



Useful Web Links

March 6, 2009



[Watch Shirley's latest video message](#)

[My website](#)

[BC Government Caucus](#)

[Ministry of Education](#)

[City of Prince George](#)

[Regional District of Fraser Fort George](#)

[Prince George Public Library](#)

[Two Rivers Gallery](#)

[Act Now! BC](#)

[2010 Commerce Centre](#)

[Spirit of 2010](#)

[Prince George Community Foundation](#)

[Northern Development Initiative Trust](#)

[The Exploration Place](#)

[Railway and Forestry Museum](#)

Hello everyone:

Today I am traveling to the Robson Valley for my regular visit. I have a series of meetings with Village councils and numerous constituents. I am also looking forward to delivering a capital grant to Robson Valley Home Support. The days are always long, but essential for better understanding of the issues and goals of Valley residents. I am keeping my fingers crossed for good winter weather as we drive!

This past week it was Education Week in British Columbia, and we had some wonderful events in Victoria to honour teachers from around the province. On Monday we held the second-annual Premier's Awards for Teaching Excellence to recognize the efforts of outstanding teachers in British Columbia. The Speaker of the legislature received more than 100 nominations from principals, teachers, administrators, superintendents, trustees, parents, students and community members across the province, of which 20 winners were chosen. One of the finalists was Randi Petrovic of College Heights Secondary in Prince George. The winning teachers were presented with a certificate of achievement at Government House by Lt. Gov. Steven Point. On Tuesday the Ministry of Education recognized leaders in education with the Celebration of Learning ceremony at the Legislature. Although he was unable to make the trip to Victoria, one of those recognized with a

Capital Report: [Sign up](#) to find out what is happening in government.

Ask Your MLA

Archive: [Click here](#) to read past editions of Ask Your MLA.

Useful Phone numbers

BC Nurse line: 24 hour,
Toll free 1-866-215-4700

Pharma Net Hotline:
Mon-Fri (8:30-4:30pm) 1-
800-387-4700

Health Info Line: Mon-
Fri
(8:30-4:30pm) 1-800-
465-4911

Victim Link: 7 days a
week,
24 hours, 1-800-563-0808

certificate is D.P. Todd teacher Jose Pereira, the winner of Staples Canada's Show Your Teacher Appreciation Contest. Congratulations to Jose, Randi and all the winners! We are proud that two Prince George teachers were recognized for the great job they do.

Also on Tuesday, the Province officially launched the Homelessness Intervention Project, making a single government ministry responsible for co-coordinating provincial and community social housing and support services, including health and income assistance for the chronically homeless in five communities – including Prince George. This will ensure that services for homeless individuals with severe mental illness and addictions are delivered in an organized, fiscally responsible and timely manner to reduce chronic homelessness and integrate service delivery. This will also facilitate a more rapid and aggressive response to dealing with homelessness. Homelessness is not just a Lower Mainland or Vancouver Island issue – it is an issue in Prince George as well. Initiatives such as the Homelessness Intervention Project will further aid in reducing homelessness in Prince George and help those who are most vulnerable in society. We have seen much work being done by our City Council, service providers and the provincial government. It is when we work together in this way that we will make progress in these challenging areas.

Health promotion and awareness are important components of this government's health policy framework. March 1 through March 7 is Pharmacist Awareness Week in Canada and pharmacists across British Columbia will be using the designated week as an opportunity to raise awareness about their contribution to the day-to-day health of British Columbians. As part of Pharmacist Awareness Week, the BC Pharmacy Association has come up with suggestions for getting the best value from medication purchases, to help ensure that British Columbians are able maximize their health while minding their wallets. This includes the new ability for pharmacists to renew most routine medications for up to six months without the patient having to present a new prescription. Please see <http://www.bcpharmacy.ca/> for more information. Thanks to our pharmacists for great work they do.

The highlight of the weekend is my time in the Robson

Valley but will also be attending the Science Fair at UNBC, The Westlake Winter Carnival and Bowl for Kids to support Big Brothers and Big Sisters. If you haven't sponsored a bowler, I would love your support for Team Bond. Have a great weekend and I'll see you out and about.

Until next week,

Shirley

Question of the week:

WHAT CHANGES WILL BE MADE AS GOVERNMENT MOVES TO REGULATE PAYDAY LENDERS?

The Province announced new regulations to help protect consumers who apply and receive short-term loans from payday lenders. "Many British Columbians use payday lenders from time to time," said Solicitor General John van Dongen. "However, the real cost of these short-term loans can be extremely high for borrowers when fees are added in and they can have trouble paying the loan off by the due date. We're regulating the industry to ensure that these loans are being administered fairly and appropriately."

There has been significant growth in the short-term lending industry in B.C. in recent years. For borrowers, these lenders provide quick access to small loans to cover emergencies like a car repair, and the loan is then scheduled to be paid off by borrower's next payday.

As of Nov. 1, 2009 payday loan companies in B.C. will need to be licensed by the Business Practices and Consumer Protection Authority (BPCPA).

Key regulatory changes include:

- The maximum charges for short-term loans will be capped at 23 per cent of the principal and that must include interest and all other fees. Some payday lenders currently charge as high as 30 per cent.
- A loan agreement between the payday lender and the borrower that sets out all charges, terms and conditions. Payday lenders must also display posters and signage showing their rates and fees.
- Borrowers will have the right to cancel the loan by the end of the following day, without paying any charges.

- Payday lenders will not be able to collect repayment on a loan directly from the borrower's employer, or get unrestricted access to the customer's bank account. They will also not be allowed to ask for repayment of the loan before the borrower's payday.

- Payday lenders will not be able to issue more than one loan to a borrower at a time, and rolling one loan into another with new charges attached will also be prohibited.

- Payday lenders will not be able to issue a loan for more than 50 per cent of the borrower's next paycheque.

Borrowers will have a mechanism to resolve complaints outside of the courts. Furthermore, the BPCPA will have the tools to ensure industry compliance once the rules come into effect. The regulations will be reviewed in two years.

"These measures will help consumers clearly understand the costs associated with payday loans and assist those who find themselves in over their head financially as a result of repeatedly using payday loans," said Scott Hannah of the Credit Counselling Society. "The B.C. government is moving in the right direction with these regulations."

The government introduced payday loan legislation in the spring of 2007 and it was passed in the fall. The regulatory changes being announced today follow changes the Federal government made to the Criminal Code that year to allow provinces to set their own rates for payday lenders.

There are about 250-300 payday outlets in B.C.

News Around the Province

CARE TEAMS IMPROVE PATIENTS' HOSPITAL EXPERIENCE.

The success of an innovative, team-based approach to hospital care is being expanded in hospitals across the Lower Mainland as a way to improve patient flow and maximize the use of inpatient beds, ultimately resulting in more effective patient care.

The results from an initial round of targeted iCare projects piloted over the last couple of years have been really encouraging in improving both the patient experience and in supporting more co-ordinated care. Projects like iCare can help increase capacity by reducing patient length of stay by an average of 10 per cent.

iCare is a new care-planning approach that focuses on the patient and streamlining their hospital journey. It works by combining the best clinical care planning practices and key

lessons learned from 100 years of industrial engineering by the world's leading organizations, and applying them to patients and a health-care setting.

Results from earlier iCare projects include a 19 per cent reduction in average length of stay in applicable units at Burnaby Hospital, an almost 10 per cent reduction at Chilliwack General Hospital, with the potential for future gains, a 16 per cent reduction at Lions Gate Hospital and a 10 per cent reduction at Powell River Hospital.

This has made a huge, positive impact in many ways in our hospital. Hospitals don't have as many admitted inpatients in emergency as we did before iCare was implemented at the hospital.

iCare, or integrated care, is a term given to a redesign of traditional hospital processes. All patients have a comprehensive care plan that is updated every day, and follows them through their hospital stay. Teams of interdisciplinary care providers – from the specialist surgeon, to physiotherapist, to the discharge nurse – all collaborate, to work towards the best outcome for each patient. Patients benefit from improved team communications, efficient decision-making, reduced congestion, and timely discharge.

One of the major strategies moving forward will be to increase engagement and the effectiveness of daily rounds by integrated teams of health professionals to improve communication and resolve any system barriers that may prolong patients' hospital stay.

The Province has provided over \$1.2 million to expand Fraser Health's iCare program, as part of its three-year, \$300-million Transformation Fund, to help drive change and progress in B.C.'s health care system. Phase 2 will revisit current iCare programs to assess and support teams, and further improve their effectiveness and address any barriers to flow. It will also expand iCare to all neonatal intensive care units (NICU) and mental health inpatient units throughout their facilities.

"I'm thrilled we have expanded iCare into the NICU. Here at Surrey Memorial in the neonatal intensive care unit, babies are leaving on average 15 per cent sooner thanks to iCare. That means that not only are families getting to bring their babies home sooner, but there are more beds available for other infants who need care," said Jan Radford, director of the neonatal intensive care unit at Surrey Memorial Hospital. VCH has also received Transformation funding to further develop its own iCare programs.

VCH has received \$484,000 to implement three programs across the region, at Providence Health Care, Richmond Hospital and across the Coastal Health Service Delivery Area.

“Programs like these are crucial to the sustainability of our system,” said Mary Ackenhusen, chief operating officer, Coastal, at VCH. “They help us make real progress on issues that affect our patients every day, like the amount of time they must wait in the ER and the number of days they need to spend in acute care. This has been accomplished with a reduced re-admission rate, so we know patients are receiving the care they need.”

As the province’s population grows and ages, advances and changes are needed to ensure the complex health-care needs of all British Columbians are met. With the Transformation Fund, government has committed to searching out and implementing innovative ways to improve and streamline B.C.’s system, to best serve the needs of all patients, now and into the future.

This week’s bouquet of recognition goes to...

*Eight year old Tyrone Suvee!
Congratulations on receiving the Good Samaritan award!*

Community Announcements

***PG WAHM TRADESHOW
At the Prince George Civic Centre
Saturday, March 7, 2009
10AM to 5PM***

Mark your calendar...

- ❖ March 13, 14,15 - **Rainbow concert- Wellspring-** performances at 7pm Friday, 2pm Sat & Sunday, tickets available at ECRA, \$10 ea, for more info call ECRA -250-561-9381
- ❖ March 13- Prince George Symphony Orchestra presents **Live Cabaret Style** entertainment & Live

Auction, 7pm – Midnight at the Ramada Hotel, cost per person is \$50&GST see web site for details at www.pgso.com

- ❖ March 14 – **Eagles 2nd Annual Flea Market** at the Eagles Hall on Dagg Rd, 1am-4pm Kitchen is open, table rental 1/\$10 or 2/\$15, for more info call Donna at 250-562-6131
- ❖ March 18 – **The Backyardians** at the CN Centre call 250-614-9100 for visit www.ticketmaster.ca
- ❖ March 21 – Prince George Symphony Orchestra presents “Life is a Cabaret” at Vanier Hall , 8pm for more info call 250-562-0800 or visit their web at www.pgso.com
- ❖ March 24 – **ECRA Annual General Meeting** at 1pm, Memberships must be current to participate in vote.
- ❖ March 28-29 – **Northern BC Women’s Show** at the Prince George Civic Center. For more info on this event go to www.nbcwomensshow.ca
- ❖ March 31 – The International Association of Administrative Professionals Week Luncheon, with Keynote speaker **Chris(Dr. Laugh) Johnson** at the Ramada Hotel, tickets available at

If you are a non profit organization and would like to advertise an upcoming event or share a story please email Shirley

Thank you for taking the time to read my newsletter. If you would like to see something specific in the next edition of Ask Your MLA, please [email me](mailto:Shirley). If you know someone who would like to receive our newsletter, email their name so we can add them to our list.



My second e-newsletter, People, Places & Projects showcases great people and projects in our area. To subscribe to People, Places & Projects, [click here](#). To read past editions to go: [People, Places & Projects online](#).

Toll Free: 1-866-612-7333
Phone: 250-612-4181
Fax: 250-612-4188

www.shirleybondmla.bc.ca
shirley.bond.mla@leg.bc.ca

1350 5th Ave,
Prince George, BC
V2L 3L4