

ANNUAL REPORT 2020 - 2021

Responding with RESILIENCE

DELTASSIST FAMILY AND
COMMUNITY SERVICES



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WHO WE ARE



Deltassist is a multi-service nonprofit society accredited for the last 16 years by the Council on Accreditation. Since 1972, Deltassist has provided continuous service to the residents of Delta. 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.

DIVERSITY, INCLUSION, AND EQUALITY STATEMENT

Deltassist embraces and values the importance of diversity, inclusion, and equity. We believe that diversity is a strength and makes us and our community better. We strive to learn, grow, and create an inclusive and equitable culture that encourages, supports, and celebrates the diverse members of our community.

Diversity in Delta takes many forms. It includes, but is not limited to, differences related to race, culture, ethnicity, gender identity, gender expression and presentation, sexual orientation, religion, age, language, legal status, mental health, ability, and socioeconomic status.

DELTASSIST IS DEVOTED TO THE FOLLOWING PRINCIPLES:

We acknowledge that interpersonal and systemic oppression exists and affects people differently.

We honour the visible and invisible qualities that make each individual unique.

We believe each client, community member, donor, volunteer, and employee is to be treated fairly with respect to differing needs and barriers

We strive to promote diversity, equity, and inclusivity in all our practices and interactions.

We commit to the highest standards of ethics and integrity by implementing strategies and policies that dismantle oppressive systems within the agency and community.

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



We acknowledge that our work predominantly takes place on the traditional, occupied, and stolen lands of the Hən̓q̓əmi̓n̓əḥ Speaking People.

EXECUTIVE DIRECTOR'S MESSAGE

Resiliency Through COVID-19

This past year was a year no one could have expected. Little did we know that in January 2020, while looking ahead to a brand new year, being stimulated to engage in new programs and services, that in the very next month, the whole world would be struck with a global pandemic of a size and devastation that none of us have never seen/experienced in our lifetime.

As Deltassist is the main comprehensive social services provider in Delta, committed to addressing the needs of struggling Delta residents, the community turned to Deltassist to step into the gaps created by COVID-19. Deltassist had quickly assessed what was needed for the community of Delta to cope with this crisis and immediately altered service delivery.

For example, when the Surrey food bank that operated out of North Delta had to pull out to address the needs of Surrey whose population is 6.5 times that of Delta, and could not address the inability to gather, Deltassist stepped in to help as it does when there is a community need. Although Deltassist had never operated a food bank, we had been providing emergency food since we opened our doors in 1972. With some great minds and a lot of ingenuity, the management, staff, and an amazing group of volunteers provided communication to the public, set up procedures for running a food bank safely, and ran the food bank from early March into late August 2020. This service was so important, as due to COVID; persons who had never needed assistance were in dire straits, as they had lost their jobs through no fault of their own as businesses were shutting down.

Another program that was developed was the Shop and Drop, a program for seniors not previously identified to us, who needed help accessing groceries. Many seniors were afraid to go to the grocery store, as their demographic was most at risk, especially in the early months of the pandemic. With the invaluable help of The City of Delta and the Delta Police Department, Deltassist recruited volunteers who could shop for seniors and drop the groceries off at seniors' homes ensuring the seniors' safety.

Pivot became our new action word as our counselling programs, income tax and seniors services all pivoted to ensure that we could still provide necessary assistance to our clients either over the phone or Zoom, while ensuring all safety protocols were in place, especially when meeting in person was absolutely necessary.

COVID-19 had significant impacts on mental health and with the need for social isolation to help prevent the spread of the virus; this took a huge toll on the people of Delta, and in particular our seniors. New counselling programs such as our short-term COVID counselling service for anyone experiencing anxiety/stress due to COVID, and our At-Risk Seniors (identified from our regular calling list) were developed to further support seniors from our existing programs, and seniors who had not accessed our services previously. They were provided more in-depth calls from counsellors to provide more support. We called all of our regular senior clients on a weekly basis to check-in, determine if their situations had changed, and if they needed more support.

Due to the large mental health effects of COVID, all of our counselling programs saw an increase in substance use, domestic violence, depression and anxiety. Deltassist was successful with numerous grants to increase our capacity in this time to provide more services to lessen the impact. Again, due to the need for social isolation, people using substances and those in relationships where domestic violence was present, were at a significant risk, thus Deltassist was pivoting delivery of services to reduce these risks and connect clients with additional supports.

During this time, Deltassist continued to provide income tax services, Better At Home services to support seniors to maintain their mental and physical health in their own homes, and provide emergency food and hygiene items to those experiencing homelessness or were vulnerably housed. Our Christmas programs this year looked very different, but we were able to assist more families earlier in the holiday season and keep everyone safe with our learnings from running the temporary North Delta Food Bank.

I am so incredibly proud of how the staff, volunteers, and Board of Deltassist rallied during this time to ensure that our clients were not only receiving the regular services that we offered, but also these additional services that we hope lessened the anxiety and fear that was so present during this time. The commitment, dedication, compassion and caring that was exhibited was unparalleled, and it was clear that Deltassist was providing all the support that it could in these uncharted times.

Deltassist also very much appreciates all of the support that we received from the City of Delta, from our community partners, and from individuals and businesses that donated during this time to help Deltassist increase its capacity to provide additional programming and services during the pandemic. I have always been so humbled at the generosity of Delta and was overwhelmed at how people opened their hearts to help Deltassist when the community needed help the most. I've often heard it said that you can see the true colours when faced with a crisis and Delta came out shining like a rainbow. Help was given freely and with a desire to make others' lives better during this unprecedented time. To say Deltassist, its staff, volunteers and Board were resilient at this time is an understatement. Deltassist's response during the pandemic is truly a testament to our mission and values, that we are here to care for our community, and if we can't do that the way we normally do, we will find a way to alter services so we can.

As we start to move towards what our "new normal" is in 2021-2022, I am looking forward to delivering services in both the way we have previously, but also incorporating the learnings from this past year to make our assistance even more accessible and meet the ever-changing needs of the Delta community.

JULIE CHADWICK
Executive Director



BOARD OF DIRECTORS



ROD BINDER
Vice-President



LEN STROH
Treasurer



MONA GOSWAMI-POWELL
Secretary



BRAD SHERWIN
Director



ELAINE GREGGAIN
Director



MAURICE BOUCHARD
Director



GARTH CUTHBERT
Director



DALBIR SINGH MEHTA
Director



PAROMITA NAIDU
Director

A MESSAGE FROM THE PRESIDENT

When I wrote my 2020 AGM message, we had no idea that the pandemic would last this long. It never ceases to amaze me when I see what we, at Deltassist, have accomplished. We have not done this alone as our support came from many directions. From the City of Delta, community organizations, corporations and last but not least, the people of Delta. I would like to thank everyone that has had a hand in what Deltassist does; no matter how big or small your role may be, it is imperative to the wellbeing of the whole. As a result, we have been able to fulfill our mandate and reason to be in a way that has never been done before. We cannot thank our supporters enough and the many (Staff and volunteers) who worked through social distancing, hand sanitizers, Zoom, team meetings over video and telephone conferencing, and many other hurdles that had to be overcome. Even though the pandemic forced us to keep apart, we actually became closer in many ways and more resilient. Thinking outside of the box is important in times like these. However, we are not out of the woods yet, but have learned how to keep on doing what we do best. To be there when we are needed, to help and support the community around us.

Let us continue to forge ahead together and make a difference wherever we are needed. I consider it a privilege to be part of Deltassist and look forward to the day where the pandemic is something we can look back on and where we can celebrate our accomplishments together. First and foremost, remember to stay safe and healthy, otherwise, we cannot be there to help others.

Sincerely,



Johann Ackermann
PRESIDENT, DELTASSIST BOARD OF DIRECTORS

SUPPORT DURING COVID-19



During COVID-19, the counselling programs worked hard at accomplishing the following:

- 1.) Quickly transitioning our counselling services to offer virtual and / or phone sessions.
- 2.) Expanded our counselling services to include COVID Counselling for the community.
- 3.) Facilitated several online groups within our Stopping the Violence Program, Substance Use Program, and Healthy Families Program.
- 4.) Provided numerous emergency food bags, gift cards and care kits to our clients in need of some additional supports during this time.
- 5.) We were granted funding through the Community Action Initiative to expand our Substance Use Program in order to maintain rapid access to our services within the context of the dual health crisis (opioid crisis and pandemic).
- 6.) We were granted funding through the Canadian Women's Foundation to provide additional staffing hours within the Stopping Violence Program, as well as offer our very first Yoga for Stress Relief Program to members of the community. We were granted funding through EVA BC to develop a Sexual Assault Response Program in Delta for a two-year term.

In addition to the expansion of our Counselling Programs, we increased our presence within the community by:

- 1.) Joining the Community Action Initiative Committee Community of Practice around Substance Use.
- 2.) Joining the Delta High Risk Committee for at risk youth.
- 3.) Joining the Mental Health and Substance Use Youth and Young Adult Committee.

COVID SUPPORT SERVICES

WELLNESS CALLING

116 / 2,170

CLIENTS SERVED / SERVICES PROVIDED

GENERAL COUNSELLING / OUTREACH FAMILY COUNSELLING

72 / 604

CLIENTS SERVED / SERVICES PROVIDED

NORTH DELTA FOOD BANK

245 / 824

REGISTRATIONS / INDIVIDUALS HELPED

983 / 463

FOOD BAGS / AUXILIARY STAFF HOURS

\$154,865

PERISHABLE FOOD CARD AMOUNT

COVID COUNSELLING

83 / 607

CLIENTS SERVED / SERVICES PROVIDED

SHOP AND DROP PROGRAM

49 / 630

CLIENTS SERVED / SERVICES PROVIDED

39 / 1,031

VOLUNTEERS / HOURS WORKED

OUR IMPACT



VOLUNTEER SUPPORT

11

CHRISTMAS VOLUNTEERS
HOURS WORKED - 74

15

INCOME TAX VOLUNTEERS
HOURS WORKED - 196

8

OFFICE VOLUNTEERS
HOURS WORKED - 156

49

SENIORS SERVICES
VOLUNTEERS
HOURS WORKED - 5091

8

GARDEN VOLUNTEERS
HOURS WORKED - 180

25

BREAD GLEANING
VOLUNTEERS
HOURS WORKED - 297

1

INFORMATION & REFERRAL
VOLUNTEER
HOURS WORKED - 353

3

FOOD SORTING
VOLUNTEERS
HOURS WORKED - 93.75



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



“As a low income single mom with two kids, the Christmas program helps me provide a nice Christmas for my kids. I am able to give them some gifts and make sure we have enough food.”

CHRISTMAS PROGRAM CLIENT

COMMUNITY SERVICES

435

PEOPLE SERVICED

1,114

CASES OF
BREAD DISTRIBUTED

13,984

PHONE CALLS
RECEIVED

4,838

INFORMATION &
REFERRAL INQUIRIES

STARFISH BACKPACK PROGRAM

3,222

BACKPACKS

5,620

PERISHABLE FOOD
CARDS

22,280

LOAVES OF
BREAD GIVEN OUT

3,780

EMERGENCY
FOOD BAGS

641

INCOME TAX RETURNS
PREPARED

200

CHILDREN SERVED

CHRISTMAS PROGRAM

919

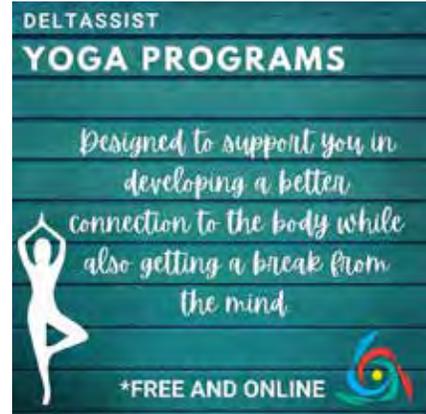
REGISTRANTS

2,014

INDIVIDUALS

951

CHILDREN





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

SENIORS PROGRAM CLIENT



SENIORS SERVICES

8

SENIORS SUPPORTED BY PHONE DAILY

67

SENIORS SUPPORTED BY VOLUNTEER DRIVES

22

SENIORS RECEIVING YARD WORK SERVICES

68

SENIORS SUPPORTED BY LIGHT HOUSEKEEPING

3

SENIORS RECEIVING REPAIR PERSON SERVICES

593

SUPERIOR HOME SERVICES PROVIDED TO SENIORS

1,545

PHONE SHOPPING ORDERS TAKEN

252

DRIVES PROVIDED BY VOLUNTEERS



COUNSELLING PROGRAMS

Seniors Counselling Program, Healthy Families Program, Family Support Services, Substance Use Services, Alternatives To Violence Programs, Suicide Intervention Program.

Senior Counselling Program

37 / 215

CLIENTS SERVED / SERVICES PROVIDED

Healthy Families Program

52 / 713

CLIENTS SERVED / SERVICES PROVIDED

Family Support Services

264 / 2,995

CLIENTS SERVED / SERVICES PROVIDED

Substance Use Services

316 / 1,297

CLIENTS SERVED / SERVICES PROVIDED

Alternatives to Violence Programs

184 / 1,079

CLIENTS SERVED / SERVICES PROVIDED

SUICIDE INTERVENTION PROGRAM

50 / 262

CLIENTS SERVED / SERVICES PROVIDED



"I am so thankful this program is out there."

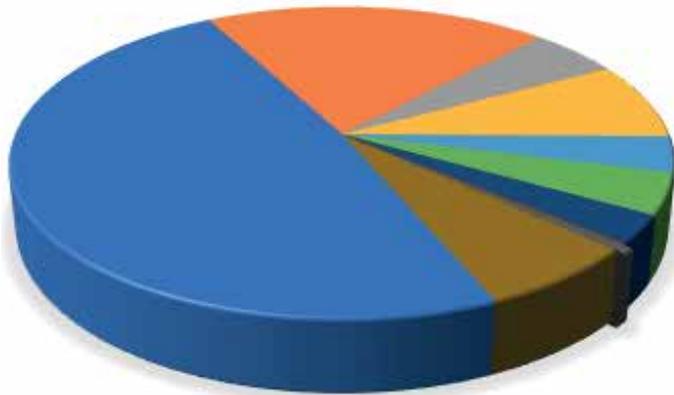
COUNSELLING
PROGRAM CLIENT

FINANCIALS

APRIL 1, 2020 - MARCH 31, 2021



SUMMARY FINANCIAL STATEMENT (UNAUDITED)



- Provincial Government - 48%
- Fraser Health Authority - 20%
- United Way - 5%
- Donations + Fundraising - 8%
- Gaming-Newton Gaming Association - 4%
- City of Delta - 4%
- Interest & Miscellaneous - 3%
- Vancouver Foundation - 0%
- Fee for Service - 1%
- Flow Through Grant - 7%

\$3,275,823

Revenue

Provincial Government	1,590,417
Fraser Health	649,952
United Way	169,650
Donations + Fundraising	262,922
Gaming-Newton Gaming Association	122,010
City of Delta	139,000
Interest & Miscellaneous	96,761
Vancouver Foundation	3,916
Fee for Service	19,222
Flow Through Grant	221,973

TOTAL REVENUE 3,275,823

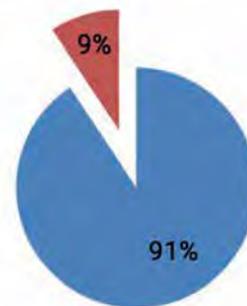
Expenses

Program Operations/Service Delivery	2,960,565
Administration	292,803

TOTAL EXPENSES 3,253,368

DEFICIT TO EXPENSES 22,455

EXPENSES



■ Program Operations / Service Delivery

■ Administration

\$3,253,368

FUNDERS



CORPORATE DONORS



CORPORATE DONORS



COMMUNITY PARTNERS



A YEAR IN REVIEW



BC Fresh Donation



Fortis BC Donation



Canadian Airway Donation



Happy Retirement



Delta Hockey Academy



Delview Secondary Donation

"Deltassist would like to thank Lorraine Yates for all her many contributions made over the last 35 years. We wish her all the best in her retirement, and look forward to her visits and sage advice."

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 2020-2021 year there were 3,222 backpacks made in the Delta Starfish Backpack 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 feeding children in 11/14 Delta schools and also support young siblings of school children, bringing our total to 200 children fed through this program.

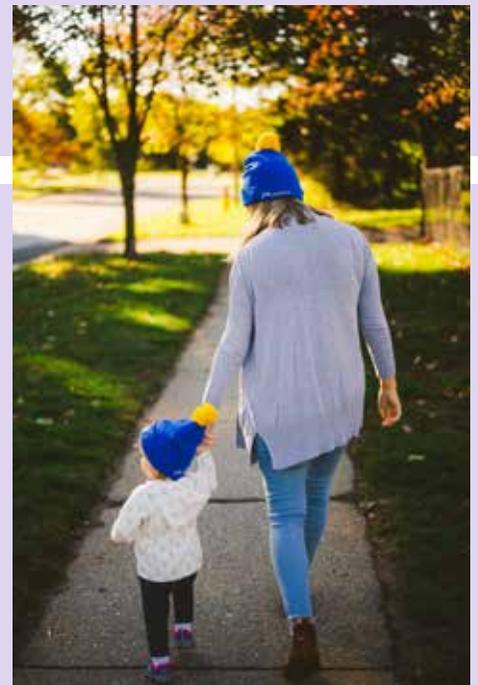
The cost of filling one backpack for one child every weekend throughout the school year is \$643. We rely on donations and sponsorships to be able to fill these backpacks. We know that the need is greater than we can support right now, so we are hoping to continue to receive donations from the community to sustain this essential program.

STARFISH PACK



"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



Coldest Night of the Year 2021

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

CNOY 2021 was a virtual event where walkers registered on-line, donated on-line, and designated days prior to the walk were set up when registered walkers could pick up their t-shirts and swag. **We had 8 teams and 54 walkers signed up. Deltassist raised \$13,440** which was designated to our Seniors Services Programs and Community Garden to address Food Equity.

PARADISE IN THE PARKING LOT

DELTASSIST'S COMMUNITY GARDEN

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

2020 SEASON

Now two years in bloom, the Community Garden in the Deltassist parking lot has provided an outlet and escape to staff, volunteers and clients during these challenging times.

The 2020 season did not get off to a great start, when all our early efforts were seemingly taken with the overnight disappearance of all the seedlings and hanging baskets. However, our community resilience turned what could have been a bumper season into a beautiful bounty.

We are extremely grateful to West Coast Seeds who generously donated new seedlings and to Southridge Hardware Ltd and Natural Focus Foods, who replaced all of our hanging baskets.

With a generous donation from the estate of Ursula Easterbrook, a former volunteer driver and local nature photographer, we had our gorgeous pergola built. This special addition has created another supportive environment for outdoor counselling sessions. We added six more raised beds, which were made possible by the woodworking expertise of Shawn Soucy of Bang-On Carpentry.

Our garden volunteers also bounced back, nurturing favourite flowers and harvested new vegetables and berries for our community. We were able to give away carrots, kale, green onions, white turnips, peas, tomatoes, beans, beets, arugula, kohlrabi, squash, zucchini, mint, basil and pumpkins.

Thank you to all the volunteers and community partners - we hope you will visit our Paradise in the Parking Lot.



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



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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**DELTASSIST FAMILY AND
COMMUNITY SERVICES**

