

DELTASSIST SENIORS' PROGRAMS

Seniors Information Services
Phone Support
Deltassist/Safeway Phone Shop
Deltassist/Save-On-Foods Phone Shop
Volunteer Driving
Better At Home
Seniors Counselling Services

WE ARE LOCATED AT:

Ladner Office

#202-5000 Bridge Street
Delta, BC V4K 2K4
Tel: 604-946-9526
Fax: 604-946-7727

North Delta Office

9097 120th Street
Delta, BC V4C 6R7
Tel: 604-594-3455
Fax: 604-594-3496

E-mail: inquiry@deltaassist.com
Website: www.deltaassist.com



A United Way Community Partner

SENIORS' SERVICES HANDBOOK

604-946-9526



January 2018

GENERAL INFORMATION

If you are a senior and you need services and are not sure who to call for help please call the Deltassist Seniors' Office at 604-946-9526 and we will refer you to programs that will assist you.

**We are here to help you
maintain your independence**

This directory is intended as a resource guide only.

Deltassist Family & Community Services does not make any specific recommendations.

**This information is current as of
January 2018**

DELTASSIST FAMILY & COMMUNITY SERVICES

WOULD LIKE TO THANK



THE ROYAL CANADIAN LEGION

LADNER BRANCH NO. 61

4896 Delta Street

V4K 2V2

604-946-4611

For their generous financial support for the printing of
this Seniors Services Handbook

IMPORTANT NUMBERS

Family Physician: _____

Local Pharmacist: _____

DELTASSIST FAMILY & COMMUNITY SERVICES

OUR MISSION

To respond to the community needs in a manner which enhances the social, psychological and physical well being of individuals, families and the community through the provision of professional and volunteer services in Delta and the surrounding communities.

OUR VALUES

- We are committed to promoting and developing community well being
- We are committed to the promotion and development of healthy families
- We are committed to the promotion and development of healthy lifestyles and relationships that are free from coercion and/or violence
- We believe that all individuals have the capacity to make changes in order to maintain or improve the quality of their lives
- We believe that both volunteers and professionals are essential to providing effective, high-quality and cost-efficient services
- We are committed to providing services in a safe, supportive and friendly environment
- We are committed to adhering to the highest standards of ethics and integrity

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Deltassist Phone Shopping Program

To register call 604-946-9526

Volunteers will take your order every Tuesday (ND) at Safeway and every Wednesday at Save-On-Foods (Ladner & Tsaw) 8:30 am - 10:00am. Groceries are delivered free of charge (with a minimum order of \$35). Registration is required.

Seniors Counselling Services..... 604-594-3455

Deltassist offers professional, short-term counselling for seniors looking for support, as well as information for families who have concerns about their aging loved ones. Call for more information or see our website at www.deltaassist.com

OTHER SERVICES:

Counselling Services..... 604-594-3455

Professional counsellors work with clients at flexible times and locations. Weekend and evening appointments are available. Counselling programs are free of charge.

Emergency Food

North Delta.....604-594-3455

Ladner.....604-946-9526

Assistance with food on a one time, emergency basis only.

DELTASSIST PROGRAM INFORMATION

SENIORS' SERVICES:

Better At Home.....604-946-9526

Light housekeeping, basic yard work, and handyman services are available to seniors in Delta. This program is funded by the Province of British Columbia and managed by the United Way of the Lower Mainland. Fees for service are on a sliding scale based on income, which may include free services for low income seniors.

Better at Home Drive Program..... 604-946-9526

Volunteer Drive Program is for seniors who do not have any other means of transportation (HandyDART, friends or family) to take them to medical appointments. There is a cost for this service based on the distance of the trip and subsidy level. Parking fees are the responsibility of the senior.

Deltassist Seniors' Office 604-946-9526

Provides up to date information and/or referrals on a wide variety of community and social services together with specialized knowledge of local services and resources.

Seniors' Phone Support 604-946-9526

Daily social phone call to seniors and persons with .. special needs Monday - Friday between 9:00am and 3:00pm. Intake is required.

EMERGENCY SERVICES

Police, Fire, Ambulance911
BC Hydro - Power Outages & Emergencies
..... 1-888-769-3766
Fortis BC - Emergency Only 1-800-663-9911
Fortis BC - Customer Service 1-888-224-2710
Telus Residential Services - Customer care..... 310-2255

Crisis Centres:

Chimo Crisis Line - Ladner/Tsaw 604-279-7070
Fraser Health Crisis - N Delta..... 604-951-8855
Or Toll Free # 1-877-820-7444

Seniors Distress Line 604-872-1234
Fraser Health - Suicide Threats 1-800-784-2433
Acute Mental Health Emergencies..... 310-6789
Earthquake/Flood/Landslides..... 1-800-663-3456
Poison Control 604-682-5050
ICBC Dial-A-Claim 604-520-8222

NON-EMERGENCY NUMBERS

Police - Non Emergency Line.....604-946-4411
Fire - Non Emergency Line 604-946-8541
Ambulance - Province wide 604-872-5151
Health Link BC.....811
Information Services211

NON-EMERGENCY NUMBERS

Community Police Stations:

Ladner.....	604-940-4411
Tsawwassen.....	604-948-0199
North Delta.....	604-599-7280

Crime Stoppers/TIPS.....	1-800-222-8477
Delta Police Victim Services.....	604-940-5019

GENERAL INQUIRIES

BC 211 (Community/Social/Government).....	211
Deltassist Senior Services Information.....	604-946-9526
Delta Municipal Hall.....	604-946-4141
Delta Engineering Dept.	604-946-3260

COUNSELLING SERVICES

Alcohol & Drug Info & Referral Line.....	604-660-9382
BC Association of Clinical Counsellors...	1-800-909-6303
BC Psychological Association.....	1-800-730-0522
BC Problem Gambling Help Line.....	1-888-795-6111
Credit Counselling Society.....	604-527-8999
Deltassist Alternatives to Violence.....	604-594-3455

LOST IDENTIFICATION

Police (non-emergency).....	604-946-4411
Obtain a file number to report stolen cards	

BC Services (Care Card) Replacement	604-683-7151
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Or (Photo card replacement)	1-800-950-1498
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Birth Certificate (BC).....	1-250-952-2681
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Blue Cross ID Card.....	604-419-2000
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Canada Border Services Agency.....	1-800-461-9999
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Credit Cards:

Visa.....	1-800-847-2911
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MasterCard.....	1-800-622-7747
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Debit Cards.....	Contact your Bank
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ICBC Customer Contact.....	604-661-2800
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Health Insurance BC (MSP).....	604-683-7151
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Pharmacare.....	604-683-7151
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Nexus Pass.....	1-866-639-8726
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Social Insurance Card.....	1-800-206-7218
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Consumer Credit Report Information

Equifax Canada.....	1-800-465-7166
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Trans Union Canada.....	1-866-525-0262
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EDUCATION

Delta Continuing Education	
Registration	604-940-5550
ElderCollege	604-943-0262
5410 10th Ave, Delta, V4M 3X8	
ElderCollege is a KinVillage Initiative	
eldercollegedelta@kinvillage.org	

Deltassist Substance Abuse Counselling ..	604-594-3455
Deltassist Youth Suicide Prevention.....	604-594-3455
Delta Hospice Supportive Care	604-948-0660
Irene Thomas Hospice Residence	604-948-4828

Delta Mental Health and Addiction Services:

North Delta	604-592-3700
South Delta	604-948-7010
Living Through Loss Counselling	604-873-5013
Seniors Distress Line	604-872-1234
Suicide Bereavement Counselling	604-675-3985

SUPPORT SERVICES

Alzheimer Society - South Fraser.....	604-449-5000
Dementia Helpline	604-681-8651
Arthritis Society Information Line	604-875-5051
Canadian Cancer Information Line	1-888-939-3333
Canadian Celiac Assoc.	604-736-2229
Canadian Mental Health (Delta).....	604-943-1878
Caregivers Network Surrey/North Delta	604-686-3793
CNIB	604-431-2121
Delta Caregivers' Education & Support Network	
South Delta (Laurie)	604-943-3921
Delta Senior Support Coordinator	604-787-1242
Canadian Diabetes Association	604-732-1331

SUPPORT SERVICES

Hemochromatosis Society	604-279-7135
Osteoporosis Information	1-800-463-6842
Parkinson Society of BC	604-662-3240
South Delta Stroke Recovery Club	604-946-2731
Sources Women's Place	604-536-9611
Surrey Women's Centre Society	604-583-1295

FOOD & NUTRITION SERVICES

Batch.food www.batchfood.com	778-321-7214
Better Meals	604-299-1877
Dietician Services at Health Link BC	811

Meals on Wheels:

Ladner/Tsawwassen	604-946-9526
North Delta/Surrey	778-590-1433

Food Banks:

Ladner/Tsawwassen	604-946-1967
North Delta/Surrey	604-581-5443

Shopping Programs:

Deltassist Phone Shopping Programs -

N Delta (Safeway) Tues morning	604-946-9526
Lad/Tsaw (Save-On-Foods) Wed morning	604-946-9526

McKee/Save-On-Foods Shopping for Seniors For information call	604-946-1411
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TRANSPORTATION

BC Ferries (recorded message)	1-888-223-3779
Bus Pass Information	1-866-866-0800
Seniors on a limited income may purchase an annual bus pass for unlimited travel throughout Metro Vancouver	
Deltassist Volunteer Drive Program (fee) ..	604-946-9526
Delta Dawn Support Services	604-603-6849
Drivers' Licencing (ICBC)	1-800-950-1498

Handicapped Parking Decals:

SPARC	604-718-7744
Richmond Centre for Disability	604-232-2404

HandyDART & Taxi Savers

Access Transit Registration	778-452-2860
Booking or Cancelling a Ride	604-575-6600
(Press 1 for Booking then press 1 for Delta)	
Consumer Advocacy Manager (for complaints or issues)	778-772-4431
Hospital Transfer (SN Transport) (fee) ...	1-800-768-0044
North Delta Seniors Bus	604-353-6305
South Delta Seniors Bus	604-358-8765
TransLink (Bus & Skytrain info)	604-953-3333
Volunteer Cancer Drivers	604-515-5400
www.volunteercancerdrivers.ca	

RECREATION

Libraries:

- Ladner Pioneer Library 604-946-6215
4683 51st Street
- George Mackie Library (N. Delta) 604-594-8155
8440 112th Street
- Tsawwassen Library 604-943-2271
1321A 56th Street (behind the Mall)

Fraser Valley Regional Library—Home Library

Service for those not able to access the library

Hours 8:30am - 4:30pm 1-888-668-4141

Senior's Recreation:

Ladner

McKee Seniors Rec Centre 604-946-1411
5155 47 Ave, Delta V4K 0A2

North Delta

Kennedy Seniors Rec Centre 604-594-2717
11760 88 Ave, Delta V4C 3C5

Tsawwassen

KinVillage Rec Centre 604-943-0225
5430 10 Ave, Delta V4M 0A4

Senior's Recreation - Surrey

Newton Seniors Centre 604-501-5010
Cloverdale Recreation Centre 604-598-7960

Senior's Recreation - Richmond

Minoru Place Activity Centre 604-238-8450

Thrifty Foods - Sendial
Wed/Thurs 8:30am - 11:30am 604-948-9215

FUNERAL PLANNING

FamilySide Funeral Pre-Planning 1-888-579-2233
Funeral Service Association of BC 1-800-665-3899

GOVERNMENT SERVICES

HealthLink BC 1-800-465-4911
BC Seniors Health Care Support 1-877-952-3181
Canada Revenue Agency 1-800-959-8281
Charities Client Assistance (CRA) 1-800-267-2384
City of Delta 604-946-4141
Delta Seniors Support Coordinator 604-787-1242
Government of Canada 1-800-622-6232
*Provides information and referral service for Federal
Government programs*

Government Representatives:

Carla Qualtrough—MP Delta 778-593-4007
Ladner (Fridays 10 am—4 pm by appt) 778-593-4007
Ravi Kahlon - MLA - Delta N. 604-597-1488
Ian Paton - MLA - Delta S 604-940-7930

Office of the BC Seniors Advocate 1-877-952-3181
Office of the Ombudsperson 1-800-567-3247

GOVERNMENT SERVICES

Office of the Public Trustee 604-660-4444

The Public Guardian and Trustee of BC helps to manage the finances and protect the legal rights of people who cannot do so themselves

Service BC..... 604-660-2421

Provides information about services and programs offered by the Government of BC

Veterans Affairs..... 1-866-522-2122

HEALTH AND WELLNESS

BC Health Insurance & Pharmacare604-683-7151

Health Link BC (Nurse/Pharmacist/Dietitian).....811
or visit HealthLinkBC.ca

Dental Services:

BC Dental Association..... 604-736-7202

Mobile Dentist 604-684-1742

Dr. Latis (call out charge + cost of procedure)

UBC Dental Clinic604-822-2112

VCC Dental Hygienic Clinic (Sep-June) 604-443-8499

Health Units:

North Delta: 11245 84th Ave..... 604-507-5400

South Delta: 4470 Clarence Taylor Cr .. 604-952-3550

RECREATION

Arts:

Tsawwassen Arts Centre..... 604-943-9437

Surrey Arts Centre 604-501-5566

Delta Parks & Recreation:

Registration..... 604-952-3000

Ladner Community Centre/McKee House

Office 604-946-9226

Facility Rental Information 604-946-3308

Pinewood Leisure Centre Rental Inquiries 604-952-3080

Harris Barn Rental Inquiries 604-946-3316

Leisure Centres:

Ladner Leisure Centre..... 604-946-3310

North Delta Rec Centre 604-952-3045

South Delta Rec Centre 604-952-3020

Sungod..... 604-952-3075

Winskill..... 604-952-3005

Leisure Access Assistance Program - pick up an application form at any Delta Recreation Centre

General Admission/Facility Access—free to seniors 85+

INCOME TAX & PENSION INFORMATION

Canada Revenue Agency - Income Tax	
General Inquiries	1-800-267-6999
Deltassist Income Tax Program (March - April)	
..... North Delta -	604-594-3455
..... Ladner & Tsaw -	604-946-9526
(for Low Income Residents only)	
Service Canada	
Old Age Security, Guaranteed Income Supplement, Canada Pension Plan, Disability pensions	
.....	1-800-277-9914

LEGAL SERVICES

Access Justice Hotline	604-878-7400
Seniors First BC Info Line	604-437-1940
Dial A Law	604-687-4680
Lawyer Referral	604-687-3221
Up to 30 minute consultation with a lawyer for \$25 plus tax	
Legal Aid (Vancouver)	604-601-6206
Legal Aid (Surrey)	604-585-6595
Nidus Personal Planning Resource Centre & Registry	
.....	604-408-7414
UBC Law Students Legal Advice Prog	604-822-5791

Hearing:

Connect Hearing (Tsaw).....	604-948-2821
Expert Hearing Solutions (Ladner)	604-940-3233
Expert Hearing Solutions (ND).....	778-593-0202
Hearing Life (Ladner)	604-946-7912
Nexgen Hearing (Lad & Tsaw)	604-948-4822

Hospitals:

Delta Hospital	604-946-1121
Peace Arch Hospital	604-531-5512
Richmond Hospital	604-278-9711
Royal Columbian Hospital	604-520-4253
St. Paul's Hospital	604-682-2344
Surrey Memorial Hospital	604-581-2211
Jim Pattison Outpatient Centre (Sry)	604-582-4550
Vancouver General Hospital	604-875-4111

Physiotherapy:

Physio2U (mobile services).....	778-846-7695
Motiv Rehabilitation Inc. (fees).....	604-943-9955
University of Victoria - Chronic Disease Programs	
www.selfmanagementbc.ca	604-940-1273
Western Institute for the Deaf.....	604-736-7391

ADULT DAY CENTRES

Come Share Seniors Support Services....	604-531-9400
KinVillage Adult Day Centre	Ext 237, 604-943-0155
www.adulthoodcentres.org	

MEDICAL EQUIPMENT

Red Cross Medical Equipment Loans (MELS):

- Richmond MELS.....604-270-4224
101-3850 Jacombs Road, Richmond
- Surrey MELS.....604-930-9049
#109-14727 108th Ave., Surrey
- White Rock MELS.....604-536-7911
16 - 1480 Foster Street, White Rock
- Royal Canadian Legion (Branch 61).....604-946-4611
4896 Delta Street, Ladner
- Royal Canadian Legion (Branch 289)604-943-0232
#22-1835 56th Street, Tsawwassen

Rental Equipment:

- Crossroads Mobility Solutions..... 778-395-2221
- Harvest Drive Pharmacy..... 604-946-5220
100-4515 Harvest Drive (Ladner)
- Rusty Nut..... 604-271-5544
- Electric Scooters/Walkers/Wheelchairs (New & Used)
- Lifeline** (Medical Alarm) 604-946-1121 ex. 783268

HOME SUPPORT & PERSONAL CARE

Foot Care

- Dr. Scott Russell.....604-940-0917
5132 Ladner Trunk Rd
- Dr. Alice Wang.....604-940-8377
#103-4515 Harvest Drive, Ladner

Assisted Living/Supportive Living:

- Augustine House (Ladner) 604-940-6005
- Columbus Lodge (North Delta) 604-597-3322
- Delta View Life Enrichment Centre 604-501-6700
- KinVillage Assisted & Supp. (Tsaw).. 604-943-4805 (402)
- St. David's House (Tsaw) 604-948-0478
- The Waterford (Tsaw) 604-943-5954
(+Supportive Living)

Independent Living:

- Evergreen Court/Plaza (Ladner).....604-940-2774
- KinVillage Apartments (Tsaw) 604-943-4805 (402)
- Marina Park (Ladner)604-946-8288
- Scott Road Lodge (North Delta)..... 604-596-0066
- Strawberry Hill Manor (North Delta) 604-596-0066
- White Birch Manor (North Delta)604-590-5755

Women's Transition House:

- Ama House..... 604-542-5992
For women 55+ fleeing domestic violence
- Azure Place 604-957-1556

HOUSING SERVICES

Residential Tenancy Branch—Info Line 604-660-1020

SAFER - Shelter Aid for Elderly Renters

Financial assistance for renters 60+ paying more than 30% of their total income towards rent...604-433-2218

Toll Free 1-800-257-7756

Savvy Seniors Housing Solutions 604-940-8090

www.savvyseniorshousing.com (fee for service)

Seniors Services Society—Seniors Housing Info

www.seniorsservicessociety.ca 604-520-6621

SENIORS' HOUSING

Extended Care Facilities:

Delta Lodge (45+ with Mental Disability) (ND) 604-951-9415

Delta View Habilitation Centre 604-596-8842
(+respite care)

Mountain View Manor (Ladner).. 604-946-1121 (0 operator)

Northcrest Care (North Delta) 604-597-7878

KinVillage Care Facility (Tsaw)..... 604-943-0155 (221)

Westshore Laylum (Ladner)..... 604-946-2822

Dr. David Dixon..... 604-943-4405
#201—1077 56th, Tsawwassen

Mobile Foot Care

Feet First Foot Care - Sara604-360-8767

Genteel Therapeutic Foot Care604-992-4081

Healthy Feet - Sandra Tetrault RN.....604-839-0661

Therapeutic Foot Care604-908-5311

Solely Feet Foot Care604-837-9938

Fraser Health - Home Health Care

Home Health Service Line 1-855-412-2121

North Delta and Newton 604-953-4950

South Delta 604-952-3552

Home Support Agencies—Delta:

(may also provide transportation services)

Angels There for You..... 604-271-4427

At Your Service..... 604-809-9908

Bayshore Home Health.....604-531-6111

Canadian In-Home Care 604-440-3331

Care Counts 604-597-9406

CBI Home Health 604-264-9003

Classic Lifecare..... 604-534-5663

Comfort Keepers 604-541-8654

Cornerstone (N. Delta/Ladner).....604-514-1476

Delta Dawn Support Services 604-943-5815

Happiness at Home Health Care..... 604-375-0034

Home Care Assistance..... 604-912-0253

Home Instead..... 604-541-3386

Honey Do Lifestyle Assistant.....604-809-7605

HOME SUPPORT & PERSONAL CARE

Lady Bug'z Lifestyle Assistant 778-242-4558
Nurse Next Door 604-595-1680
 Scheduling Dept. 1-888-988-5880
PacifiCare at Home Services..... 604-535-0638
Paramed Home Health 604-580-6220
Safe Care Home Support 604-945-5005
Susan's Nannies (Children & Seniors) 604-779-8579

Lifeline (Medical Alarm Service)..... 604-946-1121
..... Extension 783268

Seniors Come Share Society (Surrey) 604-531-9400
(Community Support & lunches)

Mobile Hair Care:

Dolores' Place (Ladner/Tsawwassen) ... 604-943-7880
Donna (ND) Mani/pedi's also 604-543-3772
Have Comb—Will Travel 604-940-9110
Monika 604-290-6932
Penny 604-946-8187
Sheryl (Ladner & Tsaw) 604-946-2933

Specialized Clothing Items:

Bare Basics Bras: Richmond 604-271-5330

Debra Lynn Creations 604-596-5320
www.debralynncreations.ca

HOME SERVICES

ABODE Downsizing Services..... 604-202-3939
Accessible Home & Property Services..... 604-259-9774
Better at Home Yardwork/Handyman..... 604-946-9526

Home Adaptations for Independence (HAFI) Program
Combined Provincial & Federal program
www.bchousing.org/HAFI or..... 604-433-2218
John's Helping Hands (ND & Surrey) 604-329-1006
Shell Busey - Referral 604-542-2236
www.askshell.com

Senior Citizen's Repair Service
Will do small home repairs and renovations for
seniors 55 yrs + and the disabled..... 604-438-6990

Snow Angel Program Corp. of Delta —

North Delta (call Kennedy Seniors) 604-594-2717
South Delta (call McKee Seniors)..... 604-946-1411

HOUSING SERVICES

Act Together Moving Services..... 604-655-3909
Affordable Housing Societies 604-940-2774
(Non Profit - Ladner Branch)
BC Housing 604-433-2218
Essential Change Services Inc. 604-765-0224
Golden Transitions..... 604-240-8085
(Free Housing Advice)
Good Riddance Organizing Services 604-421-5952

Home to Home Advisory Service— advice on seniors housing & move assistance—fee for service 604-739-8080