

Deltassist ***Family &*** ***Community Services***



Annual Report **2012 - 2013**



Message from the President

Last year marked Deltassist's 41st anniversary. To mark this milestone, Deltassist's volunteers, donors, supporters and staff received recognition from the Corporation of Delta thanking them for their outstanding contribution to improve the quality of Delta's community life. Local media featured Deltassist and its services in many articles marking its more than 40 years of community service.

Over the past year, many times the North Delta office parking lot was filled to overflowing. This is one obvious indicator that Deltassist is successfully reaching out to the community and its office based activities present as a bee hive of activity.

In the past year, we began to prepare for re-accreditation. This will be the third four year term, granted by the Council on Accreditation. This means that Deltassist's staff and volunteers have worked diligently over the past year to ensure that all services, policies and procedures continue to operate at a high standard. Delta residents should be proud that its locally-based social services agency meets an international standard for its services.

In the last year, Deltassist's Board of Directors, with Management, held challenging and spirited planning sessions to develop a new and revamped strategic plan of action for the next several years. Strategic priorities are:

Ensure financial stability
Diversify revenue sources

Pursue social enterprise partnerships
Monitor suppliers and sponsors

Strengthen governance and sustainability
Develop an Executive Director succession plan

Review the Carver Model of Board Governance
Successfully complete re-accreditation

Maintain community awareness
Develop community leadership

Emphasize Deltassist's 40 year history of service delivery
Develop partnership with the Tsawwassen First Nation

And finally, I want to sincerely thank our numerous volunteers, our volunteer Board of Directors, Deltassist's Staff and Management. To one and all, thank you...and now on to another exciting year.

Thank you,
Maurice Bouchard, President



Board of Directors 2012 - 2013



Maurice Bouchard
President



Dalbir Singh Mehta
Vice-President



Warren Hughes
Past-President



Len Stroh
Treasurer



Elaine Greggain
Secretary



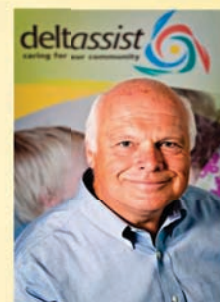
Carroll LeFebvre
Director



John Meech
Director



Garth Cuthbert
Director



Doug Sabourin
Executive Director

Report from the Executive Director 2012 - 2013

I have been Deltassist's Executive Director since 2006. What has kept me here for the past seven years is the unique combination of volunteers, community supporters, donors and Deltassist's professional staff who work so hard and so passionately to make Delta a better place to live – for everyone.

Some things have changed in the last 7 years: the population is aging as baby boomers, like me, have begun to retire; the economy is more of a challenge as donors now have fewer resources as interest rates remain at record lows; Christmas program services recipients have increased each year; non-profit Societies like Deltassist are called upon to do more with less.

Some things, shamefully, have not changed: poverty rates, especially childhood poverty rates, remain the highest in Canada; the high cost of living affects those most financially vulnerable and most of the emergency services recipients are the working poor; seniors who want to downsize their homes often have to leave the community they love to locate suitable housing; social services organizations like Deltassist continue to struggle to respond to human needs in the face of government's disinterest.

Deltassist has an amazing, committed cadre of volunteers and donors who faithfully support Deltassist's activities and in the last 7 years I have been continuously humbled by expressions of support for Delta's most vulnerable residents. I have come to know that Deltans are proud of their communities and work hard to support their neighbours. This is what restores our spirits and re-dedicates all of us to stay the course. The last year has been a particularly creative one with many new initiatives that respond to human needs in ways that combine traditional social work with nutrition, literacy and environmental concerns.

We should all be proud that Deltassist exists in Delta and that it continues to re-invent itself in ways that support everyone who lives here.

I am proud and honoured to be a very small part of this important work that is committed to assisting those who need hope in their lives, the support of a compassionate community and assistance to help them through life's challenges.

Respectfully submitted,
Doug Sabourin, Executive Director



Summary Financial Statement April 1, 2012 to March 31, 2013 (Unaudited)

Revenue

Provincial Government	1,058,473
Fraser Health Authority	536,035
United Way	139,237
Donations	82,077
Gaming-Newton Gaming Association	94,221
Corp. of Delta	29,000
Interest & Miscellaneous	48,436
Vancouver Foundation	5,685
Fee for Service	3,687

TOTAL REVENUE

Expenses

Program Operations / Service Delivery	1,825,304
Administration	199,685

TOTAL EXPENSES

DEFICIT TO EXPENSES -28,139





“Who’s Helping” - Volunteers 2012 - 2013

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
 Brad Sherwin
 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

INCOME TAX VOLUNTEERS

Geeta Jain
 Arvinder Josan
 Suresh Murarka
 Priyanka Singh
 Angela Song
 Sarojini Sunkugari
 Thuzar Win Maung
 Don Wood
 Sandra Wu
 Avivit Zadok

NORTH DELTA RECEPTION AND CLERICAL VOLUNTEERS

Maureen Bozman
 Sandy Dhillon
 Marilou Ferguson
 Corinne Harrison
 Rita Kumar
 Patricia MacDonald
 Elaine MacLeod
 Tania Punni
 Connie Rimmer

Volunteer Hours

Christmas Programs
 1045 hours
Income Tax Assistance
 202.75 hours
Seniors Services
 5643.5 hours
North Delta Reception
 626.2 hours
Office/Grounds Assistance
 363.8 hours
Information & Referral Website
 222.0 hours
Board of Directors
 388 hours

Total Volunteer Hours
8491.25



Bob Taggart and George Koka
 Christmas Hamper
 Organizers & Volunteers



SAFeway PHONE SHOP VOLUNTEERS

Steven Andersen
 Sandra Banks
 Linda Blyth
 Verne Blyth
 Julie Cormier
 Betty Courtney
 Heather Cumiskey
 Leslie Dutton
 Reg Dutton
 Pat Greenwell
 Jean Groome
 Karilin Hahn
 Joy Hand
 Cheryl Le Grice
 Rona Luhmann
 Irene MacCulloch
 Deanne MacMillan
 Donna Manery
 Janet McAlpine
 Elizabeth McKenzie
 Matthew Millward
 Janet Mossman
 Susan Ramsay
 Ian Reade
 Lori Remesch
 Meg Roberts
 Don Robinson
 Wilma Roodbergen
 Bonnie Rossander
 Simrita Sandhu
 Bill Savage
 Joan Smallenberg
 John Stockton
 Sherri Strukoff
 Taryn Strukoff
 Sue Taitinger
 Lorna Wilson

SENIORS HOME PHONING VOLUNTEERS

Marti Danyluk
 Kim Disanjh

SENIORS DRIVE VOLUNTEERS

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

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

INFORMATION & REFERRAL WEBSITE UPDATE VOLUNTEERS

Diane Kirkbride
 Yadwinder Malhans
 Nikki Yau
 M-J Wood

SENIORS VISITING VOLUNTEERS

Pamela Doughty
 Susan Jackson
 Janet Kidd
 Arlene Lang
 Wayne Murray

SPECIAL EVENT VOLUNTEERS

Lucille Baker
 Anna Collings
 Pamela Doughty
 Linda Easdown
 Phil Easdown
 Jo-Anne Farmer
 Rob Farmer
 Rob Hebden
 Elaine MacLeod
 Judy Navokowski



Past-President Warren Hughes presenting MARIAM WALKER with the 2012 Karen Johnson Volunteer of the Year Award



“Who’s Helping” - Individuals 2012 - 2013

Fay R. Allen
Jill Anderson & Friends
Christine Antrim
Dr. Bruce Archibald
Ed & Elizabeth Armstrong
Colleen Arthurs
Denise Ashton
Terry Atkinson
John Bailey
John & Mary Lee Barham
Shirley Barker
Patti Barton
Aman Basra
Judy Bigelow
John Black
Andrew & Kerry Block
Gerald Boal
Keith & Sharon Bosons
Julie Botkin-Cherally
Lisa Bowles
Robin Braidwood
Andrew B. Brown
Jean Brown
Steve & Antonia Brown
Frederick Buchwitz
Gayle Burgess
Judy Burrows
Jackie Byrn
Pat Cahill
Neil Caldwell
Marty & Ellen Callaghan
Terry Callendar
Berna Cameron
Linda Carlson
Mary E. Carter
Gilbert Catillo
Verna Cavers
Liezal & Jason Cebuliak
M.L. Chambers
Dr. G.S. Cheema
Debbie Cheong
Jean Chernenko
J. Chrumka
Evelyn Coffee
Bruce Conley
Andrea Corry
Dianne Craig
Carol Cunningham
Grant Cunningham
Kenneth Cusworth

Forres Davie
Diane Dent
Leslie M. Del Socorro
Kulwant Kaur Dhanoa
Harminder Dhillon
Pardeep Dosanjh
Jerry Doucette
Pamela & John Doughty
Heidi Elliott & Family
Donna Ellis
Sue Ellis
Sheryl Elson
Brian L. Engler
Jeanne Erskine
Jo-Anne Farmer
Donald & Flo Faulkner
Leslie Fiddick
Paul Fisher
Davie Forres
Tim Foster
Angela Foster
Lindsay Funk
Joyce Gabriel
Valerie Gamey
Bruce Gates
Mark & Linda Geddes
Helen Gillrie
Matthew Glade
Jennifer Graveness
M.A. Greene
Michael & Sheri Griffin
Darlene Harriman
Joan Hay
Rob Hebden
Les & Sheila Hegarty
Bob Helms
Sharon Henry & Friends
Dr. Angela Hern
Anne Herring
Curt Hillier
David Hoar
Jennifer Hogan

B & C Holliday
Chih-Ho Hong
Susan Hood
Trix Hoogendoorn
Peggy Horton
Veda Hotel
Trevor Humphreys
Lucia Rivera Intveld
Santokh Johal
Richard & Valerie Johnson
Robin & Deidre Johnston
Michelle Jones
Michelle Jordan
Arlane Jordan
Lora Keady
Myrtle Kennedy
Brian Douglas Kirkbride
Joan & Richard Klassen
George Koka
Paula Kolisnek
Alexander Kozma
Viola I. Krall
Eevon Lafreniere
Spencer Latimer
Olivia Laub
Erika Lawrence
Ashley Leslie & Family
Dr. D.R. Lister Inc.
Veronica Luhmann
George & Brenda Lund

This service provides our family with the things we would otherwise be without. There is no room for gifts or outings in our budget because winter is a slow season for work. The hamper gives us that extra boost. Your program is something that we have been looking forward to very much again this year. We don't know what we would do without your generosity.



Christmas Toy Depot Volunteers

**Brad Sherwin
Volunteer**



“Who’s Helping” - Individuals 2012 - 2013

Alan Lunn
 Diane MacLean
 Mr. & Mrs. Makinen
 Cherrie Mangune
 Lindy Mathesius
 Emily Mathews
 Margaret Maxwell
 Anthony & Patricia May
 Claire Maynard
 Marguerite McConnell
 George & Teresa
 McDonnell
 Donna McGuinness
 Olga Mclvor
 James Robert McKeegan
 Tracey McKinley
 Lorelei McLean
 Bernice McMahan
 Talia McManus
 Thomas McNeilage
 Brittany McNeill
 Dalbir Singh Mehta
 Mr. & Mrs. Terrance Midtal
 Hillary Miller
 Sheila Mitchell
 Moizer Family
 Lauren Molzahn & Family
 Norma Monteith
 John Moores
 Candy Motzek
 Shawn Mudge
 Irma Mullen
 Shirley Mulschlegel
 Marjorie Murphy
 Moira Murray
 Kim Muzyak
 Vivian Natlock
 Sue Nicholson
 Lise Nielsen
 Keith & Lesley Oliver
 Murdina Paavila
 Lynda Paiuk
 Jason Parry
 Tracy Patterson
 Richard M. Pearce
 Hazel Percy
 Elizabeth Perrin
 Donna Peterson
 Doug Phillips
 Terry & Ev Pickering
 Eleanor Piskorik
 Doug Pope
 Julia Prinja
 Raymond L. Purdy

Ariana K. Ralph
 Annette Ram
 Joy Reid
 Anne E. & A.P. Reilly
 Lynn Ross
 Noreen Rudd
 Jean Ryan
 Tanya Sadlo
 Jodi Sandberg
 Judith Sadowsky
 Noboru Sakiyama
 Jaspal Sangha
 Gloria Schulz
 Catherine Schweers
 Gary Scott
 Patricia Shea
 Kuldeep Sidhu Family/Friends
 Dr. Sandeep Sidhu
 Elizabeth Simpson
 Joan Smallenberg
 M & W Speitelsbach
 Robert & Catherine Spires
 Carol Steinke
 Barbara Stewart
 G.A. Duncan Stewart
 Dianne B. Stolberg
 Jan Storer
 Marlene Strain
 Kim Streit
 Bonnie Sutherland
 Nelson Suzuki
 Toshio Suzuki
 Pat Tate
 Charles Taylor
 Fabian & Katherine Taylor
 Peter & Jill Thesiger
 Robert Thompson
 Wendy Thorburn
 Robert Thorp
 Charles Tilbury
 Alla & Sergey Timofeyer

Martina VanderHorn
 Joanne Van Snellenberg
 Elma Von Blume
 Kelly Vugteveen
 George Wakeland
 Betty Jane Walker
 Arva Walrond
 Phillip W. Warren
 Mary Wartnow
 Catherine Waterson
 Weislawa Wesolowska
 Eric West
 Dr. Nixon White
 Elaine Whitlaker
 Muriel Wientjes
 Ryan Wilkie
 Hannah Willetts
 Sidnee Williams
 Olwen Williams
 Blair Wilson
 Stephen Wilson
 Donna Louise Woloshen
 Barbara Wood
 Ruth M. Worthington
 Angela Yamaoka

This is a very worthwhile endeavour, I am happy to be part of. I am hoping that in the future I can be even more involved. Everyone I met and worked with, I believe, were there for the right reasons!



Bread Day





"Who's Helping" - Community 2012 - 2013



United Way
Lower Mainland
Change starts here.



CELEBRATE
SHOWHOMES



fraserhealth Better health.
Best in health care.



vancouver
foundation

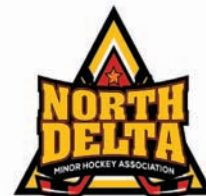


DWS LOGISTICS





“Who’s Helping” - Community 2012 - 2013



Delta Firefighters helping at the Toy Depot



Toy Depot ready to open



Toy Depot Set-Up Day
38th Baden Powell Guild and Delta Cable



“Who’s Helping” - Community 2012 - 2013

ABC Restaurant
Allegra Printing
Alpha Phi Master, Delta
Analytic Systems
Ancient Light Masonic Lodge #88
Andrea Corry Group
Annieville Elementary School
Aquilini Development and Construction
Arland Mews Housing Cooperative
Bates Brothers Farms
BC Hydro Employees Community Services Fund
BC Hydro Retirees Power Pioneers
BC Masonic Foundation
Beach Grove Elementary School
Beach Grove Golf Club
Beta Sigma Phi—Delta Chapter
Beth Stuart Corporation
Black Press Group
Brent Kelly Farms Inc.
Brooke Elementary School
Browns Socialhouse
Buggy Babies Fitness
Burr Farms Ltd.
Buttercups Children’s Boutique
Burnsview Secondary School
Canada Border Services Agency
Canada Post—Tsawwassen
Canada Safeway—Ladner
Canada Safeway - North Delta
Canada Safeway—Tsawwassen
38th Canadian B-P Guild
Canem Systems Ltd.
Care Dental Study Club
Caring Hearts
Caterpillar Fun House
CBSA Boundary Bay
Century Group Lands Corporation
Chalmers Elementary School
Chesapeake Landing
Children’s Hospital Cardiology Department Nurses
CIBC
CIBC Imperial Service
City of Vancouver—Transfer & Landfill
Cliff Drive Elementary School
Coast Capital Savings— North Delta Branch
Coast Capital Savings—Sunshine Hills
Coast Capital Savings—Tsawwassen
Coast Tsawwassen Inn
Cobs Bread
Corporation of Delta
Corporation of Delta—Preschool
Cougar Canyon Elementary School
Cowboys & Angels in Kerrisdale
Crossroads United Church
CUPE Local 454 Membership
Curves—Ladner
Curves—Tsawwassen
DAWN Society
Delta Alliance for Wellness and Networking Society
Delta Community Corrections
Delta Cable and Employees
Delta Church
Delta Community Literacy Committee
Delta Diggers Garden Club
Delta Elks Lodge 531
Delta Firefighter’s Charitable Society Local 1763
Delta Fire Hall No. 1.—Ladner
Delta Hospital Auxiliary
Delta Hospital Lab
Delta Lodge
Delta Museum Archives Bazaare Committee
Delta Optimist
Delta Parks & Recreation Culture, Preschool
Delta Pentecostal Church
Delta Police
Delta Retired Teacher’s Association
Delta School District
Delta School District—Facility Rentals
Delta Secondary School
Delta SunGod Swim Club
Delta Tuesday Ladies Golf Club
Delta View Life Enrichment Centre
Delview Adult Learning Centre
Delview Secondary School
Dorset Realty Group Canada Ltd.—Ladner Centre
D.O.V.E. Committee
East Delta Hall Society
Ecole de Bois Joli
Emma Lea Farms Limited
English Bluff Elementary School
Envision Financial Credit Union
Envision Financial Credit Union—North Delta
Envision Financial Credit Union—Sunshine Hills
Envision Financial Credit Union—Tsawwassen
Envision Financial Credit Union—Willoughby Branch
Falcon Homes
Fauboug
Feed the Animals
Felix Farms
First Impression Designs
First West Credit Union
Flora Pigeau Dance Academy
Fraser Health
Fraser Valley Region Library
F.T.G.
Gateway Property Management Corporation
George Mackie Library Staff
Gibson Elementary School
Girl Guides 11th Hawthorne
Girl Guides 16th Hawthorne
Global Liberty Foundation
Gordon Food Services
Government of Canada Workplace
- Charitable Campaign
Gray Elementary School
G Square Design Studios
Guildford Dermatology Specialists



“Who’s Helping” - Community 2012 - 2013

H2-4 Tournaments
Hastings Community Centre
Hawthorne Elementary School
Heath Elementary School
Hellings Elementary School
Holly Elementary School
Home Hardware Building Centre—Tsawwassen
Home Instead Senior Care
Houwelings Greenhouse
HSBC Bank of Canada
Hudson House Trading Company
IAM 140
Immaculate Conception School Staff
IODE—Tsawwassen Chapter
Izett Engineering Ltd.
Jamieson's Pet Food Distributors
Jarvis Traditional Elementary School
Kennedy Park Lawn Bowling Club
Kennedy Senior's Society
King of Floors/Kings Links By The Sea
Kinsmen Club of Ladner-Tsawwassen
KinVillage Community Centre
KinVillage—Parkview Wing
Kiwanis Club of Tsawwassen and Ladner
Kwantlen Polytechnic University
Ladner Baptist Church
Ladner Business Association
Ladner Christian Reformed Church
Ladner Dental Clinic
Ladner Elementary School
Ladner Girls Soccer U8 Mustangs
Ladner Harbour Centre
Ladner Leisure Centre Staff
Ladner Lions
Ladner Yacht Club
LB Seminars
Left Coast Naturals
Lehigh Cement
Lions Gate Fisheries Ltd.
Little Bright Minds Preschool
Little Caesars Pizza—Ladner
Lofthouse/Anderson Marketing
London Drugs Warehouse Employees
Lord Tweedsmuir Secondary School
Lower Mainland Christmas Bureau

Mainland Sand & Gravel
Maryan Enterprises
Maurice L. Bouchard Inc.
McCloskey Elementary School
McKee Athletic Association
& East Delta Hall Board of Directors
Ministry of Children and Family Development
Minister for Public Safety and Solicitor General
MTI Community College
Muscle Memory Studio
NAI Holdings Ltd.
Natural Comfort Aromatherapy
NDMHA—Pee wee A-2 Sun Demons
NDP South Delta Constituency
Neilson Grove Elementary School
New Horizons for Seniors Program
Nordel Fellowship Baptist Church
North Delta Evangelical Free Church
North Delta Lawn Bowling Club
North Delta Lions Club
North Delta Health Unit
North Delta Minor Hockey Association
North Delta Newcomers and Friends
North Delta Recreation Centre
North Delta Rotary
North Delta Secondary
North Delta Writers Reading Series
Overwaitee Food Group/Save-On-Foods-Store #963
Pacific Eye Doctors
Pacific Newspaper Group
P.A. Fishing Ltd.
Panago Pizza
Paridon Horticultural Ltd.
Pathagoras Lodge No. 194 AF & AM
Peace Arch Good Sam Chapter
Peace Arch Hospital Registration Department
Pebble Hill Traditional School Pinewood Elementary School
Pinewood Elementary School
Port Guichon Elementary School
Preceptor Alpha Psi
Provincial Employees Community Services Fund
Quality Program Services

**Congratulations to
MARCIA IRVING
Awarded this year's Deltassist
\$1000 Family and Community
Services Bursary.
We wish you all the best .**



**2012 Sponsored Hampers
Delta Firefighters helping out**



“Who’s Helping” - Community 2012 - 2013

Radiant Orthodontics
Rainwater Management Ltd.
RBC Ladner
RBC Tsawwassen
R & G Paulin Bakery Inc.
Rankin Skyline Services Ltd
rareEarth Project Marketing Ltd.
Raymond James Ltd.
Real Estate Board of Greater Vancouver
Richardson Elementary School
Richmond-Delta 4-H Holstein Club
Ricky's Restaurant
Robertson Optical
Rod Swenson Farms Inc.
Rotary Club of Ladner
Royal Bank Employees—Ladner
Royal Canadian Legion Branch #61
Royal Canadian Legion Branch #289
Royal City Yacht Club
Sacred Heart Parish
Sacred Heart School
Salon Manhattan Styles
Sands Secondary School
Sara's Ice Cream
Save-On-Foods—Ladner
Save-On-Foods—North Delta
Saviour Lutheran Church
Scottsdale Lions
Scottsdale Square Business Centre
SDMHA Peewee A1
Seaquam Secondary School
Sew-Eurodrive Company of Canada Ltd.
Shato Holdings Ltd
She's Fit! - North Delta
22nd Sitka Guides
Six to Midnight
South Delta Baptist
South Delta Leader
South Delta Secondary School
South Fraser Perimeter Road Project
South Park Elementary School
Southpointe Academy
Spa Time
Saint Cuthbert Anglican Church
Starbucks District
Starbucks—72nd & Scott Road
St. David's Anglican Church
Steveston Bicycle & Kayak Shoppe
Stroh Health Care
St. Stephens United Church
Sukh's Pharmacy
SunGod Recreation Centre
Sunshine Hills Elementary School
Sunshine Ridge Baptist Church
Sunshine Woods Ladies Golf Club
Supernatural Films Inc.
Surdel Girls Soccer Club

Team Costal Cycling
TD Canada Trust
TD Canada Trust—Ladner Centre
Telus Corporation
The Province - Empty Stocking Fund
The Urban Rack
Thrifty Foods
T.O.O.B.S.
TOPS BC #3439
TOPS BC #2162
TOPS BC #3585
TOPS BC #2848
Torch Bearer Alphas
Trinity Lutheran Church
Tsawwassen Boundary Bay Lions Club
Tsawwassen First Nation
Tsawwassen Legion
Tsawwassen Medical Clinic
Tsawwassen Pilates Studio
Tsawwassen Rotary
Tsawwassen Town Centre Mall
Tsawwassen United Church
The Parish of All Saints—Ladner
Thursday Night Bridge Group
Unipharm Wholesale Drugs Ltd.
United Way of the Lower Mainland
VanCity North Delta Community Branch
VanCity Tsawwassen Community Branch
Vancouver Foundation
Vancouver Fraser Port Authority
Wales McLelland Construction
Watershed Artworks Society
Westshore Terminals Limited
Weyerhaeuser
Women's Hospital
Xcel Management Consulting Inc.
Xi Beta Theta Sorority
Xi Gamma Phi
Zumba Fundraiser



Royal Bank Volunteers



Performance & Quality Improvement



Toy Depot Volunteer

Performance and Quality Improvement “PQI” Message

In 2013 Deltassist will be going through our 2nd re-accreditation through COA. The pivotal part of accreditation is PQI and we are very proud of our commitment to excel in this process. Over the past year and going forward into 2013-2014 Deltassist has put forward a concentrated effort on forging new and stronger Community Partnerships. We not only wish to maintain our quality of services but to improve and expand the services we provide, to accomplish this we must look to our Community Partners for assistance. It is Deltassist Family and Community Services commitment and promise to our to all our Stakeholders which are; community, clients, donors, volunteers, staff and funders 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. It is also our promise to build a greater diversity of Stakeholders that will help us in building stronger Community Partnerships. Stronger Community Partnerships give us the means to respond to the needs of our community as they grow and 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 2012-2013

Community & Assistance Services

24137- Phone Calls Received
 1744 - Information and Referral Inquiries
 206 - Assisted by the Community Fund
 668 - Christmas Hampers Given
 798 - Children Received Christmas Toys
 542 - Income Taxes Prepared

Seniors Services

1542 - Phone Shopping Orders Taken
 117 - Drives Provided to Seniors
 11 - Seniors Receiving Daily Phone Calls
 7 - Seniors Matched with Visitors
 776 - Services Provided for Seniors

Counselling & Family Support Services

1361 - Alcohol and Drug Program
 89 - Suicide Prevention Program
 173 - Family Support Services
 45 - Healthy Families Program
 18 - Young Parents Outreach Program
 69 - Victims of Violence
 21- Survivors of Sexual Abuse
 50 - Nobody's Perfect Parenting



Toy Depot Volunteers



Christmas Volunteers

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

DELTASSIST EMPLOYEES

Misha Bharwani	Rose Kunkel
Maureen Bozman	Melissa Lapczynski
Julie Chadwick	Ladan Morano
Christine Chin	Christiann Munro
Hope Christodoulou	Barbara Murphy
Colleen Collins	Angela Pallan
Heather Currie	Parminder Rai
Gena Davies	Connie Rimmer
Tara Dolan	Shelley Rimmer
Marilou Ferguson	Doug Sabourin
Suzy Fong	Tejinder Sarkaria
Carlee Freeman	Ravi Teja
Leslie Froese	Pamela Turner
Zainu Ganief	Lyn Walker
Lou Grant	Barb Westlake
Cheryl Hart	Lorraine Yates
Klaus Iden	
Adrienne Johnson	
Naushina Kiely	

INDEPENDENT CONTRACTORS

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

PRACTICUM STUDENTS

Tiffany Brown-John
Robin Huppmann
Neena Prasad
Chelsea Reed
Jessica Wilder



**Volunteers and staff with
the Senior's
Shopping Program**

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**



Senior's Shopping Volunteers

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



Bread Gleaning Volunteers



**Deltassist Ladner
Office Staff with
Mariam Walker,
Volunteer of the Year**



Why We Continue To Do What We Do

Comments from Volunteers

Christmas Toy Depot:

- With this being my first year volunteering with Deltassist, I have to say I really enjoyed it. Well organized I think! The volunteers were all kind and I think it ran pretty smoothly.
- Having the firemen help with set up worked really well.

Phone Shopping Program for Seniors:

- Have enjoyed working with everyone (at Safeway). Deltassist has put together a great team and I am proud to be part of this.
- First year volunteer was pleased to be part of this worthwhile program

Comments from Clients

Christmas Toy Depot:

- It is a huge stress reliever. It makes our children have a great Christmas with the toys plus the added activities. Parties for them to attend are complete family fun. Because of this program we look forward to the holidays.
- It is a great way of reaching out to low income families, especially the ones that are new to Canada or to Delta. Toy Depot especially is the BEST. It makes the children very very happy for months after.

Counselling Programs:

- It was really nice working with someone that really cares about my recovery. I really enjoyed our sessions and always looked forward every week when we met. I'm going to miss our regular session's together, thank you for listening and helping me go through my difficult time.
- Right from the start we were very lucky to have a great fit with the counsellor we were provided with. She was originally assigned to work with me and one of my sons. By the end, she was helping our entire family as a whole and even did some couples sessions. It was truly helpful that there was even a child's group my son joined and I have been attending parenting workshops.
- A big relief to know I can get my groceries if the weather isn't so good, or if I'm not able to get out or rely on other people. Thanks so much.
- It has made my life much easier and better. Whether for medical reasons or because of my age (89) I know I can have milk, meat or vegetables on hand to eat a healthy diet. Your ladies are always bright and cheerful as is the gentleman who delivers the groceries. I can't thank you all enough.
- I was able to see a light at the end of my tunnel. My counsellor was empathic and strong with me. She was a GREAT support, well-organized, resourceful, kind, loving, realistic and caring counsellor that truly helped us.