



## deltassist family and community services

### message from the president



We wish to announce that in 2011 two new members joined the Board of Directors. We welcome Dalbir Singh Mehta, and Maria DeVries and thank them for volunteering their time to Deltassist and our community. A special thank you goes out to our existing Board members: Elaine Greggain, Maurice Bouchard, and Len Stroh. It is with sad regret that we announce the resignations of Board Members Kam Raman and Denis Moore. We would like to thank Kam and Denis for all their service and dedication to our community.

It is extremely important to us to continue to operate with our head slightly above water in these tough economic times. The dedicated management, staff and volunteers continue to successfully manage these challenges. This 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.

I reach out with a request that all Delta residents should take to heart. We need your financial help, we continue to 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 individuals and companies that plan to give to Deltassist again or for the first time. We need you today, and we will need you more than ever tomorrow.

I wish to conclude with a special thank you to the 393 active 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, President



## annual report 2010 - 2011

### message from the executive director

Deltassist's volunteers, staff, Board of Directors and management are committed to serving those who need hope in their lives and the healing presence of a supportive community to help them through life's challenges.

There is continuous review of all of our policies and practices through our performance quality improvement (PQI) process. From the moment that someone contacts Deltassist we try to make them feel welcome and respected. Clients are actively involved in creating and regularly reviewing treatment goals. After services finish, we survey clients to ask them about their experiences. For seniors programs, client satisfaction surveys are on going. Deltassist is truly accountable to all Delta residents.

In the last year, Deltassist, like most non profit social service organizations in BC, experienced a lot of turmoil: uncertain funding; demographic shifts and labour unrest. All Delta residents should be proud that in spite of all of this, Deltassist has maintained its services at very high levels, has experienced consistently high ratings from clients on its service quality and in some programs, increased services.

Doug Sabourin, Executive Director



Toy Depot Volunteers

# board of directors 2010 - 2011

*“Hope is important because it can make the present moment less difficult to bear. If we believe that tomorrow will be better, we can bear a hardship today.”*

**Thich Nhat Hanh**



**Warren Hughes**  
President



**Maurice Bouchard**  
Treasurer



**Elaine Greggain**  
Secretary



**Maria DeVries**  
Director

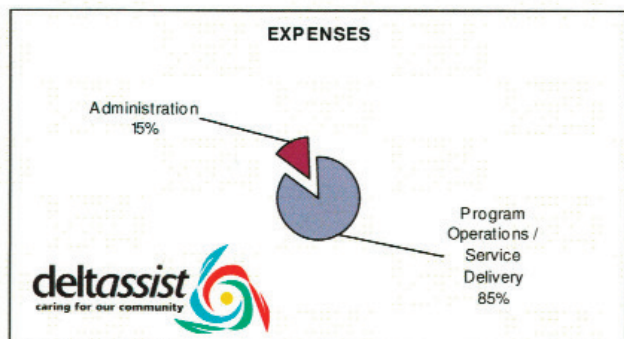
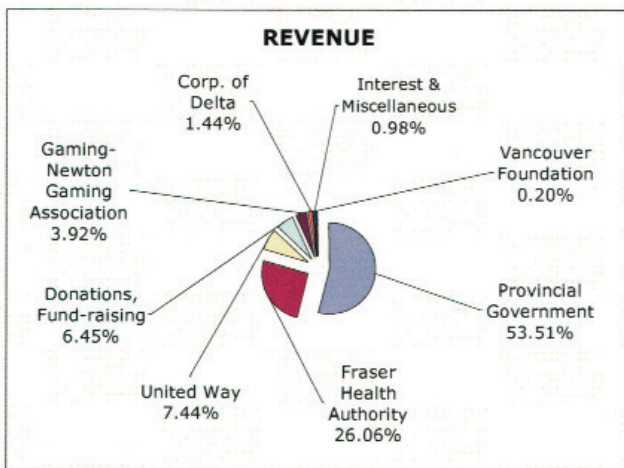


**Len Stroh**  
Director



**Dalbir Singh Mehta**  
Director

# financials 2010 - 2011



## Summary Financial Statement April 1, 2010 to March 31, 2011 (Unaudited)

### Revenue

Provincial Government	1,078,497
Fraser Health Authority	525,305
United Way	149,937
Donations, Fund-raising	129,984
Gaming-Newton Gaming Association	78,917
Corp. of Delta	29,000
Interest & Miscellaneous	19,782
Vancouver Foundation	4,069

**TOTAL REVENUE 2,015,491**

### Expenses

Program Operations / Service Delivery	1,750,596
Administration	300,414

**TOTAL EXPENSES 2,051,010**

**(DEFICIT) OF REVENUE TO EXPENSES (35,519)**

# volunteers 2010 - 2011

## CHRISTMAS VOLUNTEERS

Alice Barnes  
Andrea Carley  
Anna Collings  
Audrey McMillan  
Bob Metcalfe  
Cathy Ramli  
Cheryl Wainwright  
Connie Figueroa  
Craig Thomson  
Dorothy Frinskje  
Elizabeth McKenzie  
Gail Barker  
Gail Simpson  
Gloria Maki  
Gordon Brechin  
Harry Taylor  
Helen Dixon  
Irene Natrass  
Jackie Murray  
Jan Salvador  
Jean Crowther  
Jill Tasman  
Juli Johnson  
Karen Hnatiuk  
Karen Atkinson  
Karen Freeman  
Kerry Derbyshire  
Leilah Lietz  
Len Stroh  
Lillian Mayar  
Linda Easdown  
Linda Sever  
Linda Grandia  
Lori Bentz-Sim  
Lorraine Noga-van  
Deursen  
Lynn Temoin  
Margaret Bourhill  
Margot Kinnee  
Margot Parr  
Mary Lou Sharland  
Michele Maguire  
Mildred Dick  
Moira Lemon  
Nick Mayar  
Nikki Yau  
Pat Greenwell  
Phil Easdown  
Regina Helgason  
Rob Farmer  
Robbin Whitbread  
Roberta Whaley  
Sandie Seymour  
Sharon Taylor  
Susan Freedman  
Susan Bonar  
Sylvia Travis  
Val Hanson

## SENIORS DRIVE VOLUNTEERS

Al Grandia  
Barb Archer  
Bill Sudeyko  
Bonny Munn  
Craig Thomson  
David Neil  
George Shipley  
Hanford Burden  
Janice Holmes  
Jasmine Warren  
Nina Taylor  
Pamela Doughty  
Rodney Jackson  
Ursula Easterbrook

## SENIORS HOME PHONING VOLUNTEERS

Kim Disanjh  
Martí Danyluk

## SAFeway PHONE SHOP VOLUNTEERS

Caroline Andersen  
Cheryl Le Grice  
Deanne MacMillan  
Don Robinson  
Eileen Pearson  
Elizabeth McKenzie  
Ian Reade  
Irene MacCulloch  
Janet McAlpine  
Janet Mossman  
Jean Groome  
Joan Smallemberg  
John Stockton (Delta  
Secondary School)  
Jolly Sandhu  
Joy Hand  
Keith Reid  
Leslie Froese  
Lorraine Bird  
Margaret Bourhill  
Matthew Millward  
Reg Dutton  
Rodolfo Zamorano  
Rona Luhmann  
Sherri Strukoff  
Simrita Sandhu  
Steven Andersen  
Sue Taitinger  
Susan Ramsay  
Taryn Strukoff  
Vicki MacDonald  
Wilma Roodbergen

## SENIORS INTAKE VOLUNTEER

Mariam Walker

## SENIORS VISITING VOLUNTEERS

Arlene Lang  
Despina Vassos  
Herbert Brandt  
Janet Kidd  
Meg Walley  
Pamela Doughty  
Wayne Murray

## SENIORS SHOPPING VOLUNTEERS

Barb Archer  
Bonny Munn  
David Neil  
George Shipley  
Gordon Brechin  
Hanford Burden  
Nina Taylor  
Pamela Doughty  
Wayne Murray

## SENIORS HELPING HANDS VOLUNTEERS

David Neil  
George Shipley  
Nina Taylor  
Wayne Murray

## SPECIAL EVENT VOLUNTEERS

Anna Collings  
Jo-Anne Farmer  
Larry Cardy  
Linda Easdown  
Lucille Baker  
Pamela Doughty  
Phil Easdown  
Rob Hebden

## INFORMATION & REFERRAL WEBSITE UPDATE VOLUNTEERS

Diane Kirkbride  
Lisa Auringer (Andrews)  
M-J Wood  
Nikki Yau  
Sharon Nosek  
Yadwinder Malhans

## INCOME TAX VOLUNTEERS

Dorothy Sample  
Jas Lehal  
Keith Wilson  
Kishore Chhanabhai  
Marianna Poon  
Robbin Whitbread  
Robert Juulsen  
Siobhan Dupis  
Suresh Murarka  
Victor Marchak

## LADNER OFFICE RECEPTION VOLUNTEERS

Isla Lawrie  
Joanne Van Snellenberg  
Kerry Derbyshire  
Margaret Bourhill  
Susan Hiebert  
Tyessa Morneau

## NORTH DELTA RECEPTION VOLUNTEERS

Barb Marra  
Connie Rimmer  
Elaine Macleod  
Irena Witkowska  
Maureen Bozman  
Pat Greenwell  
Patricia MacDonald  
Virginia Guilbault



Rona Luhmann 2010 Winner of the Karen Johnson Volunteer of the Year Award

*"[Deltassist] Volunteers are first rate!"*

Client Quote



Christmas Hamper Volunteers

## Volunteer Hours

**Christmas Programs**

**671 hours**

**Income Tax Assistance**

**225 hours**

**Seniors Services**

**3311 hours**

**Reception/Office Assistance**

**924 hours**

**I&R Website**

**563 hours**

**Community Services**

**115 hours**

**Apartment Fires Assistance**

**111 hours**

## At work in 2010-2011

### How can you help?

Make a tax deductible donation

Leave Deltassist a bequest from your estate

Volunteer a gift of your time

Check out our "Wish List" at [www.deltassist.com](http://www.deltassist.com)



Reception Volunteer

*"My counsellor was great, she helped me accomplish my goals and was very respectful of my feelings."*

Counselling Client

*"Without the services eating at Christmas, well, it just wouldn't happen. To see the box of food always brings tears to my eyes!"*

Christmas Client



Deltassist Volunteers

Deltassist staff and volunteers logged 336 hours assisting the victims of the Ri-Don and Evergreen Lane apartment fires.

### Community & Assistance Services

19230 - Phone calls received  
2139 - Information and referral inquiries  
348 - Assisted by the Community Fund  
650 - Christmas hampers given  
541 - Children received Christmas toys  
413 - Income taxes prepared

### Seniors Services

751 - Phone Shopping orders taken  
115 - Drives provided to seniors  
15 - Seniors receiving daily phone calls  
7 - Seniors matched with Visitors  
507 - Services provided for seniors

### Counselling & Family Support Services

1326 - Alcohol and Drug Program  
71 - Suicide Prevention Program  
143 - Family Support Services  
41 - Healthy Families Program  
9 - Young Parents Outreach Program  
93 - Victims of Violence  
32 - Survivors of Sexual Abuse

**Total Served 1715**



## Performance and Quality Improvement "PQI" Message

Deltassist Family and Community Services are committed to maintaining and continuously improving the quality of the services it provides. Performance and Quality Improvement is not only a plan which sets out some processes and activities, but an underlying commitment to how we go about doing what we do. It is what continuously connects our mission and values to the services we provide. It guides us in our listening and responding – to our community, our clients, our donors, and personnel (volunteers and staff) and in our seeking for the best ways to address the needs of our community. It encourages us to examine our activities, utilizing the strengths that all stakeholders bring, and to recognize the value of an openness to learn and to change. It is meant to provide reliable data upon which to direct change.

# individual donors 2010 - 2011

Fay R. Allen  
Nels Andersen  
Anne V. Andrew  
Bruce Archibald  
John Anthony Bailey  
Mary Lee Barham  
Jeff Barnes  
Pam Bassi  
Allison Betts  
Debbie Black  
John Black  
Kerry Block  
Keith Bossons  
Catherine Boswell  
Peggy Bottom  
Gerry Bowdring  
Douglas Bridger  
Andrew B. Brown  
Jean Brown  
Frederick Buchwitz  
Jozsef Budai  
Hanford Burden  
Linda Butler  
Danielle Caldwell  
Berna Cameron  
Linda Carlson  
Gilbert & Annette Catillo  
Verna Cavers  
Dennis & Marilyn Cherenko  
Donald W. Coates  
Larry Colero  
Bruce Conley  
Ken & Rosemary Cotter  
Stephanie Cotton  
Gail Cox  
Dianne Craig  
Kathleen Currie  
Kenneth Cusworth  
John Davies  
E.P. Dehaan  
Winifred M. Dennett  
Michelle Dickens  
Darlene Dop  
Bev Draper  
Andrea Dulay  
Diana Ellis  
Susan Ellis  
Fay Elson  
Don Faulkner  
Tessa Feuchuk  
Leslie Fiddick  
Paul & Ann Fisher  
Tara Fisher  
Flora Francis  
Maryellen Gallo  
Bruce Gates  
Phyllis Grant  
Rosemary Grant  
Marion Gregory  
June R. Griffin

Ronald Hails  
Burden Hanford  
Jennifer Hansen  
Peter & Marie Harasymchuk  
Shannon Hardy  
Ruth Harraway  
Darlene Harriman  
Mary Harris  
Dorothy Harvey  
Angela Hern  
Molly Hicks  
Bruce Hodgins  
George Holland  
Brent Holliday  
Greg Holmes  
Gerry & Trix Hoogendoorn  
Robert Hopkins  
Peggy Horton  
Veda Marion C. Hotel  
Trevor Humphreys  
Lucia Rivera Intveld  
June Irvine  
Maybel Jensen  
Deborah Jessiman  
Juli Johnson  
Wendy Johnston  
Carol Kalmacoff  
Veronica Kavanagh  
Betty Kelly  
Brian Douglas Kirkbride  
Sandra Kjellbotn  
Joan Klassen  
Andreas Koechl  
Christine Koverchuk  
Viola I. Krall  
Michele Laurent  
Marguerita Lawlor  
Isla Lawrie  
D. R. Lister  
Veronica Luhmann  
John & Beverly Lund  
E.L. MacPhail  
Gurdev Mann  
Lindy Mathesius  
Emily Mathews  
Margaret Maxwell  
Robert Maxwell  
Claire Maynard  
E.L. MacPhail  
Marguerite McConnell  
James Robert McKeegan  
Leslie McKerrow  
Tracey McKinley  
Tracey McKnight  
Liz McLardy  
Z.A. McLaren  
Lorelei McLean  
Patricia McLean  
Bernice McMahan  
Thomas McNeillage

Sheila Mitchell  
Norma Monteith  
Larry Moreau  
Solange Moric  
Ev Mountain  
Shirley Mulschlegel  
Patricia Musgrove  
Margaret Nash  
Nijjar Family  
Charlene Nunes  
Keith W. Oliver  
Glen Oliviero  
Heidi Ortner  
Dorothy O'Sullivan  
Dave Otto  
Murdina Paavila  
Linda Paiuk  
Richard M. Pearce  
Sandra Peel  
Margo Louise Peerless  
Hazel Percy  
Elizabeth Perrin  
Tom Phillips  
Terry Pickering  
Sharon Pinder  
Lisa Pope  
Joseph Pritz  
Irene Purdy  
Raymond L. Purdy  
Joy Reid  
Donald Richards  
Dorothea Robertson  
Thomas Ross  
Joan Rossiter  
Noreen Rudd  
Benjamin Ruhl  
Jean Ryan  
Judith Sadowsky  
Mr. & Mrs. Sakiyama  
Arumugam Sami  
Gloria Schulz  
Trinita Scott  
Isobel Shane  
Carol Sharpe  
Anita Sihota  
Dona Sims  
Richard Singer  
Joan Skosnik  
Joan Smallenberg  
Olive Smith  
Robert Smith  
Isabel Somerville  
W & M Speitelbach  
Robert & Catherine Spires  
Timothy A. Stainton  
Helen Stevens  
Betty Ann Stewart  
G.A. Duncan Stewart  
Dianne Stolberg  
Jan Storer

Pam Stracker  
Kim M. Streit  
Bonnie Sutherland  
Amy Suzuki  
Taylor  
Wendy Terriff  
Peter Thesiger  
Winifred Thomas  
Diana Thomas  
Robert Thorp  
Charles Tiilbury  
Dianne Townsend  
Margaret Turner  
Joanne Van Snellenberg  
J. Van Voorstvader  
Tina Vanderhorn  
Hennie Vugteveen  
Kelly Vugteveen  
Betty Jane Walker  
Patrick Walker  
James Wallwork  
Reginald WanCatherine  
WatersonMuriel Wientjes  
Nixon J. White  
Olwen Williams  
Debbie Williamson  
Steve Wilson  
Dave Witzel  
Mark Woloshen  
Heidi & Ron Wood  
Alexander Worsley  
Ruth Worthington  
Angela Yamaoka



***“Just the fact  
that I’m not  
alone, that  
someone or  
group cares  
enough to  
bring this  
about. Thank  
you!”***

**Christmas Client**

# community partners 2010 - 2011



vancouver  
foundation



Century Group



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HEALTH ASSOCIATION  
ASSOCIATION CANADIENNE  
POUR LA SANTÉ MENTALE



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# community partners 2010 - 2011

Ancient Light Lodge #88 AF+AM  
Arland Mews Cooperative  
BC Fresh  
Boys & Girls Club Community Services of Delta/  
Richmond  
C.U.P.E. Local 454  
CITA  
Captains Cove Rusty Anchor Pub  
Central 1 Credit Union  
Coast Capital Savings (Delta Branch)  
Cougar Canyon Elementary School  
Council on Accreditation for Children & Family Services  
Crossroads United Church  
Delta Cable Communications Ltd.  
Delta Church  
Delta Community Living Society  
Delta Home Support Society  
Delta Service Clubs  
Delta Optimist  
Delta School Board -Maintenance & Custodians  
Delta Secondary School  
Delta Secondary School - Sr. Alternate Program  
Delta TOPS BC #3585  
Delta Tues. Ladies Club  
Delview Secondary School  
Dorset Realty Group - Ladner Harbour Centre  
Envision Credit Union  
First West Credit Union  
Gibson Elementary School  
Gordon Food Services  
Gray Elementary School  
Heath Elementary School  
Hillmar Industries  
Jamieson's Pet Food Distributors  
Kennedy Park Lawn Bowling  
Kin Village Fitness Class  
Kiwanis Club of Tsawwassen-Ladner  
Ladner Christian Reform Church  
Ladner Dental Clinic  
Laureate Beta Chi  
London Drugs Limited  
NAI Holdings Ltd  
Natural Comfort Aromatherapy  
Nordel Fellowship Baptist Church  
North Delta Mental Health & Addictions  
North Delta Lions Club  
North Delta Newcomers & Friends  
North Delta Public Health Unit  
North Delta Secondary  
P.A. Fishing Ltd.

Pacific Eye Doctors  
PDG Inc.  
Peace Arch Community Services  
Peace Arch Community Services  
Pebble Hill Traditional School  
Port Guichon Elementary School  
Provincial Employees Community Services  
Fund  
Rankin Skyline Services Ltd  
Royal Cdn Legion Branch #61  
School District No. 37 (Delta)  
Seaquam Secondary School  
Semiahmoo House Society  
Shato Holdings Ltd  
Sim Geological Inc.  
South Delta Secondary School  
St. Cuthbert Anglican Church  
St. Stephens United Church  
Sukh's Pharmacy  
Sunshine Ridge Baptist Church  
Surrey/North/South Delta Leader  
Surrey Now Newspaper  
Team TELUS Cares  
Telus Corporation  
The Province Empty Stocking Fund  
Unifiller Systems  
Vancity - Savings Credit Union #19  
Wellbrook Winery  
21st Surdell Scouts  
Semiahmoo House Society  
Surrey/North/South Delta Leader  
Surrey Now Newspaper  
The Province Empty Stocking Fund



**Congratulations to Kwantlen  
Polytechnic University  
student Zahra Khoddamy,  
winner of this year's Deltassist  
\$1000 Family and Community  
Service Bursary.  
We wish you all the best Zahra!**

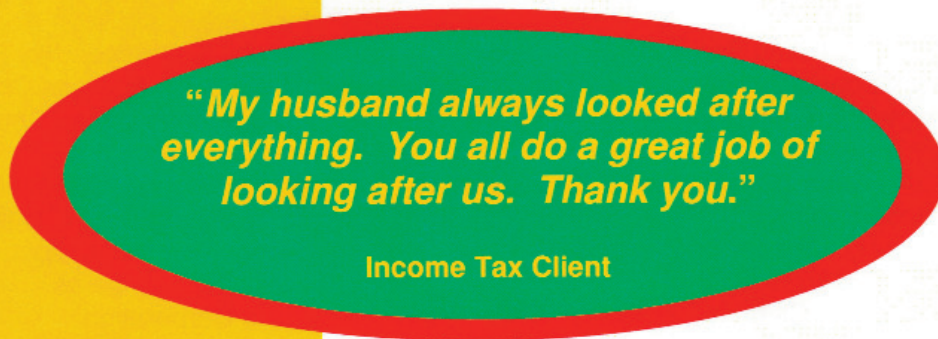
## Deltassist's Future Direction



- o We are forward looking and moving ahead
- o We will continue to be receptive to new ideas and new opportunities and to add value to the community
- o Deltassist will offer value that contributes to a whole and healthy community
- o To improve the quality of life to all in Delta and surrounding areas not just to those in need but to everyone
- o To effectively communicate our vision and mandate

### DELTASSIST EMPLOYEES

Rachelle Ashbee  
Maureen Bozman  
Terry Cardy  
Julie Chadwick  
Jean Chandok  
Christine Chin  
Hope Christodoulou  
Colleen Collins  
Carlee Costello  
Heather Currie  
Raman Dhaliwal  
Suzy Fong  
Zainu Ganief  
Carly Geistlinger  
Graeme Grant  
Louise Grant  
Pat Greenwell  
Katrin Grossmann  
Cheryl Hart  
Paulette Huntley  
Klaus Iden  
Naushina Kiely  
Ladan Morano  
Angela Pallan  
Maureen Parriott  
Parminder Rai  
Connie Rimmer  
Shelley Rimmer  
Doug Sabourin  
Tejinder Sarkaria  
Rajpal Singh  
Ravi Teja  
Doug Thorslev  
Pamela Turner  
Joanne Van Snellenberg  
Lyn Walker  
Ray Welliver  
Lorraine Yates



*“My husband always looked after everything. You all do a great job of looking after us. Thank you.”*

**Income Tax Client**



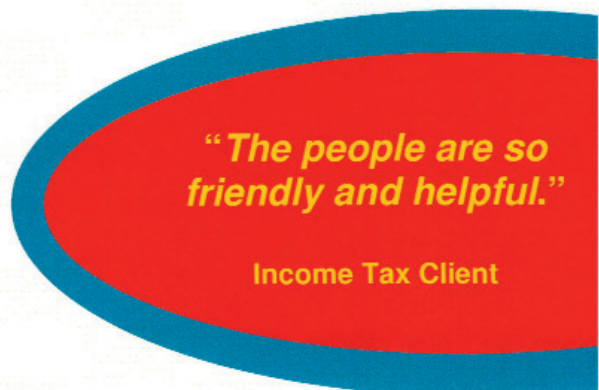
**Deltassist Staff**

*“The program helped my boys through a very difficult time.”*

**Counselling Client**

*“I would recommend these services to anyone needing help with their family.”*

**Counselling Client**



*“The people are so friendly and helpful.”*

**Income Tax Client**

### INDEPENDENT CONTRACTORS

Lynda Brummitt  
Kay Dennison  
Muriel Kerr  
Irene Kitura  
Cheryl Matson  
Ann Marie Walsh