



There is **HELP**,
there is **HOPE**



**Deltassist Family
and Community Services**

**Annual Report
2019-2020**

WHO WE ARE

Deltassist is an accredited nonprofit society designated from the high standards of the Council on Accreditation. Deltassist has provided continuous service to the community since 1972. We offer 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.

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.



CREDIBILITY • INTEGRITY • ACHIEVEMENT

COMMUNITY SERVICES

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 school children, 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.

SENIOR 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.



DELTASSIST'S SUCCESS THROUGH OUR AMAZING PARTNERSHIPS

Deltassist began in 1972 with a partnership of volunteers coming together to address the social service needs of Delta. Over the years the types of services and programs that Deltassist has provided have changed with emerging needs; with funding available; and with new partnerships.

I have always been so proud of the overwhelming generosity of the people who live and work in Delta. When there is a need in Delta and a capacity issue, often several agencies/community members/partners come together and come up with a way to provide the service.

Over the past year, Deltassist has maintained and increased the number of wonderful partnerships that support the services of Deltassist. From helping residents of Delta with food equity, to the many volunteers and service clubs that help with Christmas and other services, to those who write supportive letters so Deltassist can apply for grants, to those who donate their valuable time and funds, Deltassist is so appreciative and grateful for your generous support. Deltassist simply could not provide the comprehensive number of services without all of you. It is a humbling experience to be on the receiving end of this support and to have these partnerships to call upon when there is a need in the community. This is exactly why we devote pages in our annual reports to our volunteers, to our donors, to our funders, to recognize the importance of what you do, how you support Delta, Deltassist, and how much your support means.



JULIE CHADWICK
EXECUTIVE DIRECTOR

When flowers and plants from our community garden were taken, the same day a local company came to donate flowers and plants, when we put out an ask for diapers or food items for our emergency supply program, food and diapers come in droves, when we put out an ask for volunteers to help Deltassist provide a much needed service, the calls come in. This giving of self so defines Delta as a community that is always there to lend a hand when someone is struggling.

Deltassist partners with many secondary educational institutions to provide a Masters Counselling intern practicum program. Masters Counselling Interns who have completed all of their courses are trained and supervised at Deltassist to provide free generalized counselling to the residents of Delta. This is such an important program for the community and for the students to not only complete an educational requirement, but also to learn about non-profits, the people who utilize these services, and to provide much needed counselling to our community.

With regards to food equity; Deltassist has expanded our community garden and partners with volunteers

EXECUTIVE DIRECTOR



and Earthwise, an agency that is likeminded with regards to food security and shares the value of helping address food security for the community. Our "Paradise In Our Parking Lot" started with only a few planting beds and now we have more than twenty. Currently we are providing the North Delta Food bank with individual bags of produce. Our community garden not only provides food, but also social connection for our wonderful volunteer gardeners, and a quiet space to recharge. 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 in our busy lives. Other fantastic community partners are MonteCristo Bakery who donates boxes of bread to Deltassist for distribution around all of Delta, Real Canadian Superstore who provides Deltassist with fresh produce to give out at both of its offices, and 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 great example of partnering with the community to address food equity is the Starfish Backpack Program. The North Delta Rotary in partnership with Deltassist provides 71 backpacks every week during the school year to 160 children and their families in Delta schools so that kids have food to eat over the weekend.

In order to fund emergent needs for services, Deltassist has been engaging in third party fundraising. Deltassist has been so fortunate to have such generous community partners to help facilitate Deltassist's ability to meet community needs without having existing funding. We are very grateful to all

of our community partners for their passion and commitment for addressing social justice needs in Delta.

Without all of these partnerships, Deltassist could not provide the depth and breadth of services to the citizens of Delta. It is an amazing and unique phenomena to have the good fortune to work in a community that supports and believes in having social services to assist its citizens. To really appreciate the breadth of support that Deltassist has from its partners, please see our pages of volunteer hours, donors, and funders in this annual report.

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 the people of Delta. Deltassist has been able to grow through our amazing partnerships and this will hold us in good stead going through a challenging year ahead. If you have any ideas regarding meeting community needs through partnership, we would love to hear from you.

I also wanted to thank the staff, the volunteers, and the Board of Deltassist for their dedication, their commitment to the people we serve and their immense caring for our community. When we stand together, we can achieve wonderful things and we hold hope for those in our community that face challenges on a daily basis.

JULIE CHADWICK
Executive Director, Deltassist

BOARD OF DIRECTORS



ROD BINDER
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MONA GOSWAMI POWELL
Secretary



BRAD SHERWIN
Director



MAURICE BOUCHARD
Director



GARTH CUTHBERT
Director



DALBIR SINGH MEHTA
Director



ELAINE GREGGAIN
Director



PAROMITA NAIDU
Director



A MESSAGE FROM THE PRESIDENT

This past year has been like one we have never seen before. We have seen the growing impact Deltassist has on our community throughout

all the hardships and problems encountered by all. Deltassist is thankful for the support from the City of Delta and the Mayor in addition to the many organizations around us. We also would not be where we are throughout this pandemic were it not for the work of our Executive Director, staff and volunteers. I am so honoured and thankful that I could be part of this organization at a time when people rely more and more on help from others. This year we struggle to have meetings and with new ways of serving. Our Annual General Meeting is one of these situations as we rely on holding meetings in a way that we have never before.

I am looking forward to serving you throughout the coming years and in the hope that this Covid 19 Pandemic comes to an end sooner than later. May you all stay safe and healthy.

JOHANN ACKERMANN

President, Deltassist Board of Directors



L to R: Brad Sherwin, Rod Binder, Julie Chadwick and Johann Ackermann

OUR IMPACT



VOLUNTEER SUPPORT

190

CHRISTMAS VOLUNTEERS
HOURS WORKED - 839.5

12

INCOME TAX VOLUNTEERS
HOURS WORKED - 252.75

3

OFFICE VOLUNTEERS
HOURS WORKED - 124.75

65

SENIOR SERVICE VOLUNTEERS
HOURS WORKED - 7061.05

33

COMMUNITY VOLUNTEERS
HOURS WORKED - 132

20

BREAD GLEANING VOLUNTEERS
HOURS WORKED - 846.75

1

INFORMATION & REFERRAL
VOLUNTEER
HOURS WORKED - 149





COMMUNITY SERVICES

1941

PEOPLE
SERVED

14804

PHONE CALLS
RECEIVED

872

CHILDREN
RECEIVED TOYS

2505

CASES OF BREAD
DISTRIBUTED

437

EMERGENCY
FOOD BAGS

573

FOOD
HAMPERS

590

INCOME TAX
RETURNS PREPARED

912

INFORMATION &
REFERRAL INQUIRIES

STARFISH PROGRAM

71

BACKPACKS WEEKLY

160

CHILDREN SERVED

SENIORS SERVICES

11

SENIORS SUPPORTED BY
DAILY PHONE CALLS

167

SENIORS RECEIVING LIGHT
HOUSEKEEPING

155

SENIORS RECEIVING
VOLUNTEER DRIVES

1739

BETTER AT HOME SERVICES
PROVIDED TO SENIORS

17

SENIORS RECEIVING
YARD WORK SERVICES

1863

PHONE SHOPPING
ORDERS TAKEN

714

DRIVES PROVIDED BY
VOLUNTEERS



COUNSELLING PROGRAMS

Senior Counselling Program

39 / 356

Clients Served / Services Provided

Healthy Families Program

47 / 550

Clients Served / Services Provided

Family Support Services

315 / 3846

Clients Served / Services Provided

Nobody's Perfect Parenting Program

22 / 36

Clients Served / Services Provided

Substance Use Services

930 / 1632

Clients Served / Services Provided

Alternatives to Violence Programs

383 / 1084

Clients Served / Services Provided

Suicide Prevention Program

295 / 425

Clients Served / Services Provided

Healthy Relationship Program

48 / 576

Clients Served / Services Provided



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

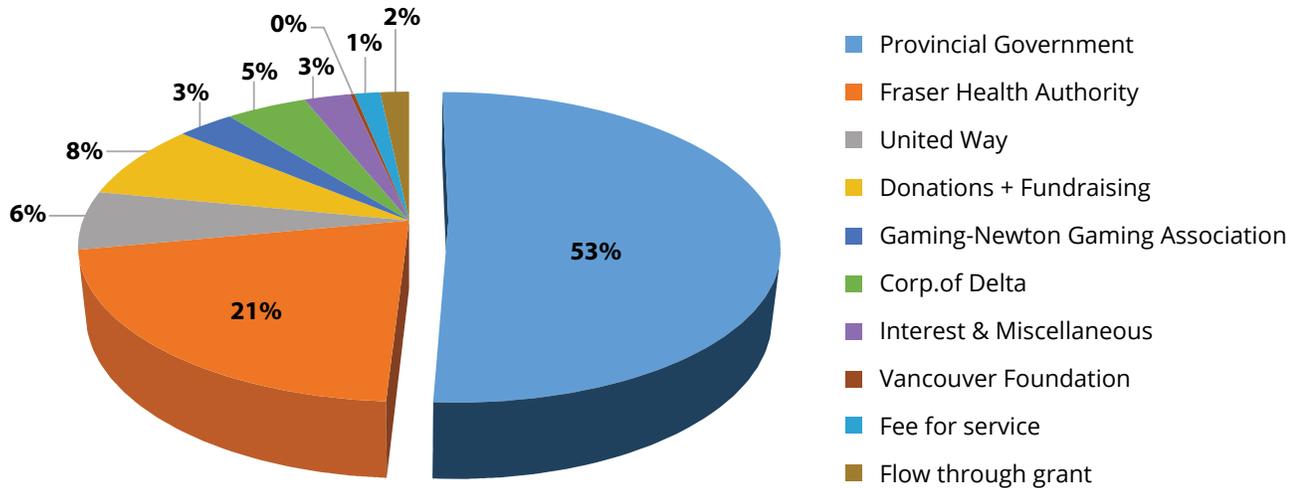
COUNSELLING PROGRAM CLIENT

FINANCIALS

APRIL 1, 2019 - MARCH 31, 2020



SUMMARY FINANCIAL STATEMENT (UNAUDITED)



\$2,987,800

Revenue

Provincial Government	1,521,855
Fraser Health Authority	629,105
United Way	183,025
Donations + Fundraising	235,649
Gaming-Newton Gaming Association	98,066
Corp.of Delta	139,000
Interest & Miscellaneous	79,914
Vancouver Foundation	7,636
Fee for service	43,973
Flow through grant	49,577

TOTAL REVENUE 2,987,800

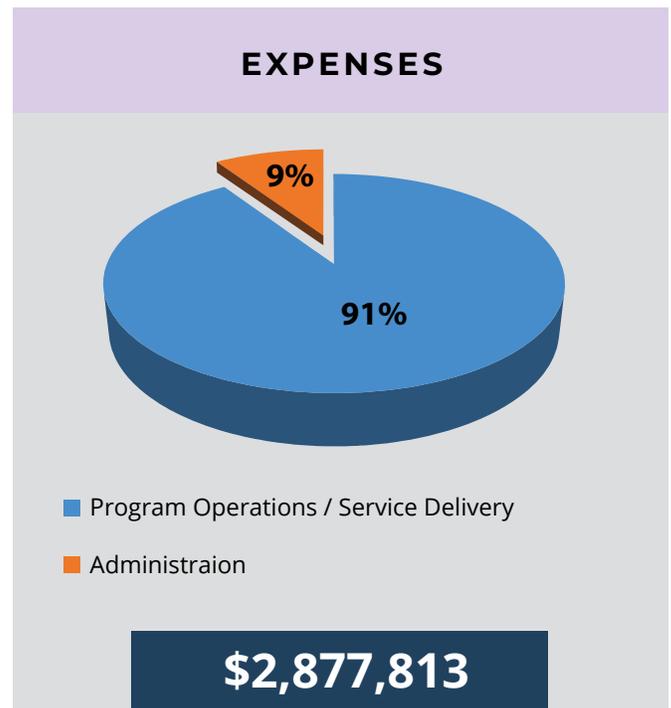
Expenses

Program Operations / Service Delivery	2,628,973
Administration	248,840

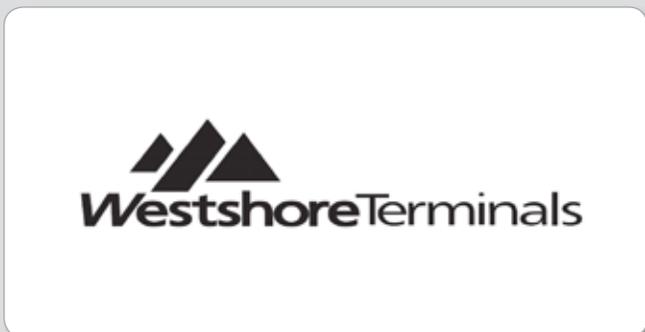
TOTAL EXPENSES 2,877,813

DEFICIT TO EXPENSES + 109,987

INCLUDES A DONATION OF (84,107)



CORPORATE DONORS



CORPORATE DONORS



FUNDERS



Ministry of
Public Safety and
Solicitor General



Ministry of Children
and Family Development

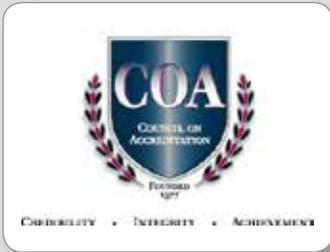
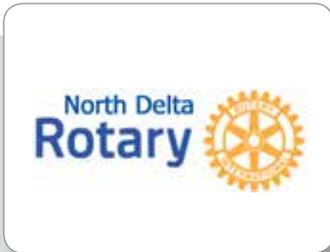


Gaming Policy and Enforcement Branch



United Way
of the Lower Mainland

COMMUNITY PARTNERS



A YEAR IN REVIEW



The Delview School "Thanks for Giving" Event



North Delta Reporter Readers' Choice Awards 2019, Deltassist Winning gold in Local charity and Winning gold in Non Profit



Deltassist 2019 AGM



Advantage Home Team Pumpkin Event



Deltassist Garden Party



Four Winds, Winded Event, Proceeds to Deltassist



2019 Toy Depot



2019 Toy Depot

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 2019-2020 year there were 71 backpacks and 160 children fed each week in the Delta 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

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 71 backpacks in 6 schools and also support young siblings of school children, bringing our total to 160 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.



Starfish Back pack Gala 2019

Don Pateman, President of the North Delta Rotary, Mayor George Harvie, Emily Flett of Deltassist and Lorraine Yates of Deltassist.

PARADISE IN THE PARKING LOT

DELTASSIST'S COMMUNITY GARDEN

2019 was our first year of planting, growing, harvesting and sharing produce from our community garden. It was a year of learning what would grow best in our location, finding volunteers committed to the garden as it needed daily tending, and developing a suitable distribution process. We really hit pay-dirt with our volunteers, they worked daily on making the garden a place to be proud of. We also learned that we need a better means to distribute the harvest and we also experimented on crops, weeding out the poor performers and putting our efforts into the keepers.

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



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 raise the funding for this garden to be built.



NOTES & QUESTIONS





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