



deltassist family and community services

annual report

2008 - 2009

*celebrating 37 years
of volunteerism*



mission & vision



This past year has been a year of tremendous challenge for Deltassist. There are many individuals and volunteers that should be thanked for their enormous effort on behalf of Deltassist. As I enter my third year, as President of the Board, I must first thank Doug Sabourin the Executive Director. Doug has wrestled with social needs that the recession of 2008 has brought forward to our community and the direct impact of delivering those services in these tough economic times to our community. 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.

Deltassist and many other lower mainland organizations lost their Translink contract after 30 years of service. The cancellation by Translink also impacted our volunteer driver program. I would like to thank the past drivers of our HandyDart service for representing Deltassist on the frontline every day with exceptional service and dedication. Deltassist was able to introduce several new community initiatives such as, "Delta Connects" Aging in Place Seniors Project and Early Childhood Development Project; all of which were funded by our partner, the United Way of the Lower Mainland. In addition, we launched the Delta Food Security Planning Table funded a British Columbia Healthy Living Alliance grant.

Garry McDonald, having served one year on our Board has decided to leave for career reasons. Garry was appointed as a Crown Prosecutor that would see him working throughout the province, and we wish him well with that appointment. Jeff Sparling, having served for over three years on our Board, was unable to continue as his career has him working out of town and province on many occasions. We wish Jeff well with his ongoing career. A special thank you goes out to our existing Board members; Denis Moore, Elaine Greggain, Maurice Bouchard, Len Stroh, and Kam Raman for all their service. Thank you to each of our Board members for their contributions and efforts towards Delta, as well as their ongoing passion and sense of community.

The following individuals have left us through either retirement or a desire to move on to other endeavors. We wish both Kulvinder Hayre and Maddie Addison well in their journey. Thank you for your service. Deltassist was able to

attract several new student interns from a number of local colleges. This has contributed to Deltassist's objective of introducing new learning environment within the agency through its working relationships with local community colleges and universities.

This year, like last year, continues to bring financial and service challenges. Unfortunately, Deltassist has many of the same economic challenges that a recession brings forward. The Board of Directors' reluctantly approved a deficit budget 2008-2009, although we continued to maintain many of our existing programs, introduced the new programs previously mentioned, and strived to maintain our consistency of service and staffing given these economic uncertain times. 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 programs and services of Deltassist.

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 donate 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

Kam Raman

Secretary

Elaine Greggain

Treasurer

Maurice Bouchard

Director

Denis Moore

Director

Len Stroh

counselling and family support services 2008 - 2009

1018 Total Counselling Intake Calls

2174 Alcohol and Drug Program

52 Suicide Prevention

57 Alternatives to Violence Program

42 Healthy Families Program

176 Family Support Services

27 Nobody's Perfect Parenting

8 Young Parent Outreach Program

Total Served 3554

I would like to highlight some of the significant events and achievements of the past year and provide some thoughts about the challenges facing Deltassist in the future.

Our staff continued to meet the challenges of providing effective and relevant services to Delta residents: new methods of providing services to reduce waiting list times, new counseling modalities, more groups and a commitment to professional learning and growth. All of these factors enabled Deltassist to respond to a wide range of service demands, efficiently, effectively and compassionately.

Personally and professionally I have appreciated the spirit of mutual support demonstrated by all Deltassist staff and volunteers.

It has been a busy and challenging year. Preparing for its first re-accreditation has meant that many staff and volunteers have had to learn new skills and new methods. All of Deltassist's activities have taken place under a cloud of continuous financial concerns presented by the global economic downturn but more immediately through the uncertainty of annual provincial government funding and more demands placed on prospective donors for their support for much-needed community services.

Many matters will require attention in the coming year: how best to sustain important and necessary services in the face of declining revenues; maintaining a continuing dialogue with Delta residents to ensure that Deltassist's services are relevant; preserving Deltassist's financial viability; maintaining the balance of volunteer and professionally delivered services which are at the heart of Deltassist; and successfully completing its re-accreditation.

As I complete my third year as Executive Director, I have the sense that despite all of the external challenges, Deltassist is moving forward.

I want to express my profound thanks to the hundreds of volunteers who give so freely of their time and energy to preserve the quality of community life for all Delta residents and to Deltassist's staff who continue to amaze with their creativity and caring compassion.

Doug Sabourin
Executive Director

*"My Counsellor was great!
She helped me accomplish
my goals and
she was really
respectful of my
feelings."*

CLIENT QUOTE
ALCOHOL AND DRUG PROGRAM



Information & Referral Volunteer

Maddie Addison
 Harshad Amin
 Barb Archer
 Karen Atkinson
 Lucille Baker
 Gail Barker
 Alice Barnes
 Mark Barton
 Patti Barton
 Malik Bashir
 Mary Bell
 Lori Benz-Sim
 Evelyn Berger
 Lorraine Bird
 Donna Bolger
 Susan Bonar
 Karen Bonneteau
 Maurice Bouchard
 Margaret Bourhill
 Mo Bozman
 Herbert Brandt
 Gordon Brechin
 Diane Brown
 Joy Brown
 Larry Cardy
 Terry Cardy
 Andrea Carley
 David Carrigan
 Julie Chadwick
 Kishore Chhanabhai
 Anna Collings
 Deb Dagenais
 Marti Danyluk
 Anne Davidson
 Karen Day
 Kerry Derbyshire
 Debbie Dick
 Kim Disanjh

Helen Dixon
 Pamela Doughty
 Linda Easdown
 Phil Easdown
 Ursula Easterbrook
 Anne Ellis
 Jo-Anne Farmer
 Rob Farmer
 Deb Foley
 Janet Geistlinger
 Penny George
 Al Grandia
 Linda Grandia
 Pat Greenwell
 Elaine Greggain
 Jean Groome
 Virginia Guibault
 Val Hanson
 Cheryl Hart
 Susan Hiebert
 Eileen Hixt
 Roy Hixt
 Karen Hnatiuk
 Warren Hughes
 Paulette Huntley
 Lesley Jackson
 Rodney Jackson
 Kristen Jain
 Lois Jensen
 Mary Jones
 Robert Jullsen
 Margot Kinnee
 Diane Kirkbride
 George Koka
 Arlene Lang
 Ana Lucia Larson
 Isla Lawrie

Moira Lemon
 Margaret Lloyd
 Carol Loehr
 Rona Luhmann
 Garry MacDonald
 Patricia MacDonald
 Vicki MacDonald
 Deanne MacMillan
 Michele Maguire
 Gloria Maki
 Gail Martin
 Dawn McCallum
 Audrey McMillan
 Bob Metcalfe
 Barbara Moore
 Denis Moore
 Joan Moore
 Tyesse Morneau
 Bonny Munn
 Jackie Murray
 Wayne Murray
 Irene Natrass
 Edwina Nazareth
 David Neil
 Christine Neilson
 Sharon Nosek
 Judy Novakowski
 Kam Raman
 Priscilla Rehlinger
 Keith Reid
 Connie Rimmer
 Shelley Rimmer
 Wilma Roodbergen
 Doug Sabourin
 Jan Salvador
 Dorothy Sample

Mary Lou Sharland
 Janice Sherbuck
 George Shipley
 Gail Simpson
 Joan Smallenberg
 Jeffrey Sparling
 Lynn Spence
 Erika Spiller
 Helen Stevens
 John Stockton
 Len Stroh
 Bill Sudeyko
 Joannice Sweeney
 Bob Taggart
 Jill Tasman
 Muriel Taylor
 Nina Taylor
 Craig Thomson
 Doug Thorslev
 Sylvia Travis
 Pam Turner
 Joanne Van Snellenberg
 Hardip Kaur Virdee
 Leila Wakeland
 Lyn Walker
 Mariam Walker
 Ann Waller
 Jasmine Warren
 Roberta Whiley
 Keith Wilson
 M-J Wood
 Jessica Wu
 Lorraine Yates
 Nikki Yau



*“Being a low income, single mother,
 I am very grateful for
 the smiles you help put on my
 children’s faces.”*

*“This has been a tremendous gift,
 which has eased the Christmas
 season’s stress. The hamper has
 been greatly appreciated.”*

*“This program has allowed me
 to give a wonderful Christmas to
 my daughter that I simply would
 not be able to. I am so thankful
 for all of the people that give of
 themselves for my family”.*

CLIENT QUOTES - CHRISTMAS PROGRAM

individual donors

2008 - 2009

Laura Ahrens
James Alexander
Rich Alexander
Faye Allen
Isobel Angus
John Bailey
John Baines
Paul Bains
Penelope Baker
John & Marylee Barham
Trevor Barnett
Robert Barrett
Jillian Baxter
Jessie Belcher
Penny Best
Wilson Blair
John Blanchard
Keith & Sharon Bossons
Kevin Borthwick
Peggy Bottom
Joanne Boyd
Douglas Bridger
Sylvia Broneski
Bernice Brown
Jean Brown
Fred & Margaret Buchwitz
Pamela Bulpin
Hanford & Victoria Burden
Judy Burrows
Terry Burton
Elaine Byford
Berna Cameron
Colin J. Campbell
Urszula Campen
Terry Cardy
Linda Carlson
Aileen Carr
Roy Carter
Gilbert Catillo
Verna Cavers

Sharon Clark
Donald Coates
Ms. J. Cobon
Pearl Collier
Ken & Mary Cotter
Dianne Craig
Patricia Cumming
K. Curri
Kenneth & Winifred Cusworth
Deb Dagenais
Winifred Dennett
Lesley Desnoyers
Satya Doerkens
Fran Donis
Gavin Dorey
Vern Douglas
Lisa-Marie Draganiuk
Michael Duncan
Jennifer Duhaime
Barbara Dymond
Rick Easthom
Sue Ellis
Janice Falk
Mary Gawle
John & Barbara Geddes
Ruth Germo
Joy & Reginald Gilmore
Charles Glushka
Juvenal Gonsalves
Doug Grant
Norm & Pat Greenwall
Linda Guenther
Janet Hanevelt
John Hannah
Ruth Harraway
Darlene Harriman
W. Hart
Kenneth & Jacqueline Haycock
Ernest Haynes
Audrey Henchey

Albert Hill
Bruce Hodgins
Sharon Hoeght
Maria Hoffman
Jennifer Hogan
Marilyn Hogan
Randy Holland
Gabriel Holliday
Gerry Hoogen Doorn
Michael Hosek
Trevor Humphreys
Gerald Hutchinson
Mahmood & Salma Jaffer
Wendy Johnston
Linda Jones
David & Lila Joseph
Norm Kerfoot
Patricia Keyes
Brian Kines
Barbara King
Sheila Kinlin
Mr. & Mrs. R. Klassen
Maryann Klyne
Marilyn Kobliuk
Nickolaus Kolinsky
Fred & Chris Koverchuk
Viola Krall
Magda Lamens
Carol Langlet
Mr. & Mrs. Lawlor
Alan Lexier
Olive Light
R. & B. Lloyd
John Logan
Veronica Luhmann
Ms. S. MacLeod
Emma MacPhail
Claire Maynard
Emily Matthews
Margaret Maxwell

Robert Maxwell
Susan McDougall
Donald McGreer
Liz McLardy
Bernice McMahan
Ron McNeill
Mr. & Mrs. Thomas McNeilage
Diane McQueen
J.R. Milburn
Sheila Mitchell
Marilyn Molloy
Georgia Mongreau
Vivian Moore
Jim & Carol Moorhead
Kelley Morgan
Catherine Morsoff
Maureen Morrison
John Murphy
Vivian Natlock
Dyrl & Sharon Nixon
Sharon O'Keefe
Keith & Lesley Oliver
Mr. & Mrs. Paavila
Lynda Paiuk
Maria Patten
Mary Paxton
Linda Sue Peaker
Richard Pearce
Sandra Peel
Hazel Percy
Eileen Perin
Anne Perkins
Mr. & Mrs. Ron Perozny
Jim Peterson
Doug Phillips
Mr. & Mrs. Peter Phillips
Rosemary Phillips
Mr. Terry Pickering
Martyn & Julie Pilcher
D. Eleanor Piskorik

John D. Pomeroy
Ray & Carole Purdy
Marilyn Rafter
Karen Ramsay
George Rankin
Joy Reid
Joan Reynolds
Ann Richards
Anissa Richardson
Margaret Riddell
Mary Rioux
Judy Rithaler
Edwin & Hallie Mae Rockel
Donald Rogers
Deanna Rose
Mr. & Mrs. Thomas Ross
Noreen Rudd & David Hoar
Benjamin Ruhl
Doug Sabourin
Noboru Sakiyama
Pat Savage
Gloria Schulz
Linda Senft
Maureen Senior
Isobel Shane
Peter Smailes
Margaret Speitelsbach
D. Lynn Spence
Erika Spiller
Robert Spires
Dianne Stolberg
Jan Storer
Jessie Strouts
Olga Sudeyko
Bonnie Sutherland
Giselle Swystun
Margaret Tarr
Jennifer Terrell
Yvonne Thomson
Robert Thorp

Norman Thwaites
Margaret K. Turner
Dorothy Taylor
Mary Ellen Taylor
Brent Unrau
Yvonne Van Landuyt
Dennis Voysey
Kelly Vugteveen
George Wakeland
Leila Wakeland
Betty Jane Walker
R. & I.B. Wand
Brenda Warke
Mary Wartnow
Loreen Waterman
G. Watts
Elizabeth Weilkowitz
Muriel Weintjes
David Wilkinson
Bernard Wilmot
James & Dale Wilson
Steven Wilson
Heidi & Ronald Wood
Julia Woodcock
Ruth Worthington
Angela Yamaoka
Lorraine Yates
William Zambik



Reception Volunteer



Reception Volunteer



Shoppers

"I have really enjoyed working with my counselor. My counselor has been very helpful and understanding with guidance and allowing me to make my own choices."

CLIENT QUOTE - HEALTHY FAMILIES PROGRAM



Information and Referral Volunteer (I&R)

deltassist
caring for our community

community donors

2008 - 2009

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
4. Organize a company fundraiser for Deltassist



Volunteer Intake Worker



Volunteer Receptionist

Alpha Phi Master
Ancient Light Lodge #88AF & AM
Annieville Elementary School
Arlyn Mews Social Committee
Cliff Drive Elementary School
Delta Arts Council
Delta Association For Child Development
Delta Pentecostal Church
Delta Retired Teachers Association
Delta School District #37 Resource Centre
Delta TOPS B.C. #3585
Delta Tues. Ladies Golf Club
Delta View Life Enrichment Centre
Dr. A. Ross Gorrell Inc.
Dr. A.S. Kler Inc.
Dr. D.R. Lister
Dr. P.S. Athwal, M.D.
École South Park Division 8 & 7
Flora Pigeau Dance Academy

Heath Elementary School
I.O.D.E. Tsawwassen Chapter
Kennedy Seniors Rec. Centre
Ladner Christian Reformed Church
Laureate Beta Chi
New Hope Christian Church
North Delta Newcomers & Friends
North Delta Secondary School
Pacific Eye Doctors
Port Guichon Elementary School - Division 8
Richardson Elementary School Students
Richardson Parents Advisory Council
Rotary Club of Ladner
Seaquam Secondary School
St. Cuthbert Anglican Church

Sukh's Pharmacy
Sunshine Ridge Baptist Church
The Hydrecs Fund General Disbursement Fund

corporate donors

Coast Capital Savings Credit Union - Delta Branch
Delta Cable Communications
Delta Chamber of Commerce
Dorset Realty Group Canada Ltd.
Jamieson's Pet Food Distributors
Lehigh Northwest Cement Ltd.
Overwaitea Food Group
Rankin Skyline Services
T & M Morrison Geological Services Ltd.
Telus Communications



Volunteer Food Sorters

deltassist employees

Madeleine Addison
Rachelle Ashbee
Paul Bains
Penny Best
Maureen Bozman
Terry Cardy
Jonathan Carr
Julie Chadwick
Jean Chandok
Aloke Chowdhury
Marjorie Clendenning
Colleen Collins
Carlee Costello
Deborah Dagenais
Verinder Dhaliwal
Raman Dhaliwal

Debbie Dick
Dalaena Dickinson
Judy Donaldson
Lynn Embury
Deborah Foley
Suzy Fong
Zainu Ganief
Sean Gaster
Carly Geistlinger
David Gustafson
Joanne Hahn
Patricia Hamilton
Cheryl Hart
Kulvinder Hayre
Larry Hilderman
Karen Hnatiuk

Paulette Huntley
Klaus Iden
Valerie Jackson
Angelika Jaehrlich
Kiran Jhaj
Naushina Kiely
Margot Kinnee
Sarah Knapp
Margaret Lloyd
Midge Malcolm
David Matta
Laureen McCleery
Ladan Morano
Angela Pallan
Jabir Patel
Francis Racey

Parminder Rai
Connie Rimmer
Shelley Rimmer
Roland Russell
Doug Sabourin
Tejinder Sarkaria
Marie Schwab
Terry Simna
Edwin Singh
Lynn Spence
Helen Stevens
Roberta Strachan
Ravi Teja
Doug Thorslev
Donald Toth
Pamela Turner

Joanne Van Snellenberg
Lyn Walker
Lorraine Yates

Practicum Students

Lisa Donaldson
Sukhdev Pangalia
Elaine Wong

Independent Contractors

Muriel Kerr
Irene Kitura
Caryn Leczynski
Cheryl Matson
Nat Mountain

*I've seen and met angels
wearing the disguise of ordinary people
living ordinary lives.*

-TRACY CHAPMAN

performance and quality improvement

In the past year, in addition to regular performance quality improvement (PQI) activities, Deltassist staff and volunteers have been preparing for its re-accreditation by the Council on Accreditation (COA).

This has meant that the Board of Directors and staff have been reviewing internal practices to ensure that Deltassist's policies and procedures conform to British Columbia statutes and also comply with COA standards.

As an organization involved in many community initiatives, surveying our community partners is also an important aspect of re-accreditation. As the Council on Accreditation itself has its own PQI process, this year Deltassist will be following the new 8th Edition Canadian standards for its re-accreditation. Surveys will be completed by Board members, volunteers, staff members, agency funders and clients. This is a key aspect of Deltassist's accountability to the community it serves.



I am pleased to report that the PQI process has resulted in many improvements to the ways in which Deltassist provides services to Delta residents. Deltassist's staff and volunteers are justifiably proud of the accreditation culture that has developed within the agency.

I want to acknowledge the work of Lorraine Yates, Manager of Operations and Projects, who has taken on a key role and responsibility with PQI in the past year. As well, my thanks to all staff, volunteers and clients who have contributed their ideas and observations to the PQI process.

The result is an agency that continues to be responsive to Delta's residents by offering services that meet stringent standards for service delivery.

Doug Sabourin
Executive Director

Volunteers don't get paid, not because they're worthless, but because they're priceless.

~Sherry Anderson

clients served

Community Fund

255 adults served

174 children served

Information/Referral

2380 Information/Referral contacts for non Deltassist services

Seniors' Services

105 seniors served

534 services provided

Volunteer Services

400 Deltassist volunteers

6020 hours of volunteer work performed at Deltassist

Assistance Services CHRISTMAS PROJECTS

542 Christmas Hampers

508 Service Clubs Assisted Christmas Hamper Project

589 Children Received Toys

INCOME TAX PREPARATION

297 clients served

HandyDART services statistics

28,341 trips provided

Wherever a man turns he can find someone who needs him. ~Albert Schweitzer

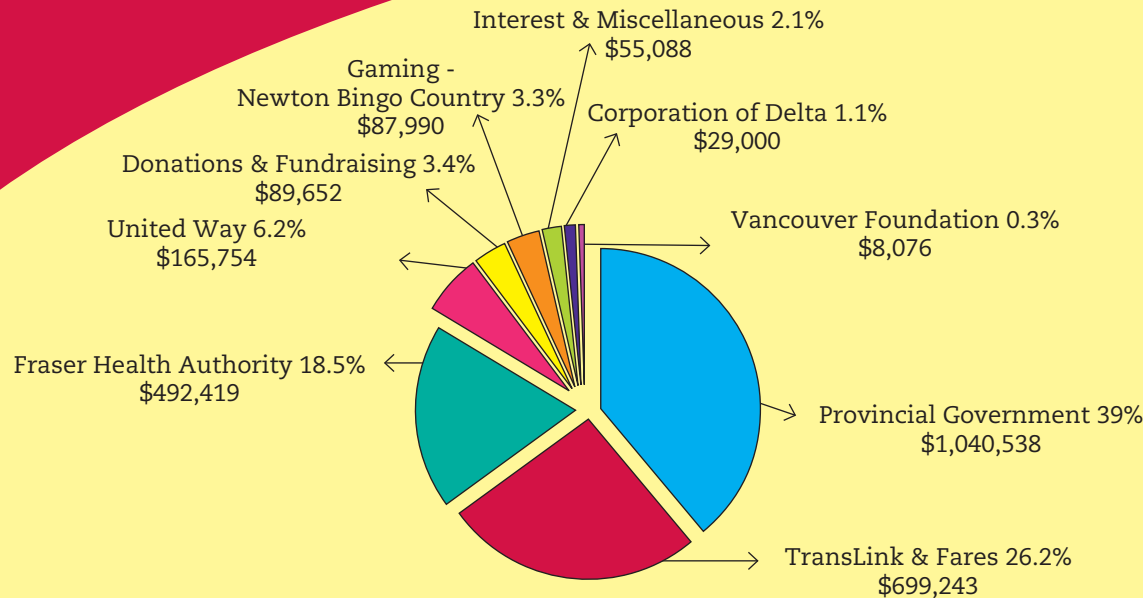


Reception Volunteer

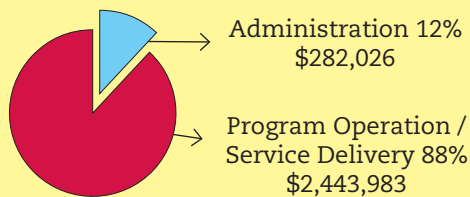
thank you

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



EXPENSES



Total Revenue \$2,667,760

Total Expenses \$2,726,009

Deficit \$58,249

community partners

- Allegra Print and Imaging
- Bousfield & Associates
- Boys & Girls Club Community Services of Delta/Richmond
- Delta Cable Communications Ltd.
- Delta Chamber of Commerce
- Delta Home Support Society
- Delta/South Delta Optimist
- Kwantlen Polytechnic University Foundation
- Ladner/ St. Stephen's Pastoral Charge
- Neptune Food Services
- North Delta Mental Health & Addictions
- Options: Services to Communities Society
- Peace Arch Community Services
- Peterson Community Consulting
- Progressive Intercultural Community Services Society
- Royal Canadian Legion Branch #61
- School District No. 37 (Delta)
- Semiahmoo House Society
- SOS Security Solutions Ltd.
- Surrey/North Delta/South Delta Leader
- The Surrey Now Newspaper
- Touchstone Family Association

major supporters

- B.C. Ferries – Tsawwassen Terminal
- Century Group
- Corporation of Delta
- Delta Community Foundation
- Fraser Health Authority
- Ladner Lions Club
- Newton Bingo Association
- Province of British Columbia
- Real Estate Board of Greater Vancouver
- Rotary Club of North Delta
- Rotary Club of Ladner
- Rotary Club of Tsawwassen & Point Roberts
- TransLink
- United Way of the Lower Mainland
- Vancouver Foundation



9097 120 STREET, DELTA BC V4C 6R7
 TEL. 604-594-3455 FAX. 604-594-3496
 EMAIL. INQUIRY@DELTASSIST.COM
 WWW.DELTASSIST.COM