

Seniors' Services Handbook

604.946.9526

Deltassist Seniors' Programs

Seniors Information Services

Phone Support

Deltassist/Safeway Phone Shop

Deltassist/Save-On-Foods Phone Shop

Volunteer Driving

Volunteer Visitor

Better At Home

Seniors Counselling Services

Ladner Office

4891 Delta Street
Delta, BC V4K 2T9

Tel: 604-946-9526

Fax: 604-946-7727

North Delta Office

9097 120th Street
Delta, BC V4C 6R7

Tel: 604-594-3455

Fax: 604-594-3496

E-mail: inquiry@deltaassist.com

Website: www.deltaassist.com



General Information

If you are a senior and you need services and are not sure who to call for help please call the Deltassist Seniors' Office at 604-946-9526 and we will refer you to programs that will assist you.

This directory is intended as a resource guide only.

If you do not have use for this resource guide, please give it to someone who does, or return it to either Deltassist Office:

Ladner: 4891 Delta Street

North Delta: 9097 Scott Road

Deltassist Family & Community Services does not make any specific recommendations.

This information is current as of June 2015

Deltassist
FAMILY & COMMUNITY SERVICES

We are here to help you
maintain your independence.

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Our Mission

To respond to the community needs 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.

Our Values

We are committed to promoting and developing community well being.

We are committed to the promotion and development of healthy families.

We are committed to the promotion and development of healthy lifestyles and relationships that are free from coercion and/or violence.

We believe that all individuals have the capacity to make changes in order to maintain or improve the quality of their lives.

We believe that both volunteers & professionals are essential to providing effective, high-quality and cost-efficient services.

We are committed to providing services in a safe, supportive and friendly environment.

We are committed to adhering to the highest standards of ethics and integrity.

Emergency Services

Police, Fire, Ambulance	911
BC Hydro (Power Outages)	1-888-769-3766
Fortis BC (Emergency Only)	1-800-663-9911
Fortis BC (Customer Service)	1-888-224-2710
Telus Residential Services-Customer care	604-310-2255

CRISIS CENTRES:

Chimo Crisis Line (Ladner/Tsaw)	604-279-7070
Fraser Health Crisis (N Delta) (Or Toll Free #)	604-951-8855 1-877-820-7444
Seniors Distress Line	604-872-1234
Fraser Health (Suicide Threats)	1-800-784-2433
Acute Mental Health Emergencies	604-310-6789
Emergency Coordination Centre for BC (To report flood and landslides)	1-800-663-3456
Poison Control	604-682-5050
ICBC Dial-A-Claim	604-520-8222

Non-Emergency Services

Police - Non Emergency Line	604-946-4411
Fire - Non Emergency Line	604-946-8541
Ambulance - Province wide	604-872-5151
Health Link BC	811

COMMUNITY POLICE STATIONS:

Ladner	604-940-4411
Tsawwassen	604-948-0199
North Delta	604-599-7280
Crime Stoppers/TIPS	1-800-222-8477
Delta Police Victim Services	604-940-5019

General Inquiries

BC 211 (Community/Social/Government)	211
Deltassist Senior Services Info.	604-946-9526
Delta Municipal Hall	604-946-4141
Delta Engineering Dept.	604-946-3260

Counseling Services

Alcohol & Drug Info & Referral Line	604-660-9382
BC Assoc. of Clinical Counsellors	1-800-909-6303
BC Psychological Association	1-800-730-0522
BC Problem Gambling Help Line	1-888-795-6111
Credit Counselling Society	604-527-8999
Deltassist Alternatives to Violence	604-594-3455
Deltassist Substance Abuse Counselling	604-594-3455
Deltassist Youth Suicide Prevention	604-594-3455
Delta Hospice Supportive Care	604-948-0660
Irene Thomas Hospice Residence	604-948-4828

DELTA MENTAL HEALTH AND ADDICTION SERVICES:

North Delta	604-592-3700
South Delta	604-948-7010

Living Through Loss Counselling	604-873-5013
Seniors Distress Line	604-872-1234
Suicide Bereavement Counselling	604-675-3985

Support Services

Alzheimer Society (North Delta) -----	604-541-0606
Alzheimer Society (South Delta) -----	604-238-7390
Arthritis Society Info. Line -----	604-875-5051
BC Centre For Elder Advocacy & Support -----	604-437-1940
Canadian Cancer Info. Line -----	1-888-939-3333
Canadian Celiac Assoc. -----	604-736-2229
Canadian Diabetes Association -----	604-732-1331
Canadian Mental Health (Delta) -----	604-943-1878
Caregivers Network (Surrey/N Delta) -	604-686-3793
CNIB -----	604-431-2121
Delta Caregivers Education & Support Network South Delta (Laurie) -----	604-943-3921
Dementia Helpline -----	604-681-8651
Hemochromatosis Society -----	604-279-7135
Osteoporosis Information -----	1-800-463-6842
Parkinson Society of BC -----	604-662-3240
South Delta Stroke Recovery Club --	604-946-2731
Sources Women's Place -----	604-536-9611
Surrey Women's Centre Society ----	604-583-1295

Food & Nutrition Services

Batch.food www.batchfood.com ---	778-882-7214
Better Than Home Meals -----	604-800-3759
Better Meals -----	604-299-1877
Dietician Services at Health Link BC -----	811

MEALS ON WHEELS:

Ladner/Tsawwassen -----	604-946-9526
North Delta/Surrey -----	778-590-1433

FOOD BANKS:

Ladner/Tsawwassen -----	604-946-1967
North Delta/Surrey -----	604-581-5443

SHOPPING PROGRAMS

Deltassist Phone Shopping Programs:

Safeway (N Delta Tuesday morning) ----	604-946-9526
Save-On-Foods (Lad/Tsaw Wed. morning) -----	604-946-9526

McKee/Save-On-Foods

Shopping for Seniors -----	604-946-1411
(Mondays 9:30am - 11:00am)	

THRIFTY FOODS - SENDIAL

Wed/Thurs 8:30am - 11:30am -----	1-800-667-8280
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Funeral Planning

FamilySide Funeral Pre-Planning - **1-888-579-2233**

Funeral Service Association of BC - **1-800-665-3899**



Government Services

HealthLink BC ----- **1-800-465-4911**

Canada Revenue Agency ----- **1-800-959-8281**

Charities Client Assistance (CRA) -- **1-800-267-2384**

Government of Canada ----- **1-800-622-6232**

(Provides information and referral service
for Federal Government programs)

Service BC ----- **604-660-2421**

(Provides information about services and
programs offered by the Government of BC)

GOVERNMENT REPRESENTATIVES:

Kerry-Lynne Findlay(MP-Rich./S.Delta) - **604-940-8040**

Jinny Sims (MP-Newton/N. Delta) ----- **604-598-2200**

Scott Hamilton (MLA - Delta N.) ----- **604-597-1488**

Vicki Huntington (MLA - Delta S) ----- **604-940-7924**

Office of the Ombudsman ----- **1-800-567-3247**

Office of the Public Trustee ----- **604-660-4444**

(The Public Guardian and Trustee of BC helps to
manage the finances and protect the legal rights
of people who cannot do so themselves)

Office of the Seniors Advocate ---- **1-877-952-3181**

Veterans Affairs ----- **1-866-522-2122**



Medical Equipment

RED CROSS MEDICAL EQUIPMENT LOANS (MELS):

Richmond MELS ----- **604-270-4224 ext 3**
101 - 3850 Jacombs Avenue, Richmond

Surrey MELS ----- **604-930-9049**
109-14727 108th Ave., Surrey

White Rock MELS ----- **604-536-7911**
16 - 1480 Foster Street, White Rock

Royal Canadian Legion ----- **604-946-4611**
4896 Delta Street, Ladner

Royal Canadian Legion ----- **604-943-0232**
22-1835 56th Street, Tsawwassen

Crossroads Mobility Solutions ----- **778-395-2221**

RENTAL EQUIPMENT:

Harvest Drive Pharmacy ----- **604-946-5220**
(100-4515 Harvest Drive (Ladner))

Marks Pharmacy ----- **604-596-1774**
(8035 120th Street (North Delta))

Steveston Bicycle & Mobility Shop --- **604-271-5544**
Electric Scooters/Walkers/Wheelchairs--New & Used
Pick up and delivery in Ladner and Tsawwassen



Health & Wellness

BC Health Insurance & Pharmacare -- **604-683-7151**

Health Link BC (Nurse/Pharmacist/Dietitian) ----- **811**
(HealthLinkBC.ca)

DENTAL SERVICES:

BC Dental Association ----- **604-736-7202**

Mobile Dentist ----- **604-684-1742**

Dr. Latis (call out charge + cost of procedure)

UBC Dental Clinic ----- **604-822-2112**

VCC Dental Hygienic Clinic (Sep-May) -- **604-443-8499**

VCC Denture Clinic (Sept-May) ----- **604-443-8500**

HEALTH UNITS:

N Delta: 11245 84th Ave ----- **604-507-5400**

S Delta: 4470 Clarence Taylor Cr ---- **604-952-3550**

HEARING:

Connect Hearing (Tsaw) ----- **604-948-2821**

Expert Hearing Solutions (Ladner) --- **604-940-3233**

Expert Hearing Solutions (ND) ----- **778-593-0202**

Precision Hearing (Ladner) ----- **604-946-7912**

HOSPITALS:

Delta Hospital ----- **604-946-1121**

Peace Arch Hospital ----- **604-531-5512**

Richmond Hospital ----- **604-278-9711**

Royal Columbian Hospital ----- **604-520-4253**

Jim Pattison Outpatient Centre (Sry) - **604-582-4550**

Vancouver General Hospital ----- **604-875-4111**

St. Paul's Hospital ----- **604-682-2344**

Surrey Memorial Hospital ----- **604-581-2211**

Fraser Valley Cancer Centre (Surrey) **604-585-5584**

Vancouver Cancer Centre ----- **604-877-6000**

PHYSIOTHERAPY:

Physio2U ----- **778-846-7695**

University of Victoria - Chronic Disease Programs:

www.selfmanagementbc.ca ----- **604-940-1273**

Western Institute for the Deaf ----- **604-736-7391**



Adult Day Centres

Come Share Day Program ----- **604-599-0034**

Come Share Seniors Support Services - **604-531-9400**

Crossroads Adult Daycare (Deltaview) -- **604-596-8825**

KinVillage Adult Day Centre (Ext. 237) -- **604-943-0155**

www.adultdaycentres.org



Home Support & Personal Care

FOOT CARE:

Dr. Scott Russel (5132 Ladner Trunk Rd) ----- **604-940-0917**
 Dr. Alice Wang (103-4515 Harvest Dr, Ladner) ----- **604-940-8377**
 Dr. Tom Troy (#218-1077 56th Street, Tsaw) ----- **604-943-0188**

MOBILE FOOT CARE:

Feet First Foot Care - Sara ----- **604-360-8767**
 Genteel Therapeutic Foot Care ----- **604-992-4081**
 Healthy Feet - Sandra Tetrault RN -- **604-839-0661**
 Therapeutic Foot Care ----- **604-908-5311**
 Sole Relief Foot Care - Wendy ----- **604-240-3056**
 Solely Feet Foot Care ----- **604-837-9938**

FRASER HEALTH - HOME HEALTH CARE:

Home Health Service Line ----- **1-855-412-2121**
 North Delta and Newton ----- **604-953-4950**
 South Delta ----- **604-952-3552**

HOME SUPPORT AGENCIES-DELTA:

(may also provide transportation services)

Angels There for You ----- **604-271-4427**
 At Your Service ----- **604-809-9908**
 Bayshore Home Health ----- **604-531-6111**
 Canadian In-Home Care ----- **604-440-3331**
 Cherry Blossom ----- **778-834-7860**
 Classic Caregivers ----- **604-534-5663**
 Comfort Keepers ----- **604-541-8654**
 Cornerstone (N. Delta/Ladner) ----- **604-514-1476**
 Home Care Assistance ----- **604-912-0253**

Home Instead ----- **604-541-3386**
 Honey Do Lifestyle Assistant ----- **604-809-7605**
 Mhels Seniors Services ----- **604-367-5117**
 Nurse Next Door ----- **604-595-1680**
 PacifiCare at Home Services ----- **604-535-0638**
 Paramed Home Health ----- **604-580-6220**
 Susan's Nannies (Children & Seniors) --- **604-779-8579**
 We Care Home Health (Ladner/Tsaw) - **604-264-9003**
 We Care Home Health (N. Delta) ----- **604-596-0772**

Lifeline (Medical Alarm Service) ----- **604-946-1121**
Extension: 783268

Senior Support Services (Surrey) ----- **604-531-9400**
 (Community Support & lunches)

MOBILE HAIR CARE:

Dolores' Place (Ladner/Tsawwassen) -- **604-943-7880**
 Donna (ND) Mani/pedi's ----- **604-543-3772**
 Have Comb (Will Travel) ----- **604-940-9110**
 Monika ----- **604-290-6932**
 Penny ----- **604-946-8187**
 Sheryl ----- **604-946-2933**

SPECIALIZED CLOTHING ITEMS:

Bare Basics Bras: Richmond ----- **604-271-5330**
 Vancouver ----- **604-224-3777**
 Debra Lynn Creations ----- **604-596-5320**
 (www.debralynncreations.ca)



Home Services

Better at Home (Yardwork/Handyman) - **604-946-9526**

Home Adaptations for Independence (HAFI)

Program Combined Provincial & Federal

program (www.bchousing.org/HAFI) ----- **604-433-2218**

Shell Busey - Referral ----- **604-542-2236**

(www.housesmartcentre.com)

Senior Repair Service ----- **604-529-1100**

(Will do small home repairs and renovations for seniors 55 yrs + and the disabled)

Snow Angel Program Corp. of Delta -

Snow shoveling for seniors. North Delta **604-594-2717**

South Delta **604-946-1411**

Solutions Organizing Simple ----- **604-538-3240**



Housing

BC Housing ----- **604-433-2218**

Affordable Housing Societies ----- **604-940-2774**

(Non Profit - Ladner Branch)

Golden Transitions ----- **604-240-8085**

(Free Housing Advice)

Good Riddance Relocation Services **604-421-5952**

Home to Home Advisory Service --- **604-739-8080**

(advice on seniors housing & move assistance - free service)

Residential Tenancy Branch (Disputes) - **604-660-1020**

SAFER (Shelter Aid for Elderly Renters) ----- **604-433-2218**

(Financial assistance for renters 60+ paying more than 30% of their total income towards rent toll free 1-800-257-7756)

Savvy Seniors Housing Solutions --- **604-940-8090**

(www.savvyseniorshousing.com customized housing advice—fee for service)



Seniors Housing

Seniors Services Society Seniors Housing Info.

Also includes program for homeless seniors

(www.seniorsservicesociety.ca) ----- **604-520-6621**

EXTENDED CARE FACILITIES:

Delta Lodge (45+ with Mental Disability) (ND) - **604-951-9415**

Delta View Life Enrichment Centre - **604-501-6700**

(+ respite care) (East Delta)

Delta View Habilitation Centre ----- **604-596-8842**

Mountain View Manor (Ladner) ----- **604-946-1121**

Westshore Laylum (Ladner) ----- **604-946-2822**

Northcrest Care (North Delta) ----- **604-597-7878**

KinVillage Care Facility (Tsaw) (ex. 221) -- **604-943-0155**

ASSISTED LIVING/SUPPORTIVE LIVING:

Augustine House (Ladner) ----- **604-940-6005**

Columbus Lodge (North Delta) ----- **604-597-3322**

Abbeyfield (St. David's) (Tsaw) ----- **604-943-2007**

KinVillage Assisted & Supp. (ex. 402) - **604-943-4805**

The Waterford (Tsaw) ----- **604-943-5954**

(Supportive Living +Respite Care)

INDEPENDENT LIVING:

Evergreen Court/Plaza (Ladner) ----- **604-940-2774**

Marina Park (Ladner) ----- **604-946-8288**

Scott Road Lodge (North Delta) ----- **604-591-1321**

Strawberry Hill Manor (North Delta) -- **604-596-0066**

White Birch Manor (North Delta) ----- **604-590-5755**

KinVillage Apartments (Tsaw) (ex. 402) -- **604-943-4805**

WOMEN'S TRANSITION HOUSE:

Ama House ----- **604-542-5992**

(For women 55+ fleeing domestic violence)



Income Tax & Pension Information

Canada Revenue Agency
(Income Tax General Inquiries) ----- **1-800-267-6999**

DELTA ASSIST INCOME TAX PROGRAM:
(March–April–for Low Income Residents only)

North Delta ----- **604-594-3455**

Ladner & Tsaw ----- **604-946-9526**

SERVICE CANADA:
(Old Age Security, Guaranteed Income Supplement, Canada Pension Plan, Disability pensions) ----- **1-800-277-9914**



Legal Services

Access Justice Hotline ----- **604-878-7400**

BC Centre (For Elder Advocacy & Support) - **604-437-1940**

Dial A Law ----- **604-687-4680**

Lawyer Referral ----- **604-687-3221**

(Up to 30 minute consultation with a lawyer for \$25 plus tax)

Legal Aid (Richmond) ----- **604-408-2172**

Legal Aid (Surrey) ----- **604-585-6595**

Nidus ----- **604-408-7414**

(Personal Planning Resource Centre & Registry)



Education

ElderCollege ----- **604-943-0262**

5410 10th Ave, Delta, V4M 3X8

ElderCollege is a KinVillage Initiative

eldercollegedelta@kinvillage.org

Delta Continuing Education ----- **604-940-5550**



Lost Identification

Police (non-emergency) ----- **604-946-4411**
(Obtain a file number to report stolen cards)

Birth Certificate (BC) ----- **1-250-952-2681**

Blue Cross ID Card ----- **604-419-2000**

Canada Border Services Agency -- **1-800-461-9999**

Anti Fraud Line ----- **1-888-495-8501**

Credit Cards:

Visa ----- **1-800-847-2911**

MasterCard ----- **1-800-622-7747**

Debit Cards ----- **(Contact your Bank)**

ICBC Customer Contact ----- **604-661-2800**

Health Insurance BC (MSP) ----- **604-683-7151**

Pharmacare ----- **604-683-7151**

Nexus Pass ----- **1-866-639-8726**

Social Insurance Card ----- **1-800-206-7218**
Press 3

Consumer Credit Report Information:

Equifax Canada ----- **1-800-465-7166**

Trans Union Canada ----- **1-866-525-0262**



Recreation

DELTA ARTS COUNCIL:

North Delta and South Delta ----- **604-596-1025**
 Surrey Arts Centre ----- **604-501-5566**
 Delta Museum & Archives ----- **604-946-9322**

DELTA PARKS & RECREATION:

Registration ----- **604-952-3000**

Ladner Community Centre/Kin House/McKee House:

Office ----- **604-946-9226**
 Facility Rental Information ----- **604-946-3308**
 Pinewood Leisure Centre ----- **604-952-3080**
 Sunbury Hall Rental Inquiries ----- **604-952-3061**
 Harris Barn Rental Inquiries ----- **604-952-3062**

LEISURE CENTRES:

Ladner Leisure Centre ----- **604-946-3310**
 North Delta Rec Centre ----- **604-952-3045**
 South Delta Rec Centre ----- **604-952-3020**
 Sungod ----- **604-952-3075**
 Winskill ----- **604-952-3005**

(Leisure Access Assistance Program - pick up an
 Application form at any Delta Recreation Centre
 General Admission/Facility Access free to seniors 85+)

LIBRARIES:

Ladner Pioneer Library ----- **604-946-6215**
 (4683 51st Street)
 George Mackie Library (N. Delta) ----- **604-594-8155**
 (8440 112th Street)
 Tsawwassen Library ----- **604-943-2271**
 (1321A 56th Street (behind the Mall))

Fraser Valley Regional Library ----- **1-888-668-4141**
 (Home Library Service for those not able to
 access the library Hours 8:30am - 4:30pm)

SENIOR'S RECREATION:

Ladner: McKee Seniors ----- **604-946-1411**
 North Delta: Kennedy Seniors ----- **604-594-2717**
 Tsawwassen: KinVillage ----- **604-943-0225**

SENIOR'S RECREATION - SURREY:

Newton Seniors Centre ----- **604-501-5010**
 Cloverdale Recreation Centre ----- **604-598-7960**

SENIOR'S RECREATION - RICHMOND:

Minoru Place Activity Centre ----- **604-238-8450**



Transportation

BC Ferries (recorded message) ----- **1-888-223-3779**

BC Bus Pass Program ----- **1-866-866-0800**

Seniors on a limited income may purchase an annual bus pass for unlimited travel throughout Metro Vancouver

TransLink (Bus & Skytrain info) ----- **604-953-3333**

Drivers' Licencing (ICBC) ----- **1-800-950-1498**

Driving Miss Daisy (fee - Ladner/Tsaw) -- **778-886-3939**

Delta Dawn Support Services ----- **604-603-6849**

Handicapped Parking Decals:

SPARC ----- **604-718-7744**

Richmond Centre for Disability ----- **604-232-2404**

HANDYDART & TAXI SAVERS:

Registration (through Access Transit) **604-452-2860**

Booking or Cancelling a Ride ----- **604-575-6600**

(Press 1 for Booking then Press 1 for Delta)

Consumer Advocacy Manager ----- **778-772-4431**

(For HandyDART issues and complaints)

Hospital Transfer (SN Transport) (fee) - **1-800-768-0044**

Deltassist Volunteer Drive Program (fee) - **604-946-9526**

North Delta Seniors Bus ----- **604-353-6305**



Deltassist Program Information

SENIORS' SERVICES:

Better At Home ----- **604-946-9526**

Light housekeeping, basic yard work, and handy man services are available to seniors in Delta.

This program is funded by the Province of British Columbia and managed by the United Way of the Lower Mainland. Fees for service are on a sliding scale based on income, which may include free services for low income seniors.

Better at Home Drive Program ----- **604-946-9526**

Volunteer Drive Program is for seniors who do not have any other means of transportation (HandyDART, friends or family) to take them to medical appointments. There is a cost for this service based on the distance of the trip and subsidy level. Parking fees are the responsibility of the senior.

Deltassist Seniors' Office ----- **604-946-9526**

Provides up to date information and/or referrals on a wide variety of community and social services together with specialized knowledge of local services and resources.

Seniors' Phone Support ----- **604-946-9526**

A daily social phone call to seniors and persons with special needs Monday - Friday between 9:00am and 3:00pm. Intake is required.

Volunteer Visitors ----- **604-946-9526**

Volunteer visitors provide companionship and friendship for seniors who live in Delta. Intake is required.

**Deltassist Family & Community
Services Would Like To Thank:**

**THE ROYAL CANADIAN LEGION
LADNER BRANCH NO. 61
4896 Delta Street
604-946-4611**



The Delta Community Foundation
The Delta Foundation is here to help you create a
lasting legacy that will forever benefit the
community of Delta.

www.deltacommunityfoundation.org
604-710-3363



and

The estate of Elma Von Blume

For their generous financial support for the
printing of this Seniors' services handbook