

40th
Anniversary
1972—2012



Deltassist Family & Community Services

Annual Report 2011 - 2012



Message from the President

We wish to announce that in 2012 four new members joined the Board of Directors. We welcome Carroll LeFebvre, Scott Broderick, John Meech and Garth Cuthbert and thank them for volunteering their time to Deltassist. A special thank you goes out to existing Board Members: Elaine Greggain, Len Stroh, Maurice Bouchard and Dalbir Singh Mehta. We would also like to welcome Jeannie Kanakos, Councillor from the Corporation of Delta, as a municipal representative to the Board. We would also wish to thank past Councillor Anne Peterson for all her work for the residents of Delta over the years.

Last fall the Board of Director's listed three main goals that we wished to strive toward during the 2011/2012 year. The first was to better tell the story of Deltassist through a concentrated communication message and to increase our fundraising activities. The second was we wanted to improve our working relationship with the Corporation of Delta and their commitment to Deltassist. The third was to establish a Geriatric program, with a Master's level professional, to build a program for seniors that reside in Delta. I would like to report we are still working toward those three goals, with limited success. I am sure the future Board will report any further progress when we can.

During the 2012 year Doug Thorslev retired after 32 years as our Financial Administrator with Deltassist. Doug was our financial steward and with his sound advice, kept Deltassist on track and on course during tough economic times. Doug retired to Vancouver Island and we wish him well in the years to come.

This report provides a brief summary of the various services Deltassist delivered and the number of individuals whose lives, we believe, have benefited from those services. The numbers in need have risen across Delta, and Deltassist has kept pace taking care of those in need. I would like to thank our dedicated management and staff with the assistance of our volunteers who meet those challenges on a daily basis.

I wish to conclude with a special thank you to our active volunteers, my Board colleagues, the management and staff for their efforts and support towards Deltassist's goals and future endeavors. On a personal note, after six years I will be stepping down as President in September after the Annual General Meeting, for personal and professional reasons. I will become Past President and Maurice Bouchard will step into the President's role. Maurice has volunteered in this role before and I appreciate him stepping forward to assist Deltassist in this capacity.

Thank you,
Warren T. Hughes, President

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Board of Directors 2011 - 2012



Warren Hughes
President



Maurice Bouchard
Treasurer



Elaine Greggain
Secretary



Scott Broderick
Director



Garth Cuthbert
Director



Carroll LeFebvre
Director



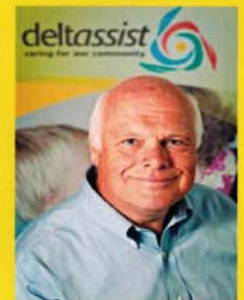
John Meech
Director



Dalbir Singh Mehta
Director



Len Stroh
Director



Doug Sabourin
Executive Director

Report from the Executive Director 2011 - 2012

I am pleased to report that Deltassist has turned the corner from simply surviving, to thriving. Expanding and improving its programs and services means that Deltassist is again moving forward to offer Delta residents social services that respond to their unique needs.

This turnaround is not magic. It is a result of a lot of difficult decisions made by its volunteer Board of Directors. It is the result of many volunteers who are dedicated to creating more hopeful lives for their neighbours and families. It is the result of a lot of hard work by Deltassist's staff who are dedicated to ensuring that services meet the highest standards.

Delta residents are fortunate indeed, to have such a committed group who work so hard to improve the quality of life for all Delta residents.

Thanks too, to all of the donors, community partners and supporters who are equally dedicated to assisting Delta residents receive the help they need. Deltassist is a true reflection of the value that Delta residents place on community life. Deltassist is not a branch office of a larger organization, nor is it a franchise operation. It is an intrinsic part of Delta's social fabric: created 40 years ago by the Delta community to offer distinctly local services to its residents.

I invite all Delta residents to be part of Deltassist's story as we move forward to respond and connect with our friends, families and neighbours to create a community that supports everyone.

Doug Sabourin, Executive Director

Summary Financial Statement April 1, 2011 to March 31, 2012 (Unaudited)

Revenue

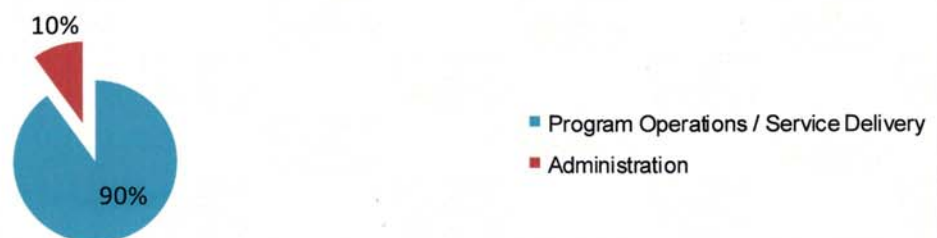
| | |
|----------------------------------|------------------|
| Provincial Government | 1,067,255 |
| Fraser Health Authority | 536,305 |
| United Way | 167,011 |
| Donations | 71,336 |
| Gaming-Newton Gaming Association | 86,588 |
| Corp. of Delta | 29,000 |
| Interest & Miscellaneous | 23,132 |
| Vancouver Foundation | 4,021 |
| Fee for Service | 1,050 |
| TOTAL REVENUE | 2,010,125 |

Expenses

| | |
|---------------------------------------|------------------|
| Program Operations / Service Delivery | 1,808,255 |
| Administration | 199,899 |
| TOTAL EXPENSES | 2,008,154 |
| SURPLUS OF REVENUE TO EXPENSES | 1,972 |



EXPENSES



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Volunteers 2011 - 2012

CHRISTMAS VOLUNTEERS

Maggie Akkam
Karen Atkinson
Gail Barker
Alice Barnes
Patti Barton
Lori Bentz-Sim
Gloria Black
Linda Blyth
Verne Blyth
Margaret Bourhill
Maureen Bozman
Gordon Brechin
Joy Brown
Andrea Carley
Anna Collings
Monica Corkran
Jean Crowther
Kerry Derbyshire
Mildred Dick
Helen Dixon
Linda Easdown
Phil Easdown
Jo-Anne Farmer
Rob Farmer
Karen Freeman
Dorothy Frinskie
Al Grandia
Linda Grandia
Caroline Grant
Lynn Grant
Pat Greenwell
Val Hanson
Regina Helgason
Karen Hnatiuk
Jo-Ann Hornaas
Jo-Ann Howard
Lois Jensen
Juli Johnson
Margot Kinnee
George Koka
Cheryl Le Grice
Moira Lemon
Leilah Lietz
Elaine Macleod
Gloria Maki
Lillian Mayar
Nick Mayar
Elizabeth McKenzie
Audrey McMillan

CHRISTMAS VOLUNTEERS

Bob Metcalfe
Jackie Murray
Irene Natrass
Lorraine Noga-van
Deursen
Sharon Nosek
Judy Novakowski
Margot Parr
Cathy Ramli
Susan Ramsay
Lori Remesch
Dorothy Robertson
Don Robinson
Jan Salvador
Linda Sever
Mary Lou Sharland
Gail Simpson
Len Stroh
Joannice Sweeney
Bob Taggart
Jill Tasman
Harry Taylor
Sharon Taylor
Shannon Taylor
Lynn Temoin
Harvey Thibault
Craig Thomson
Sylvia Travis
Joanne Van Snellen-
berg
Cheryl Wainwright
Lesley Walker
Roberta Whiley
Lorna Wilson
Louise Wright
Nikki Yau



**Christmas Hamper
Volunteers**

INCOME TAX VOLUNTEERS

Harshad Amin
Ama Baldorj
Kishore Chhanabhai
Siobhan Dupis
Robert Juulsen
Jas Lehal
Suresh Murarka
Marianna Poon
Gulzar Sandhu
Courtney Scott
Harvey Thibault
Kevin Tung
Lesley Walker
Robbin Whitbread
Don Wood
Sandra Wu

LADNER OFFICE RECEPTION VOLUNTEERS

Margaret Bourhill
Kerry Derbyshire
Tyesse Morneau
Joanne Van Snellenberg

NORTH DELTA RECEPTION VOLUNTEERS

Maureen Bozman
Sandy Dhillon
Lori Ann Gaites
Virginia Guilbault
Patricia MacDonald
Connie Rimmer

Volunteer Hours

Christmas Programs
635 hours

Income Tax Assistance
289.5 hours

Seniors Services
4424 hours

Reception/Office Assistance
717 hours

I&R Website
494.75 hours

Community Services
199.5 hours

Total Volunteer Hours
6759.75

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Volunteers 2011 - 2012

SAFeway PHONE SHOP VOLUNTEERS

Caroline Andersen
Steven Andersen
Sandra Banks
Linda Blyth
Verne Blyth
Margaret Bourhill
Julie Cormier
Betty Courtney
Leslie Dutton
Reg Dutton
Leslie Froese
Jean Groome
Joy Hand
Cheryl Le Grice
Rona Luhmann
Irene MacCulloch
Deanne MacMillan
Janet McAlpine
Elizabeth McKenzie
Matthew Millward
Janet Mossman
Eileen Pearson
Lorraine Pershick
Susan Ramsay
Ian Reade
Lori Remesch
Meg Roberts
Don Robinson
Wilma Roodbergen
Bonnie Rossander
Jolly Sandhu
Simrita Sandhu
Joan Smalberg
John Stockton
Sherri Strukoff
Taryn Strukoff
Sue Taitinger
Lorna Wilson
Rodolfo Zamorano

SENIORS DRIVE VOLUNTEERS

Barb Archer
Verne Blyth
Hanford Burden
Pamela Doughty
Ursula Easterbrook
Al Grandia
Janice Holmes
Jo-Ann Hornaas
Rodney Jackson
Hans Lang
Bonny Munn
David Neil
George Shipley
Bill Sudeyko
Nina Taylor
Harvey Thibault
Craig Thomson
Lesley Walker
Jasmine Warren

SENIORS HOME PHONING VOLUNTEERS

Marti Danyluk
Kim Disanjh

SENIORS INTAKE VOLUNTEER

Mariam Walker

SENIORS SHOPPING VOLUNTEERS

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

SENIORS VISITING VOLUNTEERS

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

SPECIAL EVENT VOLUNTEERS

Jo-Anne Farmer
Rob Farmer
Rob Hebden

INFORMATION & REFERRAL WEBSITE UPDATE VOLUNTEERS

Diane Kirkbride
Yadwinder Malhans
Nikki Yau
M-J Wood



Warren Hughes presents
Connie Rimmer with the 2011 Karen
Johnson Volunteer of the Year Award

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Performance & Quality Improvement



Christmas Volunteers

Performance and Quality Improvement "PQI" Message

Being a COA Accredited organization is Deltassist Family and Community Services commitment and promise to our to our community, clients, donors, personnel (volunteers and staff), funders and all stakeholders that we will continuously examine and improve upon our activities, utilizing the strengths that all stakeholders bring, and to recognize the value of an openness to listen, learn and to change when needed. PQI connects our mission and values to the services we provide. It guides us in our listening and responding – and in our seeking for the best ways to address the needs of our community. It is meant to provide reliable data upon which to direct change

Deltassist Programs and services are guided by the following 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*

At work in 2011-2012

Community & Assistance Services

21928 - Phone calls received
2459 - Information and referral inquiries
239 - Assisted by the Community Fund
677 - Christmas hampers given
765 - Children received Christmas toys
573—Income taxes prepared

Seniors Services

1041 – Phone Shopping orders taken
108 – Drives provided to seniors
10 – Seniors receiving daily phone calls
8 – Seniors matched with Visitors
600 - Services provided for seniors

Counselling & Family Support Services

1715 - Alcohol and Drug Program
63 - Suicide Prevention Program
139 - Family Support Services
37- Healthy Families Program
20 - Young Parents Outreach Program
87 - Victims of Violence
21 - Survivors of Sexual Abuse



Volunteer Food Sorters



Receiving Donation
in Ladner Office

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Individual Donors 2011 - 2012

Fay R. Allen
Jim Anness
Bruce Archibald
Colleen Arthurs
Sami Arumugam
Denise Ashton
Balvir Bahia
John Anthony Bailey
Mary Lee Barham
Robert G. Barrett
John Black
Catherine A. Blair
Andrew & Kerry Block
Jennifer Booth
Keith & Sharon Bossons
Douglas Bridger
Andrew B. Brown
Jean Brown
Steve & Antonia Brown
Nicole Bullen
Hanford Burden
Gayle Burgess
Judy Burrows
Linda Butler
Neil Caldwell
Berna Cameron
Linda Carlson
Mary E. Carter
Gilbert Catillo
Verna Cavers
Jean Chernenko
Darin Chung
Donald W. Coates
Jeannie Cockcroft
Julie Colero
Bruce Conley
Ken & Rosemary Cotter
Dianne Craig
Carol Cunningham
Kenneth Cusworth
Lavern Cyra
Irene Czinege
Brian Davis
Denis Denishuck
Winifred M. Dennett
Allan Dickens
Lynda Diotte
Carolyn & William Dodds
Pardeep Dosanjh
Zahir Dossa
Cecelia Duncan
Jill Dykstra
Donna Ellis
Sue Ellis
Fay Elson

Brian L. Engler
Sharon Eyford
Donald Faulkner
Leslie Fiddick
Paul & Ann Fisher
Shannon Flannery
C & E Francis
Valerie Gamey
Zainu Ganief
Doug Grant
Marion Gregory
Keith S. Hand
Darlene/Raymond Harriman
Walter Hart
Dorothy Harvey
Les & Sheila Hegarty
Dr. Angela Hern
Anne Herring
Curt Hillier
B & C Holliday
Trix Hoogendoorn
Robert Hopkins
D & P Horton
Veda Hotel
Warren Hughes
Roberta Hynick
Gertrude Jerome
Parker Johnson
Michelle Jones
David Joseph
David & Leila Joseph
Gurpreet Kang
Myrtle Kennedy
Brian Douglas Kirkbride
Joanne Klassen
Maryann Klyne
Andy Koechl
Nickolas Kolinsky
Christine & Frederick
Koverchuk
Viola I. Krall
Seanna Lasher
I & E Lix
Neil T. Londry
Lisa Lovison
Rona Luhmann
M & J MacDonald
MacMillan Family
Emma L. MacPhail
Emily Mathews
Margaret Maxwell
Claire Maynard
Effie McCaw
Billie McConnell

Marguerite McConnell
James Robert McKeegan
Tracey McKinley
Barry McKinnon
Lorelei McLean
Patricia McLean
Bernice McMahon
Mike McNay
Thomas McNeilage
John A. Meech
Robert/Colleen Metcalfe
Floren Mezo
Terrence Midtdal
Sheila Mitchell
Norma Monteith
Irma Mullen
Marjorie Murphy
Patricia Musgrove
Kim Muzyka
Sue Nicholson
Dianne Noton
Keith W. Oliver
Murdina Paavila
Loretta Paterson
Richard M. Pearce
Susan Peck
Margo Peerless
Hazel Percy
Elizabeth Perrin
Ian Petrov
Doug Phillips
Terry Pickering
Sharon & Darrel Poetker
Doug Pope
Lisa Pope
Casey Prigge
Julia & Rick Prinja
Ray & Carol Purdy
Anil Puri
Ariana K. Ralph
Joy Reid
Nona Anna Richards
Mary Rioux
Roy J. Rockwell
Pat Roe
Thomas & Lynn Ross
Albert Rossander
Noreen Rudd
Benjamin Ruhl
Judith Sadowsky
N. Sakiyama
Catherine Schweers
Sheryl & Lyle Scott
Lorraine Sichkar
Donia K. Sims

Dalbir Singh Mehta
Joanne Smalenberg
Andre Somov
Andrew Sowden
M & W Speitelsbach
Robert & Catherine Spires
Grace Sproul
John Stevens
G.A. Duncan Stewart
Dianne Stolberg
Jan Storer
Kim Streit
Bonnie Sutherland
Bob Tassowe
Charles Taylor
Fabian Taylor
Mary Ellen Taylor
Robert Taylor
Peter Thesiger
Winifred Thomas
Frances Thomson
Robert Thorp
Charles Tilbury
Margaret K. Turner
Daryle Van Horn
Tina Vanderhorn
Rosiland
VanDerWesthuizen
Joanne Van Snellenberg
Vaughn Jones
D. Voysey
Betty Jane Walker
Genevieve Wallwork
Reginald Wand
Mary Wartnow
Catherine Waterson
Wiesslawa Wesolowska
Dr. Nixon J. White
Muriel Wientjes
David Williams
Stephen Wilson
Donna L. Woloshen
Heidi/Ron Wood
Ruth Worthington
Tracy Yearsley
Bob Zeeman

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Community Partners 2011 - 2012



United Way
Lower Mainland
Change starts here.



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foundation



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TAKE OFF POUNDS
SENSIBLY



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Community Partners 2011 - 2012

Allegra
All Saints A.C.W. Church
Ancient Light Lodge
Arland Mews Housing Cooperative
BC Beta Lambda Master
BC Hydro Employees Community Services Fund
(The Hydrecs Fund)
Beth Stuart Corporation
Bousfield & Associates
Burnsview Secondary School
Century Group Lands Corporation
Coast Capital Savings
Cobs Bread
Corporation of Delta
Cougar Canyon Elementary School
Crossroads United Church
Delta Church
Delta Community Foundation
Delta Community Living Society
Delta Secondary School
Delta Tuesday Ladies Golf Club
Delta/West Surrey Community Corrections
Delview Adult Centre
Delview Secondary School
Dr. D.R. Lister
Eastern Star Rugby Club
Esquire Coffee Inc.
Fraser Health
George Mackie Library
Gordon Food Services
Hain Celestial Canada
Hawthorne Elementary School
Jamieson's Pet Food Distributors
Jarvis Traditional Elementary School
Kennedy Park Lawn Bowling
Kronier & Sparrow Ltd.
Kwantlen Polytechnic University

Ladner Baptist Church
Ladner Christian Reformed Church
Ladner Yacht Club
Lions Gate Fisheries Ltd.
Mary An Enterprises
Maurice L. Bouchard Inc.
Ministry of Children and Family Development
Minister for Public Safety and Solicitor General
NAI Holdings Ltd.
Natural Comfort Aromatherapy
New Horizons for Seniors Program
Nordel Fellowship Baptist Church
North Delta Secondary
Pacific Newspaper Group
P.A. Fishing Ltd.
Peace Arch Good Sam Chapter
Pebble Hill Traditional School Divisions 7 & 8
Pinewood Elementary School
Port Guichon Elementary School
Provincial Employees Community Services Fund
R & G Paulin Bakery Inc.
Rankin Skyline Services Ltd
Raymond James Ltd.
Real Estate Board of Greater Vancouver
Robertson Optical
Royal Canadian Legion Branch #61
Safeway
Salon Manhattan Styles
Shato Holdings Ltd
St. Cuthbert Anglican Church
St. Stephens United Church
Sukh's Pharmacy
Sunshine Ridge Baptist Church
Sunshine Woods Ladies Golf
Supernatural Films Inc.
Telus Corporation
T.O.O.B.
TOPS BC #3439
TOPS BC #2162
TOPS BC #3585
TOPS BC #2848
United Way of the Lower Mainland
Vancouver City Savings
Vancouver Foundation
Vancouver Fraser Port Authority
Westshore Terminals Limited



Toy Depot Deliveries

**Congratulations to Rhoann
Roque, winner of this year's
Deltassist \$1000 Family and
Community Services Bursary.
We wish you all the best**

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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

"Our volunteers are the
magic that makes
Deltassist such a special
organization and Delta such
a wonderful community to
live in"



Senior's Shopping Volunteers



Deltassist Staff



Senior's Planning Team

Deltassist's Future Direction

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

Christmas Toy Depot





DELTASSIST EMPLOYEES

- | | |
|--------------------|------------------------|
| Misha Bharwani | Paulette Huntley |
| Maureen Bozman | Klaus Iden |
| Terry Cardy | Adrienne Johnson |
| Jonathon Carr | Naushina Kiely |
| Julie Chadwick | Melissa Lapczynski |
| Christine Chin | Ladan Morano |
| Hope Christodoulou | Barbara Murphy |
| Colleen Collins | Angela Pallan |
| Carlee Costello | Parminder Rai |
| Heather Currie | Connie Rimmer |
| Raman Dhaliwal | Shelley Rimmer |
| Tara Dolan | Doug Sabourin |
| Suzy Fong | Tejinder Sarkaria |
| Leslie Froese | Ravi Teja |
| Zainu Ganief | Doug Thorslev |
| Carly Geistlinger | Pamela Turner |
| Louise Grant | Joanne Van Snellenberg |
| Pat Greenwell | Lyn Walker |
| Katrin Grossmann | Lorraine Yates |
| Cheryl Hart | |

INDEPENDENT CONTRACTORS

- John Aupperle
- Lynda Brummitt
- Kay Dennison
- Bill Diston
- Muriel Kerr
- Irene Kitura
- Margaret Lloyd
- Cheryl Matson
- David Nanton
- Natasha Raey
- Brad Sherwin

PRACTICUM STUDENTS

- Tiffany Brown-John
- Robin Huppmann