

DELTASSIST SENIORS' PROGRAMS

Seniors Information Services
Phone Support
Deltassist/Safeway Phone Shop
Deltassist/Save-On-Foods Phone Shop
Volunteer Driving
Volunteer Visiting
Better At Home
Seniors Counselling Services

WE ARE LOCATED AT:

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



A United Way Community Partner

SENIORS' SERVICES HANDBOOK

604-946-9526



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.

**We are here to help you
maintain your independence**

This directory is intended as a resource guide only.

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

**This information is current as of
April 2016**

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.

604-710-3363

www.deltacommunityfoundation.org



**For their generous financial support for the printing
of this Seniors Services Handbook**

IMPORTANT NUMBERS

Family Physician: _____

Local Pharmacist: _____

DELTASSIST FAMILY & COMMUNITY SERVICES

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 and 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

TABLE OF CONTENTS

Adult Day Centres.....	7
Counselling Services	2-3
Deltassist Program Information.....	20-21
Education.....	18
Emergency Services.....	1
Food and Nutrition Services.....	4-5
Funeral Planning.....	5
General Inquiries	2
Government Services	5-6
Health and Wellness.....	6-7
Home Services (Repair/Moving).....	11
Home Support & Personal Care.....	8-10
Housing Services Information	11-12
Housing Information - Seniors.....	12-13
Income Tax & Pension Information.....	14
Legal Services	14
Lost Identification.....	19
Medical Equipment	8
Non-Emergency Numbers	1-2
Recreation/Libraries.....	15-17
Support Services	3-4
Transportation.....	17-18

Volunteer Visitors 604-946-9526

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

Deltassist Phone Shopping Program

To register call 604-946-9526

Volunteers will take your order every Tuesday (ND) at Safeway and every Wednesday at Save-On-Foods (Ladner & Tsaw) 8:30 am - 10:00am. Groceries are delivered free of charge (with a minimum order of \$35). Registration is required.

Seniors Counselling Services..... 604-594-3455

Deltassist offers professional, short-term counselling for seniors looking for support, as well as information for families who have concerns about their aging loved ones. Call for more information or see our website at www.deltaassist.com

OTHER SERVICES:

Counselling Services..... 604-594-3455

Professional counsellors work with clients at flexible times and locations. Weekend and evening appointments are available. Counselling programs are free of charge.

Emergency Food

North Delta.....604-594-3455

Ladner.....604-946-9526

Assistance with food on a one time, emergency basis only.

DELTASSIST PROGRAM INFORMATION

SENIORS' SERVICES:

Better At Home.....604-946-9526

Light housekeeping, basic yard work, and handyman 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

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

EMERGENCY SERVICES

Police, Fire, Ambulance911
BC Hydro - Power Outages & Emergencies
..... 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..... 310-2255

Crisis Centres:

Chimo Crisis Line - Ladner/Tsaw 604-279-7070
Fraser Health Crisis - N Delta..... 604-951-8855
Or Toll Free # 1-877-820-7444

Seniors Distress Line 604-872-1234
Fraser Health - Suicide Threats 1-800-784-2433
Acute Mental Health Emergencies..... 310-6789
Earthquake/Flood/Landslides..... 1-800-663-3456
Poison Control 604-682-5050
ICBC Dial-A-Claim 604-520-8222

NON-EMERGENCY NUMBERS

Police - Non Emergency Line.....604-946-4411
Fire - Non Emergency Line 604-946-8541
Ambulance - Province wide 604-872-5151
Health Link BC.....811
Information Services211

NON-EMERGENCY NUMBERS

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 Information..... 604-946-9526

Delta Municipal Hall 604-946-4141

Delta Engineering Dept. 604-946-3260

COUNSELLING SERVICES

Alcohol & Drug Info & Referral Line 604-660-9382

BC Association 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

LOST IDENTIFICATION

Police (non-emergency).....604-946-4411

Obtain a file number to report stolen cards

BC Services (Care Card) Replacement 604-683-7151

Or (Photo card replacement) 1-800-950-1498

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

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

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

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

Consumer Credit Report Information

Equifax Canada..... 1-800-465-7166

Trans Union Canada 1-866-525-0262

TRANSPORTATION

Hospital Transfer (SN Transport) (fee) ... 1-800-768-0044
Deltassist Volunteer Drive Program (fee)...604-946-9526
North Delta Seniors Bus (ND only) 604-353-6305
TransLink (Bus & Skytrain info)..... 604-953-3333

EDUCATION

Delta Continuing Education
Registration..... 604-940-5550

ElderCollege 604-943-0262
5410 10th Ave, Delta, V4M 3X8
ElderCollege is a KinVillage Initiative
eldercollegedelta@kinvillage.org

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 - South Fraser.....604-449-5000
Dementia Helpline 604-681-8651
Arthritis Society Information Line 604-875-5051
Canadian Cancer Information Line 1-888-939-3333
Canadian Celiac Assoc. 604-736-2229
Canadian Mental Health (Delta)..... 604-943-1878
Caregivers Network Surrey/North Delta 604-686-3793
CNIB 604-431-2121
Delta Caregivers' Education & Support Network
South Delta (Laurie) 604-943-3921
Delta Senior Support Coordinator 604-787-1242
Canadian Diabetes Association 604-732-1331

SUPPORT SERVICES

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.....	778-321-7214
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.....	604-588-6325

Food Banks:

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

Shopping Programs:

Deltassist Phone Shopping Programs -

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

McKee/Save-On-Foods Shopping for Seniors

For information call	604-946-1411
----------------------------	--------------

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
------------------------------------	----------------

Bus Pass Information.....	1-866-866-0800
---------------------------	----------------

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

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

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

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

North Delta/Surrey.....	604-818-4142
-------------------------	--------------

Handicapped Parking Decals:

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

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

HandyDART & Taxi Savers

Access Transit Registration	778-452-2860
-----------------------------------	--------------

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

(Press 1 for Booking then press 1 for Delta)

Consumer Advocacy Manager (for complaints or issues)	778-772-4431
--	--------------

RECREATION

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—Home Library

Service for those not able to access the library

Hours 8:30am - 4:30pm 1-888-668-4141

Senior's Recreation:

Ladner

McKee Seniors Rec Centre 604-946-1411
5155 47 Ave, Delta V4K 0A2

North Delta

Kennedy Seniors Rec Centre 604-594-2717
11760 88 Ave, Delta V4C 3C5

Tsawwassen

KinVillage Rec Centre 604-943-0225
5430 10 Ave, Delta V4M 0A4

Thrifty Foods - Sendial

Wed/Thurs 8:30am - 11:30am 604-948-9215

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

BC Seniors Health Care Support 1-877-952-3181

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:

Carla Qualtrough—MP Delta 778-591-0549

Scott Hamilton - MLA - Delta N. 604-597-1488

Vicki Huntington - MLA - Delta S 604-940-7924

GOVERNMENT SERVICES

Office of the BC Seniors Advocate	1-877-952-3181
Office of the Ombudsperson	1-800-567-3247
Office of the Public Trustee	604-660-4444
<i>The Public Guardian and Trustee of BC helps to manage the finances and protect the legal rights of people who cannot do so themselves</i>	
Veterans Affairs.....	1-866-522-2122

HEALTH AND WELLNESS

BC Health Insurance & Pharmacare	604-683-7151
Health Link BC (Nurse/Pharmacist/Dietitian).....	811
or visit 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-June)	604-443-8499
VCC Denture Clinic (Sept—June)	604-443-8500

Health Units:

North Delta: 11245 84th Ave.....	604-507-5400
South Delta: 4470 Clarence Taylor Cr ..	604-952-3550

RECREATION

Arts & History:

Firehall Centre for the Arts	604-596-4485
Tsawwassen Arts Centre.....	604-943-9437
Delta Museum & Archives	604-946-9322
Surrey Arts Centre	604-501-5566

Delta Parks & Recreation:

Registration	604-952-3000
Ladner Community Centre/McKee House	
Office	604-946-9226
Facility Rental Information	604-946-3308

Pinewood Leisure Centre Rental Inquiries	604-952-3080
Sunbury Hall Rental Inquiries.....	778-986-7763
Harris Barn Rental Inquiries	604-946-3316

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

INCOME TAX & PENSION INFORMATION

Canada Revenue Agency - Income Tax

General Inquiries 1-800-267-6999

Deltassist Income Tax Program (March - April)

..... North Delta - 604-594-3455

..... Ladner & Tsaw - 604-946-9526

(for Low Income Residents only)

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.. 604-688-1927

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 (Vancouver) 604-601-6206

Legal Aid (Surrey) 604-585-6595

Nidus Personal Planning Resource Centre & Registry

..... 604-408-7414

Seniors Abuse & Info Line 604-437-1940

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

St. Paul's Hospital 604-682-2344

Surrey Memorial Hospital 604-581-2211

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

Vancouver General Hospital 604-875-4111

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 Seniors Support Services.... 604-531-9400

KinVillage Adult Day CentreExt 237, 604-943-0155

www.adulthoodcentres.org

MEDICAL EQUIPMENT

Red Cross Medical Equipment Loans (MELS):

- Richmond MELS.....604-270-4224
101-3850 Jacombs Rd., 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

Rental Equipment:

- Crossroads Mobility Solutions..... 778-395-2221
- Harvest Drive Pharmacy..... 604-946-5220
100-4515 Harvest Drive (Ladner)
- Steveston Bicycle & Mobility Shoppe..... 604-271-5544
Electric Scooters/Walkers/Wheelchairs (New & Used)

HOME SUPPORT & PERSONAL CARE

Foot Care

- Dr. Scott Russell.....604-940-0917
5132 Ladner Trunk Rd
- Dr. Alice Wang.....604-940-8377
#103-4515 Harvest Drive, Ladner

Assisted Living/Supportive Living:

- Augustine House (Ladner) 604-940-6005
- Columbus Lodge (North Delta) 604-597-3322
- Delta View Life Enrichment Centre 604-501-6700
- KinVillage Assisted & Supp. (Tsaw).. 604-943-4805 (402)
- St. David's House (Tsaw) 604-943-2007
- The Waterford (Tsaw) 604-943-5954
(+Supportive Living)

Independent Living:

- Evergreen Court/Plaza (Ladner).....604-940-2774
- KinVillage Apartments (Tsaw) 604-943-4805 (402)
- Marina Park (Ladner)604-946-8288
- Scott Road Lodge (North Delta)..... 604-596-0066
- Strawberry Hill Manor (North Delta) 604-596-0066
- White Birch Manor (North Delta)604-590-5755

Women's Transition House:

- Ama House..... 604-542-5992
For women 55+ fleeing domestic violence

HOUSING SERVICES

Residential Tenancy Branch—Disputes 604-660-1020

SAFER - Shelter Aid for Elderly Renters

Financial assistance for renters 60+ paying more than
30% of their total income towards rent...604-433-2218

Toll Free 1-800-257-7756

Savvy Seniors Housing Solutions 604-940-8090

www.savvyseniorshousing.com (fee for service)

Seniors Services Society—Seniors Housing Info

www.seniorsservicessociety.ca 604-520-6621

SOS (decluttering & downsizing help)..... 604-441-2067

SENIORS' HOUSING

Extended Care Facilities:

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

Delta View Habilitation Centre 604-596-8842
(+respite care)

Mountain View Manor (Ladner).. 604-946-1121 (0 operator)

Northcrest Care (North Delta) 604-597-7878

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

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

Mobile Foot Care

Feet First Foot Care - Sara604-360-8767

Genteel Therapeutic Foot Care604-992-4081

Healthy Feet - Sandra Tetrault RN.....604-839-0661

Therapeutic Foot Care604-908-5311

Sole Relief Foot Care - Wendy 604-240-3056

Solely Feet Foot Care604-837-9938

Two for Toes - Bev..... 604-535-9214

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

Care Counts 604-597-9406

Classic Caregivers 604-534-5663

Comfort Keepers 604-541-8654

Cornerstone (N. Delta/Ladner).....604-514-1476

Delta Dawn Support Services 604-603-6849

Home Care Assistance 604-912-0253

Home Instead..... 604-541-3386

Honey Do Lifestyle Assistant.....604-809-7605

Lady Bug'z Lifestyle Assistant 778-242-4558

HOME SUPPORT & PERSONAL CARE

Nurse Next Door 604-595-1680
 Scheduling Dept. 1-888-988-5880
PacifiCare at Home Services..... 604-535-0638
Paramed Home Health 604-580-6220
Safe Care Home Support 604-945-5005
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

Seniors Come Share Society (Surrey) 604-531-9400
(Community Support & lunches)

Mobile Hair Care:

Dolores' Place (Ladner/Tsawwassen)... 604-943-7880
Donna (ND) Mani/pedi's also 604-543-3772
Have Comb—Will Travel 604-940-9110
Marilyn's Scissors Will Travel 604-572-1377
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.debrallynncreations.ca

HOME SERVICES

Above the Rest Housecleaning..... 604-315-2440
Accessible Home & Property Services..... 604-259-9774
Better at Home Yardwork/Handyman..... 604-946-9526

Home Adaptations for Independence (HAFI) Program
Combined Provincial & Federal program
www.bchousing.org/HAFI or..... 604-433-2218

Shell Busey - Referral 604-542-2236
www.askshell.com

Senior Citizen's Repair Service
 Will do small home repairs and renovations for
 seniors 55 yrs + and the disabled.....604-529-1100

Senior Helping Seniors—Handyman Phil... 778-590-1117

Snow Angel Program Corp. of Delta —

Snow shoveling help for seniors:
North Delta (call Kennedy Seniors) 604-594-2717
South Delta (call McKee Seniors)..... 604-946-1411

HOUSING SERVICES

Act Together Moving Services..... 604-655-3909
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— advice on seniors hous-
ing & move assistance—fee for service 604-739-8080