

deltassist Family & Community Services



Annual Report 2016- 2017



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.

Vision

Community well-being

Healthy families and healthy lifestyles

Relationships free from coercion or violence

Values

All individuals have the capacity to make changes in their lives

Volunteers and professionals are essential to service provision

Where there is help, there is hope



Where there is help, there is hope

Message from our President

Each year, we take the opportunity here to thank the many organizations and groups that generate donations for Deltassist. From the Winded 5k run at Earthwise to the South Delta United Soccer Club, Watershed Artworks, the Tsawwassen Legion, North Delta Rotary, Fraserway RV and the Delta Firefighters just to mention a few, we are very grateful for the support that so many provide to us to allow us to do the work that we do.

We are also grateful for the support, financially and otherwise, from Mayor Jackson, Delta Council and staff, and the Delta School District. We are very thankful for the cooperation and collaboration from Delta's Social Planner in helping to identify areas where we can work together and make life a bit better for someone facing challenges.

One area that we can improve, however, is sharing the impact we have in people's lives. We are well known for the impact we have – thanks to overwhelming community support - with the Toy Depot. But Christmas is only one small part of what Deltassist does. It is the stories about the amazing staff who touch people's lives on the other 364 days of the year that largely go unmentioned.

Allow me to share one of those stories.

Last winter, as the staff arrived in the morning, a gentleman and his dog were sitting at the front door. Having lost his place to stay, he had nowhere to go and he spent a cold, wet night outside.

The staff brought him inside, and while he warmed up with a cup of coffee, they brought him a new coat and found him a shelter that he could go to that would take both him and his dog. While these arrangements were being made, someone else looked after his dog so he could concentrate on where he

would be spending his next night.

Instead of being a burden, he was welcomed in and helped without judgement or hesitation. He went from the worst day of his life to knowing that someone cared about him and wanted to point him in the right direction. He went from despair to a smile as he thanked the staff. His parting comment was what makes Deltassist such a special place,

"I sure picked the right doorway to wait in."

Yes, friend, you did. And we are here in the future if you need us, thanks to the generosity of our community.

From a senior dealing with the loss of a spouse, a family needing support in a difficult time, a mom or dad trying to learn to be a better parent, a person struggling with alcohol or substance abuse, or trying to find alternatives to violence or safety from domestic abuse or someone like our friend in the doorway, Deltassist is a place that you can turn to when you don't know where to turn. And it all starts with you.

Thank you, Delta, for giving us the support that continues to let Deltassist do what it does so well, caring for our community.

Respectfully,

Brad Sherwin

President, Board of Directors



Brad Sherwin

2016-2017 Board of Directors

Brad Sherwin, *President*

Rod Binder, *Vice-President*

Maurice Bouchard, *Treasurer*

Elaine Greggain, *Secretary*

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Garth Cuthbert, *Director*



As I look back over the past year I realize that operating a non-profit community service agency is both extremely rewarding and challenging all at the same time. Deltassist has had the privilege of serving the community of Delta for the past 45 years, but could not have done so without our funders and our donors. All communities have their own unique needs and such is the case with Delta. These needs often surpass the formal contracts that we hold and shine the light on areas that still need to be addressed. These needs occur all year round and this is where our amazing donors come in. Donations come in all forms, food, clothing, time and money, each just as valuable as the other.

Throughout the years I have seen the generosity of the community of Delta donate in numerous ways: truckloads of food arriving from one of the Delta Schools, sports teams collecting food for Deltassist, and people just stopping by our office to drop off food or a donation. Families that chose to donate to Deltassist instead of buying presents for themselves and I will never forget the 4 year old boy that gave me his loonie that he had earned and told me to help people with his money. There is a dedicated group of volunteers that donate their time every Wednesday to bag the bread that is also donated by Monte Cristo bakery so that free bread is available all over Delta; there are volunteers that shop for seniors, and drive seniors when they are not able to take public transit; our wonderful Board of Directors are all volunteers who give of their time to assist in the stewardship of Deltassist; the Fire Department who volunteered their time and donated the proceeds at the North Delta tree lighting ceremony; the Mayor and Council who have

committed to help support our free Income tax program to seniors and those on disability as well as our Christmas programs and our Seniors Counselling program; the Deltassist staff that volunteer their time to community education; the practicum students who provide free counselling; the group of volunteers that help sort food; another group takes care of gardening, another group assists at reception; and at Christmas time another group of dedicated volunteers, all of the service clubs, and the firemen make it possible to provide toys and food hampers to those families who would not be able to give their children anything at Christmas time. I was leaving for the Toy Depot one year and just before I left, a family came in with a bag full of toys and told me that last year they had been helped when they had lost their jobs, but then they had become employed again and wanted to give back and help others the way they were helped.

Without the help of the countless volunteers who donate their time, those that donate food or toys and those that donate monetarily, Deltassist would not be able to serve the community of Delta and address those needs that often fall between the cracks. It is to all of you that I offer my sincere thanks and gratitude for helping Deltassist make the lives of those in need a little brighter, help lighten their load, give them hope that their situation can get better and know that Deltassist is there to help.

Julie Chadwick
Executive Director



Summary Financial Statement

April 1, 2016 - March 31, 2017 (unaudited)

Revenue

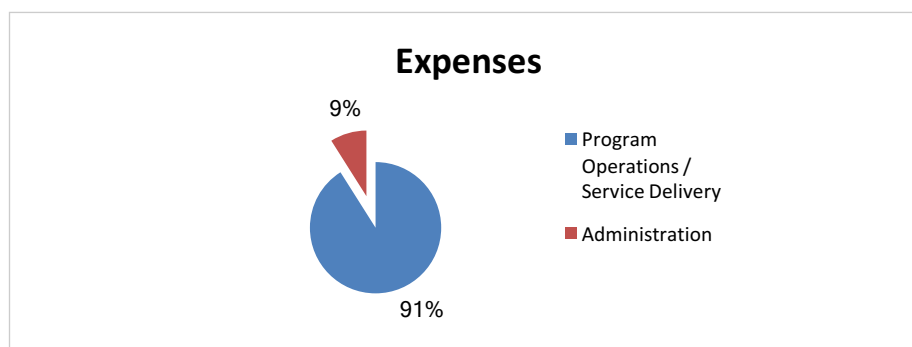
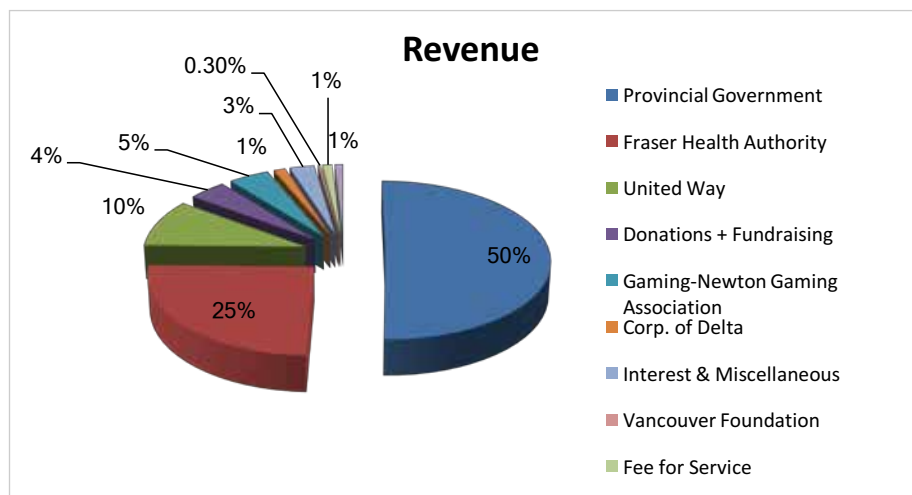
Provincial Government	1,133,411
Fraser Health Authority	558,304
United Way	218,228
Donations + Fundraising	93,488
Gaming-Newton Gaming Association	100,415
Corp. of Delta	29,000
Interest & Miscellaneous	61,103
Vancouver Foundation	6,707
Fee for Service	24,584
Flow Through Grant	20,732
TOTAL REVENUE	2,245,972

Expenses

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

DEFICIT TO EXPENSES

+51,425





Toy Depot & Christmas Hamper Projects

Every Christmas we coordinate the collection and distribution of toys and Christmas hampers for Delta families and seniors on low incomes.

I think the program is wonderful... so many wonderful, giving people who work so hard to bring happiness to people who face hardship all year. It provides us with a wonderful meal with many yummy leftovers. I get to give my son something that I can't afford and I get to see his face light up at being surprised.

-Christmas Program Client

650
Food Hampers
866
Children Received Toys
1,957
People Served

17,898

Phone Calls

1,263

I&R Inquiries

Information Services

We help guide people to the resources and supports they need both within and outside of the community.

Without services like this we would be at a loss.

-I&R Client



Community Fund

In times of need, we provide emergency assistance in the form of food and bus tickets. We also distribute donated baked bread throughout the community every week.

It is helping to provide food security to low income households (from senior, single, to large families). It allows for more wiggle room in their limited financial situations so that other essentials are less of a burden.

-Community Partner, Bread Gleaning

385
Food Bags Distributed
2,109
Bread Cases Distributed
528
People Served

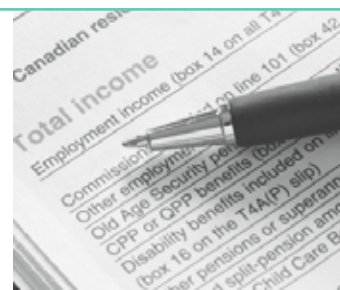
Income Tax Assistance

737
Income Tax Returns
Prepared

Our trained volunteers prepare tax returns throughout March and April for Delta residents on low income.

Volunteers are knowledgeable about tax issues and answered our questions.

-Income Tax Client



Starfish Backpack Program

Backpacks full of food are given out to elementary school children from low income families to provide food for the weekends.

15
Children Received
Backpacks Weekly
for the School Year

Daily Phone Support

13
Seniors Supported
Daily

Phone Shopping Programs

2,002
Orders Taken
77
Seniors Served

Volunteer Visitors

3
Seniors Matched
With Weekly Visitors

Lyn is a lovely lady. She calls me every week to see how I am. I have no family to take me anywhere – I depend on Deltassist so much.

-Daily Phone Support Client

These drivers are the best. So courteous and kind. Without them, the reality is I would simply not have been able to get to any of the specialist appointments I've recently attended.

-Volunteer Drive Client

Due to physical handicap, unable to do own grocery shopping (can't walk or stand for long periods) so this service has been very valuable to my quality of life.

-Phone Shop Client



Better at Home

1,649
Services Provided
to Seniors



11

Seniors Receiving
Handyman Services



79

Seniors Receiving
Light Housekeeping



587

Drives Provided
by Volunteers



26

Seniors Receiving
Yard Work Services



Substance Use Services

We provide counselling to any person who is either directly or indirectly affected by a substance misuse problem.

199

Clients Served

1,470

Services Provided

At a time when I was lost, Deltassist guided me in the right direction.

-SUS client

Suicide Prevention Program

We support children and youth who are at risk of committing suicide.

89

Clients Served

293

Services Provided



Seniors' Counselling Program

We provide short term counselling and emotional support for seniors, often in their homes.

27

Clients Served

223

Services Provided

Your methods were fantastic, I am improving a lot. Thank you so much.

-Seniors Client

Alternatives to Violence Program

We offer support to women experiencing relationship violence. We also provide counselling for adult female survivors of childhood sexual abuse.

100

Clients Served

514

Services Provided

I am very grateful for your service; I could make my own decisions and emotionally feel safe. I have learned to communicate more effectively and assertively in my family. I learned to build up my self esteem. I learned to value myself and I am confident in the decisions I make.

-AVP Client

Family Support Services

We provide counselling and educational support for parents who lack the support or experience to cope effectively.

227

Clients Served

2,419

Services Provided

I want to say thank you, my kids and myself have learnt so much about ADHD, stress management, self care etc. I feel we have a much smoother happier life.

-FSS Client

Healthy Families Program

We provide in-home treatment for families and help maintain the safety of children in the home.

35

Clients Served

715

Services Provided

Counsellor helped a lot with enhancing my parenting skills, ...and how to help my son with his emotions. My son loved the counsellor as well which was great!!

-HFP Client

Nobody's Perfect Parenting Program

We run a parenting program for parents with children from birth to five years of age.

21

Clients Served

59

Services Provided

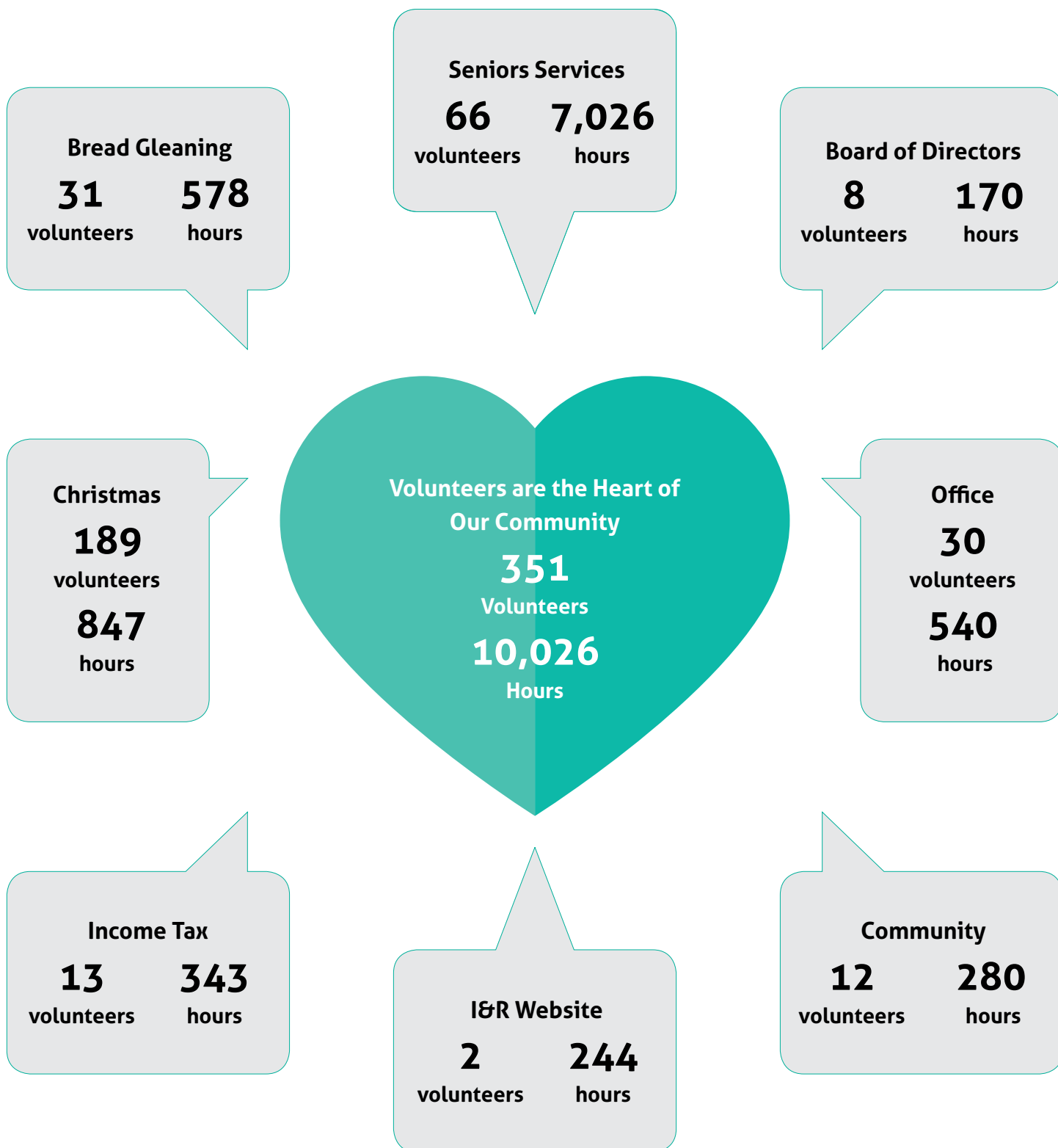


Major Donors, Funders & Community Partners



To all our donors, from the child who donated her birthday presents for our Christmas programs, to the senior who drops off her monthly \$300 cheques, thank you. Your support makes all the difference in helping us ensure that those in need in our community are taken care of. We couldn't do it without you.





I can't say enough about the quality of volunteers you have. They are cheerful, kind and courteous always. Thank you.

-Senior Phone Shopping Client

There are many ways you can support Deltassist's work in the community!

Community Fund

Sometimes residents of our community find themselves in emergency situations where help is not available elsewhere. In those times of need, they turn to Deltassist. We rely on donations from the community for non-perishable food items and gift cards to support these families.

Starfish Backpack Program

We have partnered with the North Delta Rotary Club to bring the Starfish Backpack Program to our community. The program provides elementary school aged children with backpacks full of food each weekend throughout the school year. The cost of sponsoring one child throughout the school year is \$525.

Christmas Programs

For some families in Delta, Christmas is a difficult time of year. Many families living off low incomes struggle to put food on the table, let alone provide toys for their children. At Deltassist we are committed to ensuring that no family or child goes without food or gifts over the holidays. We gratefully accept donations of non-perishable food items, gift cards, cash donations and brand new toys for children 0 to 16 years of age.

Bread Gleaning Program

Through a wonderful partnership with Monte Cristo Bakery, bread is donated on a weekly basis. Our committed volunteers pick up, package and distribute the bread to various community partners such as local libraries, schools, churches, seniors facilities and other non-profit organizations. Although the bread is donated, there is a significant cost associated with the administration of this program. We purchase all the packaging supplies and reimburse our volunteers for mileage. Whether or not you have benefited from the bread program, or are passionate about food security in our community, please consider donating to this worthy program.

Seniors Counselling Program

For the past two years, Deltassist has been running the seniors counselling program in response to needs within the community. The objective of the program is to improve the overall health of seniors in terms of their individual quality of life, including their physical, social and emotional well being. We only have a partial funding for this integral program. If you believe in supporting seniors and their well-being, please consider giving to this program.

General Donations

We always gratefully accept undesignated donations that will go to the program or service that need it most.





North Delta Office

Administration
Counselling Services
Information Services
Community Services
Young Parent Outreach Program

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

www.deltassist.com



@deltassist



@deltassistcares