

Deltassist Family & Community Services



Helping Our Community Grow

deltassist
caring for our community



Annual Report

2017-2018



Who we are What we do



We are a non profit society providing continuous service to the community since 1972. We help by providing a wide range of community-based social service programs for children, youth, families, adults and seniors.

Mission

To respond to the community needs in Delta in a manner which enhances the social, psychological, and physical well-being of individuals, families and the community through the provision of professional and volunteer services in Delta and the surrounding communities.

Community Services

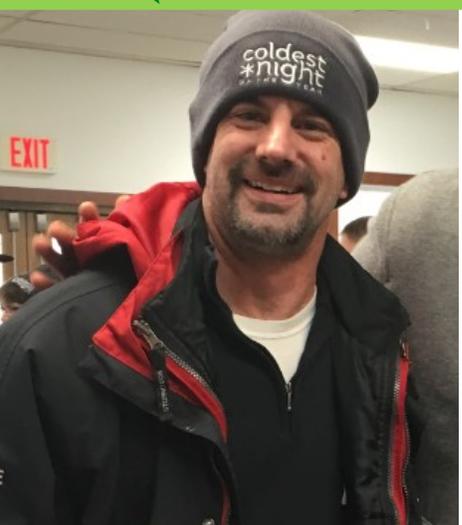
Every year we help thousands of families and individuals with emergency food, income tax assistance, food hampers and toys at Christmas and backpacks of food for elementary school children in need to help over the weekends.

Counselling

Our counselling programs support families experiencing domestic violence, those who are directly or indirectly affected by a substance misuse problem, children and youth who are at risk of suicide, seniors who need emotional support and families who need assistance maintaining a safe home for their children.

Seniors' Services

We support hundreds of Delta seniors by providing drives to and from medical appointments, taking their grocery orders and shopping, handyman services, yard work services, light housekeeping and daily phone support.



Message from Board President Brad Sherwin



This past year has been very rewarding for Deltassist. Not only have we continued to help people in need in Delta, we have a closer relationship with Delta Council and Delta's social planner, plus we completed the re-accreditation process through the Council on Accreditation, also known as COA.

The Council on Accreditation is an international organization that reviews and reports on effectiveness of non-profit organization operations. The standards for accreditation are very rigorous, and COA designation is only given to those organizations that meet a very high standard. The process takes months of planning, including seeking feedback from clients we serve, outside stakeholders, funders and the community at large. Meeting the standard means delivering what you say you will deliver – there is no hiding from any mistakes.

Accreditation through COA happens every four years, and is a requirement for many of the programs we deliver in the community. Deltassist began preparing for accreditation months in advance. The application process involves extensive review of the entire agency's policies, procedures and practices. A big part of the process involves PQI – Performance Quality Improvement. The organization, in order to qualify, must reviews its processes and look for ways to improve them. Improvement has to be part of the culture of the organization, not only embraced by the people who work there, but promoted by them as well.

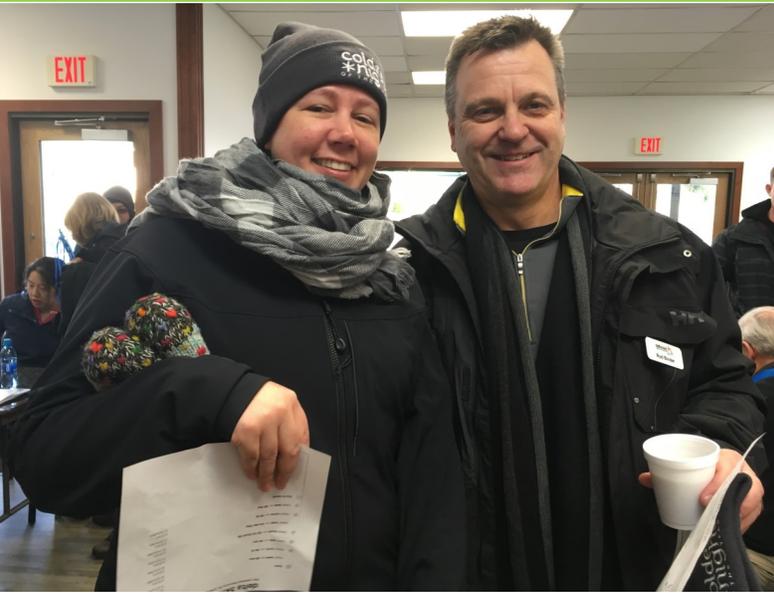
The final stage is a visit by evaluators who spend three days reviewing files, interviewing Board members, staff, volunteers and clients to confirm that the submission meets the actions. Typically, a preliminary report is presented at the end of this process, with some follow-up requirements for confirmation.

This year, Deltassist received the extremely rare honour of immediately receiving its re-accreditation, with no follow-up required. This outcome is a testament to the professionalism, dedication and devotion to our community that Deltassist's staff delivers every day. I could not have been more proud to be involved with Deltassist as we received this news.

We are grateful for the support our community gives, through volunteer hours, donations and fundraising. Our COA acknowledgement is proof that your support of us is multiplied and given back to the community we call home.

On behalf of the Board of Directors.

“On behalf of the Council on Accreditation (COA), I am delighted to inform you that Deltassist Family and Community Services Society has been re accredited. In addition, Deltassist Family and Community Services Society was expedited through the Pre-Commission Review Report (PCR) process as a result of not receiving any out of compliance ratings in any of the fundamental practice standards. Congratulations on this amazing achievement.”



Coldest Night of the Year Walk



Christmas in July BBQ and Car Wash

Board of Directors



Brad Sherwin
President



Rod Binder
Vice-President



Len Stroh
Treasurer



Elaine Greggain
Secretary



Maurice Bouchard
Director



Garth Cuthbert
Director



Dalbir Singh Mehta
Director



Johann Ackermann
Director



Lindy Mathesius
Director



Executive Director's Report

Julie Chadwick

Deltassist, Growing One Paradise At A Time To Meet the Needs of Our Community

Since 1972 Deltassist has been providing services that have met the needs of the community. Over time the types of services and programs have changed in response to emerging needs. Deltassist has recognized the continuing socioeconomic pressures since the 2008-2009 recession and our agency is undergoing a period of change to address these demands. Deltassist is staying abreast of how a social service agency can best address its' community needs and is utilizing community feedback to guide program and service development. Change is the one constant that you can count on, but planned, thoughtful change based on need is the way that Deltassist is forging ahead.



Deltassist has always had at its' heart been there for the community of Delta and recognizes that while current services and programs are meeting identified needs, there is definitely more that we can do. One good example of this is that Deltassist is currently creating "A Paradise In Our Parking Lot" with raised garden beds for horticultural therapy and also for food security for the community. This project is in partnership with Earthwise, an agency that is likeminded with regards to food security and shares the value of providing a space for social connection, or even a place for some peace and quiet to recharge. The garden is also providing a wonderful opportunity for volunteer engagement in our community. These garden beds were built with the support of volunteers and will be maintained by volunteers. It is our hope that this space becomes a meeting place for those needing assistance and also a place to find that much needed stress relief from our busy lives.

Another program that Deltassist has started providing in partnership with the North Delta Rotary is the Starfish Backpack program. This is another great example of working with partners in the community to help address food security.

Our partners at Houweling's, Earthwise and MonteCristo Bakery are also a big part of Deltassist's strategy to address food security in Delta. Without their help, there would not be free bread, vegetables and fruit going out to seniors on low income, single parents struggling to make ends meet, and those who have recently fell on hard times and are trying to support their families.

Another area that Deltassist is growing in is our counselling department. Due to increased funding we have hired new staff to address our ever increasing demand for services that are free to the community. Every year Deltassist also takes on new Masters Counselling interns to provide free counselling to residents of Delta whose concerns fall outside of the current counselling programs and this program is in a development stage to expand to bring more availability of this program to Delta.

Deltassist has been growing in the area of third party fundraising due to generous community partners. This fundraising has also helped facilitate Deltassist's growth in being able to offer more and different services. In terms of moving forward, we will be developing and exploring other partnerships to ensure that we can offer the kinds of services that the community has expressed are needed. We are so grateful to all of our community partners for their passion and commitment for addressing social justice needs in Delta.

As always, Deltassist strives to continue to adapt and change to meet the ever emerging needs of the residents of Delta. We are here to stay, to support the community, and to listen to what the needs are. Deltassist has been able to grow through our amazing partnerships and this will hold us in good stead going forth. If you have any ideas regarding meeting community needs through partnership, we would love to hear from you.



Summary Financial Statement

April 1, 2017 - March 31, 2018 (unaudited)

Revenue

Provincial Government	1,133,411
Fraser Health Authority	558,304
United Way	218,228
Donations + Fundraising	93,488
Gaming-Newton Gaming Association	100,415
Corp. of Delta	29,000
Interest & Miscellaneous	61,103
Vancouver Foundation	6,707
Fee for Service	24,584
Flow Through Grant	20,732
TOTAL REVENUE	2,245,972

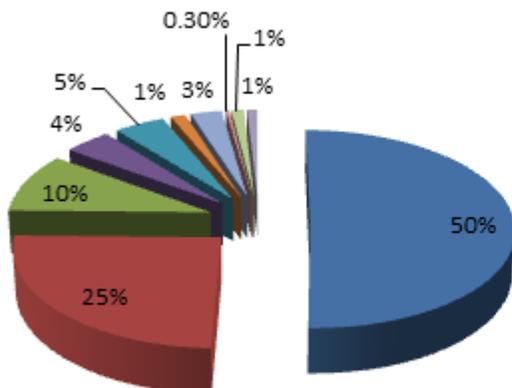
Expenses

Program Operations / Service Delivery	1,997,931
Administration	196,616
TOTAL EXPENSES	2,194,547

DEFICIT TO EXPENSES

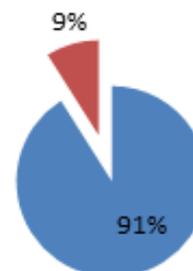
+51,425

Revenue



- Provincial Government
- Fraser Health Authority
- United Way
- Donations + Fundraising
- Gaming-Newton Gaming Association
- Corp. of Delta
- Interest & Miscellaneous
- Vancouver Foundation
- Fee for Service

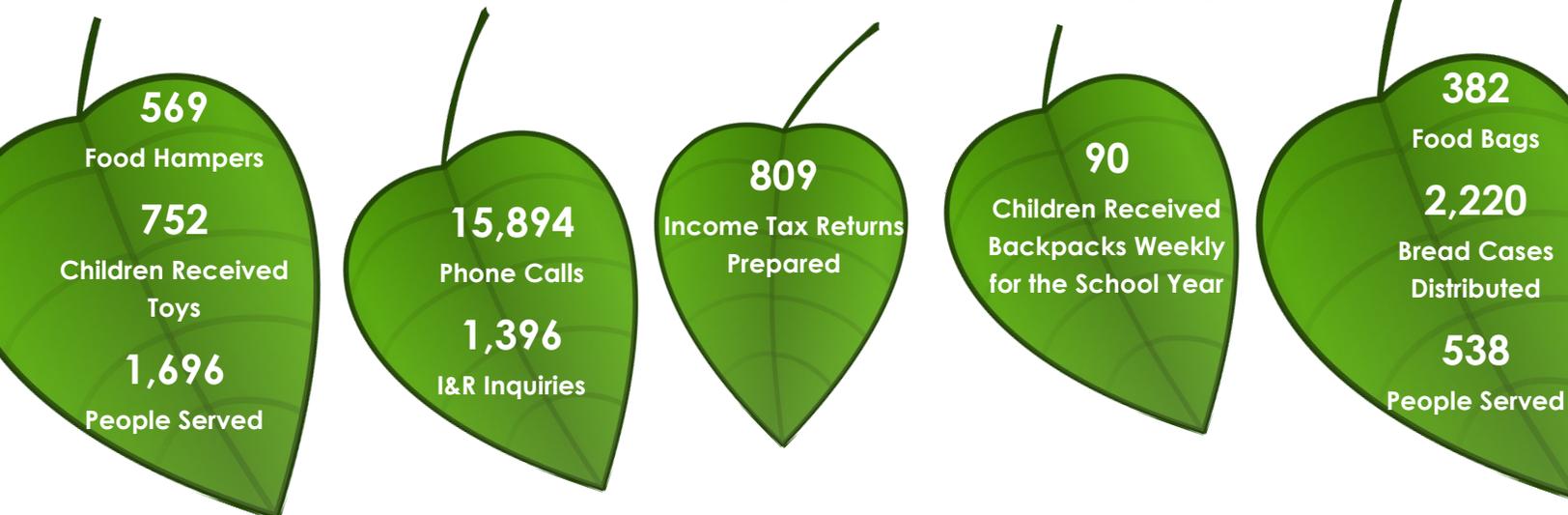
Expenses



- Program Operations / Service Delivery
- Administration

Community Services

Toy Depot & Christmas Hamper Projects | Information Services | Community Fund
Income Tax Assistance | Starfish Backpack Program | Bread Gleaning Program



Deltassist's community services provide an array of programs for families, seniors and individuals who are experiencing hardship. Every Christmas we coordinate the collection and distribution of toys and Christmas hampers for Delta families and seniors. Our experienced administrative staff and volunteers helped guide people to the resources and supports they needed by responding to inquiries for information and referrals. Income tax volunteers prepared tax returns for individuals living on low income throughout March and April of each year. In partnership with the North Delta Rotary, Deltassist provides backpacks full of food to elementary school children in need over the weekends throughout the school year. Our community fund provides non-perishable food to Delta residents in emergency situations and our bread gleaning program provides bread to the community at large through various distribution sites. When members of our community struggle, Deltassist is here to provide the help and hope.



It is wonderful to have groceries and turkey for the Christmas dinner and toys for my son that otherwise we couldn't afford. Thank you so much to all the donors, sponsors and volunteers working to keep running this program! Once I got a Christmas family picture, this service is lovely to have. Now is the only family picture we have professional taken, because this service also is expensive if we had done it by our own

-Christmas Program Client

I am very grateful for the excellent service from all the staff and volunteers. I am lucky to have this service in my community – You guys are great

-Income Tax Client



Seniors' Services

Phone Shopping Program | Daily Phone Support | Volunteer Drive Program
Better at Home: Yardwork | Light Housekeeping | Handyman Services



This service has been a Godsend to me and I totally appreciate all my drivers and the people who make it possible.

-Volunteer Drive Client

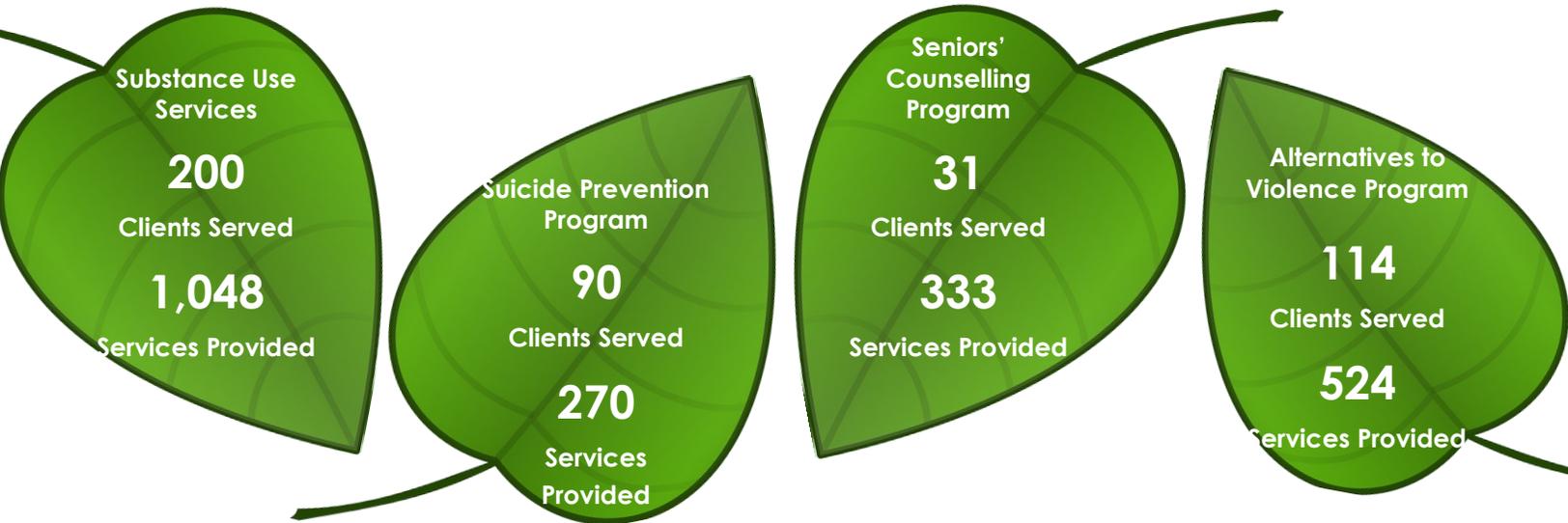
I have less worries and always have food in my home and household items. Delivery man is great.

-Phone Shop Client



Counselling Programs

Substance Use Services | Child & Youth Suicide Prevention Program
 Alternatives to Violence Program | Seniors' Counselling Program



At Deltassist we offer a wide array of counselling programs. We provide counselling to any person who is either directly or indirectly affected by a substance misuse problem. We support children and youth who experience suicidal ideation. We provide short term counselling and emotional support for seniors, often in their homes. We offer support to families experiencing domestic violence. We also provide counselling for adult female survivors of childhood sexual abuse.



I am indebted to the service that eliminated my excuses... It has been a gateway to seeking on-going support and [a] "health team" that will continue my recovery. Thank you!

-SUS client

It was very helpful to have an outsider to speak with. I could express my concerns without causing stress for family members.

-Seniors Client

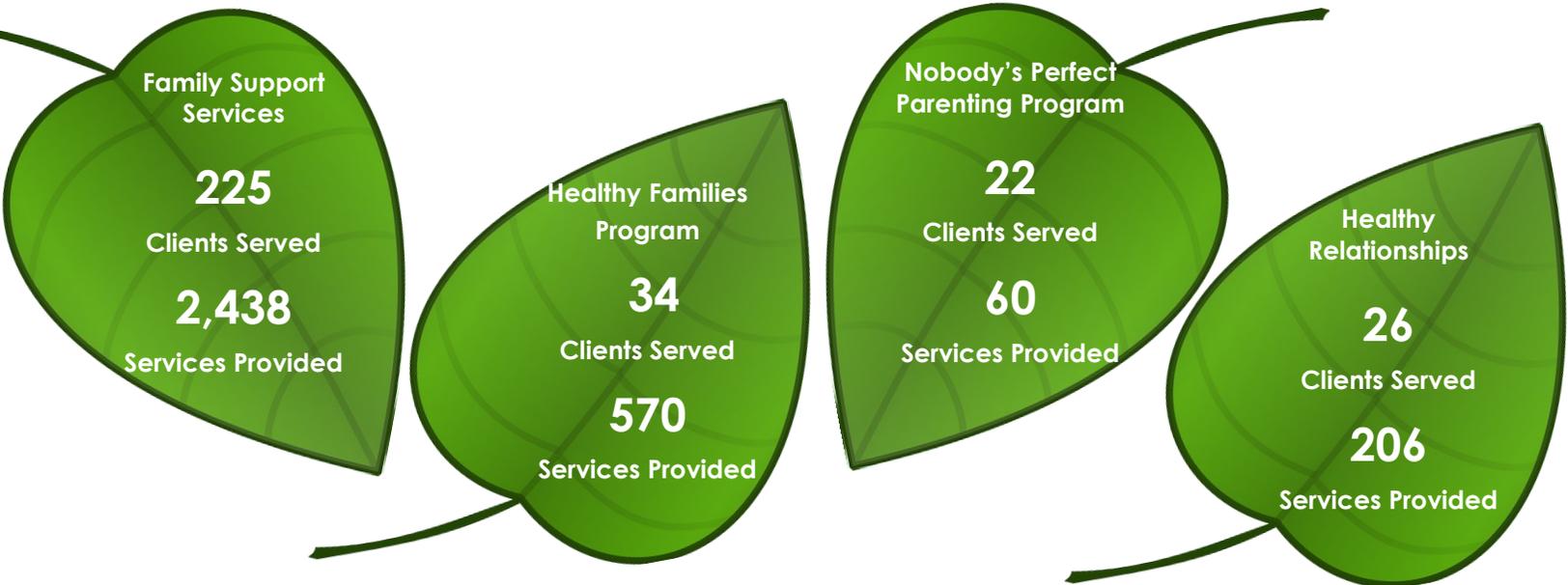
The counsellor is exceptionally helpful and respectful. She is a superb counsellor; everything I could have wanted, and I can't really find the words to express my appreciation for her kindness, compassion, encouragement, support, skill and patience, and more.

-AVP Client



Counselling Programs

Family Support Services | Healthy Families Program | Nobody's Perfect Parenting Program
Young Parent Outreach



We provide counselling and educational support for parents who lack the support or experience to cope effectively. We provide in-home treatment for families and help maintain the safety of children in the home. We provide counselling and practical support for pregnant teens and young parents. We run a parenting program for parents with children from birth to five years of age.

Counsellor helped me so much more than I had expected. From advice, listening, driving me to places. She was exactly what I needed in my life!! I am so grateful for everything my counsellor did for me.

-FSS Client

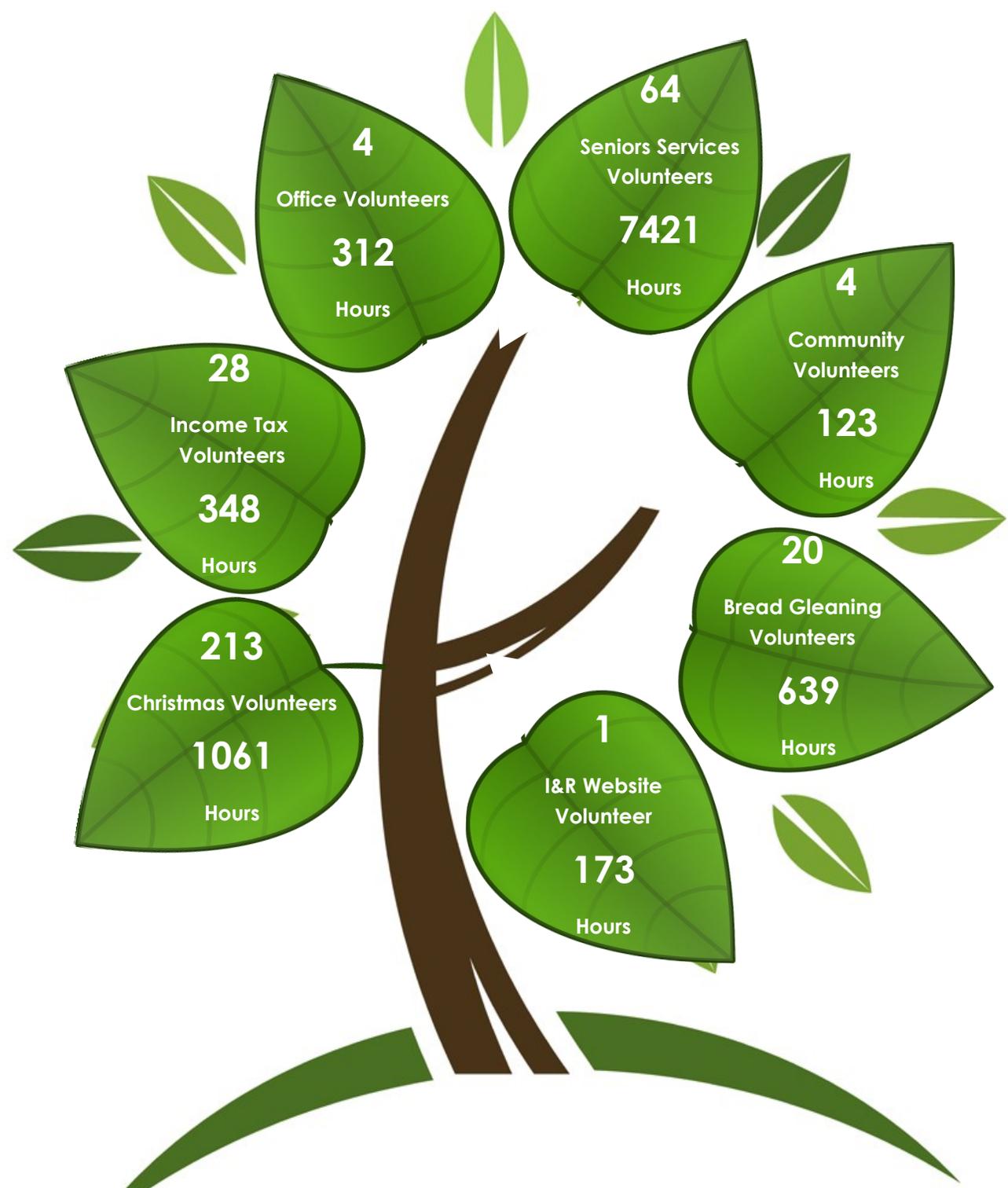
I found this program extremely helpful for myself and family. The counsellor has been a tremendous support for me. She helped me sort out my feelings and helped me implement strategies that worked for us. She also helped open the door for my son to get the supports he needed.

-HFP Client





Volunteer Support



Volunteers are the Roots of Strong Communities



Major Donors & Community Partners

 BRITISH COLUMBIA Ministry of Children and Family Development	 BRITISH COLUMBIA Ministry of Public Safety and Solicitor General	 GFS gordon food service	 fraserhealth	 Jamieson's Pet Food Distributors
 United Way Lower Mainland Change starts here.	 The Province EMPTY STOCKING FUND 95 Years of Giving	 Fraserway RV Your Vehicle to Adventure	 Westshore Terminals	 vancouver foundation
 BRITISH COLUMBIA Gaming Policy and Enforcement Branch	 Delta	 REAL ESTATE BOARD OF GREATER VANCOUVER	 Delta Fire Fighters Charitable Society	 Canada Department of Justice Canada / Ministère de la Justice Canada
 Delta School District Inspired Learning	 SAFEWAY	 save on foods	 MONTE CRISTO BAKERY EST 1988	 Vancity
 HOUWELING'S TOMATOES	 EARTHWISE SOCIETY Cultivating Sustainable Communities	 LEGION BRANCH 61 • DELTA BC	 DELVIEW SECONDARY SCHOOL	 Lower Mainland Christmas Bureau it's all about the kids
 Century Group	 COA COUNCIL ON ACCREDITATION FOUNDED 1977	 ALLEGRA. MARKETING • PRINT • WEB AllegraSurrey.com	 Cssea Community Social Services Employers' Association of BC	 North Delta Rotary
 Cascades	 KINGS LINKS BY THE SEA	 BUDGET BLINDS Style and service for every budget.	 Ateam Advantage Home	 FOUR WINDS BREWING CO.
 BOUYGUES ENERGIES & SERVICES	 FORTE SPORTS & ORTHOPAEDIC PHYSIOTHERAPY			



A Year in Review



Christmas in July BBQ, Bake Sale & Car Wash



Firefighter's Light It Up Tree Ceremony



United Way's Walk for Possibility



Stopping the Violence Symposium



A Year in Review



A-Team's Easter Eggstravaganza Fundraiser



Four Wind's 'Winded" Run Fundraiser



Coldest Night of the Year Walk



A-Team's Pumpkin Patch Party Fundraiser



Starfish Backpack Program

Feeding Our Children



The Starfish Backpack Program is a partnership between the North Delta Rotary and Deltassist Family & Community Services. This program was piloted in Abbotsford and developed in recognition that poverty and hunger continue over the weekend for many children in elementary school. It was named The Starfish Program, after the Parable of the Starfish.

How It Works

The program is simple. Backpacks are sent home each Friday, full of food for children and their families for the weekend during the school year. Participating schools identify students who would benefit from a Starfish backpack. Every Friday after school, students who are part of the Program pick up a backpack at their school and take it home. Monday morning the students return empty backpacks for refilling on the following Friday. The backpacks are filled every Thursday by Rotary volunteers. We are currently feeding 50 children in 6 schools and also support young siblings of school children, bringing our total to 90 children fed through this program.

The cost of filling one backpack for one child every weekend throughout the school year is \$525. We rely on donations and sponsorships to be able to fill these backpacks. We know that the need is greater than we can support right now, so we are hoping to continue to receive donations from the community to sustain this essential program.

It helps provide some fruits and snacks I couldn't otherwise afford at this time. It helps provide a meal and takes a little of that burden off me.

-Starfish Recipient

North Delta
Rotary





Paradise in the Parking Lot

Introducing Deltassist's New Community Garden



In February 2018 Deltassist hosted our first Coldest Night of the Year walk. This is a national walk that focuses on raising awareness of the homeless and disadvantaged in our communities. Our generous supporters helped us raise \$21,000 through this event.

Because of the growing concern of food insecurity, Deltassist allocated half of the raised funds to build a community garden. As part of the Delta Food Coalition, Deltassist partnered with Earthwise Gardens to build raised garden beds in the parking lot of our North Delta office. We will be planting vegetables, herbs, berries and bee

friendly flowers to share with the community.

Through the development of the community garden, there is the additional opportunity to engage in Therapeutic Horticulture within our counselling programs. Therapeutic Horticulture recognizes that individuals can experience positive benefits as a result of interacting with plants, gardens, and natural environments and involves the promotion of well-being through engagement in gardening and plant-based activities. Therapeutic horticulture has been recognized as beneficial for individuals with a range of concerns while fostering a sense of wellness and positive change for individuals of all ages. There is an added benefit as individuals who engage in Therapeutic Horticultural activities through our community garden will have the knowledge that they are contributing to the sustainability of their community.



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North Delta Office

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Counselling Services
Information Services
Community Services
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Phone 604-594-3455
Fax 604-594-3496

Ladner Office

Seniors' Services
Information Services
Community Services
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Phone 604-946-9526
Fax 604-946-7727

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