

There is
HELP,
there is
HOPE.

ANNUAL REPORT 2018 - 2019

DELTASSIST FAMILY AND
COMMUNITY SERVICES



WHO WE ARE

Deltassist is an accredited nonprofit society designated from the high standards of the Council on Accreditation. Deltassist provides continuous service to the community since 1972. We offer a wide range of community based social service programs for children, youth and 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 SERVICE

Every year we help thousands of families and individuals with emergency food, income tax assistance, food hampers, toys at Christmas, backpacks of food for elementary schools, a weekly bread program, a community garden that supplies the community with fresh produce as well as information and referral services that connect people to other programs and services in Delta and the surrounding communities.

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.

SENIOR SERVICES

We support hundreds of Delta seniors by providing services that help them maintain their independence and stay in their own homes. A weekly phone shopping program, daily phone support, light housekeeping, handyman and yard services and volunteer drives to appointments all support the goal of seniors maintaining their independence as well as staying connected to the community.



EXECUTIVE DIRECTOR



JULIE CHADWICK
Executive Director

As I reflect over the past year, I am always amazed at the amount of services that we are able to provide to the community. At Deltassist we strive to come alongside our community and are committed to hearing and observing what else is needed to help the residents of Delta live healthy lives.

Several new amazing initiatives have stemmed from this approach during the past year. One example would be our community garden, a partnership with Earthwise, which provides fresh vegetables to persons living in Delta who sometimes struggle with deciding what bill to pay and how they are going to feed their families. In conjunction with our other free food equity support programs, emergency food bags and our bread program with Monte Cristo Bakery, individuals and families have expressed how much of a difference this makes to them. Moreover, the garden offers a safe, peaceful place for horticultural therapy and a quiet and serene spot for mindfulness that aids in all of our mental wellness. Deltassist has also elevated its counseling services by providing a “wraparound” support model whereby anyone who walks through our doors would have access to the numerous services we provide and is inclusive of all family members. Furthermore, from direct feedback from the community we have developed and provided several new support groups for children, parents, and individuals affected by relationship violence as well as individuals wanting to learn new ways to deal with their anger. These groups have been met with much success and have contributed to supporting Delta Residents through their life

journey. Our Substance Use Services program has also been revised to ensure that services are rapidly provided. Deltassist, along with the Delta Community Action Team, is spearheading a community overdose response strategy to address and to work with Delta to reduce the stigma associated with receiving help for substance use issues.

I also wanted to thank the staff, the volunteers, the Board and all of our wonderful community partners! Without you, Deltassist could not provide the services we do. Together we are stronger and can carry the hope that is needed for those that are struggling more than ever before.

JULIE CHADWICK
EXECUTIVE DIRECTOR

BOARD OF DIRECTORS



ROD BINDER
Vice-President



LEN STROH
Treasurer



JOHANN ACKERMANN
Secretary



LINDY MATHESIUS
Director



ELAINE GREGGAIN
Director



MAURICE BOUCHARD
Director



GARTH CUTHBERT
Director



DALBIR SINGH MEHTA
Director



MONA GOSWAMI POWELL
Director



PAROMITA NAIDU
Director

A MESSAGE FROM THE PRESIDENT



For the past 4 years, I have had the honour of serving as President of the Deltassist Board. In that time, we have transitioned to a new Executive Director, conducted an extremely successful re-accreditation through Counsel on Accreditation and we have received a substantial increase in support from the City of Delta.

The time has come for me to step aside and let a new leader take the role of President. It will be a privilege to remain on the Board as Past President, and take whatever additional role a new President might ask of me.



The work this agency does, from the staff and its partners, changes lives. To be a small part of that has been a highlight in my life.

Thank you to everyone who has supported me as Board President. I step aside knowing the agency is very good, capable hands.

Respectfully,

BRAD SHERWIN

PRESIDENT BOARD OF DIRECTORS



L to R: Brad Sherwin, Len Stroh, Rod Binder, Mayor George Harvey, Executive Director Julie Chadwick

OUR IMPACT



VOLUNTEER SUPPORT

204

CHRISTMAS VOLUNTEERS
HOURS WORKED - 925

24

INCOME TAX VOLUNTEERS
HOURS WORKED - 325

5

OFFICE VOLUNTEERS
HOURS WORKED - 133

65

SENIOR SERVICES
VOLUNTEERS
HOURS WORKED - 7343

26

COMMUNITY VOLUNTEERS
HOURS WORKED - 99

16

BREAD GLEANING
VOLUNTEERS
HOURS WORKED - 1163

1

INFORMATION & REFERRAL
VOLUNTEER
HOURS WORKED - 319



Deltassist is eternally grateful to
all the volunteers that support us
with their time



"Helps a lot. We live on a very tight
budget and this makes our Christmas
better for our son!"

CHRISTMAS PROGRAM CLIENT



COMMUNITY SERVICES

2561 PEOPLE SERVED
15048 PHONE CALLS MADE

854 CHILDREN RECEIVED TOYS
2600 CASES OF BREAD DISTRIBUTED

418 EMERGENCY FOOD BAGS
536 FOOD HAMPERS

812 INCOME TAX RETURNS PREPARED
1248 INFORMATION & REFERRAL INQUIRES

STARFISH PROGRAM

64 BACKPACKS WEEKLY
124 CHILDREN SERVED



SENIORS SERVICES

10
SENIORS SUPPORTED BY PHONE DAILY

86
SENIORS RECEIVING LIGHT HOUSEKEEPING

111
SENIORS RECEIVING VOLUNTEER DRIVES

1879
BETTER AT HOME SERVICES PROVIDED TO SENIORS

29
SENIORS RECEIVING YARD WORK SERVICES

2054
PHONE SHOPPING ORDERS TAKEN

59
PHONE SHOPPING SENIORS SERVED

738
DRIVES PROVIDED BY VOLUNTEERS

"The lovely people in your office do so much for so many.
Thank you!"

SENIOR'S PROGRAM CLIENT

COUNSELLING PROGRAMS

Substance Use Services, Child and Youth Suicide Prevention Program, Alternatives to Violence Program, Seniors' Counselling Program

SUBSTANCE USE SERVICE

916 / 1048

CLIENTS SERVED / SERVICES PROVIDED

SUICIDE PREVENTION PROGRAM

134 / 261

CLIENTS SERVED / SERVICES PROVIDED

SENIORS COUNSELLING PROGRAM

77 / 360

CLIENTS SERVED / SERVICES PROVIDED

ALTERNATIVES TO VIOLENCE PROGRAM

258 / 867

CLIENTS SERVED / SERVICES PROVIDED



"This has proved to be a most enjoyable experience.
Thank you to the counsellor and Deltassist"

COUNSELLING PROGRAM CLIENT



COUNSELLING PROGRAMS

Family Support Services, Healthy Families Program,
Nobody's Perfect Parenting Program / Youth Parent Outreach

FAMILY SUPPORT SERVICES

492 / 2345

CLIENTS SERVED / SERVICES PROVIDED

HEALTHY FAMILIES PROGRAM

96 / 691

CLIENTS SERVED / SERVICES PROVIDED

NOBODY'S PERFECT PARENTING PROGRAM

22 / 132

CLIENTS SERVED / SERVICES PROVIDED

HEALTH RELATIONSHIPS CLIENTS

24 / 288

CLIENTS SERVED / SERVICES PROVIDED



"My counsellor was very easy to talk to.
Definitely helped me."

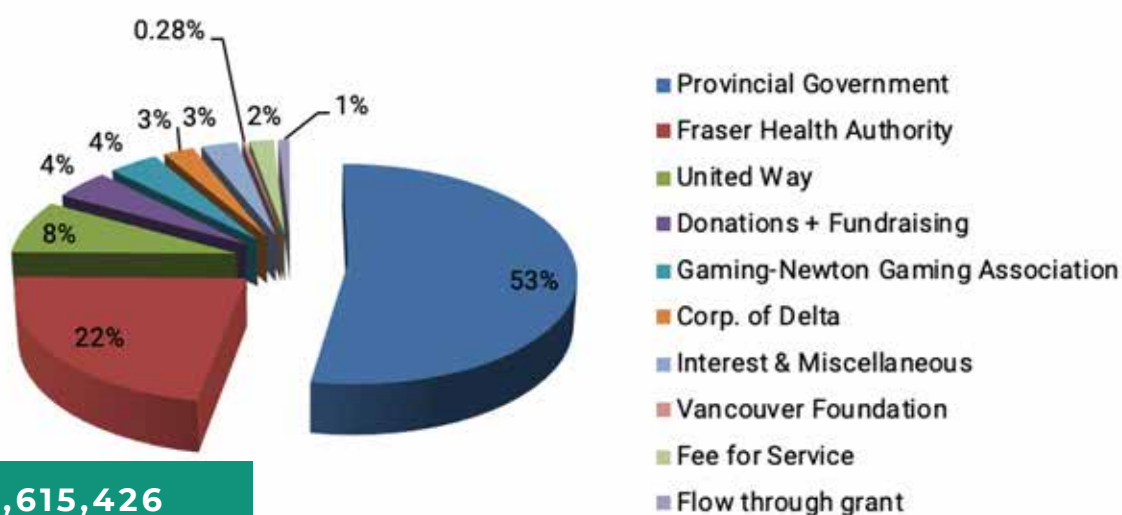
COUNSELLING PROGRAM CLIENT

FINANCIALS

APRIL 1, 2018 - MARCH 31, 2019



SUMMARY FINANCIAL STATEMENT (UNAUDITED)

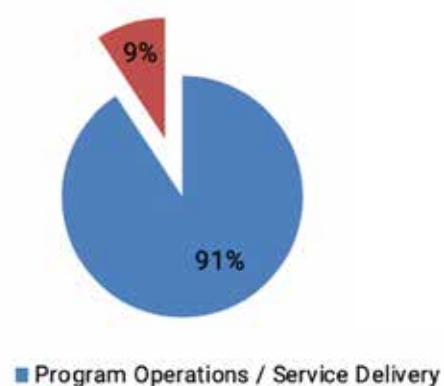


\$2,615,426

Revenue	
Provincial Government	1,380,300
Fraser Health Authority	586,752
United Way	207,053
Donations + Fundraising	115,840
Gaming-Newton Gaming Association	103,628
Corp. of Delta	64,000
Interest & Miscellaneous	75,976
Vancouver Foundation	7,358
Fee for Service	50,853
Flow Through Grant	23,665
TOTAL REVENUE	2,615,426

Expenses	
Program Operations / Service Delivery	2,265,919
Administration	233,106
TOTAL EXPENSES	2,511,223
DEFICIT TO EXPENSES	+ 73,383

EXPENSES



\$2,511,223

FUNDERS



Ministry of
Children and Family
Development



fraserhealth

Better health. Best in health care.



Ministry of
Public Safety and
Solicitor General



**BRITISH
COLUMBIA**

Gaming Policy and Enforcement Branch



United Way
Lower Mainland

Delta



Department of Justice
Canada

Ministère de la Justice
Canada

vancouver
foundation

CORPORATE DONORS



CORPORATE DONORS



COMMUNITY PARTNERS



Nodel Annex



The
WEXFORD
A BRIA COMMUNITY



Delview Secondary
Home of the Raiders

A YEAR IN REVIEW



Take Back the Night



Prelude to Christmas



Christmas Toy Depot



A-Team Pumpkin Party



Four Winds Winded Event



Four Winds Winded Event

COLDEST NIGHT OF THE YEAR



CNOY is a family-friendly national walk-a-thon that helps you raise funds for charities that serve hungry, homeless and hurting people in your town, and in 136 communities across Canada.

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. In the 2018-2019 year there were 64 backpacks and 120 children fed in the Delta program.



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 giving out 64 backpacks in 6 schools and also support young siblings of school children, bringing our total to 120 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



PARADISE IN THE PARKING LOT

DELTASSIST'S COMMUNITY GARDEN

In the summer of 2018 the Community Garden in Deltassist parking lot was born. At our 2018 AGM we celebrated the grand opening of the garden with special guests and a ribbon cutting ceremony.

2019 SEASON

In March and April 2019 we enlisted volunteers to plant and maintain the garden, we planted many types of vegetables and berries. In June 2019 some of our crop were ready for our first harvest. We were able to give away carrots, kale, green onions, white turnips, peas, beans, beets, arugula, kohlrabi, squash, zucchini, mint, basil and soon there will be tomatoes and pumpkins. In addition to being able to help those less fortunate in our community with healthy food we also created a very special place for staff, volunteers and clients to enjoy the serenity of the garden. To add to the natural beauty of the garden a local artist donated several beautiful wood carvings that are the center pieces of our Paradise in the Parking Lot.

SPECIAL THANKS

Without our wonderful gardening volunteers this would not be possible to do, their hard work and gardening knowledge has been a blessing. We are also very thankful of Earthwise Gardens assistance in getting the garden beds built and helping us with a planting schedule. And finally to all the Coldest Night of the Year participants and donors your efforts helped raised the funding for this garden to be built.



It took a whole community to come together to make this happen, Deltassist is very blessed to have such amazing community partners.

NOTES & QUESTIONS



IDEAS





NORTH DELTA OFFICE

Administration
Counselling Services
Information Services
Community Services
9097 - 120th Street
Delta, BC V4C 6R7
Phone 604-594-3455
Fax 604-594-3496

LADNER OFFICE

Seniors' Services
Information Services
Community Services
202 - 5000 Bridge Street
Delta, BC V4K 2K4
Phone 604-946-9526
Fax 604-946-7727

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@deltassistcares



@deltassist

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COMMUNITY SERVICES**

