

## **2024 DELTASSIST CHRISTMAS PROGRAMS INFORMATION**

**The Deltassist Christmas programs include Food Hampers and Toy Depot.**

### **A. WHO CAN APPLY?**

You may apply for support at Christmas for yourself and any dependents who live with you if:

1. You are on **a limited income, within the program eligibility**; and
2. You **live in Delta**.

**You may only apply to one of the Lower Mainland Christmas programs.**

When you submit your application form you must provide the original documents (no photocopies) of the following:

### **DOCUMENTS REQUIRED FOR REGISTRATION**

1. **Photo ID** for applicant and **BC Service Cards (Care Cards) for all children** in the household. Non-Canadian citizens without Canadian photo ID must include official documents from Immigration Canada.
2. **Proof of income** for ALL adult members of the household – 2 current months of pay stubs or bank statements.  
***We DO NOT accept income tax forms as proof of current income.***
3. **Proof of your Delta address.** Please bring one of the following with your name and address on it: phone, cable or hydro bill, or tenant agreement.

**Applications must be submitted in person at one of the Deltassist offices, during registration hours:**

North Delta: 9097 - 120<sup>th</sup> Street

**Monday to Wednesday ONLY**

**November 4<sup>th</sup> - December 11<sup>th</sup>**

**Monday -Tuesday 10am – 4pm**

**Wednesday 11:30am – 4pm**

Ladner: #202 – 5000 Bridge Street

**November 4<sup>th</sup> - December 9<sup>th</sup>**

**Monday to Friday 9:30am – 12pm and 1pm – 4pm**

**Application Deadlines: Food Hamper – December 16<sup>th</sup> and Toy Depot – By Appointment ONLY**

### **Bus Schedule From Ladner Exchange to North Delta Deltassist Office**

**Bus:** 310 Ladner Exchange to Scottsdale Exchange. Leaves every 20-30 minutes from 6:15 AM to 9 PM  
Exit at stop ID#54865 North Bound Scott Rd FS 72 Ave.

From this stop, take R6 Scott Road/To Scott Rd Stn

Exit at 54975 NB Scott Rd FS 92 Ave

Walk South on 120 Street for 0.32 km

## **B. FOOD HAMPERS:**

You will receive **ONE** of the following:

### **1. SERVICE CLUB HAMPER**

Your hamper will be delivered **Saturday, December 21<sup>st</sup> between 9am and 1pm.** Please be advised that winter weather conditions may delay delivery times.

**\*\*\*You must be home to receive your hamper\*\*\*** If for any reason you cannot be home, you must arrange to have someone there to accept your hamper. The hamper **will not be left** if there is no one home. If you are home and have not received your hamper by 1 PM, phone a Deltassist office at 604-594-3455 (North Delta) or 604-946-9526 (Ladner). On the day of delivery no one will be in either Deltassist office after 2pm.

To ensure the safety of the people delivering the hampers, please make sure dogs are inside or tied up.

### **2. SPONSORED HAMPER**

Families are chosen randomly for sponsored hampers that have not been sponsored in at least the last 3 years. If your family is chosen, you will be contacted about the pick-up date and time, as sponsored hampers are not delivered to your home. Please ensure you have a car or can arrange a ride to pick up your sponsored hamper.

## **C. TOY DEPOT: BY APPOINTMENT ONLY**

Toy Depot appointments are from Tuesday November 19<sup>th</sup> – Wednesday December 11<sup>th</sup>. **Bring all your documents for registration.**

Once your in-person registration is complete as per application instructions above, you are welcome to select gifts for all your children who are **18 years old** and younger. Clear plastic bags will be provided for your toys for each child.

The Toy Depot is held at: **North Delta Deltassist Office, 9097 120<sup>th</sup> Street, Delta V4C 6R7. We recommend that you bring a car or arrange for a ride as you will have large bags to carry.**

You **will not** be admitted to the Toy Depot before your assigned time. Non-registered individuals will not be admitted to the Toy Depot. **TWO ADULTS PER FAMILY ONLY WILL BE ADMITTED – NO CHILDREN ALLOWED.** Please arrange for your children to be looked after when you come to the Toy Depot.

**If you have a change of address or telephone number after you've registered with us, please let us know immediately by calling 604-594-3455.**



## **DELTASSIST FAMILY AND COMMUNITY SERVICES SOCIETY PRIVACY STATEMENT**

### **PROTECTING YOUR PRIVACY**

Deltassist Family and Community Services Society (Deltassist) is committed to protecting personal information about our clients, donors, funders, employees and volunteers. Our goal is to maintain the highest quality of services and integrity in all our dealings. To that end, we will collect, store, use and disclose personal information, in accordance with the Personal Information Protection Act (PIPA), as needed to:

- a) Undertake program/service activities including:
  - assessment
  - service plan development
  - service delivery
  - facilitate referrals
  - recruit volunteers and make volunteer referrals
- b) Establish and maintain relationships with our clients
- c) Establish and maintain relationships with our donors
- d) Establish, maintain or terminate relationships with our employees and volunteers
- e) Administer our society
- f) Meet legal, regulatory or statutory requirements
- g) Conduct quality improvement activities
- h) Acknowledge contributions to our society

### **WHAT IS PERSONAL INFORMATION?**

Personal information is any information about an identifiable individual. It includes information such as:

- a) Name, age and gender
- b) Home address and phone number
- c) Marital status, nationality, ethnic origin and religion
- d) Employment information
- e) Information regarding income, health and personal preferences
- f) Photographs

Personal information excludes business contact information such as:

- a) Title, business telephone and fax numbers, street and e-mail addresses

### **PRIVACY POLICY PRINCIPLES**

#### **Accountability:**

Deltassist is accountable and responsible for maintaining and protecting personal information under its control. We also have a designated Privacy Officer who is accountable for our compliance with this policy.

#### **Identifying Purposes**

Deltassist will identify the purposes for which personal information is collected, and how it will be used, either before or at the time of collection.

#### **Consent**

Deltassist will obtain your consent to collect, use, or disclose personal information, except where authorized or required to do so by law. If a new purpose for your personal information is identified, we will inform you and obtain your consent prior to its use.

**Limiting Collection**

Deltassist will limit the collection of your personal information to only those details which are reasonable and necessary for the purpose intended.

**Limiting Use, Disclosure and Retention**

Your personal information will only be used or disclosed for the purpose for which it was collected, unless you have otherwise consented, or where it is required by law. Personal information will be retained only as long as is necessary for the fulfillment of those purposes and/or any legal requirements.

**Accuracy**

Deltassist will ensure that personal information collected is kept as accurate, up-to-date and complete as possible to fulfill the purposes for which it was collected.

**Safeguarding Information**

Deltassist will protect the personal information it collects by maintaining reasonable physical, technical and procedural security safeguards to prevent unauthorized access, use, disclosure, loss or modification.

**Openness**

Information about Deltassist's policies and practices relating to the management of personal information will be made readily available to you on request.

**Access**

You may request access to your personal information at any time to review its content and accuracy. Deltassist has developed a protocol to be followed for client access to Deltassist client records, and employee access to personnel files.

**Compliance**

You may contact Deltassist with any questions, enquiries or suggestions with respect to our Privacy Policy. If you wish to make a formal complaint about our privacy practices, you may make it in writing to our Privacy Officer (below). The Privacy Officer will acknowledge receipt of your complaint; ensure that it is investigated promptly, and that you are provided with a formal decision and reasons in writing.

*If you have further questions or concerns, please contact our Executive Director:  
Deltassist Family and Community Services  
9097 120 St., Delta BC V4C 6R7  
Phone 604-594-3455*



## CLIENT ORIENTATION HANDOUT

### CLIENT RIGHTS

It is Deltassist Family and Community Services Society policy that all clients have the right to be active partners in the service they receive. Therefore, all clients are entitled to:

1. full knowledge of any limitations and/or risks involved in any planned course of service before giving informed consent
2. participate fully in decisions about, and evaluation of, the service they receive
3. ask questions about the service they receive and/or information kept about them at any time during the time of service, or thereafter
4. receive service in an environment that is nurturing and free from threats of physical, emotional or psychological harm
5. know how to access the supervisor of any/all programs from which they receive services
6. communicate to the supervisor any concerns that they may have about the service they are receiving and to have those concerns addressed in writing by the supervisor of the program

### LIMITS OF CONFIDENTIALITY

Information you share with your DFCS worker/volunteer is strictly confidential and will not be disclosed to anyone without your written consent, **except under the following circumstances:**

1. there is a legal obligation for workers/volunteers to provide information when required to do so by a court of law
2. there is a legal obligation for workers/volunteers to inform the appropriate authorities if there is reason to believe that the safety of an individual under the age of 19 is at risk
3. DFCS requires workers/volunteers to inform the appropriate authorities if there is intent of danger to self or others
4. in an effort to facilitate the coordination of services, pertinent information will be shared with other DFCS staff that are involved in providing services for you
5. at times we may need to consult with other professionals regarding your well being and ask that you inform us who we may consult with
6. confidential information contained in your personal record is available for your inspection upon your request

### CONSENT FOR SERVICES

The acceptance of services is an acknowledgement that you understand the nature of the services provided and have been consulted about your needs.

### COMPLAINT PROCEDURE

Clients who are dissatisfied with their services are encouraged to bring their concerns to the attention of Deltassist Family and Community Services. For an opportunity to discuss your services, please contact the Manager of Counselling Services at 604-594-3455.

## **CLIENT FEEDBACK**

We welcome your feedback in our efforts to provide the best possible service for our clients. Either during or after you have received services, we will contact you to respond to our Client Survey unless you have asked us not to do so.

## **COMPLAINT AND APPEAL PROCEDURES**

Clients who have a complaint regarding the services they receive or any of the Society's employees should inform their service provider of their concerns.

If a client is not comfortable raising the complaint with their service provider, or if the service provider's response to the complaint is not satisfactory, the service provider's supervisor may be contacted and the supervisor will be available to discuss the issue with the client within five working days.

If a client requires the supervisor's name the receptionist or other staff will provide it upon request.

In the event that a client indicates in writing that they are not satisfied by the supervisor's response to the complaint, the supervisor will offer to arrange an opportunity for the client to speak with the services Manager within ten working days, and will provide the client with the Manager's name. If the client has difficulty putting the complaint in writing, assistance will be provided.

If, after discussing the issues with the Manager, the client remains unsatisfied, the Society's Executive Director will be provided all the information regarding the complaint and how it has been dealt with to date. The Executive Director will then contact the client within ten working days to attempt to resolve the issue.

The client/consumer shall be entitled to a written statement from the Society at any stage of this process.