, fresh produce. No hampers Thursdays
www.Facebook.com/lakecountryfoodbank/
9830C Bottom Wood Lake Road
250.766.0125

• Peachland Food Bank

2nd Saturday every month 9:30-11:30 am
4440 5 Street, Peachland
250.767.3312 Judy

Community Gardens (Central Okanagan)

Gardens Grow Healthy Communities
www.centralokanagancommunitygardens.com
 Click on 'Gardens' tab for area community gardens

Lake Country Seniors Lunch

Every Tues. noon, hot meal for seniors at the Seniors Activity Centre, Bottom Woods Lake Road \$7. Freezer meals available \$5
250.766.5437 Anne **N/A during COVID-19**

Delivery only. Special diet meals can be provided. Volunteers welcome.
www.mow-online.com
250.763.2424
 See our ad and article on page 23

May Bennett Meal Program

Hot and cold meals with special diet capabilities. Dinners @ Home frozen meals available. Pick up available. Operated by Interior Health Food Services
www.okmeals.info
 May Bennett Wellness Centre
135 Davie Road 250.860.3378

Meals On Wheels & Dinners @ Home

“Serving our Community for 52 Years!” Home delivery of affordable, nutritious & delicious hot and/or frozen meals up to 3 times a week in Kelowna, West Kelowna & Peachland. Hot meals provided by our partner **Beet’N Boo’s Bistro**. Veteran Affairs assistance may be available.
continued...

Programs & Groups

Adult Day Program/Volunteer Services

Offers supportive community programs for those at risk of losing their independence. Examples (vary by location) include health monitoring/medication assistance, personal care i.e. bathing programs, health education, therapeutic social and recreations programs such as discussion and exercise groups. For more info, call **250.980.1400** Interior Health

Better At Home

Provides non-medical home support to seniors over 65 years old throughout the Central Okanagan *continued...*

KELOWNA SENIORS SLO-PITCH ASSOCIATION (KSSA)

Come join **Seniors Slo-Pitch Softball for men and women 50+ years**. All levels of experience welcome, two divisions: competitive and recreational. **Tuesday and Thursday mornings, 9:30 a.m. to noon** beginning of May to end of August on **Mission ball fields on Lexington Avenue just off Gordon Drive**.

Cost is approximately \$100 each which includes a mid-season and end-season tournament/banquet. With both competitive and recreational divisions offered, we can always find a team for you regardless of experience, skill, or time since you last played.

If interested, email kelsenslo@hotmail.com or contact Lisa Francis @ **778-363-5505**.

Practices and registration @ 10:00 to 11:30 am
April 20, 22, 27 and 29
on Mission ball diamonds 1-4

Teams are formed April 28
 and play starts May 4th to Aug 26 2021



- Seniors Outreach & Resource Centre
<https://www.seniorsoutreach.ca/better-at-home-new/>
250.861.6180 Kelowna (Lead Agency)
- Lake Country Health Resource Centre
www.LCHPS.com **778.215.5247**
- Peachland Wellness Centre
www.peachlandwellnesscentre.ca
250.767.0141
- Westside Health Network Society
www.westsidehealthnetwork.org
250.768.3305 West Kelowna M-F 8-2

Canadian Federation of University Women

Since 1960, members of CFUW Kelowna have come together for fun, friendship, and action. We are united in our common goal, to support the education and well being of women and girls. See website for event calendar and contact information
www.cfuwkelownaclub.org

Emergency Management BC

Advisories of active emergencies, disaster readiness and recovery, fire safety and death investigation
www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery

1.800.663.3456 [report disaster/emergency](#)

H.O.P.E. Outreach

Night time Outreach for homeless and exploited men and women in Vernon & Kelowna by trained & caring volunteers
www.hopeokanagan.com
www.facebook.com/hopeoutreachokanagan
250.864.0399

Kelowna Hostesses

Goodwill ambassadors representing the City of Kelowna. Provides volunteers for community activities
250.861.3487 Robi

Ki-Low-Na Friendship Society

Provide for the mental, emotional, physical and spiritual well-being via community-

based services. See web site for complete list of programs and services. Drop-in 8:30am-4:30pm Mon-Fri. Closed 12-1pm
www.kfs.bc.ca

442 Leon Avenue
250.763.4905
236.420.2992 Housing

Myra Canyon Trestle Restoration

Society to preserve, protect, promote heritage, historical and environmental features of Myra Canyon. Upgrade trestles to improve public passage. See web site for trail information, fund raising, membership www.myratrestles.com

Okanagan Men's Shed Association

Create a casual safe place for men to network with others. Effective in helping men combat isolation, share skills and interests, feel valued. Participation in meaningful community & group projects
www.mensshed.ca **Closed in epidemic**

United Empire Loyalists

Organization promoting Canadian history. Everyone welcome
<https://uelac-thompsonokanagan.com>
250.469.8348 call for info - Marie
250.838.9652 President Sandra Farynyuk

Wine Country Tai Chi Society

Tai Chi, at your pace, for your ability to improve and maximize your health and vitality. Sitting form for those with mobility limitations. Check web site for beginner and ongoing classes
www.winecountrytaichi.ca
778.755.0987 Yvonne, West Kelowna

Resource Centres

KCR Community Resources

Community, Family, Adoption, Immigrant & Employment Services - check web site for details. Volunteer opportunities. Connection for resources, referrals, more
<https://kcr.ca>

620 Leon Avenue
250.763.8008 M-F 8:30-4:30pm

• **Interior Crisis Line Network**

Trained volunteers provide support to individuals experiencing emotional or situational distress, relationship issues, and social isolation. For volunteering info, contact Crisis Line Coordinator
250.763.8008 ext 112

If you are in crisis, call 1.888.353.2273

Lake Country Health Planning Society

Provides resources, advocacy and referral support regarding health & social services. Better at Home, Blue Bottle, Active Agers (weekly exercise), Volunteer Driving & Visiting programs. Caregiver Support.
www.lchps.com **778.215.5247** Office
778.215.2105 LCHPS Outreach

Peachland Wellness Centre

We link people to services, information, and other people. Bereavement, Wellness Circle, Computer Literacy, Transportation Service, Better at Home, Outreach - see web site for list of Programs & Services. Sunday breakfast 8-11am
www.peachlandwellnesscentre.ca

4426 Fifth Street, Peachland
250.767.0141 Mon-Fri 9am-3pm

Seniors Outreach & Resource Centre

Enhancing the lives of seniors by providing information & referral, various services and volunteer programs. Better at Home. Regional housing program. See web site for more information

<https://www.seniorsoutreach.ca>

115-2065 Benvoulin Court
250.861.6180 Mon-Fri 9am-4pm

Service Organizations

BC Partners for Mental Health and Substance Use Information

We are here to help you find quality information, learn new skill, connect with key resources. Find the information you need to manage mental health and substance problems, support a loved one
www.heretohelp.bc.ca

310.6789 BC Mental Health Support Line
continued...

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Westbank Centre - 3645 Gosset Rd
Pandosy Village - 2823 Pandosy St
Bernard - 297 Bernard Ave

Orchard Park Centre - 2271 Harvey Ave.
Innovation Centre - 460 Doyle Ave.

Mental Health & Substance Use...cont'd

Free & available 24/7. Call for information or if you just need someone to talk to

1.800.784.2433 Call 24/7 if you are in distress or worried about someone else

www.heretohelp.bc.ca/connect/community-resources

1.800.661.2121 - order publications

BC OAPO

Old Age Pensioner Organization

Promotes best interests of elder citizens in all matters pertaining to their welfare

www.bcoapo.org

• Lake Country 55+, Winfield

250.766.5437 Anne Robinson

Big Brothers Big Sisters

Mission to support and enhance the well-being of young people through positive mentoring relationships

www.bigs.bc.ca

102-151 Commercial Drive, Kelowna

1.800.404.4483

250.765.2661 Renew Crew. Help to reuse and recycle clothing, textiles, and small household goods

CARP

A New Vision of Aging for Canada

www.carp.ca

1.888.363.2279

Canadian Blood Services

Recruits blood donors, organizes and operates blood donor clinics to provide blood for hospitals in Canada. Use 'Find Clinics' locator on web site

www.blood.ca

1.888.236.6283

Central Okanagan Elizabeth Fry Society

If you or someone you care about has experienced sexualized violence, abuse in a relationship, harassment, or conflict with the law, you may benefit from the services provided including Specialized Victim Assistance, Crisis Support Information about the legal system, Advocacy and accompaniment to hospital, RCMP, Crown and court

continued...

www.empowerific.com

649 Leon Avenue, Kelowna

250.763.4613

Council of Senior Citizens' Organizations of BC (COSCO)

Purpose is to advance the social and physical welfare of all BC elder citizens

www.coscobic.org

604.684.9720 Sheila Pither, President

• **COSCO Health & Wellness Institute**

Seniors Helping Seniors. Provides free .. workshops to seniors groups throughout BC. See website for list of workshops

www.coscobic.org/index.php/cosco-workshops

Kelowna Women's Shelter

Provides free, confidential services to women & children impacted by family violence and abuse

250.763.1040 24 Hour Help Line

kelownawomensshelter.ca

• Thrift Store

6-368 Industrial Avenue

250.762.8561 Thrift store proceeds support Shelter services

Mothers Against Drunk Driving

No alcohol. No drugs. No victims.

www.madd.ca

1.800.665.6233 Call for support

• Western Region Chapter Services Manager

1.877.676.6233 Tracy Crawford

• MADD Central Okanagan Chapter

www.maddchapters.ca/centralokanagan

www.facebook.com/maddokanagan

250.317.9877 Jenn

People in Motion - The Kelowna & District Society for

Develop & enhance the lives & informal supports for people with disAbilities and seniors with special needs. Office hours vary - call for an appointment

www.pimbc.ca

23-1720 Ethel Street

250.861.3302

Royal Canadian Legion

The Legion's 145 branches in BC/Yukon Command provides various support services to veterans

www.legionbcyukon.ca

- **1380 Bertram Street, Kelowna**
www.kelownalegion.ca
250.762.4117
- **15712 Oyama Road, Oyama**
250.548.3521
- **4407 2 Street, Peachland**
250.767.9100
- **6-2525 Dobbin Road, Westbank**
[Facebook.com/RCL288Westbank/](https://www.facebook.com/RCL288Westbank/)
250.768.4330

Salvation Army Kelowna

www.kelownasalvationarmy.ca

- Kelowna Community Church
Seniors' Drop-In - Wednesdays from
10 am-1 pm Sept-June in church gym
1480 Sutherland Ave. 250.860.2329
- Community Life Centre
Assisting those in transition to brighter future
200 Rutland Rd. South 250.765.3450
- Thrift Store
www.kelownathriftstore.ca
200 Rutland Road S.
778.478.7000 Mon-Sat 10am-4pm

St. John Ambulance

First aid training, volunteer community services. Course calendar on web site
<https://bc.sjatrainning.ca>

1941 Kent Road
250.762.2840

Support Groups / Self Help

Al-Anon Family Groups

A fellowship for people whose lives have been affected by someone else's drinking.

See web site for meeting information

www.bcyukon-al-anon.org

604.688.1716 Mon-Fri 10am-3:30pm

To Find an Al-Anon meeting near you visit <https://afghelp.org/find-a-meeting> or call...**1.888.425.2666**

Alcoholics Anonymous

Support & information for individuals with alcohol related problems. Check web site for meeting info for Kelowna, Peachland, West Kelowna, Lake Country

www.bcyukonaa.org

250.763.5555 Kelowna Info. Service

Alliance for Equality of Blind Canadians

Dedicated to promoting the increased inclusion of blind, deaf-blind and partially sighted in all aspects of social life

www.blindcanadians.ca

1.800.561.4774 Central Okan. Chapter

BC Association of Community Response Networks

Stopping Adult Abuse & Neglect-Together Kelowna Community Response Network hosted by **Seniors Outreach & Resource Centre**. See web site for contact info

www.bccrns.ca

250.861.6180 Vi Sorenson

Kettle Valley Steam Railway

The Nostalgia of Steam
The Romance of Trains
The Preservation of an Era



Summerland, BC

May - October

Group & Senior Rates

www.kettlevalleyrail.org

1-877-494-8424

BC Responsible & Problem Gambling

When gambling isn't fun anymore, help is available 24/7. Call 24 hour Helpline **1.888.795.6111**. See web for individual, confidential, and/or group counselling for problem gamblers, their families.
www.bcresponsiblegambling.ca

Caregiver Support Group

For people providing support (caring for a loved one at home or in a facility), Interior Health offers a number of Support Programs. Referral to Community Care necessary. Call Central Intake for information on education sessions and other services offered
250.980.1400 Interior Health

Compassionate Friends of Canada, The

Support group for parents who have experienced the death of a child, any age, any cause. Call for meeting information
<http://tcfcanada.net>
250.907.2487 Kelowna Chapter

Crohn's & Colitis Canada

Check website for events in the Okanagan
See listing in Health section - page 40
www.crohnsandcolitis.ca
1.800.513.8202 BC Office

Gamblers Anonymous

Meetings every Thursday, 12 step program. 6-7 pm Kalano Club
2108 Vasile Road, Kelowna
www.gabc.ca
250.801.9943
1.855.222.5542 Hotline

Kelowna Prostate Cancer Support Awareness Group

Meets 2nd Saturday of the month at 9 am except July & August.
Cancelled during COVID-19 epidemic.
The Harvest Room
Trinity Baptist Church
Springfield & Spall (South entrance)
www.kelownaprostate.com
250.762.0607 Bren Witt

**Heart&Stroke™**

Learn the signs of stroke

F **ace** is it drooping?**A** **rms** can you raise both?**S** **peech** is it slurred or jumbled?**T** **ime** to call 9-1-1 right away.Act **F A S T** because the quicker you act, the more of the person you save.

Kelowna Women's Shelter

Free weekly afternoon and evening support groups for women who have been, or still are, in abusive relationships. Childcare is available. The Shelter also offers psychoeducational counselling for children who have witnessed family violence, conflict and change, and parenting support to their mothers. Cancelled during COVID-19 epidemic
kelownawomensshelter.ca

250.763.1040

LCHPS Family & Friends Caregiver Support Group

Support for caregivers who's loved ones experience mental health challenges, brain injury, Alzheimer's or dementia. Meets every 2nd and 4th Wed at District of Lake Country Municipal Hall
www.lchps.com caregiver@lchps.com

250.999.9374

Mental Illness Family Support Centre

Family support groups, one-to-one support, lending library, other services
www.bcscs.org

BC Schizophrenia Society

203-347 Leon Avenue, Kelowna

250.868.3119

250.299.7695 Okanagan Region Educator

Mood Disorders Association of BC

Self-help support & education for people with depression, bipolar disorder, other mental illness, and their families. Check web site for Interior Support Groups
www.mdabc.net

604.873.0103

Narcotics Anonymous

Vision that every addict has the chance to experience our message in his/her own language & culture, find the opportunity for a new way of life. See web site for Thompson Okanagan meeting information
www.bcrna.ca

1.877.604.7613 Central Okan. Help Line

Parkinson Society British Columbia

See web site for information for Okanagan Support / Caregivers Groups

www.parkinson.bc.ca/resources-services/support-groups

1.800.668.3330 Provincial Office

Quit Now

Free program delivered by the BC Lung Association to help you to quit smoking or reduce tobacco and e-cigarette use - your way, in your own time. QuitNow has all the support services you need - from online community to one-on-one counselling, we have you covered.
www.quitnow.ca

1.877.455.2233 Get Help Now!

Self-Management BC

Programs give people the knowledge, skills, confidence needed to successfully manage chronic health conditions. Check website for a program near you.
www.selfmanagementbc.ca

1.866.902.3767 Mon-Fri 9am-5pm

Stroke Recovery Association of BC

Support groups provide a friendly social environment where stroke survivors and caregivers can get support/help in coping with life after stroke. Information and programs for stroke survivors.

During the COVID-19 pandemic, meetings are being held virtually

<http://strokerecoverybc.ca>

Meetings were being held every Thurs. 10:30-1:30, St. Aidan's Anglican Church

380 Leathead Road

www.strokerecoverybc.ca

See our article on page 20

Transportation

Accessible Parking Permits Program

Application (and info) available on website Complete and return to City Hall, Revenue Branch. \$20 Fee.

www.kelowna.ca Click on 'Roads & Transportation', then 'Parking', then 'Parking Permits'

1435 Water Street, Kelowna

250.469.8757

BC Bus Pass Program

Affordable transportation on all BC transit systems (except HandyDART) for low-income seniors and persons with disabilities. See web site for eligibility, cost, and contact options
www2.gov.bc.ca Search: Bus Pass Program
1.866.866.0800

Disability Parking Permits - SPARC BC

Parking permits for those with disabilities
 Apply/renew online
www.sparc.bc.ca **1.888.718.7794**

Ebus

Daily passenger service between Kamloops, Kelowna, Vancouver, Vernon, Salmon Arm. Seat belts, Free WiFi, Wheel chair accessible. Priority seating for seniors and disabled persons. Book online or call
www.myebus.ca **1.877.769.3287**

Kelowna Regional Transit System

<https://bctransit.com/kelowna>
 • **250.860.8121** Transit Service Info
 • **250.762.3278** handyDART
 Monday-Friday 8am to 4:30pm

Travel Assistance Program

Assists with travel costs when medical care is not available locally. TAP forms are only available from your family physician at the time the referral is made. See web site for eligibility
www2.gov.bc.ca/gov/content/health/accessing-health-care/tap-bc
1.800.661.2668 Automated service

VIA Rail

Special 60+ rates, 10% with your CAA card
www.viarail.ca
1.888.842.7245 **1.800.268.9503** TTY

Volunteer Drivers

- **Freemason Volunteer Drivers** provide transportation to Cancer Centre from Kelowna airport Mon-Fri. Pick-ups from home: Kelowna, Lake Country, Peachland. 24 hour notice required

continued...

<https://freemasonry.bcy.ca/textfiles/history.html>

Freemason Volunteer Driver Program
250.712.1101 **1.800.299.0188**

- **LCHPS Volunteer Driving & Visiting**
 Lake Country Health Planning Society Drive clients to medical appointments and shopping in Lake Country, Kelowna, Vernon. Ride vouchers available for purchase. Call for intake
www.lchps.com
778.215.5247
- **Shriners Care For Kids**
 For BC children requiring specialized procedures, accommodation, transportation, associated medical treatment. See web site for details
www.bcshriners.com
1.800.661.KIDS Mon-Fri 9:30am-2pm

Web Resources

bc211

Specializes in providing information and referral regarding community, gov't. & social services in BC. Online chat - 8am-11pm. Mon-Sun. Info on addiction services, problem gambling, VictimLink BC, Emergency & Crisis, Counselling, Health Care, Mental Health, more...
www.bc211.ca **604.875.0885** TTY

BC Transplant

We will save lives and offer hope through organ donation. Online registration. Kidney & Liver programs. Register your decision - one organ donor can save up to eight lives
www.transplant.bc.ca
1.800.663.6189 for more information

Graceful Aging

Leading video network for boomers and older adults. Discover great ways to a vibrant senior life and gain important caregiver advice on elder care. Stay informed on assisted living. Videos on Senior Home, Driving & Personal Safety
www.gracefulaging.com

Older Drivers in Canada

Safe driving strategies, community mobility and more to enhance the capacity of older adults to maintain their fitness to drive & ability to drive safely as long as possible. Warning signs of unsafe driving; transition of an older driver to driving retirement
www.olderdriversafety.ca

Seniors BC

A web site for all older adults in the province to find resources for planning and living a healthy and active life as they age. Senior's families and caregivers will find great information here also.
www.seniorsbc.ca

Seniors Canada

Stay Active, Engaged, Informed. Find info for seniors, their families, their caregivers and supporting service organizations on federal, provincial, and some municipal government benefits and services
www.seniors.gc.ca

Health Guides

BC First Nations Health Handbook

An online companion document to the BC Health Guide, provides information on unique health services available to First Nations and how to access. See web site, scroll down right side of page

Dial 8-1-1

Dial 7-1-1 TTY

www.healthlinkbc.ca/services-and-resources/bc-healthguide-handbook/

BC HealthGuide Handbook

No longer available in English. In the meantime, you are encouraged to search the Healthlink web site for medically-approved information on more than 5,000 health topics. You can also speak to a health services navigator who can connect you with a registered nurse, registered dietitian or pharmacist, or help you find a health resource in your community
www.healthlinkbc.ca/services-and-resources/bc-healthguide-handbook/

Dial 8-1-1

Dial 7-1-1 TTY



Right now, five million Canadians are living with diabetes and six million more are at risk of developing it soon.

Diabetes is an epidemic.

We need a cure.

Donate now: diabetes.ca

DIABETES
CANADA



Government

Municipal, Regional, First Nations

City of Kelowna www.kelowna.ca

- **City Hall: 1435 Water Street**
250.469.8500 Mon-Fri 8am-4pm
• Services & Requests
www.kelowna.ca/city-hall/contact-us
- **Civic Operation Action Line**
250.469.8600 Mon-Fri 7am-3:30pm
- **Graffiti Hotline**
250.469.8600 Option 6
- **Fire Department**
2255 Enterprise Way
250.469.8801
Emergency Calls Only 9-1-1
- **Arts, Culture & Heritage**
www.kelowna.ca/our-community/arts-culture-heritage
- **Kelowna International Airport YLW**
Call individual airlines for reservations
Airport Services info is available at...
ylw.kelowna.ca
250.807.4300
- **Parks & Recreation**
See Active Living for Adults 50+
www.kelowna.ca/recreation
250.469.8800
- **Kelowna Regional Transit System**
www.bctransit.com/kelowna
250.860.8121 Information
handyDART Information
250.762.3278

Major sport and recreation facilities:

- **Capital News Centre**
www.capitalnewscentre.com
4105 Gordon Drive
250.764.6288
 - **Kelowna Family YMCA**
www.ymcaokanagan.ca
 - 375 Hartman Road 250.491.9622
 - 1011-505 Doyle Avenue 250.491.9622
 - H2O Adventure + Fitness Centre
4075 Gordon Drive 250.491.9622
See our ad and article on page 16
 - **Memorial Arena**
1424 Ellis Street 250.469.8939
 - **Parkinson Recreation Fitness & Aquatics Centre**
kelowna.ca/recreation
1800 Parkinson Way 250.469.8800
 - **Prospera Place**
<https://prosperaplace.com>
1223 Water Street 250.979.0888
 - **Rutland Twin Arena**
645 Dodd Road 250.469.8857
- ### **Activity Centres:**
- **Okanagan Mission Activity Centre**
4398 Hobson Road
250.469.8957
 - **Rutland Activity Centre**
www.rutlandseniors.com
765 Dodd Road
250.765.3723
 - **Parkinson Activity Centre**
www.parkinsonseniors.com
1700 Parkinson Way
250.762.4108

West Kelowna, City of

www.westkelownacity.ca

2760 Cameron Road

778.797.1000 Mon-Fri 8:30am-4:30pm

• Recreation & Culture

778.797.8800

Mt. Boucherie Community Complex

• Royal LePage Place & Jim Lind Arena

2760 Cameron Road 778.797.2265

• Johnson Bentley Memorial Aquatic Centre - Check web site for Quick Links to Pool Schedule and Programs

3737 Old Okanagan Highway

778.797.7665

• Parks and Trails

Manages more than 125 parks and trails

778.797.8849

• Westside Senior Citizens' Service

Association 50+ Activity Centre

3661 Old Okanagan Highway

250.768.4004

Okanagan Indian Band

Ensuring the future through cultural, social and economic development

<https://okib.ca>

12420 Westside Road, Vernon

250.542.4328

1.866.542.4328

Okanagan Nation Alliance

Alliance of eight Okanagan bands

Grand Chief Stewart Phillip

www.syilx.org

101-3535 Old Okanagan Highway

Westbank

250.707.0095

1.866.662.9609

Westbank First Nation

The syilx people are a division of the Interior Salish, speak the nsyilxcen language, and have inhabited the valley for thousands of years

www.wfn.ca

201-515 Highway 97 South

250.769.4999 Mon-Fri 8:30am-4:30pm

• Health & Wellness departments

1900 Quail Lane

250.768.0227

• Elders Hall

3255D Shannon Lake Road, Westbank

250.768.0292

Central Okanagan, Regional District of

www.regionaldistrict.com

1450 KLO Road, Kelowna

250.763.4918 Mon-Fri 8am-4pm

31 Regional Parks from Lake Country to Peachland

Regional Waste Reduction Office

See our article on page 8, Recycling Guide on page 9

www.rdco.com/recycle

250.469.6250 Mon-Fri 8am-4pm

Lake Country, District of

Oyama, Winfield, Carr's Landing,

Okanagan Centre

www.lakecountry.bc.ca

10150 Bottom Wood Lake Road

250.766.5650 Mon-Fri 8:30am-4:30pm

250.766.5650 Parks & Facilities Services

• Winfield Memorial Hall

www.winfieldmemorialhall.com

10130 Bottom Wood Lake Road

250.766.4131

• Winfield Arena

Adult Shinny Fri nights, Shinny for 50+

9830 Bottom Wood Lake Road

250.766.3030

• Lake Country Seniors' Activity Centre

9832 Bottom Wood Lake Road

250.766.4220

• Creekside Theatre

www.creeksidetheatre.com

10241 Bottom Wood Lake Road

250.766.9309 Box Office

Peachland, District of

www.peachland.ca

• **5806 Beach Avenue**

250.767.2647 Mon-Fri 8 am-4 pm

• **Peachland Community Centre**

4450 6 Street

250.767.2133

• **Fire and Rescue**

250.767.2841

www.peachland.ca/fire-department

• **Peachland Museum & Historical Society**

www.peachlandhistory.ca

5890 Beach Avenue

250.767.3441

• **50 Plus Activity Centre**

www.peachland.ca/50-activity-center

5672 Beach Avenue

250.767.9133

Provincial

Address Change

If you are moving within BC, you can use this electronic service to update your personal and/or business records with provincial & local gov't. organizations <https://www.addresschange.gov.bc.ca>
1.800.663.7867 Service BC

BC Air Quality

Air quality advisories & current data, Air Quality Health & Ventilation Indexes, more www2.gov.bc.ca/gov/content/environment/air-land-water/air
1.887.952.7277 RAPP 24/7 Hotline - report polluters, poachers www.rapp.bc.ca

Climate Change

Climate change is being felt across BC. Timely action is critical to protect our communities, health and the environment. Learn how CleanBC puts BC on a path to a cleaner, better future <https://www2.gov.bc.ca/> Search for Climate Change
1.800.663.7867 Service BC

Forest Fire Reporting

Nearly one-third of all BC wildfires are reported by the public resulting in immeasurable savings: property, forests www.facebook.com/BCForestFireInfo
1.800.663.5555 Report a wildfire
***5555** toll free on most cell networks

MSP Premium Elimination

Effective January 2020, MSP premiums were eliminated. MSP has been replaced by a new 1.95% Employer Health Tax
1.800.663.7100

Office of the Seniors Advocate

Has scope to examine & advocate for seniors on issues related to health care, personal care, transportation, housing, income supports, and make recommendations. Latest reports on web. Information/referral specialists available to
continued...

help find seniors' programs and services. Sign up for newsletter www.seniorsadvocatebc.ca/reports/
1.877.952.3181 M-F 8:30am-4:30pm

Members of Legislative Assembly

www.leg.bc.ca

- **Kelowna-Mission**
Renee Merrifield, MLA
Renee.Merrifield.mla@leg.bc.ca
Address and phone number not available at press time
- **Kelowna-Lake Country**
Norm Letnick, MLA
Norm.Letnick.mla@leg.bc.ca
101-330 Highway 33 West, Kelowna
250.765.8516 1.866.765.8516
- **Kelowna West**
Ben Stewart, MLA
Ben.Stewart.mla@leg.bc.ca
3-2429 Dobbin Road, West Kelowna
250.768.8426
- **Penticton**
Dan Ashton, MLA
dan.ashton.mla@leg.bc.ca
210-300 Riverside Drive, Penticton
250.487.4400
1.866.487.4402

Ombudsperson, The Office of

BC's Independent Voice for Fairness
 Receives enquiries and complaints about practice and services of public agencies within its jurisdiction
<https://bcombudsperson.ca>
1.800.567.3247 Mon-Fri 8:30am-4:30pm

Service BC

Your source for frontline government services and information. Check web for available services at each location www.servicebc.gov.bc.ca
1.800.663.7867 Mon-Fri 7:30am-5pm

• Vital Statistics Agency

Birth Registration/Certificate, Adoption, Death, Marriage license, Legal changes of Name, wills, registry information.

Monday to Friday 8:30am-4:30pm
www2.gov.bc.ca/gov/content/life-events
305-478 Bernard Avenue, Kelowna
250.861.7500 Mon-Fri 8:30am-4:30pm
1.888.876.1633

Federal

BC Climate Action Tax Credit

Tax-free quarterly payment that helps low income individuals and families with the carbon taxes they pay
www.cra-arc.gc.ca/bnfts/rltd_prgrms/bc-eng.html

Canada Border Services Agency

General border services information; for in-depth information, speak to an officer 8 am to 4 pm Monday to Friday
www.cbsa.gc.ca check current wait times
1.800.461.9999
1.866.335.3237 TTY

Canadian Heritage

We work with national cultural institutions to promote culture, the arts, heritage, official languages, citizenship and participation, as well as Aboriginal, youth and sport initiatives. Agents available to answer questions M-F 8:30am-5 pm ET
www.canada.ca/en/canadian-heritage.html
1.866.811.0055
1.888.997.3123 TTY

Health Canada

Responsible for helping Canadians maintain and improve their health while respecting individual choices, circumstances. It ensures that high-quality health services are accessible, and works to reduce health risks.
www.canada.ca/en/health-canada.html
1.866.225.0709
1.800.465.7735 TTY Service Canada

Serving our valued seniors:

- ◆ CPP, OAS, GIS, CRA inquiries
- ◆ Passport, travel issues, and advisories
- ◆ Canada Flags and Pins
- ◆ Celebratory Greetings and Certificates

It has been a privilege standing up for many seniors issues during the pandemic including prescription dispensing fee costs, RRIF amendments, disability benefits, airline cancellation refunds, supporting Legions, family unification and getting rapid COVID-19 testing. Please reach out if you have any thoughts or issues and would like to connect.

In your service,



TRACY GRAY
 MEMBER OF PARLIAMENT
 Kelowna—Lake Country

TRACY.GRAY@PARL.GC.CA
 TRACYGRAYMP.CA • 250-470-5075

Immigration & Citizenship

Apply to visit, study, work or immigrate to Canada, apply for citizenship, a permanent resident card or refugee protection, check application status
www.canada.ca/en/services.html

1.888.242.2100 call centre agents
 M-F 8am-4pm Automated service 24/7
1.888.576.8502 TTY M-F 8 am-4 pm

Income Security Programs

Canada Pension Plan, Old Age Security, Guaranteed Income Supplement
www2.gov.bc.ca > Click on 'Family & Social Supports', then 'Seniors', then 'Financial & Legal Matters', then select 'Income & Securities Programs'

1.800.277.9914 **1.800.255.4786** TTY

Indigenous Services Canada

- **Crown-Indigenous Relations**
- **Northern Affairs Canada**

Arts, Culture, Heritage. Acts, Agreements, Treaties/Land Claims, Benefits & Rights, Education, Employment, Social programs, Infrastructure and Housing, and more...
www.aadnc-aandc.gc.ca

1.800.567.9604 **1.866.553.0554** TTY

Parks Canada

National parks protect representative natural areas of Canadian significance for public understanding, appreciation and enjoyment

www.pc.gc.ca

1.888.773.8888

1.866.787.6221 TTY

1.877.737.3783 Reservation service

<https://reservation.pc.gc.ca/ParksCanada>

Members of Parliament

- **Tracy Gray, MP**
Kelowna-Lake Country
Tracy.Gray@parl.gc.ca
102-1420 St. Paul Street, Kelowna
250.470.5075
See my ad on page 75
- **Dan Albas MP, Central Okanagan-Similkameen-Nicola**
www.danalbas.com
2562B Main Street, West Kelowna
1.800.665.8711
See my ad on page 77

2020/21

OLD AGE SECURITY & CANADA PENSION CHEQUE DATES

- | | | |
|------------------------|------------------------|------------------------|
| ■ Dec. 22, 2020 | ■ Jan. 27, 2021 | ■ Feb. 24, 2021 |
| ■ Mar. 29, 2021 | ■ Apr. 28, 2021 | ■ May 27, 2021 |
| ■ Jun. 28, 2021 | ■ Jul. 28, 2021 | ■ Aug. 27, 2021 |
| ■ Sep. 28, 2021 | ■ Oct. 27, 2021 | ■ Nov. 26, 2021 |

INFORMATION ON PAYMENTS

Old Age Security & Canada Pension Plan payments are automatically deposited in Canada on the above dates.

If you have not requested payment by automatic deposit, your payment will arrive at your home address by mail during the last three business days of each month.

Passport Canada

Capri Centre Mall, Kelowna
110-1835 Gordon Drive M-F 8am-5pm
<https://passportcanada.org>
1.800.567.6868 M-F 8:30am-4pm
1.866.255.7655 TTY

Service Canada

Full service centres offering a mix of information and transactional services
471 Queensway Avenue
 Information on gov't. services, programs
www.servicecanada.gc.ca
1.800.622.6232 **1.800.926.9105** TTY

Travel & Tourism

Information on how to have a safe and enjoyable journey whether you are travelling in Canada or abroad. Web site evolving to offer an ever growing wealth of information on destinations, travel documents, travel health, returning to Canada, much more. See web for links to a wide range of travel topics
www.travel.gc.ca

Veterans' Affairs Canada

If you are a current or former member of the CAF or RCMP, or a family member, we have targeted services and benefits to improve your well-being. Check our website to find a list of benefits and services tailored for you
www.veterans.gc.ca
313-471 Queensway Avenue, Kelowna
1.866.522.2122 Mon-Fri 8:30am-4:30pm
continued...

- VAC Assistance Line: Reach a mental health professional 24/7
1.800.268.7708
- Bureau of Pensions Advocate - free legal aid help for people who are not satisfied with decision for their claims for disability benefits
1.877.228.2250

Weather Information

Environment Canada Weather Service
 Weather, Alerts, Marine, Air Quality, Analyses and Modelling, Past Weather
www.weather.gc.ca

Weather Information**Weather One-on-One:**

Telephone consultation service with an Environment Canada professional
 5 am to 9 pm weekdays, 6 am to 6 pm weekends and holidays
www.ec.gc.ca Search for Weather One-on-One

Fee: \$2.99 per minute **1.900.565.5555**

Service by Credit Card:

1.888.292.2222 by cell, use credit card

- Consultations services also available
1.900.565.6565 for Marine Weather
1.900.565.1111 for Climate Weather

Weather Information

Includes air quality information and high elevation travellers forecast. Seven day forecast for the Central Okanagan
www.weather.gc.ca

250.470.5155 Recorded message

WE CAN HELP
 with Old Age Security and
 Guaranteed Income
 Supp. inquiries

DAN
ALBAS MP
 CENTRAL OKANAGAN-
 SIMILKAMEEN-NICOLA

2562-B MAIN STREET, WEST KELOWNA, BC V4T 2N5
 DAN.ALBAS.C1D@PARL.GC.CA
 WWW.DANALBAS.COM • 1-800-665-8711

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RONA

KELOWNA
1711 Springfield Road,
250-762-7389



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IN STORE WITHIN 2 HOURS*

OR



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*In participating stores. Some conditions apply.

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1

TELL US WHAT
YOU NEED

2

GET YOUR
ESTIMATE

3

LET US DO
THE WORK

LET US DO THE WORK FOR YOU



1-855-RONA-123

rona.ca/install

www.rona.ca



Open your doors to good things



It's important to remember to enjoy the little things in life, like a home filled with fresh air and natural light. Phantom Screens can provide both of those pleasures with our retractable screen solutions for doors, windows and large openings.

Our screens allow you to keep your doors open and enjoy a bug-free cross breeze throughout your home. Even better, they disappear completely out of sight when not in use so you can enjoy your beautiful view. Phantom Screens are custom made, professionally installed and easy to use.

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(250) 762-7592

info@okanaganscreensolutions.com

OkanaganScreenSolutions.com



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