



deltassist family and community services

# annual report

2007 - 2008

*celebrating 36 years  
of volunteerism*



# message from the president

2007 - 2008

## mission & vision



**T**his past year has been a year of tremendous change for Deltassist. There are many individuals and volunteers that should be thanked for their enormous effort on behalf of Deltassist. As I enter my second year, as President of the Board, I must first thank Doug Sabourin the Executive Director. Doug tackled the challenges of Executive Director in his first year, getting himself up to speed in regards to all of our programs at Deltassist. Doug then hit the ground running and tackled all new challenges as they were presented. Doug's experience, dynamic personality, and leadership skills have shined over the year. We are happy to have him with Deltassist. Doug's dedication and knowledge of community service is extremely valuable. I wish to thank him for his service to our community.

Bob Metcalfe, having served two years on our board has decided to leave our board. Bob was a Deltassist volunteer for many years before he joined the board. Bob hasn't left his desire to serve our community he has committed more of his time with another organization, and we wish him well. We wish to thank Bob for all his work with Deltassist. A special thank you goes out to our existing board members Denis Moore, Elaine Greggain, Maurice Bouchard, Jeffrey Sparling, and Kam Raman for all their service. We are pleased to welcome two new Board member volunteers, Len Stroh and Garry MacDonald. Len, who is retired and a dedicated community volunteer throughout Delta, resides in North Delta. Garry is a practicing lawyer, who resides in Ladner. Garry has been involved in our community for over 30 years. Both individuals bring enormous volunteering experience. Their contributions and efforts have already been felt, and we welcome their passion and sense of community.

"Deltassist is entering new ground by getting out of the shadows and into the public mind", commented Natasha Mountain. We are happy to have Natasha join us as Deltassist's Marketing & Communications Coordinator. Nat's first big project will be our very first Deltassist Gala, which will be held at the Delta Town & Country Inn, spring 2009. The Gala's theme is "Everybody is a Somebody", and any funds raised will go towards our Senior Services and our Community Fund. I hope to see you there.

The following individuals have left us through either retirement or a desire to move on to other endeavors. We wish them well in their journey. They are Lynn Spence, Cheryl Blackwell, Julia Sangha, Ian Bond, Jai Inder Pengali, Midge Malcolm, Asha Aujla, and Naoko Metz. Thank you for your service.

This year, like last year continues to bring financial and service challenges. The dedicated management, staff and volunteers continue to successfully manage these challenges. The following report provides a brief summary of the various services we delivered and a tally of the number of individuals whose lives, we believe, have benefited from those services. The Board, management and staff are all committed to the delivery of the program and services of Deltassist.

Since I first joined the Board several years ago, I continue to be impressed by the vast array of programs and variety of services that Deltassist provides. The level of commitment we receive from our management, staff, and volunteers is unbelievable. This year Deltassist is in need! I reach out with a request that all Delta residents should take to heart. We need your financial help, we need your volunteer time, and we need your passion to sincerely help our community. I offer a sincere thank you to all that do give, and to all that will give to Deltassist for the first time. We need you today, and we will need you more than ever tomorrow.

I wish to conclude by thanking all the volunteers, my Board colleagues, the management and staff for their efforts and support toward Deltassist's past goals and future endeavors. As a volunteer I serve as President and I will continue to do my part as a resident of Delta and I know I can count on you to do yours.

Thank you

*Warren T. Hughes*

## Board of Directors

### President

Warren Hughes

### Vice President

Denis Moore

### Secretary

Elaine Greggain

### Treasurer

Jeffrey Sparling

### Director

Maurice Bouchard

### Director

R. Y. (Bob) Metcalfe

### Director

Kam Raman

### Director

Len Stroh

### Director

Garry MacDonald

# message from the executive director

2007 - 2008

## counselling and family support services 2007 - 2008

1002 Total Counselling Intake Calls

1327 Alcohol and Drug Program

46 Suicide Prevention

76 Alternatives to Violence Program

31 Healthy Families Program

134 Family Support Services

33 Nobody's Perfect Parenting

11 Young Parent Outreach Program

**Total Served 2660**

**“If you want to change the world,  
be that change.” ~Ghandi**

“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.”

- LEO BUSCAGLIA

**T**his year has been again, one of challenges. After 25 years of conscientious service, Deltassist's HandyDart contract, along with all other service providers, have had their contracts put out to competitive tender by Translink. Responding to demographic changes, especially, an aging population, has meant that Deltassist has had to reconsider its services priorities. Staff turnover due to non profit sector falling behind the private sector and government has meant that Deltassist, as with other non profit social services organizations, has had to pay increasing attention to employee recruitment and retention. Many of its long term contracts with government have not kept pace with the increased costs of living.

**What has Deltassist done to address these issues?**

- Deltassist has actively lobbied its funders to address funding inequities, to address the increased operating costs it continues to face. Pursuing strategic partnerships to develop joint program proposals has been introduced.
- Contracting with a communications and marketing coordinator to reach out to Delta residents and businesses has also been introduced. Up-dating the Deltassist logo and website has also been completed and we will be enthusiastically unveiling the new Deltassist logo at this years' Annual General Meeting.
- By hosting a Chamber Café event in January in partnership with the Delta Chamber of Commerce, Deltassist hopes to develop new partnerships with Delta's business community.
- Reorganizing its management structure with an emphasis on providing additional support for clinical services
- New technology has been introduced in the past year, to improve administrative efficiency and effectiveness and accountability.

Despite these challenges, Deltassist's staff have maintained a consistently high level of services.

I would also like to extend thanks to the hundreds of dedicated volunteers who assist in almost every area of service within Deltassist. We simply could not offer such a comprehensive range of services without their participation, their compassion and their love of this community.

The most compelling aspect of Deltassist's services, and its place in Delta's social fabric is our story – which is the story of struggle and support and help and hope – it is the story of our community.

Doug Sabourin  
Executive Director





Maddie Addison  
Maggie Akkam  
Harshad Amin  
Wendy Anselmo  
Barb Archer  
Karen Atkinson  
Asha Aujla  
Gail Barker  
Lucille Barker  
Alice Barnes  
Mark Barton  
Patti Barton  
Malik Bashir  
Mary Bell  
Evelyn Berger  
Kerry Bibbs  
Lorraine Bird  
Donna Bolger  
Karen Bonneteau  
Monica Bosio  
Maurice Bouchard  
Margaret Bourhill  
Mo Bozman  
Herbert Brandt  
Gordon Brechin  
Aileen Brown  
Dianne Brown  
Joy Brown  
Oksana Buchko  
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Larry Cardy  
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David Carrigan  
Julie Chadwick  
Kishore Chhanabhai  
Anna Collings  
Wendy Cope  
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Deb Dagenais  
Marti Danyluk

Karen Day  
Kerry Derbyshire  
Debbie Dick  
Mildred Dick  
Kim Kisanjh  
Helen Dixon  
Pamela Doughty  
Linda Easdown  
Ursula Easterbrook  
Anne Ellis  
Alexandra Farlolan  
Jo-Anne Farmer  
Rob Farmer  
Deb Foley  
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Zainu Ganief  
Penny George  
Al Grandia  
Linda Grandia  
Pat Greenwell  
Elaine Greggain  
Jean Groome  
Virginia Guibault  
Grace Hall  
Cheryl Hart  
Ann Henderson  
Susan Hiebert  
Eileen Hixt  
Roy Hixt  
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Paulette Huntley  
Lesley Jackson  
Rodney Jackson  
Lois Jensen  
Mary Jones  
Karen Johnson  
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Robert Juulsen  
Diane Kirkbride  
George Koka  
Arlene Lang

Isla Lawrie  
Moiria Lemon  
Margaret Lloyd  
Carol Loehr  
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Patricia MacDonald  
Vicki MacDonald  
Elaine Macleod  
Deanne MacMillan  
Michele Maguire  
Gloria Maki  
Victor Marchak  
Gail Martin  
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Audry McMillan  
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Kam Raman  
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Len Stroh  
Bill Sudeyko  
Joannice Sweeney  
Bob Taggart  
Jill Tasman  
Muriel Taylor  
Nina Taylor  
Craig Thomson  
Doug Thorslev  
Richard Truman  
Dianne Tryon  
Alajemba Unaegbu  
Hardip Kaur Virdee  
Leila Wakeland  
Owen Walrond  
Lyn Walker  
Mariam Walker  
Ann Waller

*“No act of kindness, no matter how small, is ever wasted”  
~Aesop*



*“Great opportunities to help others seldom come, but small ones surround us every day.”*

- SALLY KOCH

*“Volunteers are paid in six figures... S-M-I-L-E-S”*

-GAYLA LEMAIRE

# individual donors

2007 - 2008

Laura Ahrens  
Ben Albanese  
Fay R. Allen  
Roger Bain  
John & Marylee Barham  
Doris Barnbrook  
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Inga Bauman  
Eric & Claire Berkefeld  
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Raymond Blackwell  
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Curt Darnel  
Jodi Demitri

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Ron Dillabough  
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Kerry & Peter Drescher  
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Barbara Dymond  
Sue Ellis  
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Audrey Henchey  
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Bruce Hodgins  
Sharon Hoegt  
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Marilyn Hogan  
Gabriel Holliday  
Brent Holliday  
Susan Hood  
Gerry & Trix Hoogendoorn  
Robert Hopkins

Peggy Horton  
Lorie Irving  
Helen Jarvis  
Laurel Johnson  
Shelley Johnson  
Wendy & Ray Johnston  
Linda Jones  
David Joseph  
Reid Joy  
John Judge  
Joanne Karse  
Yoshikazu Kawaguchi  
Wendy Kester  
Barbara King  
Jacob Kirk  
Richard Klassen  
Marilyn Kobliuk  
Nickolaus Kolinsky  
Jen Kormendy  
Viola Krall  
Elizabeth Lane  
Carol Langlet  
Ana Larson  
Glenda Laurent  
M.M. Lawlor  
Isla Lawrie  
Olive Light  
Dr. D.R. Lister  
B. & R. Lloyd  
Lois Loudon  
Veronica Luhmann  
Jean MacDonald  
Michael & Kathleen MacFarlane  
Henry Mackin  
Emma L. MacPhail  
Anthony Mannie  
Emily Mathews  
Robert Maxwell  
Marion & Claire Maynard  
Cindy McBratney

Leah McCullough  
Donald McGreer  
Jeanette McKay  
Barbara McKenzie  
Alex McKinnon  
Bob McKinnon  
Liz McLardy  
George McLaren  
Bernice McMahon  
Thomas McNeilage  
Ann McWilliams  
Norlandslaget Midnatsol  
David Miller  
Kathy Mischuda  
Susan Mitchell  
Marilyn Molloy  
Mario & Elena Mondin  
Barbara Moore  
Vivian Moore  
Carol Moorhead  
Mr. & Mrs. Mumani  
Klaus Nesseler  
Dianne Noton  
Russell Nugent  
Sharon Okeefe  
Keith Oliver  
Hilda Ott  
Gaynor Owen  
Mr. & Mrs. Paavila  
Lynda Paiuk  
Connie Parker  
John Parker  
Ralph Parker  
Ted Parker  
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Jamie Shannon  
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Mr. & Mrs. W. Speitelsbach  
D. Lynne Spence  
Bill & Helen Stevens  
G.A. Duncan Stewart  
Jan Storer  
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Jessie Strouts  
Olga Sudeyko  
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Giselle Swystun  
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Bernard Wilmot  
Stephen Wilson  
James A. Wilson  
Mark Woloshin  
Ruth Worthington  
Angela Yamaoka  
Brian Yamasaki  
William Zambik

*"Destiny is not necessarily  
what we get out of life, but  
rather, what we give."*

-CARY GRANT



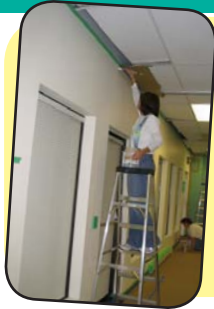
*"We can't do much about the length of  
our lives, but we can do plenty  
about its width and depth."*

-EVAN ESAR



# community donors

2007 - 2008

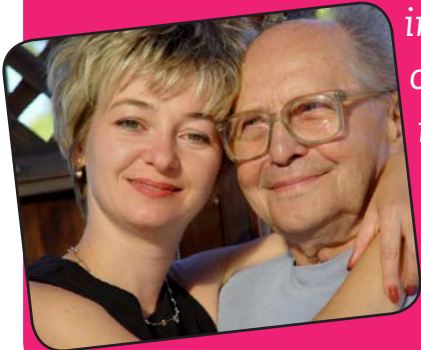


## how can you help?

1. Make a Tax Deductible Donation
2. Leave a bequest from your estate to Deltassist
3. Volunteer a gift of your time

*"The best and most beautiful things in the world cannot be seen nor touched... but felt in the heart."*

- HELEN KELLER



## deltassist employees

Madeleine Addison  
Rachelle Ashbee  
Asha Aujla  
Paul Bains  
Kathryn Bauer  
Penny Best  
Cheryl Blackwell  
Ian Bond  
Maureen Bozman  
Terry Cardy  
Julie Chadwick  
Aloke Chowdhury  
Marjorie Clendenning  
Colleen Collins  
Deborah Dagenais  
Verinder Dhaliwal  
Debbie Dick  
Dalaena Dickinson

Judy Donaldson  
Lynn Embury  
Deborah Foley  
Suzy Fong  
Carlee Freeman  
Zainu Ganief  
David Gustafson  
Patricia Hamilton  
Cheryl Hart  
Kulvinder Hayre  
Larry Hilderman  
Karen Hnatiuk  
Paulette Huntley  
Klaus Iden  
Valerie Jackson  
Karen Johnson  
Margot Kinnear  
Irene Kitura

Margaret Lloyd  
Midge Malcolm  
Cheryl Matson  
David Matta  
Naushina Mawani  
Naoko Metz  
Ladan Morano  
Cara Jean Morrison  
Angela Pallan  
Jai-Inder Pangli  
Jabir Patel  
Francis Racey  
Connie Rimmer  
Roland Russell  
Doug Sabourin  
Tejinder Sarkaria  
Julia Sangha  
Marie Schwab

Edwin Singh  
Lynn Spence  
Helen Stevens  
Roberta Strachan  
Ravi Teja  
Doug Thorslev  
Donald Toth  
Pamela Turner  
Alajemba Unaegbu  
Joanne Van Snellenberg  
Lyn Walker  
Lorraine Yates



Alberto & Co.  
All Saints Ladner Anglican Church  
AMEC Engineering & Project Management Services  
Ancient Light Masonic Lodge #88  
Applewood Country Gifts B.C.  
Ferries, Tsawwassen Terminal  
Boston Pizza Foundation  
Boundary Bay Montessori House,  
Out of School Care Program  
Brooke Elementary School  
Business Improvement Association of Tsawwassen  
Canada Post, Delta Main  
Canadian Tire  
Chevron Canada Limited  
C.I.B.C. Imperial Service  
Cobs Bread, North Delta  
Cougar Canyon Elementary School  
Country Flowers & Gifts  
Crossroads Program Inc.  
C.U.P.E. Local #454  
Curtis Paving (2003) Enterprise Ltd.  
C Watch, B.C. Ferries  
Danco Equipment Ltd.  
Delta Church  
Delta Community Living Society  
Delta Ice Hawks Jr. Hockey Club  
Delta Retired Teachers Association

Delta School #37 Resource Centre  
Delta Tuesday Ladies Golf Club  
Delview Secondary School  
Devon Gardens Elementary School  
Dr. R. Lister  
Ecole South Park Elementary  
Division 7 & 8  
819 Squadron Air Cadets  
English Bluff Elementary School  
Enterprise rent-a-car  
Esquires  
Extreme Pita  
Flora Pigau Dance Academy  
Focused Networking, Delta Chapter  
4th Surdel Cubs  
Fraser Valley Regional Library  
Full Circle Project Services Ltd.  
Fuel Youth Group  
Girl Guides of Ladner  
Girl Guides of Canada  
George Mackie Library  
Gray Elementary School  
Grouse Mountain Resorts Ltd.  
Home Life  
Hydrecs Fund  
IBM Employee's Charitable Fund  
Janitor's Warehouse Employees  
JIM Construction  
Kennedy Seniors Recreation Centre  
Kennedy's Sports Pub  
Kiwanis Club of Ladner and Tsawwassen  
Ladner Christian Reform Church  
Ladner Rotary  
Ladner Yacht Club  
Lehigh Northwest Cement Ltd.  
L.V. Lomas Ltd.  
Mark's Work Warehouse  
Milestone Montessori  
Mills Basics Printing & Stationery Co.  
Mopac Auto Supplies  
Mountainview Manor  
New Hope Christian Church  
Nordel Flight Centre  
North Delta Evangelical Free Church  
North Delta Football Association & Families

North Delta Newcomers  
North Delta Minor Hockey Association  
North Delta Rotary Club  
North Delta Secondary School  
Old Surrey Restaurant  
One-20 Pub and Grill  
Pacific Rim Performing Arts Studio  
Paridon Horticultural Ltd.  
Pharmasave, North Delta  
Prime Signal  
PEO Sisterhood Chapter BD  
Pinewood Elementary School  
Port Guichon Elementary School  
Porto Fino Restaurant  
Red Hat Society  
Richardson School  
Rogers Video  
Rona Revy Inc.  
Rusty Hinges Swim Group  
Sacred Heart School  
Safeway #14  
Save on Foods  
St. Cuthbert Anglican Church  
St. John's Strawberry Hills United Church  
St. Stephen's United Church  
Sands Secondary School  
Seaquam Basketball Team  
Seaquam Secondary School  
Sears Canada Kiwanis  
Shopmen's Union #712  
Simon Fraser University  
SOS Security Solutions  
South Delta Resource Centre

Spirit of British Columbia, Delta  
Starbuck's  
Sungod Arena  
Sunshine Hills Elementary School  
Sunshine Woods Ladies Golf Club  
Surdel Eagles Soccer Team  
Surdel Dynamos Girls Soccer  
TD Canada Trust  
Telus Corporation  
The Rita McDonald Foundation  
Tree Island Industries  
Tristar Industries Employees  
T.O.P.S., B.C. #2162  
T.O.P.S., B.C. #3585  
Tsawwassen Tennis and Bayside Squash Club  
Unifiller Systems Inc.  
Villa Verdi Ristorante Italiano  
Watergarden Club of B.C.  
Wellbrook Winery  
Westshore Terminals Social Club  
**corporate donors**  
Dorset Realty Group  
Jamieson's Pet Food Distributors  
Overwaitea Food Group  
Rankin Skyline Services  
Real Estate Board of Greater Vancouver  
Save-On-Foods  
Shato Holdings Ltd.  
TSI Terminal Systems Inc.  
WCG International Consultants  
Westshore Terminals Ltd.





## performance and quality improvement

**A**s an agency accredited by the Council on Accreditation, Deltassist is committed to ensuring that a performance and quality improvement process is in place.

This process includes continuous review of internal processes as well as gathering client satisfaction surveys and stakeholder feedback.

An internal committee representative of all divisions within Deltassist meets quarterly to review agency processes. I am pleased to report that the goal to improve client information systems, included in last years' report has been achieved with the introduction of the 'Penelope' client information data base. This initiative was achieved through hard work and cooperation from all divisions within the agency and we now have a much-improved system to record and report on client outcomes.

Our goal is to ensure that there is an accreditation culture within Deltassist and that all systems and processes reflect this commitment.

We are at work preparing for re-accreditation and Deltassist is in the process of completing and submitting its application for re-accreditation to the Council on Accreditation.



I want to acknowledge Lynn Spence's work and dedication in managing the PQI process within the agency. During her tenure as Director of Services, Lynn brought great energy and wisdom to the process of introducing PQI within the agency and to developing an accreditation culture that is now a part of everything that we do. In the next phase of PQI work, we will building on the foundation created by Lynn Spence.

My thanks to everyone in Deltassist: clients, stakeholders, volunteers and staff who contributed to ensuring that Deltassist continues to improve service provision and its accountability to the community and clients it serves.

Doug Sabourin  
Executive Director

### Community Fund

**194** adults served

**159** children served

### Information/Referral

**4508** Information/Referral contacts for non Deltassist services

### Seniors' Services

**148** seniors served

**593** services provided

**166** seniors received info/referral for services outside agency

### Volunteer Services

**400** Deltassist volunteers

**6918** hours of volunteer work performed at Deltassist



# 14,828

### Assistance Services

**463** Christmas Hampers

**739** Christmas Assisted Services

**430** Service Clubs Assisted Christmas Hamper Project

**522** Children Received Toys

**342** clients served

**1**

**167** clients served

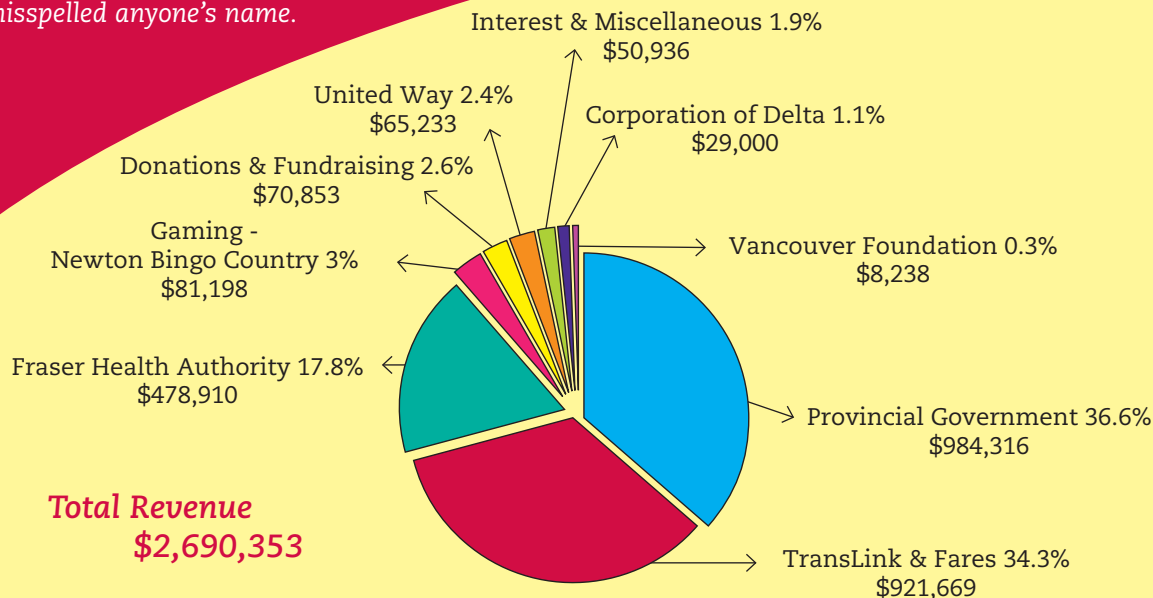
### HandyDART services statistics

**37,709** trips provided

# thank you

Deltassist Family and Community Services Society thanks all of those groups and individuals who have supported our services with donations of money, toys, food and time. We apologize if we have inadvertently missed or misspelled anyone's name.

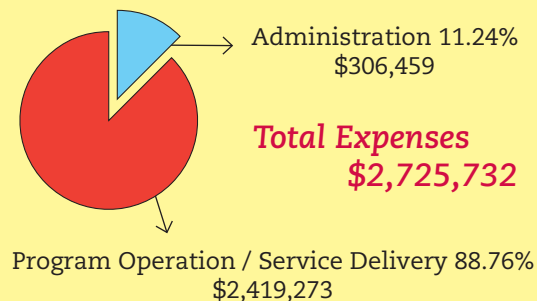
## REVENUE



## Deficit \$35,379



## EXPENSES



## community partners

## Allegra Print and Imaging

## The Province/Empty Stocking Fund

Community Services of  
Delta/Richmond

SOS Security Solutions Ltd.

## Canada Border Services

Surrey/North Delta Leader/  
South Delta Leader

Canada Safeway  
(Tsawwassen)

School District No. 37  
(Delta)

Canadian Red Cross

## Neptune Food Services

Cita

## major supporters

Delta Cable  
Communications Limited

Century Group

Delta Community Resource  
Network

Corporation of Delta

Delta Home Support Society

Delta Community  
Foundation


Delta/South Delta Optimist

Fraser Health Authority

Delta Service Clubs

## Newton Bingo Association

Delta Victim Services



Province of British  
Columbia



## Translink

## The Now Newspaper

United Way of the Lower  
Mainland

Options: Services to Communities Society

Vancouver Foundation

Peace Arch Community  
Services

9097 120 STREET, DELTA BC V4C 6R7  
TEL. 604-594-3455 FAX. 604-594-3496  
EMAIL. [INQUIRY@DELTASSIST.COM](mailto:INQUIRY@DELTASSIST.COM)  
[WWW.DELTASSIST.COM](http://WWW.DELTASSIST.COM)