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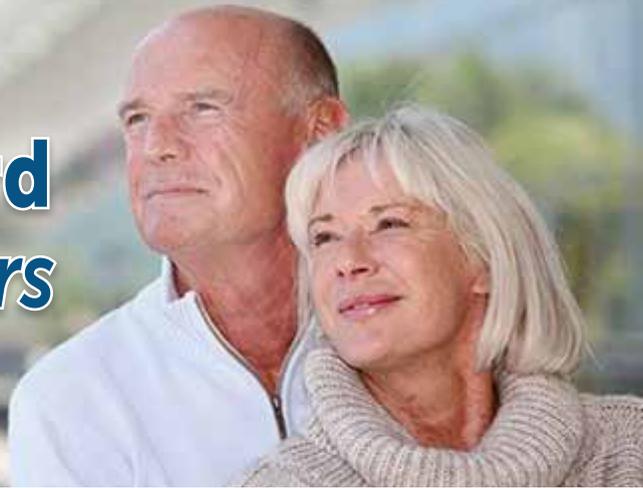
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As the MLAs representing Kelowna and surrounding area, we're proud to support this directory. In it, you'll find helpful information on how to take advantage of all that Kelowna has to offer. From recreation and volunteer opportunities to health and housing information, this one-stop resource has something for everyone.

Your MLAs are also an excellent resource—don't hesitate to call or email us anytime!

Sincerely,



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MLA Kelowna–Mission

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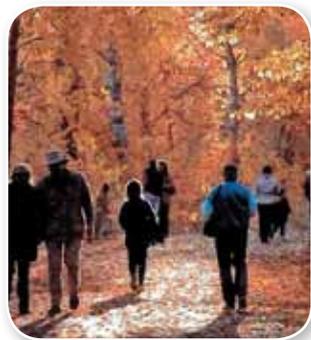
Norm Letnick

MLA Kelowna–Lake Country

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What to Recycle

Items marked with an ✓ are acceptable in the curbside recycling carts and at recycling depots. Items marked with an ✗ should be placed in the garbage.

Paper Cups & Lids

- ✓ All disposable paper based cups & lids

DO NOT INCLUDE

- ✗ Straws



Cartons (plastic coated)

- ✓ Rinsed milk/milk alternative cartons
- ✓ Rinsed soup 'tetra-pak' containers

DO NOT INCLUDE

- ✗ Straws
- ✗ Stand-up drink pouches



Frozen Food Packaging

- ✓ Rinsed, plastic coated boxes such as ice cream cartons



Aerosol Cans & Caps

- ✓ Hairspray, deodorant, shaving cream, air freshener, food based aerosols
- ✓ Cans must be completely empty

DO NOT INCLUDE

- Spray paint cans (please take to hazardous waste depot)
- Propane cylinders (please call for recycling options)



Aluminum

- ✓ Foil & food containers
- ✓ Empty & rinse
- ✓ Labels are ok

DO NOT INCLUDE

- ✗ Chip or foil bags
- ✗ Foil wrap from butter or cigarettes

Tin Cans & Lids

- ✓ All tin cans, keep lids attached
- ✓ Empty & rinse
- ✓ Labels are ok

DO NOT INCLUDE

- Coat hangers, pots, pans or baking trays (please donate or take to metal recycler)



Plastic Containers & Lids

- ✓ All empty & rinsed household plastic containers

DO NOT INCLUDE

- ✗ Lawn edging, tarps, plastic furniture or toys or garden hoses
- Motor oil or chemical containers (visit www.usedoilrecycling.com for drop off locations)

PLASTIC BAGS & STYROFOAM must be taken to DEPOT ONLY

Spiral Wound Paper Cans & Lids

- ✓ Frozen juice, coffee cans, nuts, chips, baby formula cans
- ✓ Put lids in cart loose



Microwaveable Paper Containers

- ✓ Single serve soups & other paper bowls

DO NOT INCLUDE

- ✗ Bowls with metal rims



Paper, Newspaper, Magazines

- ✓ Newspapers, flyers & inserts
- ✓ White and coloured paper & magazines, catalogues, phone books
- ✓ Paper pet food bags (not foil lined)
- ✓ Shredded paper accepted inside CLEAR plastic bag



DO NOT INCLUDE

- ✗ Carbon paper, used tissue or paper towels, foil gift wrap, ribbons, bows, padded envelopes
- Books (please donate)

Cardboard & Boxboard

- ✓ Clean cardboard boxes, pizza boxes etc.
- ✓ Cereal box-type cardboard

DO NOT INCLUDE

- ✗ Waxed produce boxes



Items marked with an ✗ should be placed in the garbage.

For more information, visit regionaldistrict.com/recycle, or contact the Regional Waste Reduction Office at 250.469.6250.

Kelowna Mayor Sends His Greetings...

Welcome to Experience 50+ Living: Community Guide to Better Living



The Central Okanagan has everything you need to enjoy life to the fullest – from great outdoor activities, to great arts, entertainment, food and wine.

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

Sound management of tax dollars to maintain or expand municipal services has contributed to a 95 per cent satisfaction rating among residents. In particular, investment in public safety measures has created a city where 94 per cent of residents say they feel safe here.

With sparkling Okanagan Lake nestled amid mountains speckled with ponderosa and sage, Kelowna's natural areas are walking distance from its urban centres.

This proximity to nature, combined with sophisticated urban infrastructure, attract talented high-performers who could choose to live anywhere else. 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.

As one of the fastest growing cities in Canada, Kelowna attracts new residents from across Canada and around the world who bring with them diversified products, knowledge and services beyond those typically found in a city of 123,500 people.

Kelowna's natural charms and social character attract many talented people from all walks of life, including those with a heart for public service and the desire to make this the best mid-sized city in North America.

Vision, strategic planning and investments in modern infrastructure built a right-sized city that efficiently connects with citizens – and with the wider world beyond the mountains that surround Kelowna.

Balancing diverse interests, building consensus, thinking ahead and making tough decisions – the City of Kelowna faces the future with confidence in our experience and ability to meet new challenges head-on and make the right choices for our future.

I invite you to discover all that Kelowna has to offer, including entertainment options in our Cultural District, recreation facilities for every age at the H2O Adventure + Fitness Centre and Kelowna International Airport that serves more than 1.6 million passengers a year.

To learn more about our great city, visit kelowna.ca.

Yours very truly,

Colin Basran
MAYOR
City of Kelowna



Experience

Central Okanagan

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Experience 50+ Living, Community Guide to Better Living is produced by RRH & Associates and is distributed to more than 275 locations throughout the Central Okanagan

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Every effort is made to avoid errors, misspellings and omissions. If however, an error comes to your attention, please accept our sincere apologies and notify us. *Thank you.*

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Giving back through a gift in her will

Clare Mallow started volunteering at the hospital in Kitimat because of her mother's involvement in the Auxiliary. She moved to Kelowna in 1974 and joined the KGH Auxiliary in 1976.



She is currently serving on the KGH Foundation Board and is a life member of the Kelowna Hospital Auxiliary.

After all the wonderful care her and her late husband Jack received, Clare has left a gift in her will to create The Clare & Jack Mallow Supporting Endowment as well as The Edna Orr Supporting Endowment in memory of her mother. Both funds will augment the KGH Auxiliary's Endowment Fund. The Kelowna

General Hospital and the KGH Auxiliary have been such a big part of Clare's life and this is her way of giving back.

This fund will continue to support the health care of future generations in perpetuity. **E**

Diane Paterson is the Manager of Gift Planning at the KGH Foundation. For information on how to create your Legacy, contact Diane at (250) 862-4300, local 7011 or diane.paterson@interiorhealth.ca



Darrell and Margaret Porubanec
Legacy Donors

KGHFOUNDATION
together we change lives

REMEMBER KGH IN YOUR WILL

Every gift to the KGH Foundation in support of our hospital impacts the lives of your family and community now and for generations to come.

*To discuss ways to create your legacy,
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DIANE PATERSON *Manager of Gift Planning*
250.862.4300 local 7011 | diane.paterson@interiorhealth.ca

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Kamloops

Northhills Mall
250-376-4188

Revelstoke

250-837-3011

Salmon Arm

250-832-3530

Sorrento

250-675-2202

Help Reduce Auto Crime

One-quarter of thefts from vehicles are preventable. As a crime of opportunity, you can take the opportunity away! Help reduce auto crime by adopting simple crime prevention tips, protect yourself and your stuff – always:

Lock your vehicle, even if it is parked at home or you only plan to be away from your vehicle for a short period of time

Remove any packages or personal property from your vehicle (or at least from view)

Remove personal identification from your car – theft of identification can be associated to future crimes involving fraud.



The Kelowna RCMP needs you to practice these tips and pass them along to your family and friends. Next, you can help by reporting suspicious behaviour. Watch for individuals looking in vehicles, trying door handles, and suspicious people wandering parking lots or loitering. To report suspicious activity, call 250-762-3300. 



Colleen Cornock
Community Policing Coordinator
Kelowna RCMP Detachment



DON'T BE AN EASY target

- Lock your vehicle
- Keep valuables out of sight
- Report suspicious activity

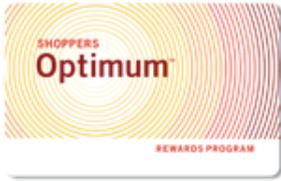
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* Some conditions apply.
See store for details.

Learning Technology is Worth It!



In the new year the downtown Kelowna branch will once again be holding computer classes, ranging from computer basics and setting up an email account, to how to use Facebook and other social media and getting started with eBooks.

“And we’ll be continuing our Wednesday afternoon drop-in sessions where anyone can come in with their tech device and ask specific questions”, McPhee adds.

Do you want to see pictures of your grandchildren on Facebook, but don’t feel comfortable using it? Want to learn how to use that eReader you got for Christmas to take books while travelling?

Wondering what’s all the hype about tablets?

The **Okanagan Regional Library** recognizes the growing importance of technology in our daily lives, and wants to help everyone take full advantage. Just like reading or being able to do math, being able to use technology is a type of literacy – digital literacy. But learning how to use computers and mobile devices can be intimidating and confusing! Your local libraries are here to help.

“We are seeing three main motivations when people come in to ask us about technology”, says Christine McPhee, a Reference Librarian at the downtown Kelowna library. “They want to learn how to connect to family and friends on the Internet and social media, and they want to learn how to use library resources when they can’t physically get to a branch. And some simply want to play with all the new devices out there.”

To address this, the ORL is making efforts to bridge the digital divide and help everyone gain a sense of comfort with the basics of technology. Staff at library branches can help with your questions and encourage you to check at your local library for classes and one-on-one assistance.

A common query is about how to use the ORL’s growing eBook collection. ORL members have access to thousands of fiction and non-fiction titles that can be downloaded to a computer, tablet, eReader or smartphone - either as an eBook to read or an eAudiobook to listen to. Digital resources also include eMagazines with free access National Geographic, Good Housekeeping, Prevention and more, and a new streaming film service called IndieFlix.

All of the ORL’s digital content can be accessed from anywhere in the world as long as you have your library card number and passcode, Wi-Fi, and a device to view content on. For example, you can get the latest edition of Reader’s Digest or a travel guide about Cancun from your hotel in Mexico! You can download an eAudiobook to listen to while driving in your RV!

To learn how computers and technology can enhance your life, visit or call your local library to find out about any upcoming training or simply to ask questions. Feel free to bring in a device you have (smartphone, tablet or eReader) to get help from our friendly staff. **E**

Contributed by:
Marla O’Brien

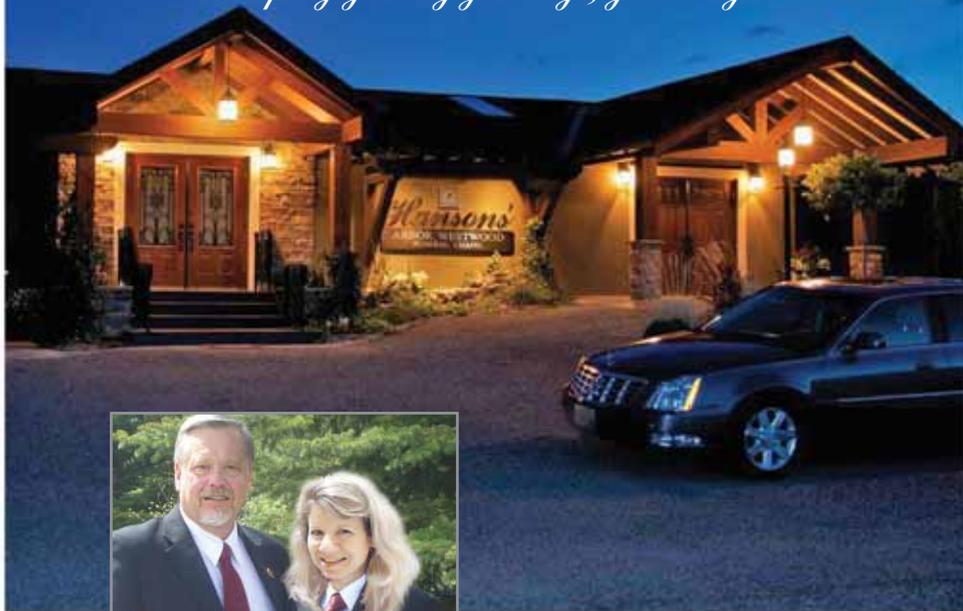
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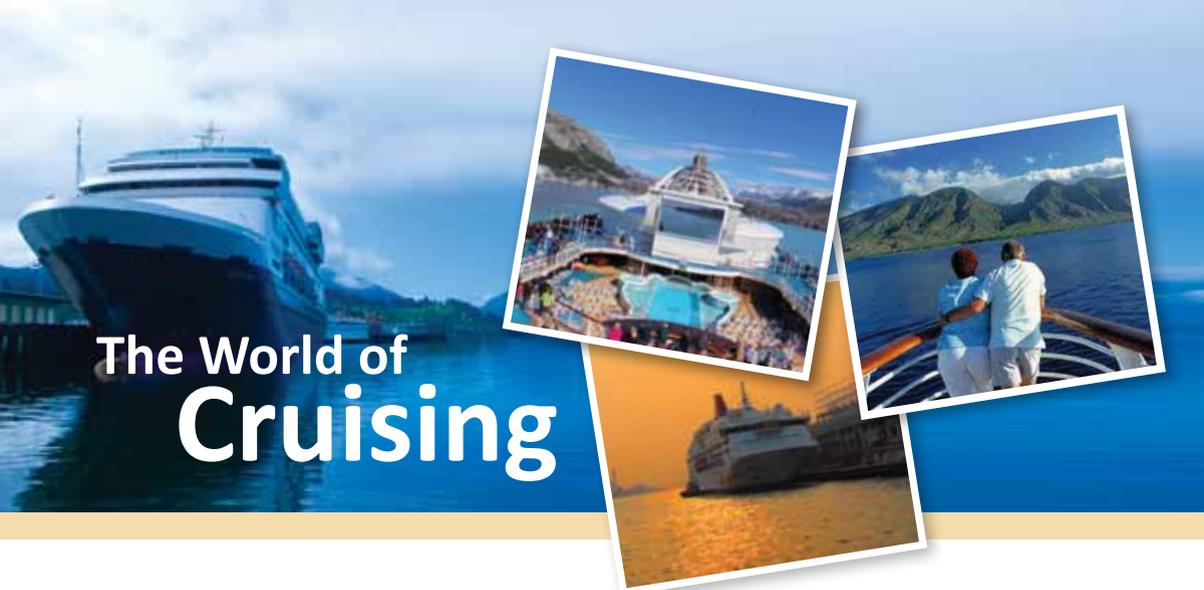
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The World of Cruising

The world of cruising is constantly innovating and revolutionizing the travel experience! Getting to each exciting port of call is only part of the journey, as the ships themselves are now destinations. With cruise ships moving into the spotlight as the marvel of modern architecture, state-of-the-art ships are being built with an unrelenting attention to detail, adding to the travelling experience!

Cruising offers travellers the chance to unwind in modern amenities and luxurious spaces, and the chance to completely explore the best of their dream destinations; combining the perfect balance of relaxation and adventure! While onboard you can savor delicious meals created by master chefs, and on land you can experience culturally authentic local flavors. Of course one of the biggest bonuses of taking a fabulous cruise vacation is also the fact that you only have to unpack once and you can travel to far reaching dream destinations all in one trip.

Millions of seniors choose to cruise for the service, food, ease of movement, amazing itineraries, and all-inclusive nature. Many cruise lines cater to this market with a variety of onboard seniors cruise programs and amenities such as gentleman hosts, enrichment lectures, medical facilities, facilities for the disabled, special diets, and programs for those who bring their grandkids along.

Many lines are also featuring prominent celebrities or speakers to speak on relationships, anthropology, make-up, films, sailing, hockey, and much more.

All cruise ships are fully-equipped with both medical facilities and a doctor. Cruise ships nowadays have excellent facilities for disabled travellers. Although facilities vary by cruise line, many cruise ships have wheelchair-accessible cabins, ramps, elevators and Braille elevator buttons.

There is never a dull moment aboard a cruise ship; with onboard events such as live performances, music, wine tasting, sports, poolside parties, cooking classes, enrichment activities, casino, bingo, ice skating, yoga, shopping, mini golf, adult only decks, specialty programs, and a whole lot of other activities, you'll always have something to keep you busy. How you choose to spend your day onboard is entirely up to you! Each cruise line is different, but every cruise line is designed to optimize your vacation adventure or assist in allowing you to relax onboard, whichever you choose to do. **E**

Catherine Cameron, Owner
Expedia CruiseShipCenters, Kelowna
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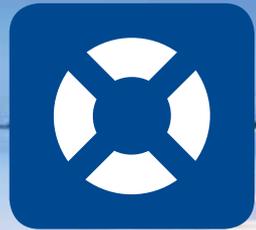
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www.cruiseshipcenters.com/Kelowna

Kettle Valley Steam Railway - *The Romance of an Era*

The Kettle Valley Steam Railway is proud to be one of the South Okanagan's premier attractions, hosting visitors from all over the world. It is one of the few remaining operational steam railways, showcasing an integral piece of



BC Railway history. Originally 325 miles long, it is said to be one of the most difficult railway lines ever built, and considered an engineering masterpiece. It spanned three mountain ranges, connecting the area from Midway in the Kootenays to Hope in the Fraser Canyon. Construction began in 1910, with the first passenger train arriving in Summerland May 31, 1915.

In 2003, the Kettle Valley Railway Society was fortunate to acquire the "3716", aka The Spirit of Summerland, and was put into

operation in 2005. This massive gleaming piece of steel pulls the train on a 90 minute journey through the scenic Prairie Valley, and onto the Trout Creek Bridge, offering breathtaking views of the canyon below and Okanagan Lake in the distance. Live music, and a historical commentary make the ride a memorable

experience for all ages.

Throughout the season, the Kettle Valley Steam Railway offers a glimpse into the Old West with our Great Train Robbery & BBQ events as well as special event Easter, Mother's Day, and Christmas trains.

It is recommended to phone ahead for reservations to avoid disappointment.

For information on our schedule and rates go to www.kettlevalleyrail.org or call toll-free 1-877-494-8424. 

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

May - October
Group & Senior Rates

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Steam Railway**

www.kettlevalleyrail.org 1-877-494-8424



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TO THOSE WHO HAVE BEEN
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Please don't be offended if we ask for valid picture ID to verify
your age; it just means that you look a lot younger than 55!

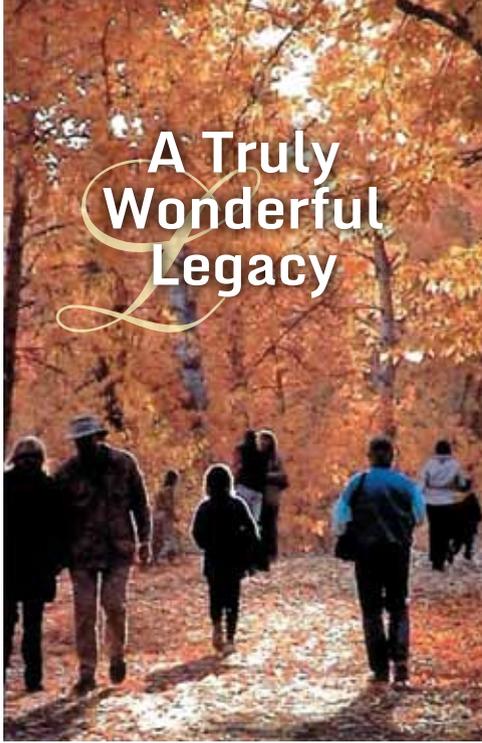


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*Not valid for items on Jr Menu or alcohol.



A Truly Wonderful Legacy

Frank and Vera Brennan were a farming couple from south Saskatchewan who came to call Kelowna their home later in life. Like so many people who choose to move to the Central Okanagan, the Brennan's believed in giving back to their new community.

The Central Okanagan Foundation (COF) was very fortunate to be one of their charities of choice. Sadly, Frank lost his life partner Vera in early 2000, after 45 years of marriage. In memory of Vera, Frank established an endowment fund in their names, with instructions that the annual income be directed

towards one of the COF's eight Fields of Interest – Children, Youth & Family.

Twice a year, the COF Grants Advisory Committee reviews applications within these Fields of Interests and directs individual grants of up to \$20,000 to qualified charitable organizations serving the residents of the Central Okanagan.

Unfortunately, in recent years Frank's health began to fail but he managed to live until the grand old age of 94, passing away on March 30th, 2013. Frank was remembered as a kind and gentle man with a great sense of humour.

The Brennan's remarkable generosity to the community continued in Frank's will where the COF was named the residual beneficiary

The Central Okanagan Foundation speaks of "empowering generations to give". Forever, the Frank and Vera Brennan Fund will generate a very significant annual allocation to be directed to programs benefiting children, youth and families in the Central Okanagan – for generations to come.

A truly wonderful legacy! 

Central Okanagan Foundation

#225-1889 Springfield Road

Kelowna, BC V1Y 5V5

Tel: 250-861-6160 Ext. 201

www.centralokanaganfoundation.org



CENTRAL OKANAGAN
FOUNDATION

empowering generations to give.

By building your own endowment fund, or by supporting an existing fund, you can ensure your legacy gift will keep on giving forever! To find out how you can invest in the future well-being of our community



Please contact: Bruce Davies at 250-861-6160 or bruce@centralokanaganfoundation.org

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Call 1.800.316.1138 or visit our
nearest location.



Canadian Cancer Society Supports Patients in Need



The Canadian Cancer Society is well known for strengths in world class research and cancer prevention initiatives such as tobacco control and sun awareness. What may be less known is that the Society supports patients working through a cancer journey. The financial support program, along with lodges in communities where treatment is centralized, are instrumental in helping those with financial need to receive treatment.

Since September 2010, the Financial Support Program has made a huge, positive impact in supporting people who need to travel for cancer treatment. From September 2010 to February 2015, over 3000 people in BC have been approved for Financial Support, receiving over \$1.3 million dollars from the Canadian Cancer Society in travel and accommodation subsidies. During this same time period, over 1,500 of these clients, about half of the BC total, have been residents the Southern Interior Region who have received over \$700,000 in funding, again about half of the BC total.

Of the five regions in the BC and Yukon Division, ours is by far the largest user of the Financial Support Program. In many areas of our region, people need to travel long distances through challenging geography and weather, with minimal access to low-cost transportation, in order to attend cancer treatment. The Canadian Cancer Society is making a difference by giving these clients a hand with their travel and accommodation expenses. This is something to be proud of. Since the Canadian Cancer Society is largely fueled by individuals who donate time and financial resources, this is an accomplishment that can be shared throughout the Southern Interior and indeed British Columbia. **E**

Lynette Wray, Support Programs Team Lead,
BC and Yukon Division
Canadian Cancer Society

If you would like more information about any of our Canadian Cancer Society Support Programs, I would love to connect with you. Please contact me in the Cranbrook office by phone at 1-800-656-6426 or by email at lwray@bc.cancer.ca



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Accessibility for All British Columbians



Linda Pearson

Accessibility has many different meanings and interpretations. My role as Parliamentary Secretary for Accessibility is about helping to raise the awareness of what society, in all areas, needs to do to make the lives of people with disabilities easier in their day to day living. Hearing, sight, mobility and mental impediments that people of all ages and all walks of life can and do experience, prevent them from enjoying their lives fully.

My portfolio focuses on what local governments and businesses can do to make their spaces more welcoming and safe for all. While my focus is not directed towards seniors specifically, most of our aging

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population will eventually experience some physical barriers that will affect their normal daily routines. It is important that the communities we live in keep mobility issues in mind when developing public spaces. These same people are also consumers and all businesses should keep that in mind when designing the entrances and interiors of their spaces. Many seniors are also avid travellers and our hotels, motels, restaurants and transportation systems must also adapt to their needs.



throughout the home that flash video messages to discourage a person from wandering out of the home, a common occurrence and a constant worry for family and friends. It is personalized to the individual and their caregiver, and it is non-intrusive.

We know that seniors want to make their own decisions about how they spend those end-of-life months or years, so I encourage all of you to have written instructions in place for your family and doctor and have those challenging conversations with them.

The CanAssist program at the University of Victoria received 5 million dollars in 2015, to support the CanStayHome Program for seniors to develop innovative technologies that will help vulnerable seniors and others to stay in their homes longer. This will enhance their well-being and quality of life, reducing dependency on the health care system. An example of this is The Wandering Deterrent System developed for those with dementia still living at home. It uses computer screens

I will continue to work towards Minister Stilwell's mandate that by 2024, British Columbia will be the most accessible province in Canada for all people of all ages and all capabilities. **E**

Linda Larson, MLA
Boundary-Similkameen
Parliamentary Secretary for Accessibility
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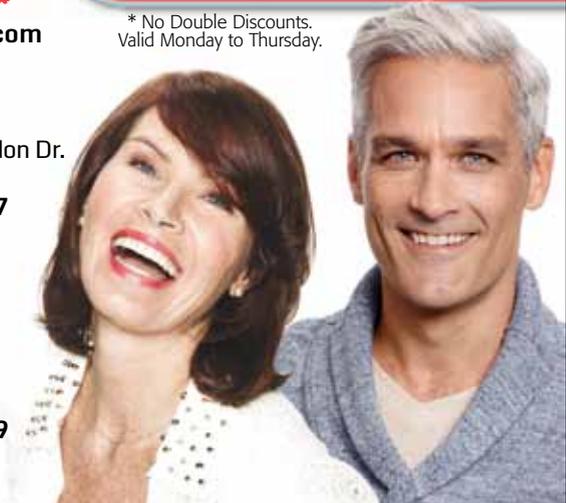
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Change? Yes, WE CAN!



Change is happening all around us at an ever increasing pace. Every day. In every aspect of life.

How we face and deal with these changes influence our outlook and stability as we approach our later years.

The changes that affect us most deeply are those that are down deep and personal – the loss of loved ones, changes in health, decisions to downsize or move into a care facility.

How we approach these changes make a huge difference in our ability to cope and move forward.

When we begin to face these personal challenges, there are some definite steps we can take:

- **WE CAN connect to our support base!** Regardless of our reticence, it is important to share our thoughts and concerns with those closest to us, including our family physician. We need their input and support!
- **WE CAN accept the change(s) and move forward.** Once the options have been explored and decisions made, rethinking and rehearsing what could have been can lead us into a state of anxiousness and regret. Focusing on the positives will bring a sense of well-being, satisfaction and even peace.
- **WE CAN choose to live one day at a time!** Think. What brings a smile? Is it a grandchild? Is it a good book or



Jan Heppner
Community Care Pastor



humorous email? Is it time spent with an old friend? Is it a beautiful flower or garden or drive? Enjoy living in the moment!

- **WE CAN discover joy through the change. Yes it is possible!**

We can learn the art of gratefulness. As we choose to be thankful for even the smallest things, the changes in our own outlook will surprise us. We can reach out and invest in others. Share experiences. Personal stories can help others gain confidence and strength for their journey.

- **WE CAN realize the comfort of faith.**

God is a personal God who does not change. He says in the Bible, “Never will I leave you. Never will I forsake you” (Joshua 1:5). Experiencing change with the One who does not change can provide stability and security. He gives wisdom and peace. He hears and answers our prayers.

Facing change is an integral part of daily life. It begins with the understanding and courage to accept what lies ahead. Our wise choices, the ongoing support of those close to us, and our faith will help sustain us and give us confidence as **we face the future.** 

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Change:

A Constant and Necessary Part of Our Lives

Change is unrelenting and undeniable, sometimes almost imperceptible, sometimes invading our lives at the most unexpected times, leaving us with a sense of unpreparedness and vulnerability.

Cultural and technological changes challenge our ability to communicate with next generation loved ones.

Change can be positive or negative and can cover a huge spectrum from joyful acceptance, as in the birth of a grandchild, to heart-wrenching grief as one faces the agonizing death of a loved one.

And although changes can be uncomfortable, we know that they are a constant and necessary part of our lives.

Pastor Jan Heppner
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War Amps Key Tags Help Local Champs

RUN LIKE THE WIND



Far Left: Jessica with her new artificial leg.

Left: Matteo with his “running legs.”

Jessica, who was born a left leg amputee, was fitted with a “sports leg” which she can also wear for everyday use. Dan, Jessica’s Dad, says, “She has always loved running and this leg gives her an extra spring in her step. There’s nothing stopping her.”

Matteo, a double leg amputee, was fitted with carbon fibre legs that also allow him to run. Katherine, Matteo’s Mom, says, “He attends a school that has a large focus on running and many sports, and we felt that he deserved help to achieve the most he could. He adapted within minutes when trying on his legs and his running has vastly improved.”

The War Amps encourages Champs to develop a positive attitude towards their amputation, and live to their full potential. “Jessica and Matteo are perfect examples of how amputation is not a barrier to living a full and active life,” said Danita Chisholm, Executive Director, CHAMP Program. “With the public’s support of the Key Tag and Address Label Service, we are happy to help young amputees like Jessica and Matteo obtain the tools they need to enjoy some of their favourite activities.”

The War Amps does not receive government grants. We would welcome a gift or charitable bequest in your will. With your help, The War Amps will continue to meet its commitments to amputees long into the future. **E**

The War Amps Key Tag Service

has been around since 1946 and has returned more than 1.5 million sets of lost keys, but it is more than just a lost key return service!

Public donations towards key tags help fund artificial limbs for members of **The War Amps Child Amputee (CHAMP) Program**, such as Jessica Hamel, 11, of Terrace, and Matteo Pellizzari, 8, of Vancouver.

Both Champs are leg amputees and have a passion for sports. They were recently fitted with artificial legs that allow them to take part in one of their favourite activities, running.



2015 marks the 40th anniversary of CHAMP! Generations of child amputees have benefited from The War Amps financial assistance for artificial limbs, regional seminars and peer support. From the time they are infants through to adulthood, children grow up knowing the CHAMP Program will be there every step of the way.

Stroke Recovery Association of BC

Stroke Recovery Association of BC assists stroke survivors and their caregivers throughout British Columbia to improve their independence and their overall quality of life.

Our focus is to provide community based, grassroots stroke recovery programs, after the individual is discharged from the hospital or the clinic and returns to his or her home. The purposes of the Association are:

- To increase awareness within the community of the impact of stroke
- To raise awareness of the services offered in BC to stroke survivors and their caregivers
- To deliver programs of education and of assistance to stroke survivors in British Columbia
- To disseminate information on stroke prevention

For more information, visit www.strokerecoverybc.ca or call Toll Free **1-888-313-3377**

For Kelowna meeting information, see the Stroke Recovery Association listing on page 87 **E**



The War Amps

A Legacy of “Amputees Helping Amputees”

Since 1918, The War Amps has met the needs of war amputees. Today, the Association continues to serve them, and all amputees, including children.

We would welcome a gift or charitable bequest in your will.

With your help, The War Amps will continue to meet its commitments to amputees long into the future.

For information about leaving a gift in your will, contact:

1 800 363-4067

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Please visit our website for our Annual Report and Essential Financial Information. The War Amps is funded by donations to the Key Tag Service and does not receive government grants.

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Explaining Spiritual Care at KGH

Kelowna General Hospital is a unique place. It brings together people from all cultures, stages of life, and stations in life. The hospital is the great equalizer. Everyone is here for help. And help here is holistic. Along with world-class clinical care, our hospital cares deeply about the spiritual needs of our patients, families, and staff. That's where Spiritual Care comes in. Through referrals from staff, patients, and families, I, along with our On-Call Chaplaincy Team, our Spiritual Care visitors, and those who host our worship services and prayer gatherings bring hope, peace, and a breath of fresh air to those who need it.

A common myth is that Spiritual Care exists only for religious end of life support. While we definitely offer this kind of support, we provide care in a number of other important ways as well. I'll list four:

First, we support patients at all levels of care. Being in the hospital can make individuals feel anxious and vulnerable. Finding someone with whom to share little fears, medium fears, and big fears helps patients sort out thoughts and feelings and reduces the power of those fears. Reducing the threshold of worry is one of our main goals...at all levels of care!




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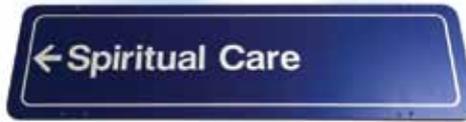




Second, we are available for patients without any religious affiliation at all. Many of the patients we visit are not connected to any faith group. They simply want to work through life questions with someone who will listen, ask appropriate questions, and provide meaningful answers.

Third, we are here for families. At times, families believe they need to be strong and stable for their loved ones. However, this perspective can only last so long. Family members often come to a place where they approach burnout and need someone to become their confidante in dark moments.

Fourth, we are here for our staff. We are so proud of KGH staff and the work they do here. By giving of themselves and by



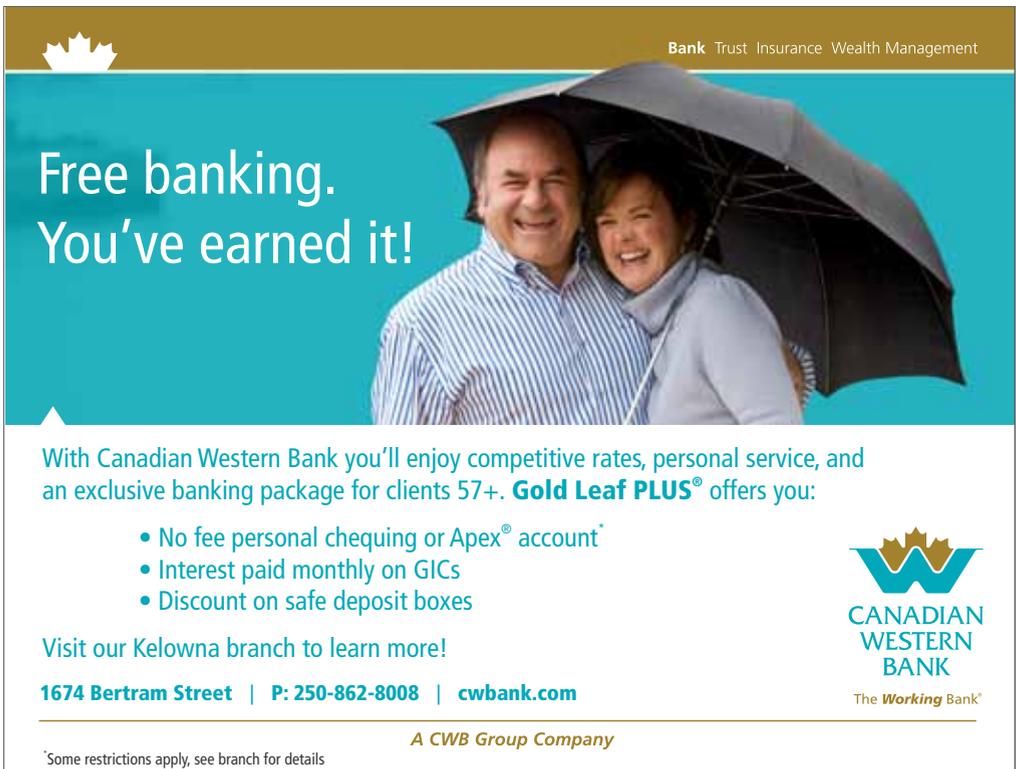
entering into the pain and suffering of others, they sometimes carry some of that pain themselves. It can

lead to compassion fatigue and burnout if not identified and worked through. We support our staff through educational opportunities dealing with these issues and are always available to staff for one-on-one conversations.

Spiritual Care is grateful to be part of the KGH team. If you'd like to connect with me, please do so at derek.koch@interiorhealth.ca or call 250-862-4114. 



Derek Koch
Spiritual Health Practitioner
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Kelowna General Hospital



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Welcome Wagon Canada has carried on this same spirit of hospitality and welcome when families move. Representatives who are friendly and knowledgeable about their own community, personally present civic information and gifts on a visit to welcome the new family. Welcome Wagon continues to visit families on their move and over the years we have touched the lives of millions of families.

Things however have changed and now there are many two-income families with little time to accept a visit. In some areas, especially in major centres, our door-to-door neighbourly visits are becoming less than in the past. However, Welcome Wagon will continue to connect the new families with the business community.

Welcome Wagon is now greeting families through the mail with an attractive customer designed envelope and coupons from the local business community.

Our delivery method may not be our traditional basket but our mission remains the same: that is to connect families, who have moved into a new community, with the local business community as they settle into their new place of residence.

Presently Welcome Wagon is seeking, semi-retired or retired mature, well organized representatives to represent different areas in the interior BC. Should you be interested please contact ojtaylor@welcomewagon.ca for more information.

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Volunteers - the Heartbeat of our Organization

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But it's not a one way street. Studies show that volunteering benefits the Volunteer as well, through improved physical, mental and emotional health.

Volunteers too enjoy a better quality of life and often a better "quantity" or length of life. Knowing that they have brought joy through the gift of their time to a shut in can be a very uplifting and positive experience.

Our volunteers bring much to **Meals on Wheels**. They bring skills, advice, experience, friendship, vision, leadership, inspiration, compassion, patience, hope..... and they bring their time. They choose to donate this most precious commodity in the known universe.

We are very proud of our Volunteers at **Meals on Wheels**. They have been completely dependable in the delivery of meals since the inception of **Meals on Wheels in 1969**. Regardless of weather or personal circumstance our Volunteers have



Volunteers like Lilianna and Barb are the heartbeat of our organization.

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Marion Bremner

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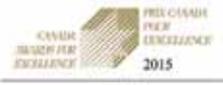
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Subsidized housing for low-income families, seniors, and persons with disabilities**2260 Benvoulin Road****250.860.1128****Mill Creek Estates**

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1588 & 1590 Spall Road**250.860.4836****Mission Villas Pasadena Estates**

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www.OkanaganChateau.com**2100 Benvoulin Court****250.862.9088***See our ad on page 37***Park Housing**

55+ condos for sale or rent

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Apartment rental

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www.societyofhope.org**678 Richter Street****250.862.8233****Rose Cottage**

Supportive living seniors home

www.rose-cottage-supportive-living.com**453 Morrison Avenue****250.861.1000****Sandalwood Retirement Resort**

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www.regencyresorts.ca**580 Yates Road****250.717.1884**

A message from BC Seniors Living Association ...



Finding the best in seniors living...



BCSLA SEAL OF APPROVAL PROGRAM CONTINUES TO SET STANDARDS FOR RETIREMENT LIVING

When looking for a retirement community for yourself or your loved ones, look for the **BCSLA Seal of Approval**

Currently, thousands of Canadian seniors choose to live in independent or supportive communities because they offer another lifestyle option. The attraction to seniors of this type of living includes:

- Comfort, convenience, and flexibility
- Safety and security
- Social, spiritual, and recreational engagement
- Healthier eating with flexible meal plans and self-catering options
- Access to care services and assistance with activities of daily living
- Peace of mind for both the senior and their family

The resulting benefits for seniors are that they are able to remain independent, engaged, and vital much longer. Their physical health often remains stronger due to healthier eating and an active lifestyle.

They maintain better cognitive skills through social interaction and mental stimulus, both leading to increased quality and longevity of life.

BCSLA launched the **Seal of Approval Program** in February 2010 and in 2015/16 will continue to complete first time assessments on new members and 2nd and 3rd re-assessments on the 91 retirement communities that have been awarded with this designation.

To obtain the **BCSLA Seal of Approval**, the senior community must complete both an internal self-assessment and an independent external review. Successful communities meet multiple criteria in five areas:

**safety measures
infection control
staff training
resident services
assisted living supports.**

Residents and their families can take comfort in knowing the leadership and commitment of excellence these communities have pledged to follow by being awarded the **BCSLA Seal of Approval** designation is clearly designed for the safety, security and well being of their residents.

Communities with the Seal of Approval in your area:

Kelowna

Chartwell Chatsworth
Dorchester Retirement Residence
Fernbrae Manor
Hawthorn Park Retirement Community
Okanagan Chateau Retirement Residence
Sun Pointe Village
Village at Mill Creek

West Kelowna

Village at Smith Creek

Lake Country

Blue Heron
Villa



For more information visit
www.bcsla.ca or call 604-689-5949

Shasta Mobile Home Park
Seniors 55+
3745 Lakeshore Road
250.763.2878

Society of Hope

Rental homes throughout the Central Okanagan with a variety of subsidies designed to keep rents at an affordable rate for qualified tenants. M-F 9am-1pm
www.societyofhope.org
101-2055 Benvoulin Court
250.862.8233

Sun Pointe Village

Independent and assisted living, complex and long term care
www.baptisthousing.org
700 Rutland Road N. 250.215.1500
See our ad on page 35

Sutton Place

Apartment rental
432 Sutton Crescent 250.860.4907

Tender Care Cottage

A place for Seniors to call home
www.tendercarecottage.com
1446 Graham Street 250.860.7771

Three Oaks

Registered Assisted Living Residence
www.assistedlivingatthreeoaks.com
551 Sherrydale Crescent
250.762.5004

Twin Maples Seniors' Home

Independent living
919 Guisachan Road
250.763.1940

Village at Mill Creek

Independent and assisted living, complex and long term care
www.baptisthousing.org
1450 Sutherland Avenue
250.215.1500
See our ad on page 35

Willow Park Manor
Independent Living
270 Aurora Crescent
239 Hollywood Road
250.860.4836

Lake Country

Cedar Court

55+ seniors townhouses
www.societyofhope.org
10230 Bottom Wood Lake Road
250.862.8233 Kelowna office

Homestead Place

Private assisted living home with complex & dementia care. Respite room
www.homesteadplace.ca
11773 Middleton Road, Lake Country
778.480.4008

Lake Country Senior Housing Society Blue Heron Villa

Assisted Living
www.blueheronvilla.ca
100-9509 Main Street
250.766.1660

Lake Country Lodge & Manor

Supportive Living, Complex & Respite Care
www.balticproperties.ca
10163 Korschuh Road
250.766.3007

Pinewood Villas

55+ seniors townhouses
www.societyofhope.org
10274 Bottom Wood Lake Road
250.862.8233 Kelowna office

Woodsdale Place

55+ apartments
www.societyofhope.org
11505 Bottom Wood Lake Road
250.862.8233 Kelowna office

Peachland

Peachland Senior Citizens' Housing

Independent living for 55+
www.peachlandseniorhousing.com
4441 5 Street
250.767.0183

Westbank / West Kelowna

Central Okanagan Cooperative Housing Association

Non-profit, co-operative housing, quality housing for those age 55 or better
centralokanagancooperativehousing.org
13-2421 Last Road, West Kelowna
250.768.3060

Heritage Retirement Residence, The

Independent and Assisted Living
www.verveseniorliving.com/the-heritage
3630 Brown Road, West Kelowna
250.768.9926
See our ad on page 38

Lakeview Lodge

Full residential complex care and respite care services
www.balticproperties.ca
2337 Butt Road
250.768.3802

Pine Acres Home

Residential care facility, owned and operated by Westbank First Nation
www.wfn.ca/salmon/pineacreshome.htm
1902 Pheasant Lane, Westbank
250.768.7676

Village at Smith Creek

Independent and assisted living, complex and long term care
www.baptisthousing.org
2425 Orlin Road, West Kelowna
250.215.1500
See our ad on page 35

Westwood Retirement Resort

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www.regencyresorts.ca
2505 Ingram Road, West Kelowna
250.768.2934

Housing Related

BC Seniors Living Association

A progressive group of industry professionals dedicated to providing seniors with choices and services that allow for more independence and assistance with daily living. BCSLA offers a better way of living, and a benchmark in senior living in retirement and assisted living residences in BC
www.bcsla.ca
604.689.5949 **1.888.402.2722**
See our ad on page 41

Condominium Home Owners Association of BC, The

Promotes understanding of strata living and interests of strata property owners
www.choa.bc.ca
26-1873 Spall Road, Kelowna
250.868.1195 **1.877.353.2462**

- Status of changes to the Strata Property Act & Regulations
www.housing.gov.bc.ca/strata/regs/

Habitat for Humanity Kelowna

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 homeownership
www.habitat.ca
1793 Ross Road, West Kelowna
778.755.4346
www.habitatforhumanitykelowna.ca

- **ReStore:** Home decor & building supply store - new & gently used items
- **1793 Ross Road, West Kelowna**
- **800-2092 Enterprise Way**
778.755.4346 Mon-Sat 9am-5pm

Home Owner Grant

Offered by the province to help homeowners reduce the amount of taxes they pay on their principal residence (Under 65, Senior, Veteran, Disabled, etc.- see web site for details)

www.gov.bc.ca/homeownergrant

1.888.355.2700

Home Adaptations for Independence

(HAFI) program provides financial assistance for low-income seniors and people with disabilities make modifications for accessible, safe & independent living. Eligibility requirements and applications available online at... www.bchousing.org/HAFI

1.800.257.7756

See our ad on page 47

See our article on page 46

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 Office

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

www.rto.gov.bc.ca

1.800.665.8779 9am-4pm Mon-Fri

SAFER Shelter Aid For Elderly Renters Program provides cash assistance to BC residents age 60 and over who pay rent for their homes. Call for a SAFER brochure or application form. Application form available online

www.bchousing.org/Initiatives/Providing/SAFER

1.800.257.7756

SeniorsZen

Canadian Senior Living Experts
Free comprehensive information on Retirement Homes, Assisted Living, Alzheimer's Care, and Home Care across Canada. Choose the right options for yourself or your loved ones.

An **Experience 50+ Living** partner

www.seniorszen.com

1.888.484.5282

Seniors Housing Programs

Offered by BC Housing and include Home Adaptations for Independence (HAFI), Supportive Housing, Rental housing and assistance, Subsidized Housing. See web site for details

www.bchousing.org/Find/Senior

BC Housing Interior Region Office

290 Nanaimo Ave. West, Penticton

250.493.0301

1.800.834.7149

Tenant Resource & Advisory Centre

TRAC - Works to improve legal protection for tenants, community action to protect, and increase supply of affordable rental housing

www.tenants.bc.ca

1.800.665.1185 InfoLine 8-4 Mon-Fri

Ultimate Retirement Tour Checklist

Free downloadable eBooks: Retirement Tour checklist, Cost of Living at Home workbook, Financing your Retirement, Sign up for e-newsletter for tips & advice

www.comfortlife.ca

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www.rona.ca

1711 Springfield Road

250.762.7389

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www.okanaganscreensolutions.com

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250.762.7592

1.888.742.6866

See our ad on Inside Back Cover

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www.welcomewagon.ca

1.844.299.2466

See our ad and article on page 32

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Visit our web site to view Housing options in our **South Okanagan Similkameen, North Okanagan Shuswap, and Thompson Nicola** editions

www.experiencegroup.ca

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Program helps seniors, people with disabilities modify homes

Would a new ramp, handrails or walk-in shower help you maintain your independence at home?

The B.C. government's Home Adaptations for Independence (HAFI) program helps low-income seniors and people with disabilities make home modifications that will allow them to continue living at home.

Through HAFI, homeowners and landlords with eligible tenants can apply for financial assistance of up to \$20,000 for improvements that make their home more accessible and safe.

The goal of the program is to enable people who have physical limitations to live at home longer. People's physical needs change over time – sometimes, a small improvement to a home can make the difference between being able to live independently or not.

Types of eligible projects include:

- Handrails in hallways or stairways,
- Ramps for ease of access,
- Easy-to-reach work or storage areas in the kitchen,
- Lever handles on doors,
- Walk-in showers with grab bars, and
- Bathtub grab-bars and seats.

The projects must be permanent and fixed to the home, although exceptions can be made for equipment that gives access to an existing part of the home (e.g. a bath lift).

Launched in January 2012, HAFI is funded by the Government of Canada and the B.C. government through the Canada-B.C. Affordable Housing Initiative.



The Home Adaptations for Independence (HAFI) program helps low-income seniors and people with disabilities make home modifications for safe, accessible and independent living.

To qualify for assistance from HAFI, recipients must be a low-income senior or person with a disability, a Canadian citizen or landed immigrant, and a B.C. resident. Someone in the household must have a permanent disability or loss of ability that makes it difficult to perform day-to-day activities. As well, the total household income and assets must be below a certain limit. BC Housing can tell you the income and house value limits for your area when you apply.

The program is open to both homeowners and those living in market rental accommodation where rents are at the low end of market levels; landlords must apply for improvements on behalf of eligible tenants.

Eligibility requirements, an application guide and application forms are available at www.bchousing.org/HAFI or by calling BC Housing at 604-433-2218. 

Make Your Home Safe *for Independent Living*



Are you a low-income senior or a person with a disability who wants to live safely and independently in the comfort of your home?

Do you have difficulty performing day-to-day activities?

Does your home need to be adapted to meet your changing needs? If so, you may be eligible for financial assistance under the **Home Adaptations for Independence (HAFI)** program.

Find out today if you are eligible and if you meet all of the requirements as a low-income homeowner or as a landlord applying on behalf of an eligible tenant.

HOME
ADAPTATIONS *for*
INDEPENDENCE

To apply or learn more, visit
www.bchousing.org/HAFI

You can also contact BC Housing:
Phone: 604-433-2218
Toll-free: 1-800-257-7756

Canada



HOUSING MATTERS

Medical Organizations & Services

A GP for Me

Helping you find a family doctor. Are you over the age of 65 and without a family doctor? Central Okanagan's Mobile Assessment Unity can help. Set up an appointment to meet with a health care worker to complete a medical history www.divisionsbc.ca/cod
250.718.8116 set up an appointment

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.seniorsbc.ca/legal/healthdecisions

Alcohol & Drug Information & Referral Service

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

1.800.663.1441

• Kelowna Mental Health and Substance Use

1340 Ellis Street

250.868.7788 Mon-Fri 8am-4:30pm

Allergy / Asthma Information Assn.

Improve quality of life for those affected by allergy, asthma and anaphylaxis
www.aaia.ca

4730 Redridge Road, Kelowna

250.764.7507

1.877.500.2242

ALS Society of British Columbia

Direct support to ALS patients & their caregivers. Donate online www.alsbc.ca
1.800.708.3228 Richmond

Alzheimer Society of BC

Exists to alleviate the personal and social consequences of Alzheimer's disease and related dementias
www.alzheimer.ca/bc

307-1664 Richter St. Resource Centre

250.860.0305

1.800.634.3399

1.800.936.6033 Dementia Helpline

Arthritis Society

Committed to excellence and leadership in research, care, education and advocacy for persons with arthritis
www.arthritis.ca

1.800.321.1433 Info/Donate 9-5 M-F

• **260-1855 Kirschner Road**

250.868.8643 Interior Regional Office

BC Brain Injury Association

Provide a voice to promote a better quality of life for those with acquired brain injury: educate, prevent, support
www.brainstreams.ca

604.984.1212 North Vancouver

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 9 women will develop breast cancer. Mammograms can find breast cancer early-usually before it has spread
Check web site for Clinic Locator

www.smpbc.ca

108-3330 Richter Street

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 in British Columbia**

Providing support, education, information for those with epilepsy
www.esebc.ca

112-32868 Ventura Ave., Abbotsford

1.888.9.SEIZUR

BC Lung Association

Provides comprehensive information on lung diseases. Better Breathers' Club meets 2nd Tuesday of the month at The Dorchester, **863 Leon Avenue**

www.bc.lung.ca

1.800.665.5864

BC Lupus Society

Provide education, support to people affected by lupus; create awareness; support advances: treatment & research
www.bclupus.org

1.866.585.8787 for more information

250.826.6527 Kelowna Support Group



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Mary Cooper, LPN

Prevent Caregiver Burnout

Caregivers are often so busy caring for others that they tend to neglect their own emotional, physical, and spiritual health. The demands of taking care of someone can easily become overwhelming, leading to fatigue, frustration and depression.

Symptoms of caregiver burnout

- *Feeling overwhelmed or demoralized*
- *Easily frustrated or irritated*
- *Emotional and physical exhaustion*
- *Feeling angry or resentful*
- *Difficulty sleeping or getting out of bed*
- *Withdrawal from friends and family*
- *Excessive use of alcohol or medications*
- *Loss of interest in activities or hobbies*

Prevention is the key

Have realistic expectations

Realize that you cannot do everything yourself. Be realistic about what you can or cannot do. Don't feel guilty when you reach out and ask for help.

Get help

Home service companies can help with housecleaning, laundry, bathing, dressing and grooming, yard care, cooking, shopping, errands and transportation.

Delegate tasks

Make a list of the daily and weekly duties that need to be done and ask family members or friends to help with some of these tasks.

Gather information

Learn as much as you can about the health problems of your loved one and how they



will change over time. Prepare for those changes down the road.

Find respite care services

Respite care provides a temporary break for caregivers. This can range from a few hours of in-home care to a short stay in a nursing home or assisted living facility.

Attend a caregiver support group

Share your concerns and receive support from others in similar situations. There are also online groups where you can get the help you need.

Take care of yourself

It is an absolute necessity to stay healthy if you're going to be an effective caregiver. Ensure you get sufficient sleep, eat well and enjoy activities in your life that are not caregiving related.

Making a real difference in your loved one's life can be incredibly rewarding. Get help, take a well deserved break and you and your loved one will both feel the benefits. **E**

Michael Bratt, Healthy at Home Senior Care

www.healthyathomeseniorcare.com 250-762-2233



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In-Home Senior Care

Healthy at Home helps seniors remain independent at home, in hospital, or in their retirement community.

Our services provide support for all daily living needs including medications, foot care, bathing, dressing, grooming, personal care, housekeeping such as dusting, cleaning, laundry and meal preparation, companionship, transportation, shopping, errands and more.

Emergency respite relief can usually begin within 24 hours and all of our services can be arranged on a short-term or long-term basis.

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by one of our registered nurses.

To learn more about our services, please
visit us at healthyathomeseniorcare.com

All of our caregivers are personally interviewed,
insured and have criminal record checks.

BrainTrust Canada

Community rehabilitation and support for persons with brain injury, as well as a strong focus on education & prevention
www.braintrustcanada.com

11-368 Industrial Avenue, Kelowna
250.762.3233
1.888.762.3233

CNIB

Seeing Beyond Vision Loss since 1918
www.cnib.ca

101-1456 St. Paul Street
250.763.1191
1.800.563.2642 Helpline

Canadian Cancer Society

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

Interior Regional Office
202-1835 Gordon Drive (Capri Centre)
250.762.6381 **1.800.403.8222**
1.888.939.3333 Questions, support
1.866.786.3934 TTY Mon-Fri
See our ad and article on page 20

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

Canadian Diabetes Association

Promotes health through research, education, services and advocacy
www.diabetes.ca

1589 Sutherland Avenue
250.762.9447 **1.888.628.9494**
1.800.226.8464 Information Line
See our Webinar information on pg. 23

Canadian Institute for Health Information (CIHI)

Not-for-profit organization providing essential data & analysis on Canada's health system & the health of Canadians
www.cihi.ca Monthly e-newsletter
250.220.4100 Victoria office

Canadian Liver Foundation

Bringing liver research to life
www.liver.ca
1.800.856.7266 Vancouver
1.800.563.5483 Here to Help

Canadian Mental Health Association

Promote mental health of all people, support the resilience and recovery of people with mental illness through advocacy, education, research, service
www.kelowna.cmha.bc.ca
504 Sutherland Avenue
250.861.3644
www.cmha.bc.ca
1.800.555.8222 BC Division
310.6789 Local Crisis Line 24/7

Interior Health Lifeline Program

A not-for-profit, hospital based, community supported program, providing home emergency response monitoring services to seniors, the medically at risk, and physically challenged individuals.
 Lifeline - a caring connection which promotes safety and independence.

**Central
Okanagan**

250-762-0200

www.lifeline.ca



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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

Information and referral, lending library, newsletter, resource manuals, public education, speakers bureau, bursaries
www.bccerebralpalsy.com
1.800.663.0004 Vancouver M-F 9-5

Denturist Association of BC

Everything you ever wanted to know about dentures, and where you can find a local denturist
www.denturist.bc.ca
604.886.1705

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
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info@thhc.ca **778.475.3398**

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. Weekdays speak to a dietitian about nutrition, healthy eating. Pharmacists available at night to answer medication questions. Translation services available
www.healthlinkbc.ca

Dial 8-1-1**Dial 7-1-1 TTY****HealthyFamiliesBC**

Health promotion plan to encourage healthier choices. 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
www.seniorsbc.ca/healthyeating

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.bc.ca

4-1551 Sutherland Avenue, Kelowna**778.313.8090****1.866.432.7833***See our ad on page 95***Kidney Foundation of Canada**

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

1.800.567.8112 Burnaby

• Kidney Community Kitchen
Information and tools to help you manage your renal diet
www.kidneycommunitykitchen.ca

Lake Country Health Planning Society

Mandate to improve conditions of Community Life for citizens of Lake Country, advocate for improvements to health and social services
www.lakecountryhealth.ca

10080 Main Street (behind RCMP)**778.215.5247****Medic Alert Foundation**

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

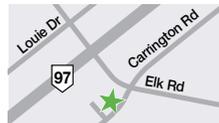
1.800.668.1507**Medical Services Plan of BC**

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

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250.762.5850 Okanagan Chapter

Muscular Dystrophy Canada

Volunteers and staff raise funds and work hard to support the independence and full participation of Canadians with neuromuscular disorders

www.muscle.ca

1.800.366.8166

Okanagan Mental Health Services

Community focused services to those diagnosed with persistent mental illness
www.okanaganmentalhealth.com

- Assisted Living Program

1369 Bernard Avenue

250.717.3368 Jennifer

- Therapeutic Work Program

112-2303 Leckie Road

250.717.3007 Larry

Osteoporosis Canada

Works to educate, empower, support individuals and communities in the prevention & treatment of osteoporosis.

Kelowna support group meetings

www.osteoporosis.ca

- Kelowna Chapter

250.861.6880 Trish Gunning

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Parkinson Society British Columbia

Address the personal and social consequences of Parkinson's Disease.

Kelowna Support Groups monthly meetings - see web site for details

www.parkinson.bc.ca **1.800.668.3330**

PharmaCare

Provides financial assistance to BC residents for eligible prescription drugs and designated medical supplies

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

1.800.663.7100

Prostate Cancer Canada Network

Help individuals, their families understand, cope with prostate cancer, provide up to date medical information and individual support; see page 87

Resource section, Support Groups 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 9-5 M-F

250.308.2983 Sonja - Regional contact, Peer Program Coordinator

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See our article on page 68

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See our ad on page 49

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See our ad on page 23

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See our ad on this page

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250.762.2233

See our ad on pg. 51, article on pg. 50

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250.762.0016

See our ad on pg. 63, article on pg. 62

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1-888-280-6185



Great News for Missing Teeth

Even with all the advances in dentistry people are still losing teeth. Half of adults are missing teeth and a recent survey by Health Canada revealed that one in five seniors were missing all of their teeth. The number of people missing teeth is on the rise simply because we are living longer.

Teeth are an important part of your overall health and losing teeth often has devastating consequences; emotional and physical. Those missing teeth are physically impaired according to the World Health Organisation.

People missing teeth avoid eating many healthy foods; particularly fruit, vegetables and dietary fibres. They are forced to eat foods that are more processed and of less nutritional value. This is particularly harmful for those who are vulnerable to malnutrition and can have a negative impact on your health.

Not having enough teeth to chew your food effectively can cause problems. Chewing is an essential part of the digestive process. Not chewing your food effectively can lead to digestive problems, increase your risk of choking and decrease your ability to absorb healthy nutrients.

Missing teeth can cause the face to sag and the lips to cave in; making people appear much older than they really are. Many will

not eat in public leading to social isolation, loneliness and depression. They are often ashamed and embarrassed by their condition and this lowers their confidence, self-esteem, and makes their life less enjoyable.



For those people unfortunate enough to be missing teeth there is great news, dental implants can be used to replace missing teeth. Dental implants are small titanium screws that are placed in the jaw and new teeth are attached to them. They look and feel very much like natural teeth.



It is quite surprising that so many people have never heard of dental implants and that so many are needlessly struggling with missing teeth and painful dentures. Dental implants have been used to replace missing teeth for over forty years. They can be used to replace a single missing tooth, multiple teeth or even all of the teeth. You do not have to wear a denture and you never have to remove your teeth.

Dental technology has advanced and now teeth can be attached to dental implants that are never removed; they look like teeth, feel like teeth and most importantly chew like teeth. **E**



Dr. Duncan Chambers,
Board Certified Dental Specialist
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www.kelownaprosthodontics.ca



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. By donation. Health care professional referral required.

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www.redcross.ca/help

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250.491.8443

1.800.661.3308

Medical Alarm Systems

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Personal emergency response system, links elderly or medically at risk to 24 hour emergency help at the touch of a button

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250.762.0200

See our ad on page 52

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See our ads on page 56

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See our ads on pages 30 and 69

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• Lakeland Medical Clinic

Mon-Thur 8:30am-3pm; Fri 8:30am-2pm. Closed Sat., Sun., Holidays

1715 Ellis Street 778.478.0277

• Lakeshore Medical Centre

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• Mission Medical Centre

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 Sun 10am-2pm; Holidays 10am-5pm

102-3320 Richter Street 250.868.8222

• Orchard Medical Centre

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104-1990 Cooper Road 250.861.3235

• Rutland Walk-In Clinic

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25-590 Hwy 33 W. Willow Park Mall 250.862.5915

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“Finding a Better Way”

Preventing Hospitalization & Caregiver Burnout

As our population continues to age, increasingly, adult children provide care to aging parents in the home. For example: working full time, taking care of the kids, after work to mom or dad's place, to pick up medications, do laundry, and home to tuck the kids in and so on. This pressure can result in caregivers experiencing burnout which can have a cascading effect into other aspects of life.



One fifth of working professionals in Canada are working and taking care of both their kids and an older family member. Caregivers are more likely to be absent from work and use company benefits and may turn down promotions. They're also more likely to experience a drop in productivity and a decline in the number of hours they can dedicate to work. There are now more people over 65 than under 15 yrs of age.

Primary symptoms of Caregiver burnout include:

- Feeling unusually tense, irritable or agitated with others
- Being irritable and angry towards the ill/disabled individual
- Feeling exhausted and overwhelmed
- Withdrawal from friends and enjoyable activities due to loss of desire and/or energy
- Lowered immunity: getting sick more often and taking an unusually long time to recover
- Increased need for medications and/or use of drugs or alcohol
- Feeling out of control in attempts to manage your usual daily routine, with no sense of how to regain that control any time soon

As an elderly parent's health declines for a number of reasons including possible onset of dementia, they can require more services. Adult children may not be able to be around all the time for the care required by their parents. The elderly parent may struggle alone at home, starts missing medications, cannot bathe themselves, cannot get groceries on their own, and possibly falls and sustains a major injury, requiring hospitalization.

If appropriate supports for patients (mom or dad) and caregivers are not available when patients are discharged home, then patients may be at higher risk for readmission to hospital or for requiring more extensive care in long-term facilities at an earlier stage than necessary.

A vast majority of Canadian seniors prefer to stay in their own homes for as long as possible. In keeping with Finding a Better Way, having support for an elderly parent in the home can be the bridge that spans the gap between what is needed and what the family is able to provide, allowing sons to be sons and daughters to be daughters rather than caregivers at this most important time in life. **E**

<https://www.accreditation.ca/sites/default/files/home-care-in-canada-report.pdf>

<http://news.nationalpost.com/health/giving-too-much-compassion-fatigue-a-real-risk-for-caregivers>

Dr. Jacqueline Brunshaw, Special to National Post



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National Do Not Call List

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Scams & Fraud

For information on common scams, go to the RCMP web site, click on 'Scams and Fraud' (Quick Links)
www.rcmp-grc.gc.ca

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1.866.825.8322

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Legal

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www.accessprobono.ca
1.877.762.6664

BC Centre for Elder Advocacy and Support (BC CEAS)

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www.bcceas.ca
1.866.437.1940 Seniors Abuse & Information Line (SAIL)

Canadian Bar Association

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Legal Services Society

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

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 9:00 am to 3 pm, Wed 9:00 to 2:30 pm

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Central Okanagan Elizabeth Fry Society

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www.empowerific.com

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250.763.4613

Citizens Patrol Associations

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250.766.5400 Richard lccp@shaw.ca
- **Peachland**
4431 6 Street
250.767.2623 Mon-Fri 1-4pm
- **West Kelowna**
Citizens Patrol, Traffic Watch, Child I.D., Seniors' Contact Program, BCSC Tipsters. Stolen Auto Recovery
<http://westkelownacommunitypolicing.ca>
250.707.8022 wkcp@shaw.ca
2390 Dobbin Road (RCMP)

offices or in the community with a Citizen Patrol or Speed Watch program
www.kelowna.ca/police

Community Policing Offices

- **115 McIntosh Road**
250.765.6355
- **100-1450 KLO Road**
250.470.0600
See our ad and article on page 10

Royal Canadian Mounted Police
www.rcmp-grc.gc.ca

Emergency only: dial 9-1-1

- **Kelowna Regional Detachment**
350 Doyle Avenue
250.762.3300
- **3231 Berry Road, Lake Country**
250.766.2288
- **2390 Dobbin Road, West Kelowna**
250.768.2880

Community Policing

Call or visit a Community Policing office to learn more about your police service, current Crime Prevention tips, or seek advise on dealing with neighbourhood safety concerns.

Kelowna Regional RCMP operates a number of Community Policing programs which rely on volunteers to carry out the various program activities with supervision and training provided by RCMP employees. RCMP Volunteers work within the Community Policing

RCMP Victim Services

www.kelowna.ca/cm/page1158.aspx

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Kelowna
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Many times injured tissues get stuck in the inflammation phase and simply can't move on to finish repairing themselves. The body gets stuck in an endless loop of pain that's telling you something is wrong. Taking medications may mask the pain, or reduce inflammation, but often they do nothing to promote real healing and resolve the underlying condition.

Happily, there is a technology available that can stimulate natural healing, reduce inflammation and eliminate pain. Low Intensity Laser Therapy (LILT) is a well documented, clinically researched treatment that uses amplified light to accelerate healing. LILT has been in use for over 50 years, and has evolved significantly.

Today, through technological advancement, we can use light at a low intensity to promote injured tissues to heal, and end the cycle of pain. (This is different than

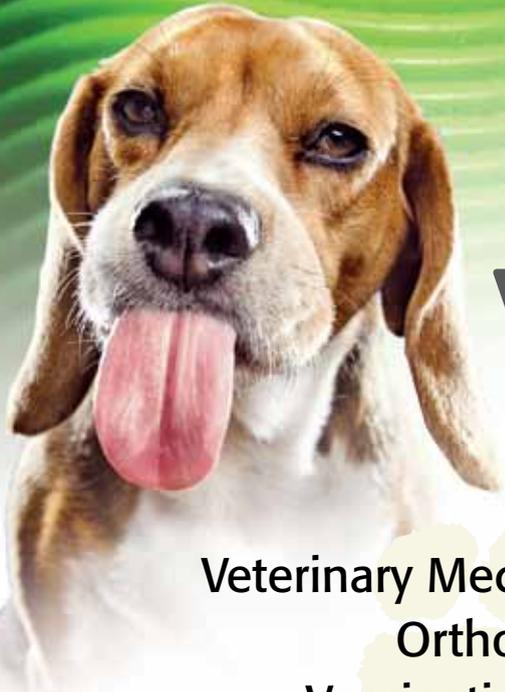
the high intensity lasers which are used for surgical purposes - cataract surgery, skin rejuvenation, etc.). Just as plants absorb sunlight and use the energy to grow, our cells can also absorb certain wavelengths of light, and use that energy to heal, resolving inflammation and pain! Other benefits to LILT are that it is non-toxic, non-invasive, painless to apply, and has little to no known side effects.

Some conditions which have been successfully treated are:

- *Low back pain with or without sciatica*
- *Rotator cuff injuries*
- *Plantar fasciitis*
- *Carpal tunnel syndrome*
- *Osteoarthritis/rheumatoid arthritis*
- *Tennis elbow*

Once the body gets back on track healing and the pain starts to disappear, then appropriate stretches/exercises can be given to work on at home. Soon, a return to normal, pain-free activity begins and life can continue on! **E**

Dr. Wayne Terai has been successfully treating musculoskeletal conditions for over 20 years and operates the largest Bio-Flex Low Intensity Laser Therapy Clinic in the Interior of BC.
Kelowna Laser Therapy Clinic
250-860-4518 www.laserkelowna.com



Rose Valley Veterinary Hospital

Monday to Friday 8 am to 5:30 pm

Saturday 10 am to 3 pm

Emergencies: **250-769-9109**

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BCSPCA
Speaking for Animals
Vet Of The Year
2014



250-769-9109

112-2476 Westlake Road, West Kelowna

www.KelownaVet.ca

Leisure & Travel

Arts & Culture

City of Kelowna

Arts, Culture & Heritage

www.kelowna.ca/culture 250.469.8811

Friends of Fintry Provincial Park Society

Research, restoration of buildings and grounds, building archives, fund raising

www.finity.ca

7655 Fintry Delta Road

250.542.4031

Kelowna & District Genealogical Society

Library of books/newsletters on a wide range of topics from most areas of the world. Meetings at Hawthorn Park Retirement Community, **867 KLO Road**

www.kdgs.ca

250.763.7159 Marie

Kelowna Art Gallery

Engage, inspire, enrich the greater community through exhibition, collection, interpretation of visual art

www.kelownaartgallery.com

1315 Water Street

250.762.2226

Kelowna Community Theatre

View upcoming Calendar of Events on...

www.kelowna.ca/cm/page2264.aspx

1375 Water Street

250.469.8944

250.469.8940 Events Line

Kelowna Kiwanis Music Festival

Opportunity for amateur and young performing artists to demonstrate their achievements in Music, Dance, Speech Arts. Annual performing arts festival
www.kelownakiwanisfestival.com

721 Bernard Avenue

250.860.5033

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 16

Museums

www.kelownamuseums.ca

• BC Orchard Industry Museum

1304 Ellis Street

778.478.0347 Tue-Sat 10am-5pm

• Central Okanagan Sports Hall of Fame

250.763.2417 Capri Centre Mall

• Okanagan Heritage Museum

470 Queensway Avenue

250.763.2417 Mon-Sat 10am-5pm

• Okanagan Military Museum

1424 Ellis Street

250.763.9292 see web for hours

• BC Wine Museum & VQA Wine Shop

1304 Ellis Street

250.868.0441 see web site for hours

• **Lake Country Museum and Archives**
 Saving Our Past For Our Future
www.lakecountrymuseum.com
11255 Okanagan Centre Road West
250.766.0111

• **Peachland Museum**
 Scale model of Kettle Valley Railway
www.peachlandhistory.ca
5890 Beach Avenue 250.767.3441

• **Sncəwips Heritage Museum**
 Holds some of WFN extensive collections including archaeological artifacts, historical & contemporary art
www.sncewipsmuseum.org
201-1979 Old Okan. Hwy, Westbank
778.755.2787 10am-4pm Mon-Fri
See our ad on this page

• **Westbank Museum**
 Working model of Gorman Bros sawmill
www.westbankmuseum.com
2376 Dobbin Road, Westbank
250.768.0110

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

Okanagan Symphony Orchestra
 Concert events in Vernon, Kelowna, Penticton. See website for 2015-16 performances, locations, dates
<https://okanagansymphony.com>
865 Bernard Avenue, Kelowna
250.763.7544 Mon-Fri 10am-3pm
250.862.2867 Tickets
 Kelowna Tickets, Orchard Park Mall
See our ad on this page

Rotary Centre for the Arts
 Multidisciplinary visual and performing arts centre
www.rotarycentreforthearts.com
421 Cawston Avenue
250.717.5304



MONTHLY CONCERTS
OCTOBER - MAY

KELOWNA TICKET INFO

250.862.2867
www.okanagansymphony.com

IN PERSON
 Kelowna Tickets Orchard Park Mall

see it... hear it... love it...

An advertisement for the Sncəwips Heritage Museum. It features a circular logo with a fish and the text 'SNCƏWIPS HERITAGE MUSEUM'. The background shows the museum's exterior and an interior exhibit with a large Indigenous garment. Text at the bottom provides contact information and a slogan.

Artefacts, Art & Stories of
 Okanagan's First Nation people
Open to Public by drop-in or appt



201-1979 Old Okanagan Hwy
778.755.2787
www.sncewipsmuseum.org

Community. Leadership. Pride.

Leisure

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www.bigwhite.com

250.765.2101

1.866.491.9040

1.800.663.2772 Central reservations

BC Fishing Licences

Basic annual licence for 65+ \$5.00

Basic annual licence for disabled \$1.00

www.env.gov.bc.ca/fw/fish/licences/

Purchase online www.fishing.gov.bc.ca

or at Service BC or licensed vendor

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

www.bcparks.ca

1.800.689.9025

• Campsite Fees for Seniors

www.env.gov.bc.ca/bcparks/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

www.bcseniorsgames.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

See web site for meeting information

www.okanagannature.org

City of Kelowna Active Living

View the seasonal Activity & Program Guide, and the *Active Living Guide for Adults 50+* online, or visit their offices

<http://kelowna.ca/recreation>

• Glenmore Office

105-1014 Glenmore Dr. 250.469.8811

• 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 to Nov. Dilworth & Springfield, Wed & Sat 8 am-1 pm. Winter market at Parkinson Rec Centre - check web site for schedule

kelownafarmersandcraftersmarket.com

250.878.5029

• Lake Country Farmers' & Crafters' Market

Fri 3-7pm Swalwell Park June-Sept
Fresh local produce & foods, handcrafts

www.lakecountryfarmersmarket.webs.com

250.826.7100

• Peachland Farmers & Crafters Market

Sundays 10am-2pm, May 30-Sept. 25

Heritage Park

www.peachlandfarmersandcraftersmarket.ca

250.317.0407 Linda

• Westbank Farmers' Market

Saturdays 9am-2pm, June 25-Sept 17

Westridge Mall, Main & Elliott

www.westbankfarmersmarket.com

H2O Adventure + Fitness Centre

World class health, recreation and

aquatics facility www.h2okelowna.ca

4075 Gordon Drive 250.764.4040

Kelowna Family YMCA

Program information, schedules and volunteer opportunities available at the Kelowna Family Y or online

www.ymcaokanagan.ca

375 Hartman Road 250.491.9622

See our ad on page 73

Kelowna Newcomers' Club

Social group for all ages (resident for less than two years) to make new friends, varied activity groups,

opportunity to learn more about Kelowna
See web site for meeting information
www.kelownanewcomers.org

Kelowna Rockets Hockey Club

60 plus seniors discount
www.kelownarockets.com
1223 Water Street
250.762.5050 Prospera Place Box Office

Kelowna Seniors Volleyball League

Fun 50+ Co-ed Volleyball
10:15 to noon Mon-Wed-Friday
Parkinson Recreation Centre
250.718.6462 call Trish for more info

Mall Walking – Orchard Park Shopping Centre

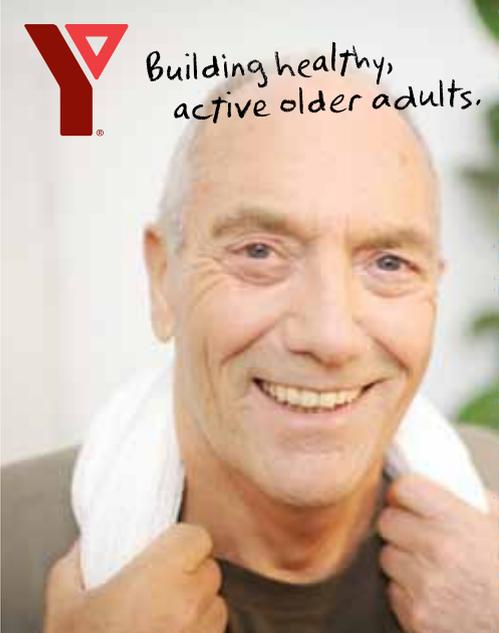
Open at 7 am daily. Enter via
Administration doors on Springfield
www.orchardparkshopping.com
250.861.6654

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 in Kelowna (men); Kelowna-Ogopogo (combined); Westside (combined)
www.probus.org/canada.htm

RV Owners Lifestyle Seminar

An annual event at Okanagan College Kelowna Campus, **1000 K.L.O. 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. 19th Annual Lifestyle Seminar June 24-27, 2016
www.okanagan.bc.ca/rvlife
250.862.5457



Y Building healthy, active older adults.

At the YMCA we have dedicated professionals to help support you through preventative and restorative health & fitness programs.

To learn more or join, please give us a call.

Kelowna Family YMCA
250-491-9622

H₂O Adventure + Fitness Centre
250-764-4040

Charity Registration # 11924 0224 RR0001

ymcaokanagan.ca

Did you know? You can try the YMCA for one week FREE!

The Friendly Bus

Scenic Senior Tours, private bookings,
see web site for details
www.thefriendlybus.ca
250.826.1005 Kerri

Winfield Curling Club

9830 Bottom Wood Lake Road
Lake Country 250.766.3318

Winfield Horseshoe Club

Tue & Thur afternoon practice sessions
9834 Bottom Wood Lake Road
250.766.2985 Bernie

Travel**BC Ferries**

BC seniors 65+ travel at a 50% discount
on most BC Ferries routes Mon-Thur
except holidays. Passenger fares only
www.bcferries.com
1.888.223.3779 Reservations
*223 on Rogers or Telus networks

Expedia CruiseShipCenters, Kelowna

Your Cruise Vacation Specialists
www.cruiseshipcenters.com/kelowna
106-1980 Cooper Road
250.763.2900 1.800.463.7447
See our ad on pg. 15, article on pg. 14

Friendship Force International

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countries and cultures through home
hospitality, local hosts
www.thefriendshipforce.org

Kelowna International Airport (YLW)

Call individual airlines for reservations
For flight information, parking and
ground transportation options, packing
tips, retail and other airport services, go
to our web site at ylw.kelowna.ca
or our mobile page at...
ylw.kelowna.ca/mobile
email: airport@kelowna.ca
250.765.5125 Airport Administration

250.765.5612 Airport Parking Booth

250.864.9885 Airport Courtesy Shuttle
to and from Long-Term Parking Lot

250.863.3714 Wheelchair Assistance

778.753.3735 Valet Parking

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plan your route, mobile traveller info
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Activity Centres**East Kelowna Community Hall**

Weddings, banquets, parties, festivals,
arts & craft shows, fitness, sports, more
www.eastkelownahall.com *continued...*



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 - ✓ Delivery Service
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(Grocery Stores, Doctor Appointments, Shopping,
Pharmacies, Airport, Hair Dresser, Running Errands etc)

Monday - Friday 8:30am - 4:30pm

24 Hour Reservations Required

250-575-5988

CALL FOR MORE INFORMATION

Transportation By

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TRANSPORTATION LTD

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 Adults 50+ www.kelowna.ca/cm/page845.aspx

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

Lakeview Heights Community Hall

District of West Kelowna. Recreation programs, meeting/event rental space, full kitchen, adjacent playground, tennis courts, soccer field and sports box - (pickleball and basketball)

www.districtofwestkelowna.ca
860 Anders Road, West Kelowna
778.797.2265 Booking information

Lake Country Seniors' Activity Centre

Activities include art classes, bridge, sewing, Garden Club, Tai Chi, line dancing, chair yoga, Songster group

9832 Bottom Wood Lake Road
250.766.4220

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.com

4409 Lakeshore Road 250.764.7477

Peachland 50 Plus Activity Centre

Peachland & District Retirement Society
 Carpet bowling, Tai Chi, Chess, Iron &

Silk class, Bridge, quilting, wood carving, Bingo, Yoga, Aerobics, E-A-S-Y Core classes. Potluck dinners Winter movies www.peachland.ca/cms.asp?wpID=242

5672 Beach Avenue
250.767.9133 info - weekday mornings

Peachland Wellness Centre

We link people to services, information, other people. Computer Literacy, Coffee Groups, Sunday breakfast, Sunshine Singers, Tai Chi, Seniors Excursions, Community Gardens, Tea in a Tranquil Room, Memories Program

www.peachlandwellnesscentre.ca
4426 Fifth Street 250.767.0141

Senior Citizens Association Branch 17

Activities include bingo, bridge, Tango, Mahjong, dance lessons, calligraphy, rug hooking, accordion, ham radio & rock clubs. Probus, AA, Canadian Fed. of University Women meet here

1353 Richter Street 250.762.5505

Senior Citizens Association Branch 55

Variety of activities for seniors including those with diverse abilities. Baking, dice games, puzzles, bingo. Hot lunches and branch dinners

150D Gray Road, Rutland
250.765.5531

Westside Senior Citizens Service Assn

Activities include ceramics, duplicate & contract bridge, snooker, choir, crib, line dancing, bingo, wood carving, floor curling, jammers sessions, cloggers, Keep Fit, whist

3661 Old Okanagan Highway
West Kelowna 250.768.4004

Webber Road Community Centre

District of West Kelowna in partnership with the Okanagan Boys & Girls Clubs. Family centred programs & services www.boysandgirlsclubs.ca

2829 Inverness Road, West Kelowna
250.768.3049

Callie's Story



Callie was alone, scared, and six months pregnant when she arrived at the Kelowna Women's Shelter, having just left Vancouver and an abusive partner of four years.

Callie was on methadone to manage an addiction to pain medication, and her pregnancy was considered high-risk. She had 3 children previously, all of whom had been adopted out, and was determined to keep this baby.

The Shelter arranged alcohol and drug counselling and made sure Callie had ongoing support from staff. They provided counselling, drove her to medical appointments, arranged for pre-natal chiropractic care, and advocated on her behalf to secure income assistance and housing.

By the time Callie was ready to have the baby, the Shelter had helped her find supported housing, furnishings for her home, and all the necessities she needed for herself and her baby.

Thanks to the Shelter and its highly dedicated and skilled staff, Callie is now living a life free of abuse, and making a fresh start with her beautiful baby daughter.

In a text to one of our staff who had visited Callie and her little girl in hospital after the birth, Callie said "She's the love of my life and a lot of fun and happiness. Thanks for everything, and all the help the Shelter provided." **E**

Karen Mason, *Executive Director*

Kelowna Women's Shelter

For 35 years, the Kelowna Women's Shelter has opened its doors to women and their children who have experienced domestic violence and abuse. Thanks in part to generous support from the community, the Shelter provides emergency and transitional housing, food, clothing, support and preventive education. To find out more visit www.kelownawomensshelter.ca. If you're being abused or know someone who is, call our 24-hour phone line at 250-763-1040.



Experiencing abuse? You are not alone.

If you need help or know someone who does, the Kelowna Women's Shelter provides a safe, confidential location and free services including:

- Help with safety planning
- Information, referrals, advocacy, accompaniment to appointments or court
- Safe accommodation in a clean, attractive setting with food, clothing, transportation, toiletries and childcare
- Individual and/or group counselling and support services for women & children
- Outreach and follow-up support visits
- No cost services available 24 hours/day, 7 days/week

250-763-1040

kelownawomensshelter.com info@coess



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 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**

Canadian Cancer Society

You can remember someone special with your gift: In Memory or In Honour

www.cancer.ca

**202-1835 Gordon Drive
Kelowna, BC V1Y 3H5
250.762.6381 1.800.403.8222**
See our ad and article on page 20

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, BC V1X 7R2
250.491.8443 1.800.661.3308**

Central Okanagan Foundation

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

www.CentralOkanaganFoundation.org

**225-1889 Springfield Road
Kelowna, BC V1Y 5V5 250.861.6160**
See our ad and article on page 18

Heart & Stroke Foundation

In Memoriam, In Honour, or general donations

www.heartandstroke.bc.ca

**4-1551 Sutherland Avenue
Kelowna, BC V1Y 9M9
778.313.8090 1.866.432.7833**
See our ad on page 95

Kelowna General Hospital 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 KGH and its associated facilities

www.kghfoundation.com

**2268 Padosy St., Kelowna V1Y 1T2
250.862.4438**
See our ad and article on page 8

Kelowna Women's Shelter

Abuse is never okay...asking for help is

**PO Box 20193, RPO Town Centre
Kelowna, BC V1Y 9H2 250.763.1040**

<http://kelownawomensshelter.com>

Twitter: @KelownaShelter

[Facebook.com/Kelowna.womens.shelter](https://www.facebook.com/Kelowna.womens.shelter)
See our ad and article on page 77

Central Okanagan Hospice Association

Emotional, physical, spiritual, practical, informational support to people living with or dying from advanced illness, and to their families through to bereavement
www.hospicecoha.org

**104-1456 St. Paul Street
 Kelowna, BC V1Y 2E6
 250.763.5511**

- **COHA Foundation**
 Ensure future funding of hospice programs, continuation of services
www.cohafoundation.org
- **250.862.4126** Hospice House

Sing For Your Life Foundation

Improving the health and wellbeing of older people through music. Structured participatory singing and music groups in Kelowna and West Kelowna

nigel@sing4yourlife-canada.org
<http://singforyourlife-canada.org>
250.860.5408 Nigel

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

Working together to outrun cancer

www.terryfox.org

**2669 Shaughnessy Street
 Port Coquitlam, BC V3C 3G7
 1.888.836.9786**

United Way Central & South Okanagan Similkameen

Together we are possibility
www.unitedwaycso.com

**202-1456 St. Paul Street
 Kelowna, BC V1Y 2E6
 250.860.2356
 1.855.232.1321**

The War Amps

Since 1918, has met the needs of war amputees. The Association continues to serve them, and all Canadian amputees, including children through the Child Amputee (CHAMP) program

www.waramps.ca
**2827 Riverside Drive
 Ottawa, ON K1V 0C4
 1.800.363.4067**

See our article on page 28

See our ad on page 29

Variety-The Children's Charity of BC

Leave a Bequest in your Will to Variety & BC children who have special needs
www.variety.bc.ca

**4300 Still Creek Dr., Burnaby V5C 6C6
 Toll Free: 310.KIDS (5437)**

See our ad on page 80

May Bennett Meal Program

**NUTRITIOUS & DELICIOUS MEALS DELIVERED
 TO YOUR DOOR BY FRIENDLY VOLUNTEERS**

DAILY SERVICE MONDAY-FRIDAY
 Closed on Holidays

*Includes entrée, choice of two sides
 (soup, salad, dessert)*

Our Goal: to provide seniors & people in need the opportunity to have a hot, tasty, meal conveniently delivered.



www.okmeals.info

**Special Diet Meals Available
 Frozen Dinners @ Home also available!**

250-860-3378

Education

BCAA Road Safety Program

- **Older Drivers:** Information about staying safe on the road, staying mobile, and planning to stop driving. Learn more about effects of aging on driving www.bcaa.com/road-safety
- **Seniors Driving:** Assess, maintain your driving skills, adjusting driving habits, medications and driving www.seniorsdriving.caa.ca

Justice Institute of BC (JIBC)

Educating & training those who make communities safer, Canada's leading public safety educator www.jibc.ca
825 Walrod Street, Kelowna
250.469.6020 1.888.865.7764

Kelowna & District Safety Council

Various programs for mature drivers including **55 Alive** (\$35), *Seniors Winter Driving*, *Seniors Assessment*

& Refresher, ICBC Retest Preparation Motorcycle Training, Driver Licensing Okanagan's foremost safety training facility. See web site for details www.kdsc.bc.ca

395 Hartman Road 250.765.3163
1.888.580.7233 Register, class info
 See our ad on pg. 90, article on pg. 91

Project Literacy Kelowna Society

Free, confidential one-to-one tutoring service for adults who want to improve their reading, writing and math skills www.projectliteracykelowna.org
1635 Bertram Street 250.762.2163

Simon Fraser University

Liberal Arts and Adults 55+ 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
778.782.8000

LEAVE A LEGACY IN YOUR WILL

By remembering Variety - The Children's Charity in your will, you can help children who have special needs in the province. Your generosity will provide hope, enrich lives, and build a better future for children like Xander.

FOR MORE INFORMATION ON HOW TO LEAVE A LEGACY:

Call (604) 320-0505 or Toll-free 310-KIDS (5437)
 or visit our website at www.variety.bc.ca



Society for Learning in Retirement (SLR)

*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

Education via online Open Learning
www.truopen.ca

1.877.663.4089 ext 6839

See our ad on this page

Library Services**Okanagan Regional Library**

www.orl.bc.ca

See our ad on page 83

**1430 KLO Road Administration
250.860.4033**

Okanagan Regional Library branches

- **1380 Ellis Street, Kelowna
250.762.2800**
- **Capital News Centre, Mission
250.868.3391**
- **Peachland Village Mall, Peachland
250.767.9111**
- **Plaza 33 Mall, Rutland
250.765.8165**
- **Westridge Mall, West Kelowna
250.768.4369**
- **10150 Bottom Wood Lake Road
Lake Country
250.766.3141**
- **15718 Oyama Road, Oyama
250.548.3377**
- **ORL: See our article on page 12**

Meal & Food Programs**FOOD BANKS**

- **Central Okanagan Food Bank**
Caring For Our Community. See website for Hamper Distribution days and times



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1.877.663.4089 ext. 6839 (toll-free) | www.truopen.ca

Central Okanagan Food Bank continued
www.cofoodbank.com

- Kelowna Branch
1265 Ellis Street
250.763.7161
- West Kelowna Branch
2545 Churchill Rd., West Kelowna
250.768.1559

• Lake Country Food Bank

Monday, Wednesday, Thursday 9am-3pm
[Facebook.com/lakecountryfoodbank.com](https://www.facebook.com/lakecountryfoodbank.com)

3130 Berry Road
250.766.0125

• Peachland Food Bank

2nd Saturday of month 9:30-11:30 am
250.767.3312 Judy

Lake Country Seniors Buffet

Every Tuesday noon, hot meal for seniors at the Seniors Activity Centre, Bottom Woods Lake Road. \$9. Freezer meals available

250.766.4568 Dorothy

May Bennett Meal Program

Three course hot meal with special diet capabilities. Dinners @ Home frozen meals also available. Mon-Fri delivery \$7.50. Pick up available from 11:30 am to noon. Operated by Interior Health
www.okmeals.info

May Bennett Wellness Centre

135 Davie Road
250.860.3378

See our ad on page 79

Meals On Wheels & Dinners@Home

Reasonably priced hot & frozen meals delivered to your home. Frozen meals available for pick-up at the office. A community service since 1969. Volunteers welcomed. Veteran Affairs assistance may be available

www.mow-online.com

2009A Enterprise Way
250.763.2424

See our ad and article on page 33

Programs & Groups

Advocacy Access Program

Disability Alliance BC

Place of support, information and advocacy for people with all disabilities
www.disabilityalliancebc.org

1.800.663.1278 **604.875.8835** TTY

Better At Home

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

- Seniors Outreach & Resource Centre
www.seniorsoutreach.ca
250.861.6180 Kelowna (Lead Agency)
- Lake Country Health Planning Society
www.lakecountryhealth.ca
778.215.5247
- Peachland Wellness Centre
www.peachlandwellnesscentre.ca
250.767.0141
- Westside Health Network Society
www.westsidehealthnetwork.com
250.768.3305 West Kelowna

Emergency Management BC

Advisories of active emergencies, disaster readiness and recovery, fire safety and death investigation
www.embc.gov.bc.ca

1.800.663.3456 report disaster/emergency

Crisis Intervention & Suicide Prevention Centre of BC

Non-profit, volunteer organization committed to helping people help themselves and others deal with crisis
www.crisiscentre.bc.ca

1.800.SUICIDE (784.2433)

604.872.1234 Seniors Distress 24/7

Kelowna Hostesses

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

Email: lamoller@shaw.ca

250.868.8010 Lillian

Ki-Low-Na Friendship Society
 Program funded by IHA primarily for Aboriginal Elders that provides education and advocacy, support accessing health care, other community services, home visits to reduce isolation. Drop in 8:30am-4:30pm Monday-Friday
442 Leon Avenue
250.763.4905

Myra Canyon Trestle Restoration Society
 Preserve, protect, promote heritage, historical and environmental features of Myra Canyon. See web site for further information, fund raising, etc.
www.myra-trestles.com

OK to SAY
Responding to racism together.
 Community based protocol that provides support to those experiencing racism
www.ok2say.ca

United Empire Loyalists
 Organization promoting Canadian history. Everyone welcome. For more information, call Marie Ablett
www.uel-thompson-okanagan.ca
250.763.7159

Resource Centres

Kelowna Community Resources
 Social agency committed to empowering individuals through delivery of services and solutions. Community, Employment, Family, Adoption & Immigrant Services
www.kcr.ca
120-1735 Dolphin Ave. 250.763.8008

• **Crisis Line**
 Trained volunteers provide support to individuals experiencing emotional or situational distress, relationship issues, and social isolation. For volunteering
continued...

OKANAGAN
 REGIONAL
 LIBRARY  **.bc.ca**

*The ORL is your source for
 information and entertainment,
 with seven branches to serve you
 in the Central Okanagan*
 (29 total in the region)

Visit us for **FREE** access to:

- Books, magazines, newspapers and music
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- Genealogical resources
- Computer and wireless internet access
- Children's storytimes and programs for adults

Online at www.orl.bc.ca, you can:

- Manage your account and place holds
- Rate books and read reviews with our new enhanced catalogue
- Download magazines from Zinio
- Access databases and weblinks

... and so much more! Discover your ORL!

Check online at www.orl.bc.ca



information, contact Administration office
250.763.8058 ext. 233

If you are in crisis, please call
1.888.353.2273

Peachland Wellness Centre

We link people to services, information, and other people. Bereavement, Wellness Circle, Computer Literacy, Transportation, Better at Home, Connects Program, Outreach
www.peachlandwellnesscentre.ca
4426 Fifth Street, Peachland
250.767.0141

Seniors Outreach & Resource Centre

Enhancing the lives of seniors by providing information & referral, various services and volunteer programs. Better at Home. See web site for information
www.seniorsoutreach.ca
102-2055 Benvoulin Court
250.861.6180

Service Organizations

Army, Navy and Air Force Veterans

www.anavets.ca
270 Dougall Rd. N. 250.765.1818

BC Partners for Mental Health and Addiction Information

Mental health and substance use information you can trust
www.heretohelp.bc.ca
1.800.661.2121 Information Line
310.6789 BC Mental Health Support line. Toll free and available 24/7
www.heretohelp.bc.ca/connect/community-resources

BC SPCA

Non-profit organization dedicated to protecting and enhancing the quality of life for domestic, farm and wild animals
www.sPCA.bc.ca/kelowna
3785 Casorso Road
250.861.7722

Big Brothers Big Sisters Okanagan

Mission to support and enhance the well-being of young people through positive mentoring relationships. Donate clothing, household items at **Value Village**
www.bigs.bc.ca

102-151 Commercial Drive
250.765.2661 1.800.404.4483

CARP

A New Vision of Aging for Canada
www.carp.ca

1.888.363.2279

- Okanagan Chapter 30
www.carp.ca/groups/ch30/forum/
778.477.1184

Canadian Blood Services

Recruits blood donors, organize and operate blood donor clinics to provide blood for hospitals in Canada. Use 'clinic locator' on web site for 1865 Dilworth Drive & UBCO locations
www.blood.ca
1.888.236.6283

Council of Senior Citizens Organizations of BC (COSCO)

Purpose is to advance the social and physical welfare of all BC elder citizens
www.coscobic.ca
ecbayer2@gmail.com
604.916.5151 President Lorraine Logan
604.576.9734 Secretary Ernie Bayer

Kelowna Women's Shelter

Provides free, confidential services to women and children impacted by family violence and abuse. Service available 24/7. For information or assistance, call
250.763.1040

www.kelownawomensshelter.ca

See our ad and article on page 77

- Thrift Store
6-368 Industrial Avenue
250.762.8561 proceeds support Shelter Services

Kelowna Family Centre

Confidential professional counselling services to adults and families. Group and individual counselling
www.kfscs.com

204-347 Leon Avenue
250.860.3181

Mothers Against Drunk Driving

Mission to stop impaired driving and support victims of this crime
www.madd.ca

- BC/Yukon Chapter Services Manager
1.877.676.6233 Tracy Crawford
- MADD Central Okanagan Chapter
250.317.9877
- **#8294 (#TAXI) Call a taxi from your cell phone. Don't drink and drive!**
- Download #TAXI Apps
www.poundtaxi.com

People in Motion - The Kelowna & District Society for

Develop & enhance the lives & informal supports for people with disAbilities and seniors with special needs
www.pimbc.ca

23-1720 Ethel Street
250.861.3302

Royal Canadian Legion

Legion's 1600 branches provide support to seniors & veterans including low-cost housing, health care and home support
www.legionbcyukon.ca

- **1380 Bertram Street, Kelowna**
250.762.4117
- **15710 Oyama Road, Oyama**
250.548.3521
- **4407 2 Street, Peachland**
250.767.9404
- **2525 Highway 97 S., West Kelowna**
250.768.4330



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CREMATION
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Memorial Society Members welcome



www.AllCremationServices.ca

250-762-8027

2541 Churchill Road

Salvation Army

www.kelownasalvationarmy.ca

Kelowna Community Church

1480 Sutherland Ave. 250.860.2329

• Community Life Centre

200 Rutland Road South

• Thrift Stores

www.kelownathriftstore.ca

• **200 Rutland Road S. 250.765.3450**

• **101-3531 Old Okanagan Highway
West Kelowna 250.768.1850**

• **103-1511 Sutherland Avenue**
Monday to Saturday 10am-5pm
778.478.7250

St. John Ambulance

First aid training, volunteer community services. Course calendar on web site.

Therapy Dog services

www.sja.ca/bc

1941 Kent Road 250.762.2840

Support Groups / Self Help**Adult Day Programs**

Day programs offer respite, providing individuals with a sense of wellbeing through participation in social, health and recreational maintenance services

Available throughout the Central Okanagan. For more information, call Capri Community Health Centre
Capri Centre Mall **250.980.1400**

Al-Anon Family Groups

A fellowship for people whose lives have been affected by someone else's drinking. See web site for area meetings

www.bcyukon-al-anon.org

250.763.5555 Kelowna Info. Service

Alcoholics Anonymous

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

Diverse group of community members who come together to create a coordinated response to adult abuse, neglect and self-neglect. Check web site for community contact information

www.bccrns.ca

BC Responsible & Problem Gambling Program

Program: Book a free presentation or to learn more about our education and prevention services

1.888.795.6111 24/7 Help Line

Free, confidential, individual, and/or group counselling for problem gamblers, and their families. See web site...

www.bcreponsiblegambling.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

Chronic Pain Self-Management

See Self-Management BC web site for program details and upcoming workshops in your region

www.selfmanagementbc.ca

1.866.902.3767 9am-5pm Mon-Fri

Compassionate Friends of Canada

Support group for parents who have experienced the death of a child, any age, any cause

<http://tcfcanada.net>

250.807.2487 Kelowna Chapter

Gamblers Anonymous

Meetings every Thursday 7:30 pm
Kalano Club, **2108 Vasile Road**
12 step program
www.gamblersanonymous.org
250.864.1213 Kathy

Kelowna Celiac - CCA

Serving BC Southern Interior. Provides information/support for persons with celiac/gluten intolerance and their families. Sunday Potluck Meetings in Lake Country, bimonthly Wellness Group meetings in Kelowna. See web site for dates and Chapter contacts
www.kelownaceliac.org
250.763.7159 Marie Ablett

Kelowna Women's Shelter

Open, drop-in, weekly afternoon and evening groups providing support, information and skill development opportunities to women who have been, or still are in abusive relationships. Communication/Lifeskills group. Children's group for those impacted by family violence and abuse. Parenting support for moms
www.kelownawomensshelter.com
250.763.1040
See our ad and article on page 77

Okanagan Prostate Resource Centre

www.okanaganprostate.com
Support group meets 2nd Saturday of the month except July & Aug. 9-11 am
Parkinson Recreation Centre
1800 Parkinson Way
250.712.2002 call Bren Witt for information, leave message if no answer

Mental Illness Family Support Centre

Family support groups, one-to-one support, lending library, other services
www.bcass.org
BC Schizophrenia Society
203-347 Leon Avenue
250.868.3119 M-F 9am-Noon, 1-3pm

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

Self-help, support, information for those recovering from a drug problem. See web site for area meeting information
www.bcrna.ca
1.877.604.7613 Central Okan. Help Line

New Hope

Various support programs for newly bereaved widows and widowers. Monthly Kelowna support group
www.newhope-grief.org
250.860.6376 Lorna

Parkinson Society British Columbia

See web site for information for Kelowna Support / Caregivers Groups
www.parkinson.bc.ca/thompson/okanagan
1.800.668.3330

Quit Now

BC Lung Association program to help you to quit smoking. If you're ready to quit, we are here to help
www.quitnow.ca
1.877.455.2233 Support Centre

Stroke Recovery Association of BC

Support group: aims to have stroke survivors (caregivers and their families) back into the public after leaving the hospital. Meets every Thurs 11am-2pm at St. Aidan's Anglican Church
380 Leathead Road
www.strokerecoverybc.ca
250.763.0556 Eva

Senior Citizen Counsellors

Seniors helping seniors. Volunteers assigned by IHA to assist seniors with

completing gov't. forms. Call for info
 Capri Community Health Centre
118-1835 Gordon Dr. Capri Centre Mall
250.980.1558

Sunny Okanagan FM-ME Association

Support those with Fibromyalgia and
 Myalgic Encephalomyelitis
www.mefmaction.com
250.493.5002 Sheryl Ann

Transportation

Air Canada

Services for customers with disabilities.
 Identify special needs when booking
www.aircanada.ca www.flyjazz.ca
1.888.247.2262

Bus Pass Program

Ministry of Social Development
 Affordable transportation on all BC
 transit systems for low-income senior
 citizens and persons who are disabled.
 See web site for eligibility, cost, and
 phone options
www.sd.gov.bc.ca/programs/bus-pass.html

Freemason Volunteer Drivers provide
 transportation to Cancer Centre from
 airport or bus depot Mon-Fri. Pick-ups
 from home: Kelowna, Lake Country,
 Peachland. 24 hour notice required
freemasonry.bcy.ca/textfiles/cancer.html

Freemason Volunteer Driver Program
250.712.1101 **1.800.299.0188**

Gold Leaf Shuttle Service

Unlimited personal shuttle services for
 persons 55 plus. Yearly memberships
250.575.5988 8:30am-4:30 pm Mon-Fri
See our ad on page 75

Greyhound Canada

Senior discount for 62 and over, check
 'Seniors Discount' & 'Deals & Discounts'
 on web site for other cost saving options
www.greyhound.ca

- **2366 Leckie Road, Kelowna**
250.860.3036
- **108-2565 Main Street, Westbank**
250.768.0122
1.800.661.8747 Fare & schedule info
1.800.397.7870 TTY 24/7

Kelowna Regional Transit System

www.bctransit.com/regions/kel
 • **250.860.8121** Transit Info
 • **250.762.3278** handyDART
 Information 8 am to 4:30 pm Mon-Fri

Special Parking Permits Program

For people with disabilities. Available
 from Revenue Branch at City Hall.
 Signed doctor's certificate needed to
 renew all temporary disability permits
www.kelowna.ca/CM/page1722.aspx
1435 Water Street, Kelowna
250.469.8757

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/contents/health/
 accessing-health-care/tap-bc](http://www2.gov.bc.ca/gov/contents/health/accessing-health-care/tap-bc)
1.800.661.2668 Automated service

VIA Rail

Travellers 60+ save - Economy Plus fare
www.viarail.ca
1.888.842.7245 **1.801.268.9503** TTY

Web Resources

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
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, and ability to drive safely for 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. Healthy Aging, Financial & Legal Matters, Elder Abuse Prevention, Fall Prevention, Health & Safety, Housing, Seniors' Guide, Transportation, Advance Care Planning, Home & Community Care
www.seniorsbc.ca

Seniors Canada

Stay Active, Engaged, Informed. Links to BC and federal programs, services and benefits. Video tutorial - find programs, benefits
www.seniors.gc.ca

Health Facilities

Interior Health Authority

www.interiorhealth.ca

- **Regional Administration Office**
220-1815 Kirschner Road, Kelowna
250.862.4200

ENJOY A CUP OF BLENZ

at one of our Kelowna locations

- Orchard Park Centre** (2271 Harvey Ave.)
- Pandosy Village** (2823 Pandosy St.)
- Bernard** (297 Bernard Ave.)
- Sandalwood Plaza** (538 Yates Rd.)
- Westbank Centre** (3645 Gosset Rd.)



- **Capri Community Care Health Centre**
118-1835 Gordon Drive, Capri Centre
250.980.1400
- **Kelowna Health Centre**
1340 Ellis Street
250.868.7700
- **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
250.862.4438 KGH Foundation
250.862.4300 ext. 4099 Patient Room
Enquiries
250.862.4300 ext. 4497 Volunteer
Services
- **Prosthetic & Orthotic Services**
Rehabilitation Centre, KGH
2268 Pandosy Street
250.862.4208

- **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.
220-1815 Kirschner Road
patient.concerns@interiorhealth.ca
1.877.442.2001 8:30am-4:30pm M-F

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. For more information and to obtain your free handbook, call or use link below
Dial 8-1-1 **Dial 7-1-1** TTY
www.healthlinkbc.ca/pdf/first_nations_healthguide.pdf

BC HealthGuide Handbook
Comprehensive information on how to recognize and manage common health concerns. Learn how to prevent illness, home treatment options, and when you should see a health professional. Available in English, French, Chinese & Punjabi. See web site for availability in your language
www.healthlinkbc.ca/servicesresources/bchealthguidehandbook/
Dial 8-1-1 **Dial 7-1-1** TTY



MOTORCYCLE & DRIVER TRAINING

Call 250-765-3163
Toll Free 1-888-580-7233

Kelowna & District Safety Council

www.kdsc.bc.ca Working together to build a safer community.

We are local and a non-profit organization.

Road Safety for Seniors



Looks like I got that backwards, doesn't it? Everyone “knows” that seniors aren't safe on the road - or, are they? Let's talk about the facts, and challenge those assumptions.

First, some very good news: we're doing better. Studies show that older drivers' crash and injury rates are falling faster than the rates for other age groups. And that isn't because seniors are driving less, because actually, we're driving more often, more kilometres, more successfully.

Now, slow down, don't get ahead of me, your son-in-law may still have a point. Seniors are still having too many crashes, those crashes still mean preventable serious injuries and fatalities and they're still predictable. For instance they happen a lot at intersections, more than for other age groups. There are common factors involved, like there are for other age groups, but some differences as well.

The experts agree that about 90% of all traffic collisions are due to driver error and driver condition. You see it all the time in the traffic reports; too fast, too fast for conditions, impaired, distracted, so forth. People – not just seniors - make mistakes while driving, and drive while not fit for the task.

The senior driver's classic error? Failed to yield the right of way, or looked but didn't see another vehicle and so made an unsafe left turn. What about the senior driver's health

condition? Impairment of physical ability or decision-making, or age-related changes to vision, are also contributing factors to accidents involving seniors. You can tell where this is going.

The rest of the bad news is this; we're more seriously injured in crashes than younger drivers, simply because we're more easily injured as we age. Same crash, but a worse outcome.

Now, back to the good news. Why are we doing better? It turns out that what's working, and what we need to continue to be working on, is this; better health, better cars, and better roads.

Not surprisingly, looking after our health and properly addressing any health issues, especially our vision, saves lives. Newer vehicles with active safety features are increasingly doing the same for seniors, preventing crashes and reducing injuries, and safer, better-designed roads are paying huge dividends on the investments.

Knowledge is power: to learn more and drive safer, consider a Defensive Driving Course or refresher from the Kelowna and District Safety Council. **E**

Bill Downey, *Riding & Driving Instructor*
Kelowna & District Safety Council
395 Hartman Road, Kelowna
250-765-3163 • www.kdsc.bc.ca



Government

Municipal, Regional, First Nations

City of Kelowna

www.kelowna.ca

- **City Hall: 1435 Water Street**
250.469.8500 Mon-Fri 8am-4pm
- **Civic Operation Action Line**
250.469.8600 7am-3:30pm M-F
- **Fire Department** Station 1
www.kelowna.ca/cm/page378.aspx
2255 Enterprise Way
- **Emergency Calls Only 9-1-1**
- **Fire Non-Emergency**
250.469.8801
- **Graffiti Hotline**
250.469.8600 Option 7
- **Arts, Culture & Heritage**
www.kelowna.ca/cm/page90.aspx
250.469.8811
- **Kelowna International Airport YLW**
Call individual airlines for reservations
For flight information, go to
ylw.kelowna.ca
250.765.5125 Administration
- **Kelowna Park Services**
www.kelowna.ca/cm/page91.aspx
250.717.2757 Information Line
- **Kelowna Regional Transit System**
www.bctransit.com/kelowna
250.860.8121
handyDART Information
250.762.3278 Mon-Fri 8am-4:30pm
- **Active Living & Culture**
250.469.8800 Info Line

- **Waste Reduction Office**
Garbage, Recycling, Yard Waste
250.469.6250 Regional District

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
- **H2O Adventure + Fitness Centre**
www.h2okelowna.ca
4075 Gordon Drive 250.764.4040
- **Memorial Arena**
1424 Ellis Street 250.469.8504
- **Parkinson Recreation Centre**
www.kelowna.ca/recreation
1800 Parkinson Way 250.469.8800
- **Prospera Place**
www.prosperaplace.com
1223 Water Street 250.979.0888
- **Rutland Twin Arena**
645 Dodd Avenue 250.469.8504

Activity Centres

- **Okanagan Mission Activity Centre**
4398 Hobson Road 250.469.8957
- **Rutland Activity Centre**
765 Dodd Road 250.765.3723
- **Parkinson Activity Centre**
www.parkinsonseniors.com
1700 Parkinson Way 250.762.4108
- **50 Plus Services**
Link to Active Living Guide Adults 50+
www.kelowna.ca/cm/page845.aspx

Okanagan Indian Band

Ensuring the Future through Cultural,
Social, and Economic Development

www.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.sylx.org

101-3535 Old Okanagan Highway
Westbank
250.707.0095 1.866.662.9609

Westbank First Nation

Community. Leadership. Pride.

www.wfn.ca

201-515 Highway 97 South
250.769.4999

- Community & Recreational Services
1900 Quail Lane 250.768.0227
- Elders Hall
3255D Shannon Lk Rd. 250.768.7337

Central Okanagan, Regional District

www.regionaldistrict.com

1450 KLO Road, Kelowna
250.763.4918

31 Regional Parks from Lake Country
to Peachland

Regional Waste Reduction Office
See 'What to Recycle' on page 5,
and www.regionaldistrict.com

Lake Country, District of

Oyama, Winfield, Carr's Landing,
Okanagan Centre

www.okanaganway.ca

- 10150 Bottom Wood Lake Road**
250.766.5650
250.766.5650 Recreation, Arts & Culture
- Winfield Memorial Hall
www.winfieldmemorialhall.com
250.766.4131
 - Winfield Recreation Centre
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
250.766.5669
250.766.9309 reservations

Peachland, District of

www.peachland.ca

- **5806 Beach Avenue**
250.767.2647 Mon-Fri 8am-4pm
- **Peachland Community Centre**
4450 6 Street 250.767.2133
- **Fire and Rescue 250.767.2841**
9-1-1 Emergency only
- **Peachland Museum & Historical Society**
5890 Beach Avenue
250.767.3441
- **50 Plus Activity Centre**
5672 Beach Avenue
250.767.9133 Info-weekday mornings

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Moving
Expecting or Had a Baby
Planning a Wedding

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1-844-299-2466

www.welcomewagon.ca

It's absolutely FREE!

Welcome Wagon offers part time career opportunities in your community

WELCOME
WAGON
SINCE 1930
bringing Local Community
information and gifts



West Kelowna, District of

www.districtofwestkelowna.ca

• **2760 Cameron Rd. 778.797.1000**

• Recreation & Cultural Services
778.797.8800

Mt. Boucherie Community Complex

• Royal LePage Place & Jim Lind Arena
2760 Cameron Rd. 778.797.8800

• Johnson Bentley Memorial Aquatic
Centre - Check web site for Quick
Links to Pool Schedule and Programs
3737 Old Okanagan Highway
250.768.4442

• Parks and Public Works

Manages 125 parks and trails
778.797.8849

• Westside Senior Citizens' Service
Association Activity Centre

3661 Old Okan. Hwy. 250.768.4004

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 and local government
organizations

<https://www.addresschange.gov.bc.ca>

1.866.775.0011 Help line 8-5 Mon-Fri

Air Quality Health Index

New tool that measures air quality in
your community, reports health risks, air
quality advisories

www.bcairquality.ca

BC Senior's 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. To order a free copy, contact
the Seniors Health Care Support Line,
Monday to Friday, 8:30 am to 4:30 pm

www.gov.bc.ca/seniorsguide

1.877.952.3181 10th edition (2012)

Forest Fire Reporting

Nearly one-third of all BC wildfires
are reported by the public resulting in
immeasurable savings: property, forests
<http://bcwildfire.ca/prevention/reporting.htm>

1.800.663.5555 Report a wildfire

***5555 Toll Free on most cell networks**

LiveSmart BC

Helps make **green choices** that save
money at home, at work, on the road

www.livesmartbc.ca

1.866.430.8765

Members of Legislative Assembly

www.leg.bc.ca

• **Kelowna-Mission**

Steve Thomson, MLA

Steve.Thomson.mla@leg.bc.ca

101-2121 Ethel St. 250.712.3620

• **Kelowna-Lake Country**

Norm Letnick, MLA

Norm.Letnick.mla@leg.bc.ca

101-330 Highway 33 West
250.765.8516 1.866.765.8516

• **Westside-Kelowna**

Hon. Christy Clark, MLA

Christy.Clark.mla@leg.bc.ca

3-2429 Dobbin Road 250.768.8426

See our ad on page 3

• **Penticton**

Dan Ashton, MLA

dan.ashton.mla@leg.bc.ca

210-300 Riverside Drive, Penticton
250.487.4400 1.866.487.4402

Office of the Seniors Advocate

(formerly Seniors Health Care Support)

Given scope to examine and advocate
for seniors on issues related to health
care, personal care, transportation,
housing, income supports, and make
recommendations. See web site for
latest reports

www.seniorsadvocatebc.ca/reports/

1.877.952.3181 M-F 8:30am-4:30pm

Ombudsperson, The Office of
BC's Independent Voice for Fairness
Receives enquiries and complaints
about practice and services of public
agencies within its jurisdiction
www.bcombudsperson.ca
1.800.567.3247 8:30-4:30 Mon-Fri

Service BC
Basic info on government programs, toll
free transfers to provincial offices
www.servicebc.gov.bc.ca
1.800.663.7867

- **Vital Statistics Agency**
Birth, death, marriage certificates,
marriage licenses, name change, wills,
registry information. Mon-Fri 8:30-4:30
www2.gov.bc.ca/gov/content/vital-statistics
305-478 Bernard Avenue, Kelowna
250.712.7562
1.888.876.1633 Order by credit card

Federal

**Aboriginal Affairs and Northern
Development Canada**
www.aadnc-aandc.gc.ca
600-1138 Melville Street
Vancouver, BC V6E 4S3
1.800.567.9604 **1.866.553.0554** TTY

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
1.800.959.1953 English
1.800.959.1954 French

Canada Border Services Agency
General border services info-for in depth
info, speak to an agent 8am-4pm M-F
www.cbsa.gc.ca
1.800.461.9999 **1.866.335.3237** TTY

SIGNS OF STROKE

FACE Is it drooping?
ARM**S** Can you lift them?
SPEECH Is it slurred or jumbled?
TIME To call 9-1-1 right away.

**DON'T IGNORE THE SIGNS.
CALL 9-1-1 IMMEDIATELY.**

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1.866.811.0055 **1.888.997.3123** TTY

Health Canada

Responsible for helping Canadians maintain, improve health while respecting individual choices, circumstances
www.hc-sc.gc.ca
1.866.225.0709 **1.800.465.7735** TTY

Immigration & Citizenship

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www.cic.gc.ca
1.888.242.2100 **1.888.576.8502** TTY

Income Security Programs

Canada Pension Plan, Old Age Security, Guaranteed Income Supplement
www.esdc.gc.ca/en/pension/index.page
1.800.277.9914 **1.800.529.3742** TTY

Parks Canada

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and enjoyment

www.pc.gc.ca
1.888.773.8888
1.866.787.6221 TTY
1.877.737.3783 Reservation service
www.pccamping.ca

Members of Parliament

To find full contact information for your MP, go to www.parl.gc.ca

- **Stephen Fuhr, MP**
Kelowna-Lake Country
- **Dan Albas MP, Central Okanagan-Similkameen-Nicola**
10-2483 Main Street, Westbank
1.808.665.8711

Passport Canada

Capri Centre, Kelowna
 8 am-5 pm Monday to Friday
110-1835 Gordon Drive
www.ppt.gc.ca
1.800.567.6868 7:30am-8pm ET M-F
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

2016

OLD AGE SECURITY & CANADA PENSION CHEQUE DATES

- | | | | |
|------------------|------------------|------------------|------------------|
| ▪ Jan. 27 | ▪ Feb. 25 | ▪ Mar. 29 | ▪ Apr. 27 |
| ▪ May 27 | ▪ Jun. 28 | ▪ Jul. 27 | ▪ Aug. 29 |
| ▪ Sep. 28 | ▪ Oct. 27 | ▪ Nov. 28 | ▪ Dec. 21 |

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.

Travel & Tourism

Web site evolving to offer an ever growing wealth of information on destinations, travel advice and advisories, travel documents, travel health, returning to Canada, much more. See web for links to 12 government departments, questions and feedback
www.travel.gc.ca

Veterans' Affairs Canada

Dedicated to promoting the health and well-being of Canadian veterans and providing programs, services for them
www.veterans.gc.ca

60 Nanaimo Avenue West Penticton

1.866.522.2122 English 8:30-4:30 M-F

1.866.522.2022 French

1.800.268.7708 - reach a mental health professional at any time

Weather Information

Weather, Alerts, Marine, Air Quality, Analyses & Modelling, Past Weather
www.weather.gc.ca

Weather Information

Weather One-on-One: Telephone consultation service with a meteorologist 5 am-9 pm weekdays, 6 am-6 pm weekends and holidays

Fee: \$2.99 per minute

1.900.565.5555

Service by Credit Card:

1.888.292.2222 from cell or pay phone

Weather Information

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

250.470.5155 Recorded message

Spelling Lessons

Is it 'centre' or 'center'?

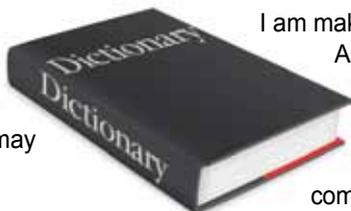
Is it 'theatre' or 'theater'?

'Theater' probably looks wrong but 'centre/center' may give you pause.

'Centre' and 'theatre' are known as British spellings while 'center' and 'theater' are American spellings. There are plenty more words like them. In Canada, we have adopted the British spelling of most words however that seems to be changing – especially when it comes to the spelling of the word 'centre'.

As a prime example, it should be Lakeshore **Centre** - not Lakeshore **Center** (on Pandosy, and Richter at Lanfranco).

You might notice that the closer you get to the US border, the more prevalent the spelling of 'centre' becomes 'center'. Interesting isn't it!



I am making a bid to clean up this bit of American spelling that I, and many others, think we should avoid.

There are many examples of the use of 'center' around our communities and even in our local reading material. I think, as good Canadians, we should stop the spread of words like 'center' in their tracks. Unless the word 'center' is part of a company name, whether it is a Canadian or American organization, that should be the only place we see it spelled that way.

What do you think? Let me know all the places you find the word 'center' around your town and I will put them up on our website blog. Send to robert@experiencegroup.ca

Take a tutorial: www.youtube.com/watch?v=xgTQQjKuhSQ

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Experience

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