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2019 edition

The Family business

+ Okanagan business profiles

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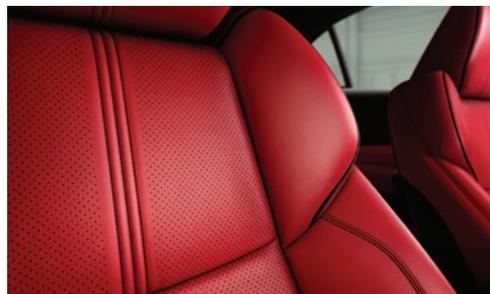
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ISSN 08405492 (*Okanagan Life*)

ISSN 11803975 (*Okanagan Business*)

Okanagan Life magazine is a member of the Kelowna Chamber of Commerce.

Okanagan Life is published by
 Byrne Publishing Group Inc.

To subscribe, call 250-861-5399; email
subscribe@okanaganlife.com; or purchase
 online okanaganlife.com/subscriptions

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 Books in Kelowna or at our office:
 814 Lawrence Ave., Kelowna.

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PUBLICATIONS MAIL AGREEMENT NO. 40028474
 RETURN UNDELIVERABLE CANADIAN ADDRESSES TO
 BYRNE PUBLISHING GROUP INC.
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 KELOWNA, BC V1Y 6L9
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Staying active no matter what age

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On the cover: Robert and Tom Greenough at TRS Building Envelope are contracted for large-scale commercial building projects throughout the Okanagan.

Cover photo by Briana Banfill; top photo (Okanagan Rawsome) contributed.



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PAUL'S VOICE

Private musing of family fortunes

Today, we celebrate second, third and fourth generational family businesses that are exceptional in most every Okanagan way. Our necessary and visible role at *Okanagan Life* magazine is to cheerlead small business, document their accomplishments and innovations and salute their productivity. This is what we do—and we’ve done it—for 30 years.

Some 493,100 small businesses attempted to profit in British Columbia in 2017. Many succeeded—a good thing. Our collective wealth and prosperity hinges on the 1.1 million British Columbians that work in those small businesses and they literally and figuratively light up our provincial prosperity. In 2017, BC’s small business sector generated approximately 35 percent of provincial GDP, well above the Canadian average.

Please understand, it is their entrepreneurial innovation that provides opportunity, economic safety, a sense of belonging, respect and, what else, money.

Money that is made, earned or otherwise acquired by business people, is the cornerstone of the free enterprise system and because money is so revered, we intuitively understand it represents success or failure, good or bad, happy or sad.

Does it seem to you that entrepreneurs are struggling to understand their role in the world today? Canada leads the world in the *Most Positive Influence Globally Study*, a survey by Ipsos MOIR, perhaps because we share a sense of fairness and a healthy moral compass. But I ponder whether Okanagan companies are aggressive enough to compete in this winner-takes-all economy?

Let’s face the facts. It is an incredibly unstable world we find ourselves in. A handful of corporations are pumping astronomical amounts of pollution into the air, earth and oceans while rewarding themselves with 1,000%

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Our collective wealth and prosperity hinges on the 1.1 million British Columbians that work in those small businesses and they literally and figuratively light up our provincial prosperity.

increases in bonuses alone. If worker wages grew at the same level, they'd be making over \$33/hour.

Economists ponder how we plan, shape and provide for one another when the world's money supply has become so tragically disproportionate. The invisible hand has been handcuffed—it dealt Amazon's Jeff Bezos a net worth of \$130 billion—and that might be chump change if compared to the fortunes of the privately-held family corporations. (Amazon also pays no Canada tax, and they pay their staff near slave wages.)

When I read and write about the long hours and dedication of local small businesses, I cannot help but also feel pride in our country, province, cities and towns and in our communities—and loathing for Bezos.

Words can conjure up different feelings so if I mention a company is 'privately-held' versus a 'family business' will your response change? When is all-in-the-family a bit too big?

BC is home to Canada's second largest private company in the nation, The Jim Pattison Group, which employs nearly 16,000. Two million shoppers enter their grocery stores every week. Pattison also owns 47 radio stations helping the company post \$10.6 billion in annual sales.

In BC, the Pattison private fortune is followed by the Gagliardi—father and son team Robert and Tom, the force behind such brands as Sandman Hotel Group, The Sutton Place Hotels, Moxie's Grill & Bar, Chop Steakhouse & Bar, Denny's Restaurants and the Dallas Stars. Net worth: \$3.92 billion.

Across the globe, the top 750 family businesses generate annual revenues of more than \$9 trillion. The world leaders

of today are bullish on huge corporations (public or private) and quite squeamish on small business. Big translates to big political influence and puts small business at or near the bottom rung. Add to that, massive, over-consolidated billionaire media gurus gushing over the too-big-to-fail corporations and no one hears much of the mom and pop shops and father-and-son and mother-and-daughter businesses that are the powerhouse of our local economy.

They say it is easier to fool someone than to convince them that they have been fooled. Well, welcome to Fools R Us. My eyes were opened a decade ago when I discovered that digital marketing was absolutely drenched in fraud yet digital ninjas from Wall Street assured us that they could walk on water. Remember the blatant and obnoxious sub-prime fiasco? Today, monopolies like Amazon, Google and Facebook are still screwing small businesses. The resulting grotesque income inequality is a moral outrage. It is devastating for the Okanagan economy and the world. This should cause you to question almost everything.

However, what it shouldn't question is the passion of the small business owner here in the Okanagan and the desire for his or her legacy to continue; the vital contributions small business make in our local economy; and the possibility that "small" can prevail.

Shop local my friends.



John Paul Byrne
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PULSE: Valley Views

Y classes prevent drowning



The Across the Lake Swim Society has invested a further \$40,000 into the YMCA Okanagan Swims Program to give vital lessons to 2,800 children. Free for any Grade 3 and 4 student between Peachland to Lake Country, the program helps students to be safe in and around the water.

Above: Peter Rudd and Kari Baraniesk with Watson Road Elementary Grade 3 class.



NEW APPOINTMENTS

Susan Brown,
President and CEO,
Interior Health
Cassidy deVeer,
President,
Canadian Home
Builders' Association
Central Okanagan

Brown, a senior executive at IH since 2011, earlier served at Fraser Health. DeVeer is president of 3rd Generation Homes, a family-run residential construction company.

Valley-wide business expo

Join small businesses from across the Valley, May 9 from 4:30 p.m. to 7 p.m. at the Father Pandosy Mission on Benvoulin Road in Kelowna. Visit the displays and meet fellow Chamber members all in one convenient location.

Clean water for Southeast Kelowna

Nearly a dozen Southeast Kelowna residents in the Crawford Road area turned on their taps to clean drinking water in late December. They're part of the first group to receive clean drinking water from the city utility as part of the ongoing Kelowna Integrated Water Project. Remaining Southeast Kelowna residents will be connected to city water in 2020, when new water mains and facilities are complete. Phase 1 of the water project, an \$86 million project funded by a \$43.9 million provincial and federal grant, will bring clean drinking water to more than 2,000 Southeast Kelowna households and a sustainable water supply for agriculture in the South Mission. Find project updates at kelowna.ca/water.



UBC Okanagan students generously volunteered time during their reading week break to help local charities on the United Way Day of Caring.



Students Anthony Isaac and Wendy Terbasket.

College celebrates a decade of Aboriginal students' achievements

A powwow gathering in early March at Okanagan College celebrated Aboriginal students' accomplishments and honoured instructors for going above and beyond for their students.

Instructors Katherine Bonell, Denise Boudreau, Adam Craig, Stacey Grimm, Dana Hurtubise, Laura Jockman, Diane Little, Scott Overland, Tracy Riley, Teresa Proudlove, Matthia Vaillancourt and Richard Volk were recognized.

Program advisor Jewell Gillies spoke of the importance of the Big House—a place for ceremonies, decision-making and discussions between nations and clans. “It’s a place where we inherit knowledge from our communities,” she says. “These cultural teachings give us a sense of our identity, but we want our students to understand that they can carry that with them while they study here.”

Student Wendy Terbasket adds, “My people are making great strides for the betterment of their future and communities. The college’s values are so in line with my own: everyone working together and working toward a common goal.”



Heart centre opens

In December, patients were moved into their renovated inpatient rooms at Kelowna General Hospital’s Strathcona Building, signifying the completion of the last phase of the Interior Heart and Surgical Centre project. Older operating rooms were converted to single rooms for patients in the cardiac program, providing individuals with improved infection controls, more privacy and a quiet, healing environment as they recover from their procedures. Since the facility has opened, about 8,500 surgeries per year have been performed.



Co-op offers new tools for trades students

Armstrong Regional Co-op has donated \$5,000 to Vernon’s Trades Training Centre to purchase state-of-the-art tools for the students in the more than seven programs offered in the new centre. “We were excited to invest in students entering the trades, especially as the trades are so connected to our business,” says Jason Keis, regional marketing and sales manager. Armstrong Co-op has a nearly 100-year history in the community.

PULSE: Valley Views



Oliver tourism banners.

Munday Media & Design based in Oliver was the Premiers' People's Choice winner at the BC Small Business Awards. The award recognizes a small business that goes above and beyond for their community. Munday works in branding, logo creation and supports tourism agencies with print and other media support.



Kelowna Trades Building.

"Our institution has a reputation as a leader in sustainable building," says Jim Hamilton **Okanagan College** president. "As we expanded our Kelowna trades training facilities, we set out to provide a world-class learning environment that would celebrate the future of the trades." The building achieved LEED Platinum, a certification by the Canada Green Building Council. Okanagan College can now boast of having two of the 14 LEED (Leadership in Energy and Environment Design) platinum-certified buildings in all of Canada's post-secondary sector. The first was the Jim Pattison Centre of Excellence at the Penticton campus.



Rookie defender Lassi Thomson was named the Western Conference Rookie of the Year and earned a spot on the Western Conference All-Star team. Born in Tampere, Finland, he was drafted by the Kelowna Rockets in the first round of the 2018 CHL Import Draft last June.

Brew it safe

BC's craft-brewery industry has tripled in size over the past 10 years, growing from 54 employers to more than 160. With rapid growth of a new industry, the risk of workplace hazards can increase.

"Craft-beer brewing is a complex process that involves multiple stages of production," says Megan Martin, WorkSafeBC manager. "We know brewers and distillers spend a lot of time and effort focusing on the quality of their products, and we want to make sure they produce them safely."

From 2008 to 2017, there were 284 time-loss claims for injuries in craft breweries and distilleries. Workers aged 25-34 accounted for the highest percentage of workers injured.

Since 2017, as part of a confined space initiative, prevention officers have inspected more than 90 craft-brewery locations and issued 177 orders related to regulatory-compliance violations around confined spaces.

To assist brewery and distillery employers with their health and safety programs, WorkSafeBC has published a new guide, posters, and a video featuring Vancouver's Red Truck Beer Company's approach to safety. Learn more at worksafebc.com.



FRUIT FUNDS An investment of \$4.2 million in federal support for the BC Fruit Growers' Association will help develop apple and sweet cherry cultivars. "Tree fruits are vitally important to British Columbia's agricultural sector, and processors know the importance of staying on the cutting edge," says Kelowna-Lake Country MP Stephen Fuhr. Canada's tree fruit industry continues to grow, with apples representing more than 40 percent of the total marketed production of Canadian fruit in 2017, valued at \$224.6 million, and cherries representing a farm gate value of \$88.2 million in the same year.

Photos contributed.



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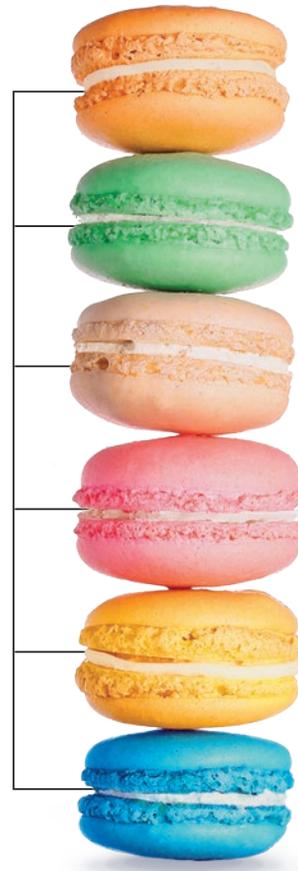
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By David Wylie

Keeping it in the

FEA M

Across generations, families have made their mark on the Okanagan. They have grown our crops, built our neighbourhoods and fuelled our progress—and passed the keys of the business to their sons and daughters. One in three family businesses survive the first generation; far fewer survive the second. Sibling rivalry, money feuds and clashes in leadership put a strain on business successions. Families who last in business say the rewards are worth it.

Anna Gorman and her mother Afke Zonderland co-founded an organic food processing company in the North Okanagan.



Photo contributed.



Top: Afke Zonderland preps lettuce for Rawsome's popular garden crisps with super greens. Right: She shows off the beet harvest.

Starting a family farm or beginning a new business venture with their child is not what most people dream of as their golden retirement plan. Neither did retiring interior designer Afke Zonderland. However, the call of Okanagan summers, an outdoor lifestyle and a passionate belief in plant-based, “un-cooked” diet brought the then 60-year-old retiree back to the farm near Grindrod and into the business spotlight.

Over the next decade, she and her daughter Anna Gorman built Okanagan Rawsome—an organic producer of crisps made from garden veggies, sprouted seeds, spices and flax—into a business that caught the eye of the judges for the Small Business BC Awards. This February, the family-duo was named a finalist for the best community impact award.

“I’ve always been really pleased to offer some employment in a rural area. I’ve never felt that minimum wage was enough, so we pay fair livable wages,” says Afke, who also hosts workshops educating people about health, wellness and protecting local food sources. Rawsome contributes a portion of each sale to the Salmon Arm location of Canadian Mental Health.

“We source from farms down the road that we drive by every day,” she says. “We build relationships with the farmers and they grow specifically for us.”

“I was also lucky to have Anna come home when she did,” adds Afke. “I was just a little sprout with an idea, but we became a team and there is a lot of accomplishment in that as well.”

Anna has now taken on a larger role with the business as Afke starts to enjoy her retirement years ahead.

“

With the dynamics of a family business, you have to make sure the personalities mesh. Open communication is the bottom line. You need to set good boundaries and plan ahead for different scenarios—and we always have chocolate in the fridge to get through the tough days.”

Afke Zonderland
owner, Okanagan Rawsome



Photos contributed.



Under the leadership of Tom Greenough and his son Robert, TRS Building Envelope has evolved to become an industry leader. Today, the sheet metal specialists are one of the largest locally-owned roofing contractors in the BC Interior, with crews working across the region and as far east as Saskatchewan.

All under one roof

When third-generation roofer Richard Greenough passes the Sun Rype plant in Kelowna, it reminds him of his Okanagan roots.

His grandfather Harold helped build it in the 1940s, working for a branch of Barr & Anderson.

Harold first came to Kelowna in the 1930s. By 1945, he'd officially set up shop, planting the seed from which the Greenough family would grow and make its mark on the Valley.

In the 1970s, Richard's dad Tom Greenough, cut his teeth with the company. Tom says he started as a plumber apprentice and changed his specialty to sheet metal. He would work a shift on a job, then come in after work and spend time learning from his dad and Bob Dillabough, his dad's business partner of 45 years.

The training paid off.

By age 21, Tom could estimate major jobs. "I didn't realize how much they'd taught me," he says.

He eventually opened his own business in 1980 in the family trade: Tomtar Roofing & Sheet Metal (now known as TRS).

The Greenoughs' handiwork is very much a part of Kelowna's history through recognizable buildings, including Kelowna General Hospital, Prospera Place and Mission Hill Winery. They specialized in big jobs, shopping centres and big-box stores, including Orchard Park Mall, Walmart and Superstore roofs.

Photo by Bruce Kemp.



Father Tom and son Robert Greenough hold a photo of Harold, the first generation of roofers in their family.

Tom's son Robert is now vice-president. "He's basically ready that I could walk out the door, but I'm not going to because this is my golf game," laughs Tom. "All through my 40s all I could think about was retiring. Suddenly, I didn't want to retire anymore. He'll have to kick me out the door. I'm not ready to leave just yet."

Tom says he's set a strong foundation for Robert to grow the business, including a state-of-the-art sheet metal shop. The stage is set for his son to take the business to another level through expansion—if he chooses to, adds Tom.

Robert says he's excited to help lead the company on another major project: One Water Street.

"That's going to be a legacy in town. It's Kelowna's pearl," he says. "That can be something that I can look back at and hopefully my son can look back at and have the same sense of pride that I do when I pass Sun Rype."

"Our clients are multi-generational as well. It's extremely important for us to be able to put our name on something," he says.

Aside from dreams of playing professional hockey when he was younger, Robert has never considered doing anything else. "When you've got a family business like this, you are married to it. It's in the blood."

At five years old, he would come in on weekends with his mother to visit his father who was working seven days a week in the mid-80s. Robert's first recollection of being involved is at about 10 years old during the summertime, banging out clips.

"At that age it required both hands and most of our weight to actually get it to bend. My sister and I would come in and make a penny a clip," he says.

Robert, 36, has been working in the office for a decade now and in the past two years became vice-president with his dad taking a little more vacation time.

Some days the family challenges are present.

"You're working with family. You're always professional but at the same time it's a father talking to a son. Sometimes things in any other business wouldn't be addressed the same way. Some things that fly with family would never fly with anyone else. The younger generation has to go along with it until they are at the level or age where it's time to take the reins. You have to prove yourself."

A family business is high stakes, he says, and can carry a lot more personal weight than running a corporation.

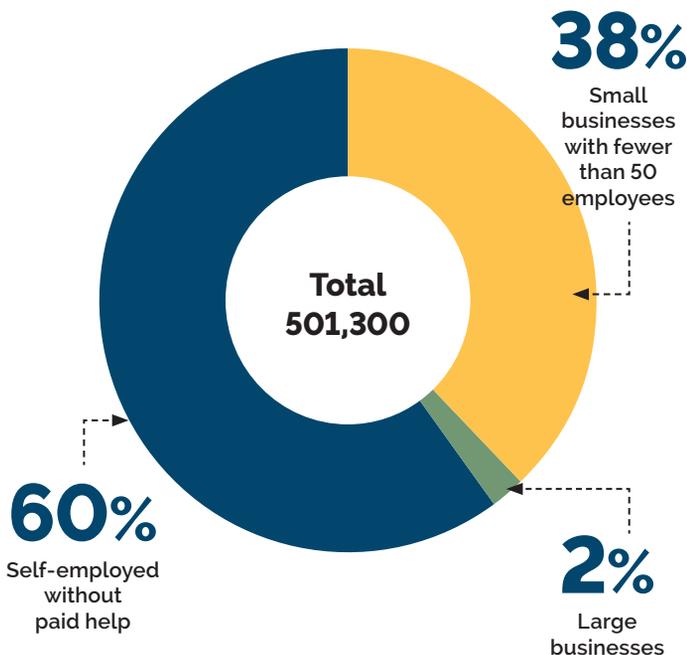
"It's the family business. If you screw it up, you screw up the whole family. It's not just your paycheck, it's not just your wage, it's your family's retirement or their lifestyle."

Tom says it's tough to balance being dad and boss. He says he has to have a lot of patience—and so does Robert.

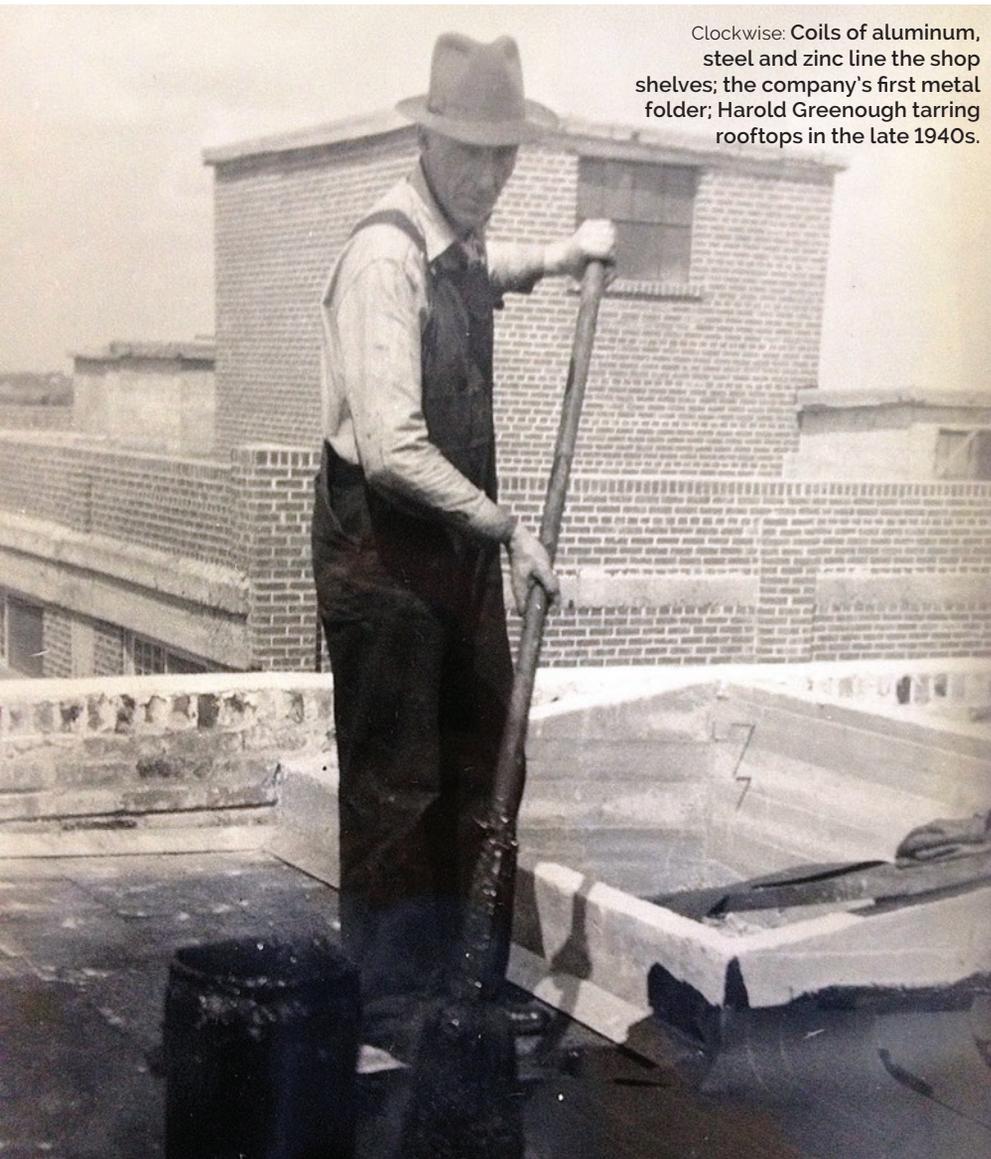
"The biggest thing is patience and perseverance. You never ever give up," says Tom. "The stress in construction is tough. It makes me think of my old man, things would get tough and I'd think the world was ending. He'd just put a little smirk on his face."

That's something Tom has tried to pass on to his son, the knowledge the sun will come up the next day whether he's wringing his hands or not.

BC Businesses



Source: BC Stats 2017 using data supplied by Statistics Canada



Clockwise: Coils of aluminum, steel and zinc line the shop shelves; the company's first metal folder; Harold Greenough tarring rooftops in the late 1940s.

Family succession planning

Start the conversation

Make sure that your son or daughter wants to take over the family business. It's the rest of their career and life that you are asking them to devote to this company,

Don't let it get personal

Family succession can bring out underlying conflict and spill into personal lives. Get professional help, such as a mediator, if needed. Family counselling may also be needed to help parents let go of their business. This is your legacy, what you have spent decades building, and yes it is emotional.

Your kids may have a different vision

How will your child or children make the company grow once they take over? What do they want to achieve? Your company may go in a new direction to grow, and you may or may not agree with the decision. .

Say 'no' to a family discount

Your sale price should be fair market value, even if you're selling to your child or children. It shouldn't be sold at a discount because the money is usually needed for retirement. One option is to be paid over many years instead of getting a lump sum.

Respect the new family CEO

The new boss is not the old boss. By staying on either as board chair or in some other capacity, it still allows for meddling and can prevent growth from occurring under the new generation's decisions. Your family successor may redefine the CEO role and that's something you need to accept.

Source: Business Development Bank of Canada



Ross Blankley points out a picture of Canada's oldest Ford dealership opened in Vernon in 1925 by Joe Watkin.

A driving force in the North Okanagan

Not many people know that the oldest Ford dealership in Canada is located in Vernon. Ross Blankley is the third generation of his family running Watkin Motors. His great grandfather ran the Lavington General Store “in the horse and buggy days.”

The dealership opened in 1925. After owner Joe Watkin died, Ford approached Jack Blankley in 1962 about buying the business. No stranger to the industry, Jack had been working in the Vernon Garage since he was 14 years old.

Still, buying a business was a big decision and a big investment.

“They had to borrow from family and friends. It was a big life change for them. It was a big risk. But it gave the rest of the family a huge opportunity if they wanted to continue down that path,” says Ross.

Not long after Jack bought the Ford dealership, Ross’ dad Budd and his uncle Bruce came aboard.

Ross got involved early in his life.

“I started off washing cars at 14 as a part-time job,” he says. “I got into the parts department delivering

parts and then I worked my way through service for a little bit.”

Ross wasn’t sure whether the auto-dealer business was for him. He was interested in a career as a golf pro.

“I think you have to go through some life experiences personally to finally make some decisions about what you want to be and where you want to go and what you want to do when you grow up.”

It took until he was in his 20s before he was mentally ready to commit to the business.

There are now more than 50 employees at Watkin Motors, many of whom have been with the company long term.

“You can’t be generational if you don’t have good people you’re working with,” he says. “That’s one of the successes of a long-term business.”

The dealership is evolving with the times, upgrading to a Ford signature store, which will mean an exterior makeover and a technological overhaul inside.

Ross himself now has two boys, aged 10 and 12 and he involves

By the numbers

\$313 billion

is controlled by the 500 wealthiest Canadian business families, accounting for nearly a quarter of the revenue of all medium and large businesses in 2013.

\$10.6 billion

was made in 2017 by Jim Pattison Group, Canada’s second largest family-owned business.

4.5%

growth was seen in business licenses in the Central Okanagan in 2018, growing to 13,678. The District of Peachland saw a 14% increase and Westbank First Nation 6% growth.

98%

of all businesses in BC in 2017 were small businesses, totalling 493,100.

35%

of provincial GDP was generated by BC’s small business sector in 2017. This was well above the Canadian average of 29 percent and the largest proportion among provinces.

them. They do small jobs around the business, like picking up bottles and tidying the grounds.

“I constantly think about how we’ll go through that transition—if that’s what they want to do. We won’t know for another 10 years or so if that’s what they want to do. It’s like anything else with life, if you push too much with your kids they may go down that road for a while but they’re eventually going to find their own path.”

Anecdotally at least, it seems that the number of generational family businesses is decreasing. Eric Weber,

associate vice-president with Colliers Kelowna, says that some kids just don’t have the same interest.

“It depends on your kid and their inclination,” he says. “If they’re heavy into science, they may look at the business and say ‘that’s a great business for you mom and dad but it doesn’t do anything for me.’ This is 100 percent anecdotal, but I would suspect it to be probably less generational than more. I think the biggest factor is the kids might be really bright but their inclination is a different direction than what the business is,” he says.



Ross Blankley says his grandfather took a big risk buying Watkin Motors, but it helped set future generations up for success.

Photos by David Wylie.

4 exit strategies

Here are some common business exit methods

1 Passing the business to another family member

This requires identifying likely candidates and then training them to manage the business successfully. This could involve some time, depending on the complexity of the business.

2 Selling the business

Businesses must be prepared for sale so that the owner can maximize his or her return. Simply making cosmetic changes to a business at the last minute and putting it on the market for sale often results in reduced return. Likely buyers should be identified ahead of time, and alliances or overtures made before the actual event.

3 Management buyouts or employee buyouts

Often this is the first option for owners if they do not have a candidate for succession and are concerned with continuing the corporate culture. Usually in these cases there are legal processes, such as arrangement of shares, that must be taken care of first.

4 Takeover or phased exit

This often occurs when an owner wants to leave a business but does not completely exit. It is a way to transfer a business slowly to a new owner who is still being trained. The owner sells a stake in the business to a partner, and the stake grows as the partner takes on increasing managerial responsibility.

Source: Business Development Bank of Canada



with a farmer's daughter

Anika Gatzke comes from a generational farming family in the Okanagan. You've likely eaten produce from Gatzke's Farm Market. We asked her about carrying on the legacy of a family farm.

How have you been involved with the family business so far?

When I was a kid I had blonde hair and the tour buses full of people from Asia would give me chocolate bars in exchange for a photo under the cherry tree. That's where I started in the business at age 5. Since then I picked raspberries and more fruits and veggies, stapled cardboard boxes, restocked and organized the market store, washed dishes, scooped ice cream, put cherries in baskets, designed event posters, baked pies, made work schedules for the market, served at weddings, and trained employees. I've learned a lot over time since I was about 10 or so.

What's it like growing up on a family orchard?

I appreciate having learned about where fruit and vegetables come from, how to grow them, what good quality ones taste like. I grew up with a bit of respect for food but mostly a sense of taking it for granted that I had so much good quality local fresh stuff at my disposal during the harvest season. I came to respect it more after I left home for the first time and had to buy and find my own food, and almost all of it wasn't as good. When you grow up on a farm, at least for me in the small town where I grew up, until I got a licence I pretty much spent the whole summer at home/ on the farm—and even after I got my licence I ended up spending most



With its rustic charm, grape arbour tunnel and beautiful orchards, Gatzke Orchard are filled with wedded bliss spring, summer and fall.



Anika Gatzke (left) selling cherries at the family farm market located in Lake Country. From Lapin and Rainer cherries to Macintosh and Gala apples, dozens of varieties of fruit are offered for sale.

of my time working there. It's a different lifestyle you grow to know and be familiar with, one that to me brings the word to mind "unbalanced." But not necessarily is it bad. It's just how it is. Lots of work and long days in the summer and very little work in the winter. I find myself on this schedule now with my life even though I'm not running or working that much on the farm.

What's it like working for a family business?

Crowded sometimes. You need to find ways to give space to each other and give yourself space. This I guess is specific to when you work and live with your family, as I have. Working with family in general, one needs to be aware of their own boundaries. Family can easily take each other for granted. This can become hard to see sometimes

in any scenario, work as well. But business is commitment, and family tends to have a lot of commitment. Whether this is good or bad depends on the specific situation and how you see it but it's true anyhow.

Have you thought about taking over/ being involved in the business in the future?

Yes. I still don't know for sure what I want, but I've thought about it. I've thought about having no involvement to helping them out part time, to running it with them, to owning and running it completely, like my parents.

Is there pressure to stay in the business?

Yes. Although my parents have been really good at encouraging

me in my freedom to explore other life/career paths compared to other parents of friends with family businesses I know, there's no way to avoid any pressure to help in the business in some form. You see your family working hard and you care about them; there's a force you feel to help them. Family business can feel very rewarding. If you are passionate about your work and so is your family it's great to be able to include your loved ones in all aspects of your life. But it can only be such if you put your relationships with your loved ones first, before everything. Before profit or success of the business there needs to be strength in the foundation—love, understanding, and seeing each other at the core. First. Always. Without it you have nothing. You need it. Everyone needs it.



I have a passion for books. I was a big reader growing up and I wouldn't have come here just because it was a place to work."

Alicia Neill
manager, Mosaic Books

Words passed down

Alicia Neill, the manager at Mosaic Books in Kelowna, says a passion for books is behind her decision to carry the family business forward.

"I was a big reader growing up and I wouldn't have come here just because it was a place to work," she says.

Mosaic Books was opened in Kelowna in 1968 by Rhonda Moss and Wilma Dohler. It switched hands in 1995, with Michael and Michele Neill taking over.

Their story begins in 1963 when Michael Neill's parents

Madeline and Barry opened a bookstore in Brandon, Manitoba.

"My mom was basically a housewife in 1963," says Michael. "My dad was the thriving businessman in Brandon and he and partners opened up a bookstore. In the next few years, the bookstore was dying. Madeline started to manage it and found she had a knack for selling books and serving customers."

The store turned around and the couple bought out the shareholders.

Family business isn't always smooth, however. Michael's parents eventually

divorced. Madeline moved to Greater Vancouver and jumped back into the book business, opening a Black Bond bookstore in White Rock.

Michael and his sisters all followed her out to BC. They grew to eight locations on the coast, and for 18 years the four family members generally worked in sync with overlapping specialties.

Michael carved a unique niche by creating software to track inventory. The software, called Bookmanager, helps book stores with accounting

Photo by David Wylie.

Son Trevor and daughter Alicia share with their parents, Michael and Michele Neill, a passion for the book business. The shop on Bernard Avenue in Kelowna has been voted by *Okanagan Life* readers as Best Bookstore since 1999.

Top 10 bestselling Canadian books of 2018

1. ***The Boat People***
by Sharon Bala
2. ***The sun and her flowers***
by Rupi Kaur
3. ***milk and honey***
by Rupi Kaur
4. ***Seven Fallen Feathers***
by Tanya Talaga
5. ***Women Talking***
by Miriam Toews
6. ***Forgiveness***
by Mark Sakamoto
7. ***12 Rules for Life***
by Jordan B. Peterson
8. ***Warlight***
by Michael Ondaatje
9. ***Indian Horse***
by Richard Wagamese
10. ***The Marrow Thieves***
by Cherie Dimaline

Source: CBC Canada



5 reasons owners avoid succession planning

- 1 They may feel that they are too young to retire and lack belief in the business's ability to generate enough retirement income.
- 2 They refuse to accept the possibility of death or other kinds of exit.
- 3 They lack faith in potential successors, so they put off planning.
- 4 Potential successors in the family may be merely pretending to be interested in succeeding to the leadership role, and therefore are resisting the process.
- 5 They are confusing their personal wishes with the business's needs.

Source: Business Development Bank of Canada

Consider employee ownership

Retiring business owners can transfer ownership of their company by selling shares directly to their employees.

What are the benefits of employee ownership?

- Succession planning
- Employee recruitment and retention
- Employee engagement
- Financing growth

How the program works

- Equity shares issued from treasury
- Share purchase is payroll deductible
- Must be held for three years
- 20% tax credit to eligible employees
- Up to \$2,000 in tax credits annually
- Investment can be held in an RRSP

Eligible employees

- BC residents who work 20 or more hours per week
- Not existing major shareholders of the company

Eligible companies

- Canadian companies that pay at least 25% of wages to BC residents
- Together with affiliates, have less than \$500 million in total assets

Source: Investment Capital Branch, BC Government

and inventory. About 350 stores are now using the software.

Michele, who was home with their children, got involved marketing Bookmanager in the wee hours. She would get up and sell the software by phone making calls when long-distance rates were cheapest.

"I'd start in Newfoundland and go across the country. I had to stop by eight in the morning because the prices would go up," she says. "Up at 5 a.m. with one of the babies."

Their vision was not the family vision and Michael eventually left the family business to focus on the software. He quickly realized they needed a brick and mortar bookstore as a "guinea pig" to develop the software product.

They bought Mosaic Books. In 1999, they moved the store to its current downtown Kelowna location to better rival a Chapters that opened at about that time.

Meanwhile, the next generation, Alicia and Trevor, started to work part-time at the bookstore while in high school, both over time discovering a passion for the book business.

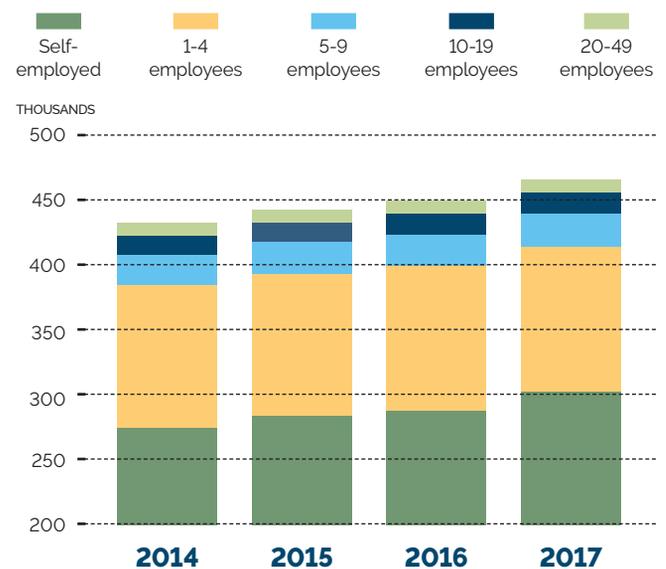
Michele, Trevor and Alicia have all had their turns running the store, with both success and challenges. The imbalance can be the hardest challenge, says Michael.

"When you have two people doing the same thing... somebody has to be on top," says Michael, who focuses on the software.

Michael says the top four things to run a family business are honesty, shared passion, compromise, and a single leader.

"Priorities start to shift over time," he says. "Everybody has different aspirations as far as wealth. Some people want to make an absolute fortune, other people are happy to spend what they've got, some people don't want to work as hard."

Growth of small businesses in BC



Source: BC Stats using data supplied by Statistics Canada



The Dobernigg family, orchardist Dave and cidemaker Missy and girls, are the third generation to grow apples on the orchard on East Vernon Road. The flagship cider of BX Press is named *The Prospector*, honouring the brave men who sought their fortune in the 1860s Cariboo gold rush.



Right: BX Press Cidery & Orchard and the surrounding area takes its name from "The BX," Barnard's Express & Stage Line—one of the oldest, and longest running stagecoach companies, photographed here at Ashcroft in 1895.

Below: Mary and Dick Askew surrounded by their family in 1951. Under the leadership of son Lloyd (top right), granddaughter Karen and current GM grandson David, the family-owned grocer in Salmon Arm has expanded to four outlets from its founding in 1929.



Askew's Foods 1967.



Dobernigg family photo by Camillia Courts, stagecoach photo from the Ashcroft Museum Archives; others contributed.



Photos of great-granddad Russel Eugene (R. E.) Postill and granddad Russel William Postill proudly hang on the walls of the family home. A fourth-generation owner, Linsey, and her husband Jamie Johannson, have recently taken the reins of the company from her father Brian.



Our whole family gets along away from the business and in the business. The advantage to working with your family is you've always got someone there who's got your back."

Brian Postill
former owner, R. E. Postill & Sons



Top photo by David Wylie; other contributed.

Moving the earth together

Perhaps no family has moved more dirt in the North Okanagan than the Postills.

R. E. Postill & Sons Ltd. has been family owned and operated for four generations and counting.

The gravel, excavation and trucking company was started in 1944 by Russell Eugene Postill. It was passed down to Russell William Postill, Brian Postill, and most recently to the founder's great-granddaughter Linsey and her husband Jamie Johannson.

Linsey started working for her dad at 19 years old.

"I started in the pit running loaders and feeding the crusher, and then I got my Class 1 and I drove a dump truck in the summers when I was going to university."

Initially, Linsey started down a completely different path, studying pharmacology.

"I always remember my dad when I was 18 telling me, 'If you want to take over the business, you have to

have a degree and I don't care what it's in.' I get it now. He wanted me to have another opportunity and another option. It never once crossed my mind that I would take it over until third-year university. I thought, 'What am I doing? I don't like the lab.'"

She says she liked Vernon and liked working for her dad. Marrying her husband Jamie, who was also in construction, solidified getting into the business because they could operate as a team.

She started working full time at the business in 2005, and she and her husband bought it in 2011. They have two kids, aged 8 and 5.

Meanwhile, Brian says he started running the business in the late 1970s.

"I thought when I'd retire I'd sell it—I didn't want to put any pressure on anybody that they'd have to take it over. People have their own lives to live. You have to do things you're happy with."

When he was young, Brian says

he preferred to ride horses rather than work at the business. He says with a laugh that he eventually got into the family business in his 20s when he realized he couldn't get a better job anywhere else.

"Our whole family gets along away from the business and in the business. The advantage to working with your family—if you get along—is you've always got someone there who's got your back."

If you're tied down in a small business by yourself it's 24/7.

Brian says his dad gave him a lot of freedom to run the business and he's tried to do the same.

"You have to let them make mistakes," he says.

Some people hang on to the business for so long that the kids are ready to retire.

"I think you've got to start looking at a succession plan when you're in your 50s not when you're in your 70s," he says.

The importance of family businesses in North America

90%

of the companies in North America are family-owned businesses.



Employ **57%** of North America's workforce (more than 97 million employees)

Generate **57%** of the United States' GDP

60% of Canada's GDP

Create **70%** of all new jobs in North America

Provide **55%** of all charitable donations

Source: *The Family Advantage*, National Bank of Canada

Family advantage

Family-run businesses are the cornerstone of the Canadian and US economies

Approximately

80%

of family-controlled companies worldwide, are a crucial part of the global economy.

10

of Canada's 25 largest employers are family-controlled.

Approximately

90%

of companies in Canada and the US are family-owned.

Family-controlled firms accounted for **19%** of the companies in the Fortune Global 500.

With lower employee turnover rates, family businesses benefit from their employees' greater experience and dedication. While the average tenure of CEOs in large US companies is 4.6 years, those currently in charge of the 100 largest family businesses have already served an average of 13 years.

Lower Employee Turnover

Vintage families

The Okanagan wine industry is still young, but family estates are becoming more ingrained.

Industry veteran Harry McWatters helped put BC on the international wine map.

Harry has had 51 vintages.

“I don’t think there’s anyone in the wine business in the country today that’s been around longer than me,” he says.

Now in his 70s, Harry’s legacy is in the hands of his kids Christa-Lee and Darren.

They are respectively director of sales and marketing and production manager at Encore Vineyards located at Summerland.

Christa-Lee, who will take over, has already been chair of the BC Wine Institute and has marketed Sumac Ridge Estate Winery among many others. Darren works more behind the scenes, keeping production flowing.

“My kids knew it was a hard business. They helped me plant the vineyard at Sumac Ridge. Christa-Lee made wine from those grapes when she was nine years old. At a young age she knew what it was all about. She’s much more in tune with the market today as it exists than I am,” he says.

“I take pride in the fact they’ve chosen to follow the same career path. It’s rewarding, but not without its challenges. There are times that, because we work together, we don’t spend the same valuable family time together. We have to be really disciplined keeping the family time with no business.”

Harry says it’s important that people go into the business with their eyes wide open about the work involved. People come in with a dream because they have a passion for wine. It takes only five years to burn them out.

Sometimes it takes time for kids to find the family roots.



Harry McWatters, 1996

Sara Triggs, daughter of Jackson-Triggs Winery co-founder Don Triggs, started along a different career path, overseas in foreign aid before vineyards eventually wooed her back to the Okanagan.

“Mom and dad always raised us to have our own independent minds and encouraged us to follow our



Daughter Sara Triggs shares with her parents, Elaine and Don, a respect for estate-grown grapes. The Culmina vineyards were planted in virgin terroir in the Golden Mile Bench near Oliver.

Photo contributed.



Young Brandon is the third generation of McWatters working at Time Winery. His father Darren (far right) inspects grapes for their first crush.

own passions and interests. There was never any pressure on any of us to do any particular things, except to be our best self,” she says.

Sara’s nature pulled her toward travel and a career in foreign aid. “I had an adventurous streak as wide as the Mississippi River,” she says.

She had been working internationally for a number of years when she came to a crossroad—she could either return home or move on and delve more into her global network.

As she was considering her future, big change struck when Jackson-Triggs was sold in 2006. “To have that disappear quite quickly, almost overnight, was quite jarring for all of us,” she says.

Sara and her parents started to talk about starting a new winery. That seed grew into Culmina Family Estate Winery. Leading the marketing of the family estate wines, Sara helped bring the first vintages to market in 2013.

Photo by Yvonne Turgeon.

“ The younger generation can often benefit the business with know-how.”

Bettie Johnston
senior partner, Business Development Bank of Canada

Honesty, the best policy

In order for a family business to function, openness is a necessity, says Bettie Johnston, a senior partner with the Business Development Bank of Canada.

“Parents often control things and don’t want to share information. The younger generations end up lacking the knowledge they need to understand how the business is doing and what’s involved in running it.”

She says the younger generation needs to be involved and can often benefit the business with know-how. They have their own responsibility to immerse themselves in the company to learn its ins and outs, and earn the trust and respect of parents and key employees.

As a test of the younger generation’s readiness, Johnston advises parents take time off and let their children run the business themselves for a couple of weeks.

“It’s a good experience for everybody, yet it’s not going to put the business at risk,” she says. [👉](#)



David Wylie has done about every job there is to do in a newsroom during his two decades in the media. A regular features contributor, David is also creator of a cannabis news blog.

Maturing vines & wines

The fourth stage of BC vintages

■ We are crossing a watershed for BC wine, emerging into a more mature phase of the industry, an inflection point in which there are new challenges—in the vineyard, the winery and the marketplace. Let's call it a fourth age and look at what is being proposed in response to these challenges.

The first stage of the Canadian wine business in the early 20th century involved indigenous grapes making sweet port-and sherry-style wines. By the 1950s and 1960s tastes were changing. The market

demanded dry red and white table wines and hybrid vines such as Marechal Foch,

Baco Noir, Chelois, de Chaunac and Seyval Blanc could do that and survive the winter.

The third stage can be dated much more precisely: the Canada-US Free Trade Agreement opened Canadian wines to competition from US imports. The government financed uprooting hybrids and replacement with international varieties. By this time, it had become clear that with climate change and proper site selection, noble wine grape varieties could survive the winter. In the 1990s entrepreneurs, most of whom had made their fortunes elsewhere, invested in the vigneron lifestyle in the Okanagan. This infant industry was helped by creation of about two dozen BC VQA retail wine stores.

Can we compete across borders?

The "free my grapes" initiative notwithstanding the Supreme Court of Canada's decision on Comeau, made it clear that opening the full Canadian market for direct-to-consumer shipping is much more complicated than expected. The federal budget this spring makes this a bit easier by removing a federal requirement that allows provinces to insist on local liquor boards to mediate between wine shippers and consumers.

In the home BC marketplace the new Canada-US-Mexico trade agreement means the BC government cannot prevent grocery stores from stocking US wines, and



The full-bodied Marechal Foch can still be found in the marketplace, offering complex layers of caramel, black cherry and fig.

probably wines of the world. It was willful dis-ingenuity on the part of the then government and the BC Wine Institute to think the independent VQA wine stores could be wound down to launch the grocery-based retail model and not expect push-back from US and world wine producers.

Lawyer Mark Hicken and his committee told the provincial government someone has to sort out the wholesale supply chain for bars and restaurants and the governance issue between the BCLDB and the rest of the retail trade. Even Canada's competition bureau told BC to restore sound competition and good governance practices at the LDB. With cannabis retail off the ground, the government is expected to address this issue soon.

How is the climate changing?

Climate change, wildfires and floods pose a severe vineyard threat. Smoke taint seems to retard grape maturation and introduces the potential for faulty wines. Moreover, aggressive Arctic melting has an effect on the jet stream which makes the lucrative icewine harvest less predictable. Sustainability will be the core of vineyard reform in this phase.

There is also a generational change. Baby Boomers drove the third phase of investment in BC wine and are now getting ready to retire and are running up against the limits of their capacity to invest and grow. This is driving some of the industry concentration we have seen recently. Millennials seem less interested in wine than Boomers and have their interest in craft beer, cocktails and cannabis. When they are into wine it is in the somewhat niche category of "orange" or natural wine.

How much wine do we have?

On the supply side, it is not clear what "peak juice" in BC means. There are many variables which determine yield and if the BC, Canadian and world markets are to be served, it is not clear how much wine we have available to sell. There is a chronic grape shortage and industry concentration may exacerbate that. What is the right balance between industrial-scale mass consumption wines and artisanal terroir-driven wines? We are a relatively high-cost producer, infrastructure and labour supply can be unreliable and we need to work on year-round tourism promotion at the wineries.



How do we tell our story?

There are dilemmas on the demand side as well. The story that BC wine tells about itself differs in the local, Canadian and world markets. There is no doubt that the pristine supernatural image of the province is an essential foundation upon which to introduce BC wine to the world. But the Okanagan dominates public perception of our industry at the expense of regional diversity. It is not clear that recognition of sub-regions within the Okanagan itself is entirely helpful either. The recognition of distinct terroirs may be useful from a marketing perspective, but unlike many of the wine regions whose names consumers recognize, there are few substantive rules attached to these sub-regional appellations. How many people know or care where Wahluke Slope is and if they do, does it help Washington state wines overall? Does the Golden Mile expect to improve on that when Ehrenfelser and Syrah are both allowed the designation?

The BC Wine Institute, chiefly responsible for marketing BC wine, funded a major consultation with the industry called WineBC2030, published in March. It recommends: moving up-market (sharper branding and certification, tighter geographical indicators, premium pricing, sustainability, strengthening leadership, streamlined reporting and enhanced data sharing.)



Purchasing wine in the expanding wine region of Kamloops.

UBC Okanagan is working hard to become a more important player: struggling to find something distinctive to say to the industry about identity and branding and seeking funding for a Research Cluster of Excellence in vineyard and winery sciences. Okanagan College is a major support to the industry, especially in labour force training and is seeking funding for a Technology Access Centre.

The BC Ministry of Agriculture funded Myers Norris Penney to recommend the primary structure and location of a Wine Centre of Excellence, proposed for Penticton. The BC Wine Authority is approving new geographic sub-zones such as Okanagan Falls and Naramata, tightening VQA regulation, reforming tasting panels and trying to make VQA membership mandatory.

Deeper institutional capacity will be needed for the whole of this reform to add up to more than the sum of its parts. Expect the Wine Institute to use its WineBC2030 exercise to bid for this leadership mandate.

Ernie Keenes earned a Ph.D. in Political Science specializing in trade policy issues, has worked in wine journalism in the UK and wine retail in BC and Manitoba, and cooperates in a small vineyard and winery in West Kelowna.

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Building joyful spaces

Allegria Homes

■ When local Okanagan Builder/Renovator Rob Cesario partnered with wife Michelle to create Allegria Homes Inc. in 2015, they made it their mission to help homeowners capture the essence of “there’s no place like home” and build custom spaces to suit. Rob shares more about their company and how they are inspired to build joyful homes...

What inspired you to start Allegria Homes? I guess you could say it’s in my blood. My parents emigrated from Italy in the late sixties. My Dad owned a concrete

finishing business and my Mom was a Chef who started her own restaurant. By the time I was 10, I was pushing wheelbarrows at the job site and helping my Mom cater Italian weddings on the weekends. There is something inherently good in doing hard work and my parents believed in giving your best to people.

It was actually a family friend who introduced me to carpentry in my late teens. He was a master carpenter who taught me how to use tools, build furniture and tackle projects. That’s where I felt most at home. I started my career working as a middle school teacher before deciding to follow my true passion and put on my tool belt full time.

What are some of the top trends homeowners are asking for? Open concept living is still a big focus. For renovations, we are often asked to tear down walls to make the house flow better and feel bigger. Beautiful, functional kitchens also top the list for homeowners regardless if they are building or renovating. In new homes, we are seeing the addition of the pantry room.



Rob Cesario, co-owner of Allegria Homes Inc.

What advice would you give homeowners? Know your style, its easy to get caught up in what’s trending today, but what’s popular now may not be in style for long. Make choices that reflect your personality and go with things you know you will love for years to come. Take the time to plan out your vision, and be prepared for the unexpected. The right lighting is also extremely important. In the kitchen installing recessed lights guarantees a well-lit space, but they should be seamless and almost unnoticeable. For more information visit us at allegriahomes.ca.



Kitchen picture by Dean Cebuliak.

Allegria
Homes

If I had Three Wishes...

ELISA CVALETTI
ITALIA

DESIGNER LADIES WEAR
STUNNING ACCESSORIES
GREAT SHOES!

OPEN 7 DAYS

Three Wishes...Three Locations

Downtown Penticton 370 Main St., Penticton 250.490.4899
 Penticton Lakeside Resort 21 Lakeshore Dr. West Penticton 250.490.4811
 Kelowna Mission 1-2936 Pandosy St., Kelowna 236.420.0217

Three Wishes
CLOTHING BOUTIQUE
...and Wee' too!
Wishes

Resort living, right at home

The Cottages on Osoyoos Lake

- There's a waterfront community in the heart of wine country that offers sandy beaches and resort living. "It is absolutely stunning here," said Jody Curnow, the sales team leader for the Van Maren Group project. "Our home owners continually pinch themselves and tell me they can't believe this is where they live. There's something for just about everyone, price-wise and size-wise."

More than 220 of the 285 units have been sold at The Cottages on Osoyoos Lake. There are still homes available in all locations from \$517,900 to about \$1.4 million, and they range from 1,300 square feet to more than 3,000 square feet.

Located between Oliver and Osoyoos, the community is close to world-class wineries and Mount Baldy Ski Resort. "It's definitely four seasons," she said.

The Cottages features gorgeous fully customizable detached homes surrounded by 20 acres of lush lawns and open space, sandy beach, marina and a variety of other amenities.



The Cottages on Osoyoos Lake offers a fabulous retirement or vacation lifestyle, with world class wineries and restaurants just moments away.

There are a number of floor plans to choose from, including a new floor plan called Meritage. Being at the back of the property, the homes can be three-stories tall, offering phenomenal views of both the lake and neighbouring vineyards.

It has parking for up to seven vehicles, a guest suite, and a spectacular roof-top patio complete with master bedroom

suite, and even a residential elevator.

"It is resort-style living right at home," she said. "You can do all of your relaxing right here."

The property is exempt from GST, provincial property transfer tax and the new taxes on vacation or second homes.

Visit today at 2450 Radio Tower Rd. in Oliver or learn more online at osoyooscottages.com.

Three locations embrace the dream

Three Wishes Clothing Boutique

- Pat Currie, owner and operator of Three Wishes Clothing Boutique, invites you inside to experience the best and latest in designer clothing, footwear, jewelry and handbags. It is her hope that she can make your wishes come true with high-quality on-trend products and exceptional customer service.



Pat Currie at the Penticton boutique where she showcases a variety of high-quality items.

No matter what the occasion, Three Wishes is ready to dress a woman from head to toe. Whether it be casual designer jeans with name-brand sneakers, a professional career outfit or a memorable designer ensemble accessorized with a sequin clutch and Ruby Shoo pumps—Three Wishes Clothing Boutique will make it happen.

Three Wishes offers a relaxed atmosphere where the needs of the customer come first. From the vast selection of the latest Canadian, American and European designer wear, stunning accessories, not to mention the comfortable companion seating and spacious fitting rooms... it's all about fulfilling the dream and embracing the reality that is Three Wishes.

'Wee' Wishes special baby gifts are also available.

Staff will share their knowledge and expertise on the many designers, as well as the fabrics, fashion and fit. Clothing is available in sizes XS to XXL and browsing is always welcome.

Three Wishes has three stores to serve you. The award-winning downtown Penticton location, established in 1994, welcomes visitors from all over the Okanagan as well as many satisfied customers from out of province who come to shop the different seasons.

The Penticton Lakeside Resort lobby store offers options for travellers including gifts, clothing and an array of items for everyone.

Three Wishes also found a home in the Lower Mission area of Kelowna offering a unique selection of designer ladies wear, stunning accessories and great shoes!



Engineering expertise at KO

KO Structural Engineering

■ KO Structural Engineering has a diverse range of experience and expertise.

The company provides structural engineering for high-end and multi-family homes, commercial and agricultural buildings and seniors' facilities.

The local business works throughout the Okanagan, and has offices in Kelowna and Penticton.

They've completed some high-profile structural jobs, including full seismic engineering of the PNE prize home for the last three years running, in conjunction

with local home manufacturer Freeport Industries Ltd., based in West Kelowna.

The experienced engineers at KO Structural perform a wide range of jobs, from engineering a unique home on stilts, to certifying a heavy equipment skid for airlifting equipment to the Yukon.

Keith Ohlhauser started the company in July 2015. He developed an affiliation with AcuTruss Industries—a major supplier of engineered building materials for commercial and residential projects throughout the Okanagan.

This unique association allows them to easily consult on any structural issues or changes that arise, without needing to directly involve the homeowner.

That's advantageous to the customer, as it helps to cut extra costs by limiting communication errors and increasing efficiencies.

Ohlhauser, P. Eng., said he's been seeing more demand for homes, decks and gazebos engineered on hillsides. Many of the lots now available involve slopes.

The company also offers specialty services



Swan Drive by Vineyard Developments.

such as the design of mezzanines, timber frame structures, guardrails, steel members, pools and hot tubs, and structural assessments.

KO Structural was nominated for Wood Innovation in the 2018 Wood Design Awards in B.C. for a project in Fintry through SkyBird Properties.

Their team has many years of experience and is committed to learning and growing with the industry. Visit them at kostructural.com.



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Expansion brings a move to Main Street

Wings Kelowna | Wings West Kelowna

- Serving award-winning food at an affordable price and bringing families together, Wings has evolved far beyond just a local chicken wing joint.

They acquired their Rutland location on the corner of Highway 33 and Hollywood Road in the fall of 2017 and are now expanding to West Kelowna on Main Street in the Westridge Shopping Centre in the spring of 2019.

Expect to see more of their signature dishes with flavours from around the world. Using a creative assortment of spices and flavourings, combined in unique and unexpected ways, Wings offers something from everywhere, for everyone.

“Our wings are fresh, never frozen, sourced locally, and are raised with no antibiotics or added hormones,” says owner/operator Brent Stewart.

For Stewart, attitude is about giving the best, appreciation for others (especially families), and knowing “absolutely” is the only answer. Staying true to these



A creative assortment of spices and flavour can be found on the menu, from the mile-high burger to oven-baked wild mushroom pasta and sweet Thai chicken bites.

values allows him and his team to continue offering guests a place to experience fun, food and drinks with family and friends. Both locations have special occasion live entertainment, and Stewart encourages locals to experience what he likes to call “fun dining.”

Wings Kelowna and Wings West Kelowna are operated by local owners and local staff.

“We are all about the Okanagan,” says Stewart.

“What are you waiting for? Don’t be a chicken, come say hi.”

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Casual dining in the neighbourhood

Lost Horn Mediterranean Grill

■ The soon to be opened Lost Horn Mediterranean Grill is proud to offer those in Westbank/West Kelowna a food experience rooted in family and community. Bringing a modern approach to Mediterranean-inspired cuisine, Lost Horn presents its fare through a fast casual dining experience.

“We want to build and strengthen our relationships with local farmers, vendors and customers, and to contribute our small share of revitalizing the main street and surrounding local area,” says owner and chef Peter Contos.

Born in Edmonton, Contos lived his early years in the family apartment above his father’s restaurant.

“From the time I was old enough to walk down the back steps to the restaurant, I would sit and watch my father create meals in an atmosphere of laughter and sharing,” he says. “I knew this time would ultimately be the beginning of my life in the restaurant industry.”

Peter worked for his father until the age of 16 and gained his extensive hospitality and tourism knowledge working in restaurants in Jasper National Park in Alberta. By age 25, Peter had opened his first business, a pizza and pasta delivery business, based in Banff.

Peter eventually put down roots in Vancouver, where he would open the doors to a full restaurant, Ouzeri. Within the first year, the Ouzeri was on the lips of food critics across the Pacific Northwest, garnering favourable reviews from many, including James Barber of *The Urban Peasant*.

Ouzeri won critics’ food awards and people’s choice in many publications like *Northwest Best Places* and the premier awards of *Vancouver Magazine*.

After 10 strong years, Ouzeri was sold and Contos moved on to work for two award-winning restaurateurs, icons in the fine dining industry in Vancouver.

“I consulted on a few restaurants inspired moving to Kelowna, the heart of the Okanagan, to further my education in the wine industry. It was here that I saw an incredible opportunity in West Kelowna which had a lack of Mediterranean cuisine or fast casual, modern restaurants.”

Now, after two years of conceptualizing his new venture and finding the perfect location, Lost Horn Mediterranean Grill will open its doors early Spring at 2424 Main Street, West Kelowna.



We want to build and strengthen our relationships with local farmers, vendors and customers, and to contribute our small share of revitalizing the main street. —Peter Contos, owner and chef

With an offering of gluten-free, vegan, paleo, and allergy-conscious options, Lost Horn is dedicated to an inclusive community eating experience for all.

“Lost Horn’s values will reflect our commitment to the community through sponsorship and building relationships with non-profit organizations—by being directly and indirectly involved in any way we can. We’re here for the long run,” says Contos. “I am using my full investment to transform the current location and sincerely appreciate your support in my vision for a great West Kelowna Mediterranean restaurant. We can’t wait to see you come through our doors!”



LOST HORN
mediterranean grill

Follow them on Instagram and Facebook @losthornokanagan.

Family Hub celebrates its 10,000th visit

United Way

■ The Central Okanagan Family Hub has celebrated its 10,000th visit. Located at Pearson Road Elementary School in Kelowna, the hub operates with the support of the United Way, School District #23 and the Ministry of Children and Family Development.

Every day, the Family Hub sees families accessing medical and dental care, early years assessments, referrals for child developmental supports, participating in early literacy programs, engaging in play with their children, participating in parent groups, and much more.

The physical space of the Family Hub has been purposely designed to feel like you are in someone’s living room. Comfortable places to sit and chat and toys and activities to keep the children engaged while parents converse with the Hub staff and other parents.

The Family Hub also has a parent learning room where Kelowna’s child or family-related organizations can run free events or courses.

The 10,000th visitor was Alba, who recently moved from Mexico with her husband and two boys aged two and nine. While her husband goes to work to support the family, Alba is left alone to raise their boys and often feels very lonely and isolated. English is not her first language, the community and culture are all new, and she knows no one here. Everything changed for her when she found the Hub.

“I was received like family,” she says “The staff are polite and take care of everyone. I feel comfortable all the time.”

All services are free of charge.



Alba Ramirez and son proudly accept the 10,000th visitor honour at the Hub.

Gentle movements to ease your pain

LA Lifestyles Health & Fitness Consulting

- Lee-Ann Davenport is a rebel at heart and addicted to exercise... her superpower? Defiance. With a diagnosis of chronic low back pain, she refused to believe what the doctors say, and knew that chronic pain does not need to be chronic! After eight years of suffering the consequences, tolerating a lifetime of several injuries, and feeling robbed of her freedom to being highly active, Lee-Ann dedicated herself to find the answers and with a decision to commit "to the mat," she has completely turned her life around.

Owner of LA Lifestyles Health & Fitness Consulting, Lee-Ann is a certified Clinical Somatic Educator. She specializes in helping people with chronic pain become pain-free by practicing Thomas Hanna's method of Clinical Somatic Education. She has a passion for teaching people how to live effortlessly, painlessly, be active and improve their health and wellbeing with her new signature program, *Movement is Medicine*.



Personal instructor Lee-Ann Davenport believes Clinical Somatics is the solution for those looking to release muscle tension and alleviate common, painful conditions such as back and neck pain, joint pain, disc problems, sciatica, scoliosis and more.

To define what freedom means and with a mission to inspire people to "kiss the pain goodbye," watch her new video at lalifestyles.ca



Good vibes at The Boh

The Bohemian Café and Catering Company

- The Bohemian Café and Catering Company (affectionately known as The Boh) is a Kelowna icon.

Founded in 1991 by a brother-sister duo, the Bohemian serves dishes inspired by their own family recipes and their love of home-cooked meals.

It's a popular place with locals and tourists. On Sunday mornings, the lineup out the door for brunch. The Bohemian has more than 500 reviews on Google with a 4.5 rating, and it tops the best breakfast list in *Okanagan Life's* Best Restaurant Awards.

With a flower and butterfly mural on the exterior, it's instantly recognizable.

The Bohemian serves quality locally sourced food.

The cafe is perfectly located in downtown Kelowna on Bernard Avenue, and has a sidewalk patio.

You don't have to go to them—they'll come to you, catering almost anywhere in the Okanagan to serve breakfast, lunch and dinner. They also do other events, like cocktail parties.

The Bohemian has catered events for anywhere from five to 3,000 people.

It's open Wednesday to Sunday at 524 Bernard Avenue.

See the menu at bohemicancater.com.



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Shuswap Lake General Hospital celebrates 60 years of quality care

Interior Health

- Shuswap Lake General Hospital marked the facility's 60th birthday this past winter. With approximately 600 employees, the hospital is a major employer in the region. Located in Salmon Arm, the 43-bed hospital opened in 1958.

It is common for families to have multiple generations working together at the facility. One particularly inspiring family is that of Sarah (Eve) Reid, a critical care nurse and her sister Casey Gulliford who works as a unit clerk. They proudly walk in the footsteps of their grandmother Dr. Eve Gulliford, Salmon Arm's first female physician and a strong community advocate until her passing in 1997.

"She was a strong, intelligent and passionate woman. She would say she had lived three lifetimes in one," says Sarah.

As a young girl, Dr. Gulliford was not allowed to finish high school. Instead, she helped run the family's tugboat company. But after caring for her parents, who developed



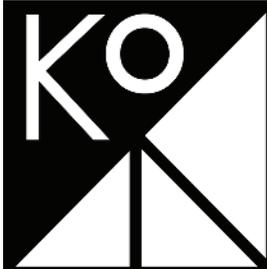
cancer at the same time, she decided to pursue a career in medicine. She went back to high school at age 24 and was one of four female graduates from Queens University in 1950. With five children in tow, she moved to Salmon Arm in 1956 and began working as an anesthetist at the original Cottage Hospital.

When the new, modern Shuswap Lake hospital opened, Dr. Gulliford continued to work diligently, often commuting to work on her horse. She was chair of

the medical staff and a vital member of the surgical team. She continued seeing some long-term patients in her home practice until she passed away at age 80.

A \$24.7-million redevelopment in May 2010 expanded several areas of the hospital. "Over the years there have been a lot of changes, but one thing has always been consistent, and that is the dedication of the staff and physicians to the patients in their care," says Board Chair Dr. Doug Cochrane.

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Foundation set for next generation of tradespeople

Okanagan College

- For students stepping into trades training at Okanagan College, several new bursaries established by MQN Architecture and Interior Design based in Vernon will help provide a solid foundation.

The awards will provide two annual \$750 bursaries for any student entering a trades foundation program. A \$1,000 bursary will be awarded annually to a woman entering a trades foundation program.

Samantha Cook from Enderby is the first female recipient. Currently enrolled in the carpenter foundation program, Samatha says her goal is to help find solutions to the housing crisis affecting some Indigenous communities that lack infrastructure, or where aging buildings may contain mould and provide poor living conditions.

Voted Best Architect in the North Okanagan by the readers of *Okanagan Life*, MQN is one of the largest architectural firms in the BC interior. Partner Dora Anderson says their firm sees first-hand the need for more skilled tradespeople in the Okanagan.

“We believe in mentoring and teaching the next generation of designers and tradespeople,” she says. Anderson adds that creating a women in trades bursary was particularly significant for her and other female staff at MQN. When MQN started it was all male partners. Today the firm is managed by two male and two female partners.

“It’s a huge honour to give a hand up to another woman who aspires to push ahead in a field that is typically a male-dominated environment,” says Anderson.



Samantha Cook and Dora Anderson inside the new Vernon Trades Training Centre.

“With this bursary, we want women to know that there is a place for you in this industry and a place for you to excel.”

As a result of the recent fundraising campaign for the new Vernon Trades Training Centre, there is more than \$200,000 available for student awards, bursaries and program support.



Wear your whites and take the green

Elevation Outdoors

- Time to wear your whites and take the green. The summer’s favourite charity event in support of Elevation Outdoors is back for its fifth year.

On the Lawn powered by BDO is expanding their lawn bowling charity tournament from a three-week event to four, allowing more teams a chance to participate and raise funds.

Aimed at Kelowna’s growing young professional community, the events lets participants try out something new while making a difference in the community.

In the past four years On the Lawn has raised over \$78,000 for Elevation Outdoors, and the underprivileged youth of the Okanagan. The proceeds from this year will help launch a leadership program. “This program is aimed at giving youth an opportunity to try adventures and outdoor pursuits, while gaining valuable volunteer experience with a consistent group of youth and leaders throughout the year,” says executive director Mike Greer.

Find out more at onthelawn.ca

Construction underway for home away from home

Chuck Gould, TEAM Construction with TELUS Thompson Okanagan Community representative: ambassador Kelsey McCallen, Jennifer Parks, ambassador Pat Lee, Terry Armstrong, ambassador Gloria Helgerson and ambassador Hu Reijne.

JoeAnna's House

- Since launching the campaign to build and operate JoeAnna's House, the project has received unprecedented community support.

"To date, we have raised just over \$8 million and our efforts will continue," says Doug Rankmore, CEO of the KGH Foundation. "As construction progresses, our focus shifts to helping families, now and for years to come."

Since first learning of the need for JoeAnna's House to support the families of patients travelling to Kelowna General Hospital for specialized medical care, the Telus Thompson Okanagan Community Board knew that it was a cause they could get behind. Since 2017, Telus and its community ambassadors have given over \$70,000 to JoeAnna's House.

In addition to giving a \$50,000 gift to support the day-to-day operation of JoeAnna's House, Telus is also outfitting



the home-away-from-home with internet and Optik TV, ensuring families can stay connected and unwind with in-home entertainment after long days at the hospital. "In times of crisis, families should be able to place all of their focus

into helping their loved one get better," says Steven Jenkins, Telus general manager.

Once open, JoeAnna's House will be funded and operated by the KGH Foundation. Construction should be complete by year-end.

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EllisDon Infrastructure presented Interior Health with the keys to the David E. Kampe Tower on December 15, signifying the substantial completion of the tower. Centre: Kampe receives the ceremonial key.

From left: Ben Deeley and Don Quon of EllisDon, Okanagan Similkameen Regional Hospital District chair Petra Veintimilla, PRH chief of staff Brad Raison and acute care director Deb Runge, SOS Medical Foundation executive director Carey Bornn, PRH acute care director Maureen Thomson, Jason Hui (EllisDon) and PRH administrator Carl Meadows.

Countdown on for new hospital tower

Penticton Regional Hospital

■ There was an air of excitement this January at Penticton Regional Hospital as Interior Health, the Okanagan Similkameen Regional Hospital, the South Okanagan Similkameen Medical Foundation and the Penticton Indian Band celebrated 100 days until patients in Penticton and the South Okanagan witness the opening of the new David E. Kampe Tower.

The milestone was marked by the unveiling of a 100-day countdown clock that will signify the final days before care begins in the newest addition to the Penticton Regional Hospital campus.

“Patients from all across the South Okanagan region come to Penticton Regional Hospital, and soon they will have a brand new health care facility where they will receive treatment,” said Board Chair Dr. Doug Cochrane. “When the

countdown clock hits zero, and we open the doors, patients across the region are going to have a world-class facility.”

Construction of the David E. Kampe Tower began in the summer of 2016. Now the new tower is set to open on April 29, enhancing patient care in a modern and comfortable six-storey hospital tower. A 480-stall parkade will also open April 29.

The David E. Kampe Tower will provide a comfortable healing environment for patients with 84 private, single-patient rooms, which will not only enhance infection and prevention control but allow for a comfortable environment and increased patient privacy.

The David E. Kampe Tower will include a new ambulatory care centre which will offer a variety of specialized outpatient clinics together in one location. A new

surgical services suite will feature five modern operating rooms, three minor procedure rooms, two endoscopy rooms and one cystoscopy room and the tower will also feature a fixed MRI suite as well as a nuclear medicine suite.

Much of the equipment for the tower is being purchased thanks to a fundraising campaign by the South Okanagan Similkameen Medical Foundation, which is nearing its goal of raising \$20 million for the tower.

“This is another big milestone in the construction of the David E. Kampe Tower,” said Carey Bornn, executive director of the South Okanagan Similkameen Medical Foundation. “When we began our fundraising campaign in 2015, we always envisioned the opening of the tower as a monumental occasion. It’s

exciting to know that in 100 days the doors to the tower will be open.”

The \$312-million project is funded by the province (\$161 million), Interior Health (\$14 million), the Okanagan-Similkameen Regional Hospital District (\$117 million) and the South Okanagan Similkameen Medical Foundation (\$20 million).

A welcome of wellness

Minister of Health Adrian Dix was on site for the unveiling of the sculpture chosen for the hospital’s entrance.

“I would like to recognize those who have come together to bring such a beautiful and meaningful sculpture to the hospital’s entrance,” he said. “Today’s event also reflects a commitment to improving health and healing for the Syilx people and all Aboriginal patients and families who come through these doors.”

The sculpture, entitled *Purifying Sculpture*, was created by Syilx Nation artist Clint George, a member of the Penticton Indian Band. The six-foot-by-four-foot metallic sculpture depicts a large abalone shell (a smoke bowl) and accompanying bundle of sweetgrass, as well as a seven-foot-long feather. These items are used in smudging—a traditional ritual of removing negativity and blessing an object, place or person.

“This represents our smudge bowl ceremonial kit that a lot of North American Indians use for prayer and healing,” said George.

“

You have to ‘feel to heal and tell to get well.’ This art unveiling is symbolic of the kindness of the Penticton Indian Band, on whose land now sits Penticton Regional Hospital.”

“It is a symbol that is used in a lot of different cultures around the world and is based around the grasses and the smoke. For me, it is used when I need it, whether it be different parts of the day, season or ceremonies. It helps calibrate my grounding to Mother Earth on a daily basis.”

The unveiling was also recognition of the need to address health disparities and move toward reconciliation, something health service administrator Carl Meadows is passionate about.

“Reconciliation with our First Nations and Aboriginal peoples needs to be more than a gesture,” he said. “You have to ‘feel to heal and tell to get well.’ This art unveiling is symbolic of the kindness of the Penticton Indian Band, on whose land now sits Penticton Regional Hospital.”



Fire or flood

Know the risks, make a plan, get a kit and subscribe

- Any Okanagan resident who has faced a natural emergency would tell you that it’s easier to cope with the stress of being out of their homes when they prepared a plan.

Emergency response requires swift action and first responders may only have minutes to notify residents to gather family and belongings and leave the area. That possibility makes having a prepared emergency plan and ‘Grab and Go’ kit even more important.

Being familiar with important emergency alerts in advance can also help remove stress and fear:

Evacuation Alert: Residents need to get ready to leave their home at a moment’s notice, but can remain at their home until more information is provided by emergency officials. Gather documents, medication and essential items, make a plan for pets and farm animals and consider arrangements for family members who are older, challenged or require special equipment as they may need more time to leave.

Evacuation Order (get out): Residents must leave their home and property immediately. You will not be able to return until emergency personnel has deemed it safe to. Residents can check-in with an Emergency Support Services (ESS) site for immediate living needs (shelter, meals, information.)

Evacuation Rescind (safe to come home): It is safe for evacuees to return to their home and area, however, residents may remain on evacuation alert and may need to leave again on short notice if the emergency incident evolves.

The best time to prepare for an emergency is when there isn’t one. Residents of the Central Okanagan can find a number of useful links, preparedness information, checklists and videos at cordemergency.ca/beprepared.



The smoke bowl sculpture by artist Clint George welcomes visitors to the hospital.

Supporters shatter early fundraising records

Central Okanagan Hospice Association

- Last summer, the Central Okanagan Hospice Association (COHA), cut the ribbon at a naming event for their new centre.

“COHA was the recipient of our Uncle Gary’s fundraising memorial event and the 2016 and 2017 Okanagan Dream Rally to help create a new welcoming space to support the delivery of COHA’s programs and services. Our family is honoured to have the Centre named after us and is privileged to be associated with an organization that recognizes the importance of humanity,” said Matt August, president of the family foundation.

August Family’s generous donation of \$221,000 helped renovate a new space for the community to receive support and resources in a welcoming, warm and comfortable environment.

Support is provided at the August Centre and in extended care facilities, residential care facilities, the Kelowna General Hospital and in private homes. More than 200 carefully



Foundations co-founders Michelle and Matt August, volunteer Shirley Jensen and COHA president Michael Humer cut the ribbon on the association’s new August Centre.

Hospice is committed to helping people with a terminal illness live to the fullest until they die, and to help their loved one to be supported in their grief.

screened and trained volunteers provide emotional and practical assistance to the terminally ill person and their families.

COHA further recognizes that support isn’t only for the dying but also for the living. Bedside vigils, caregiver respite, and patient advocacy are some of the supports offered. Others include bereavement groups, professional counseling, and an extensive lending library.

COHA continues to operate largely by means of donations (of money, time, and expertise) and fundraising initiatives. Swinging with the Stars kicked off the fundraising for 2019 raising a record-breaking \$464,000.

Jane Hoffman and Reginald Sahay raised the most funds raised in the couples category and in the group category top place went to team Kitchen Party (Edgecomb Builders, Okanagan Chrysler Dodge Jeep Ram, Apex Sand and Gravel, Norelco Cabinets.)

“This was an incredible way to celebrate the 11th anniversary,” says executive director Natasha Girard. “We are very thankful to our dancers who stepped up to raise money, our sponsors, guests and generosity from our community that help us reach for the stars. The funds raised this year shattered all previous fundraising and now puts the event in at raising \$2.2 million for the Central Okanagan Hospice Association.”

Other fundraisers include Holiday Home tours, Shining Tree of Memories and a golf tournament and ongoing donations.

Founded in 1981, the hospice association helps preserve dignity at the end of life. With designated charitable status they offer no-cost services of compassionate care, family support and comfort, serving those from the Central Okanagan from Peachland to Oyama. The vision is in the creation of “a community where no one has to die or grieve alone.”

For more information visit hospicecoha.org.



The 11th annual Swinging with the Stars raised a record \$464,439 for COHA.

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REARVIEW

By Patti Shales Lefkos

Give up or stay active

Use it or lose it. Words to live by, at any age.

This past winter in the checkout line at a Vernon grocery store, two women in front of me were discussing a recent heavy snowfall and dangerous driving conditions. When I mentioned I live at SilverStar Mountain Resort, one of them, who looked to be about two decades my junior said, with a look of concern for either my safety or my sanity, “Oh, do you still ski, dear?” In my head I said, with considerable attitude, ‘Hello. What don’t you get? I live at a ski resort.’ Out loud, more politely I said, “Yes, I do. I love it. The Knoll Skiway goes right behind our house.”

“You mean, cross-country, right?” she said.

I guess she assumed anyone over 70 would have given up downhill skiing long ago.

“Yes, I love cross-country, skate and classic,” I said, “but also downhill, snowshoeing and backcountry skiing.”

“Good for you,” she said, her look of concern morphing to disbelief.

Not the first time this has happened. When did I start looking too old to ski? And, how long does it take until I start to believe it?

My grandfather, who lived independently until the age of 103, once told me, “If you think you’re too old to do it, then you’d better do it.” I remember his words of wisdom every year when the ski season opens. This year, I was a bit nervous about downhill skiing but my apprehension disappeared after the first run. Sure, my quads were sore. Yes, I warm up on greens and blues, never go harder than on single black runs and I never say no to a coffee break. I’m more cautious than I used to be and certainly need more time for stretching in the morning. Mikhail Baryshnikov, one of the greatest male ballet dancers ever, now 71, says he has to stretch for two hours before he can dance. Baryshnikov won’t give up his passion. Why should I?

I’m not alone, and certainly not the oldest skier around. Recently my husband Barry skied a few runs with his new friend Al. Barry chose Middle Dipper, a blue run, for their warm up. “Your choice

“If you think you’re too old to do it, then you’d better do it.”

for the next run,” said Barry. Al raced straight down an ungroomed section of FIS, a black. Al is 87.

The weekend crowd at SilverStar could easily get the impression there are few senior downhillers. You see, we retired folks tend to avoid skiing downhill on weekends, preferring instead the quieter cross-country trails. My cross-country posse, all around my age, regularly clocks 20 kilometres or more on a Sunday. But on weekdays, we ski Masters Mondays, Tuesday Ladies’ Day, Wednesday Men’s Day or race camps or just free ski.

I realize health and financial issues can prevent people from skiing. However, not all are insurmountable. You might be surprised at the number of skiers who are out there shredding the slopes and trails with hip and knee replacements. And, prices for seniors, especially for cross-country and the neighbouring Sovereign Lake Masters training program are reasonable, as are the prices for used, serviceable equipment at the annual ski swap.

Every day I have a choice: give up or stay active. I’m stiff in the morning, just like Mikhail. I wander downstairs (it helps us keep knees fit and agile by living in a house with stairs), put the heating pad on my back for a while, scribble my positive intentions for the day in my journal and think of grandpa. Many day’s morning warm ups are the last thing I want to do, but most of the time I force myself to roll out my yoga mat for some stretching and strength exercises between sips of steaming latte. I’m always glad I did. [📖](#)

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