

## Clip & Keep Reference Numbers

Bowinn Ma, MLA North Van-Lonsdale  
50-221 W Esplanade, North Vancouver, BC  
604 981 0033 / bowinnma.mla@leg.bc.ca



### NORTH SHORE SERVICES

**Family Services North Shore**  
604-988-5281

**Harvest Project**  
604-983-9488

**Hollyburn Family Services**  
604-987-8211

**Lookout Shelter North Shore**  
604-982-9126

**North Shore Community Resources**  
604-985-7138

**North Shore Crisis Services Society**  
604-987-0366

**North Shore Disability Resource Centre**  
604-985-5371

**North Shore Legal Information and Assistance**  
604-985-7138 Ext.310

**North Shore Multicultural Society**  
604-988-2931

**North Shore Neighbourhood House**  
604-987-8138

**North Shore Women's Centre**  
604-984-6009

**North Vancouver City Library**  
604-998-3450

**Older Adult Mental Health Team For Families and Caregivers**  
604-982-5600

**Seniors One Stop Help Line**  
604-983-3303

**Silver Harbour Seniors Activity Centre**  
604-980-2474

**The Foundry – North Shore Youth Support**  
604-984-5060

**Vancouver Coastal Health**  
604-736-2033

**VCH Patient Care Quality Office**  
1-877-993-9199

**WorkBC North Shore (YMCA)**  
604-988-3766

**Youth Against Violence Line**  
1-800-680-4264

### BC SERVICES

**BC211 Free Information & Referral**  
2-1-1 / www.bc211.ca

**Enquiry BC Information about provincial programs and services**  
604-660-2421

**BC COVID-19 Advice for Businesses**  
1-833-254-4357

**BC COVID-19 Information Line**  
1-888-COVID-19  
(Translation available in over 100 languages)

**BC Drug & Alcohol Information Referral Service**  
1-800-663-1441

**BC Gambling Info Line**  
1-888-795-6111

**BC Housing**  
604-433-2218

**BC Notaries**  
604-681-4516

**BC Ombudsperson**  
1-800-567-3247

**Employment Standards Branch**  
1-800-663-3316

**HealthLink BC: Health advice you can trust**  
8-1-1

**LandlordBC**  
1-888-330-6707

**Legal Services Society**  
604-408-2172

**Medical Services Plan & Pharmacare**  
604-683-7151

**Mental Health Support**  
310-6789 (no area code required)

**Representative for Children and Youth**  
1-800-476-3933

**Residential Tenancy Office**  
604-660-1020

**Service BC**  
604 660-2421

**Service Canada**  
1-800-622-6232

**Tenants Rights Action Coalition (TRAC)**  
604-255-0546

**VictimLinkBC**  
1-800-563-0808

**WorkSafeBC**  
1-888-967-5377

### LOCAL GOVERNMENT

**City of North Vancouver**  
604-985-7761

**District of North Vancouver**  
604-990-2311

**District of West Vancouver**  
604-925-7000

**School District #44**  
604-903-3444

**Squamish Nation**  
604-980-4553

## North Vancouver Urgent & Primary Care Centre (UPCC)



Our new UPCC provides treatment for non-life-threatening illnesses or injuries when you're unable to see your family doctor and do not need the emergency room (ER).

	UPCC	ER
Sprains and strains	✓	
High fever	✓	
Suspected stroke or heart attack		✓
Asthma attack	✓	
Less serious child illness & injury	✓	
Poisoning or overdose		✓
Major trauma		✓
Head injury with loss of consciousness		✓
Cuts, wounds or skin conditions	✓	
Dehydration/constipation	✓	
Infections, including chest, ear, and urinary tract	✓	
New or worsening pain	✓	

221 West Esplanade (2nd Floor), North Vancouver  
604-973-1600

Open 7 days/week, 365 days/year  
Monday - Saturday: 8am - 10pm  
Sunday: 9am - 5pm

Last patient seen approximately an hour before closing.

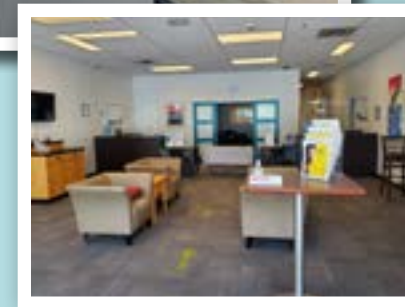
### Social Work Services

Drop-in or phone-in Social Work support is available to all ages at the North Vancouver UPCC. Social Workers offer support for a variety of practical, emotional, and mental health needs, and can also provide short-term counselling. All services are free. Call 604-973-1593 for more information or to self-refer.

Social Workers are available 7 days a week, 9am - 5pm. **More info: vch.ca/UPCC**

## Bowinn Ma, MLA North Vancouver - Lonsdale

# MLA UPDATE Fall 2020



We have reconfigured our office to welcome you safely!

### LOCATION

50-221 W Esplanade  
North Vancouver BC V7M 3J3

### OFFICE HOURS

Tuesdays, Wednesdays & Thursdays:  
9:30am - 4:30pm

Virtual services available  
Mondays & Fridays

### CONTACT

**Phone:** 604-981-0033

**Fax:** 604-981-0044

**Web:** www.BowinnMaMLA.ca

**Email:** Bowinn.Ma.MLA@leg.bc.ca

Follow on social media:



## Golden rules for everybody



COVID-19 has tested us in ways we never could have imagined, but I'm grateful for how North Vancouver residents have come together to do our part.

You've given of yourself to support others and protect our communities. People are volunteering, businesses have re-tooled, and we've found new, safer ways to stay connected.

By following the instructions laid out by Health Minister Adrian Dix and Provincial Health Officer Dr. Bonnie Henry, you have helped British Columbia maintain some of the best health outcomes across the country for much of the crisis. However, we're reminded daily how quickly this can change if we lose sight of how important these rules are.

Through dogged advocacy by Premier John Horgan, we can be proud of what British Columbians have accomplished on the national stage. B.C. called for the U.S. border to be closed early on and successfully advocated for stricter rules for foreign-nationals transiting through B.C. to Alaska. British

Columbia was the first province to implement an enhanced quarantine compliance protocol, which was later adopted Canada-wide. The federal government has also committed to implementing a nationally-funded sick-pay program following B.C.'s push for this protection for workers.

Above all, I am deeply grateful to our essential front-line workers. Their commitment has allowed the rest of us to stay home and safe during the most difficult days of the pandemic.

We are not out of the woods. Loved ones across B.C. continue to be lost to the impacts of this pandemic and the risk of a resurgence remains high. We must all continue to use our COVID-sense each and every day, and remember:

Be Kind, Be Calm, Be Safe.

In your service,

Bowinn Ma, MLA  
North Vancouver-Lonsdale

## Strengthening Seniors Care



In 2017, only 9% of seniors care homes were providing the minimum level of care expected by the provincial government. Since then, changes have been made to prevent contract-flipping practices in private care homes which have been linked to the decline in quality of care. Nearly half a billion dollars in additional funding has been invested to:

- » Ensure that 100% of seniors care homes provide the minimum of 3.36 direct hours of care per resident by 2021.
- » Enable safe visitation by family members during COVID-19.
- » Rapidly implement the single-site work program to ensure care workers are not working at multiple sites.
- » Raise wages for care workers.

## Improving Affordability & Housing Security



We've been increasing supports for vulnerable people, reducing costs, and working to improve housing affordability by building the housing that people need while cracking down on tax evasion, housing speculation, and money laundering.

- » Fixing loopholes that were being used to hurt vulnerable North Vancouver renters.
- » Funding the North Shore Youth Safe House, North Shore Emergency Shelter, and additional temporary shelter spaces in North Van.

- » Initiated over 23,000 units of affordable housing, including 281 new units in North Vancouver.
- » New North Shore rent bank provides no-interest loans to people at risk of losing housing or basic utilities.
- » MSP Premiums have been eliminated, saving households up to \$1800/year.
- » Interest on provincial student loans has been eliminated.
- » Increased social assistance rates.

❖ *BC Child Opportunity Benefit: Non-taxable monthly support payments for families with children under 18. Up to \$1600/yr for one child; \$2600/yr for two; \$3400/yr for three; etc. (begins Oct 1, 2020)* ❖

## Building Universal Child Care



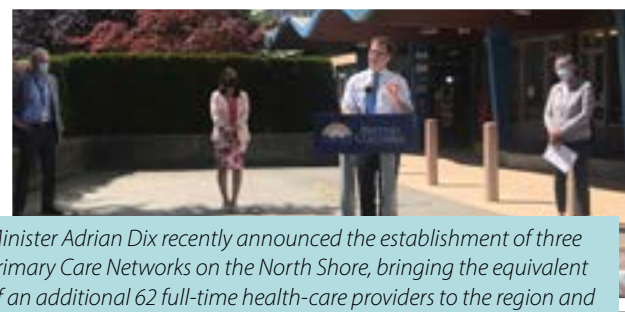
We've funded the creation of 798 new licensed child care spaces for the North Shore alone as part of the fastest province-wide creation of child care spaces in B.C. history. Over \$46 million has been invested in child care in the North Shore so far, including \$20 million that has gone back into the pockets of parents through fee reduction programs that save

- families up to \$21,800/year per child.
  - » **Child Care Fee Reduction Initiative:** Saves families up to \$350/month per child.
  - » **Affordable Child Care Benefit:** Saves families up to \$1250/month per child.
- Learn more about Childcare BC at [childcare.gov.bc.ca](http://childcare.gov.bc.ca)

# WORKING FOR THE NORTH SHORE



B.C. is moving forward on a new state-of-the-art acute care facility at Lions Gate Hospital with 108 single-bed rooms and eight new operating rooms.



Minister Adrian Dix recently announced the establishment of three Primary Care Networks on the North Shore, bringing the equivalent of an additional 62 full-time health-care providers to the region and transforming everyday health care for people with team-based care.



North Vancouver's new Urgent and Primary Care Centre has proven invaluable during COVID-19 when many private walk-in clinics closed to in-person visits.



MLA Ma distributed thousands of reusable masks this summer to help people mask-up on transit and in stores.



The North Shore's new R2 Marine-Main RapidBus route has launched.



MLA Bowinn Ma & DNV Councillor Jordan Back took to the streets serenading residents at seniors homes during some of the most isolating weeks of the coronavirus pandemic.



Mountainside Secondary is getting seismic upgrades; Handsworth Secondary and Argyle Secondary are getting new replacement schools; new elementary school at the old Cloverley site has been approved to move to the next stages of development.



Construction on the 106-unit seniors' affordable housing complex that will be operated by Kiwanis has begun.



Funding for municipal active transportation projects like Casano-Loutet Overpass, Hugo Ray Path, and in Lynn Valley will provide people with safer routes to walk, cycle, and roll.



Students at Norgate Elementary School, Larson Elementary School, and Gleneagles Elementary School will enjoy new playgrounds thanks to provincial funding.

## Integrated North Shore Transportation Planning Project (INSTPP)



MLA Ma led the Integrated North Shore Transportation Planning Project (INSTPP) to tackle traffic congestion on the North Shore. Through this unprecedented level of inter-agency collaboration, an action plan was produced that currently serves as one of the most important regional transportation planning documents on the North Shore. Learn more: [instpp.ca](http://instpp.ca).

## Burrard Inlet Rapid Transit (BIRT) Study



The first-ever technical feasibility study into a rapid transit solution for the North Shore is now complete. Five possible crossings, including three tunnel options and two bridge options, have been identified.

## Upper Levels Highway Study



The first major study to produce an action plan for Highway 1 improvements between Lynn Valley Road and the Horseshoe Bay ferry terminal is underway.

## Faster Crash Clearing



Modernized regulations on mandatory police reporting, new real-time digital message displays, enhanced highway maintenance contracts that ensure robust 24-7 standby tow-truck service, and improved towing protocols for first responders are improving how crashes are cleared from North Shore bridges and highways. This enables North Shore traffic conditions to recover more quickly after minor collisions.

## Building BC Back Better



COVID-19 has changed a lot of things for British Columbians and amplified a lot of problems we were already facing: inadequate care for seniors, poverty, precarious work, the overdose crisis, systemic racism, and inequality.

But the pandemic has also magnified the importance of values like equity, sustainability, reconciliation, and caring for our neighbours and everyone around us.

We have an opportunity to build British Columbia back better than ever before. An even stronger, more equitable, and

We are In

