DELTASSIST SENIORS' PROGRAMS

Seniors Information Services
Social Prescribing
Grocery Shopping
Volunteer Driving
Light Housekeeping
Yard work
Seniors Counselling Services

WE ARE LOCATED AT:

Ladner Office

#202-5000 Bridge Street

Delta, BC V4K 2K4 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@deltassist.com Website: www.deltassist.com

SENIORS' SERVICES HANDBOOK

604-946-9526



May 2024

GENERAL INFORMATION

If you are a senior and you need services and are not sure who to call for help please call the Deltassist Ladner Office at 604-946-9526 and we can direct 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. Information may have changed since the printing of this publication. Deltassist Family & Community Services does not make any specific recommendations, nor are we legally responsible for their actions.

This information is current as of May 2024

DELTASSIST FAMILY & COMMUNITY SERVICES IN PARTNERSHIP WITH



United Way helping seniors remain independent.



Working with communities in BC's Interior, Lower Mainland, Central & Northern Vancouver Island

IMPORTANT NUMBERS AND NOTES

Family Physician:	 	
Local Pharmacist:		
·		
·		

DELTASSIST FAMILY & COMMUNITY SERVICES

TERRITORY AKNOWLEDGMENT

We, Deltassist Family and Community Services Society, acknowledge that we work on the traditional and unceded territories of the Coast Salish peoples, specifically the Saanich, Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt, Tsawwassen and Musqueam First Nations.

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

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Better at Home Yardwork Program

Basic Yardwork may include mowing and seasonal yard cleanup. Services are delivered by a contracted yardwork company for up to a maximum of 2 hours per month. This program has a waitlist.

Better at Home Minor Home Repairs

Services are approved on a case by case basis and may include changing light bulbs, reattaching a cupboard door, tightening screws, or hanging a picture.

Better at Home Shopping Program

Volunteers take shopping orders over the phone on designated days. Volunteers then shop in store or online and your groceries are delivered directly to your home. Registration is required.

Seniors' Office...... 604-946-9526

Provides up to date information on a wide variety of community and social services

Community Connector 604-594-3455

Connecting older adults to local, non-medical services and activities.

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.

OTHER SERVICES: Emergency Food

DELTASSIST PROGRAM INFORMATION

SENIORS' SERVICES:

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

Deltassist Better at Home supports seniors to continue living independently in their home by providing drives to medical appointments, light house-keeping, basic yardwork, basic home maintenance tasks and grocery shopping programs. Fees for services (excluding Grocery Shop Program) are on a sliding scale based on income, which may include free services for low income seniors, if subsidies are available. To qualify for the Better at Home program, seniors must be 65 years of age or older, live in Delta and facing vulnerabilities that prevent you from maintaining independence in the home such as low income, increasing frailty, social isolation or being a member of an underserved, equity deserving group.

Better at Home Drive Program

Volunteers provide seniors with transportation to medical, dental and wellness appointments. The cost for this service is based on the distance of the trip. Parking fees are the responsibility of the senior.

Better at Home Light Housekeeping Program

Housekeeping services are delivered by a contracted Home Support Agency. Cleaning supplies must be provided by the senior. Housekeeping may include: vacuuming, washing dishes, cleaning counters, mop floors, clean bathroom, change linens, dusting and laundry (if time allows, only if in suite or close by).

EMERGENCY SERVICES

Police, Fire, Ambulance BC Hydro - Power Outages & Emerger	
Fortis BC - Emergency Only Fortis BC - Customer Service TELUS Residential Service	1-800-663-9911 1-888-224-2710
Crisis Centres: Suicide Crisis Line Chimo Crisis Line - Ladner/Tsaw Fraser Health Crisis - N Delta Or Toll Free #	604-279-7070 604-951-8855
Seniors Distress Line	eelings of distress or alk to.
Mental Health Support (no area code).	
Environmental Emergencies	
Drug and Poison Information	
ICBC Dial-A-Claim Police - Non Emergency Line	
. ccc . Horr Emergency Emo	

NON-EMERGENCY NUMBERS

Ambulance - Province wide	604-872-5151
Delta Bylaw Enforcement	604-946-3340
Fire - Non Emergency Line	604-946-8541
Health Link BC	811
Delta Police Victim Services Delta Police Keep in Touch Program	

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

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
Delta Citizen Advocate (City Of Delta)	604-946-3258

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 Counselling	604-594-3455

Alternatives to Violence, Alcohol and Drug Counselling, Seniors Counselling, Sexual Assault Response Program, Youth Suicide Prevention

TRANSPORTATION

1-888-223-3779

RC Ferries (recorded message)

,
Bus Pass Information
for unlimited travel throughout Metro Vancouver
Delta Seniors Bus604-597-4876
Free transportation within Delta for Delta residents aged 65+
Deltassist Volunteer Drive Program (fee)604-946-9526
Drivers' Licensing (ICBC)1-800-950-1498
Accessible Parking Permits:
SPARC
Richmond Centre for Disability604-232-2404
HandyDART & Taxi Savers
Access Transit Customer Care604-953-3680
Access Transit Customer Care604-953-3680 Registering for HandyDART, Taxi Savers
Access Transit Customer Care604-953-3680
Access Transit Customer Care604-953-3680 Registering for HandyDART, Taxi Savers Booking or Cancelling a Ride604-575-6600
Access Transit Customer Care604-953-3680 Registering for HandyDART, Taxi Savers Booking or Cancelling a Ride604-575-6600 (Press 1 for Booking then press 1 for Delta) Consumer Advocacy Manager778-772-4431
Access Transit Customer Care
Access Transit Customer Care

RECREATION & LIBRARIES

Arts:		
Tsawwassen Arts Centre		
North Delta Arts Centre		
Delta Parks & Recreation:		
Registration		
Ladner Community Centre/McKee House. 604-946-9226		
Leisure Centres:		
Ladner Leisure Centre 604-946-3310		
North Delta Rec Centre 604-952-3045		
South Delta Rec Centre 604-952-3020		
Sungod		
Winskill		
Leisure Access Assistance Program - pick up an application form at any Delta Recreation Centre		
General Admission/Facility Access—free to seniors 85+		
Senior's Recreation: Ladner: 5155 47 Ave, Delta V4K 0A2 McKee Seniors Rec Centre604-946-1411		
North Delta: 11760 88 Ave, Delta V4C 3C5		
Kennedy Seniors Rec Centre 604-594-2717		
Tsawwassen: 5430 10 Ave, Delta V4M 0A4		
KinVillage Rec Centre 604-943-0225		
Libraries:		
Ladner Pioneer Library		
George Mackie Library (N. Delta) 604-594-8155		
Tsawwassen Library 604-943-2271		
•		

Delta Mental Health and Addiction S	Services:	
North Delta	604-592-3700	
South Delta	604-948-7010	
Delta Older Adult Community Mental Health:		
North Delta	604-592-3700	
South Delta	604-948-7010	
Heron Hospice Society (Counselling)	604-245-7380	
Living Through Loss Counselling	778-931-5013	
Moving Forward	877-485-5025	
Seniors Distress Line		
24 hours/7 days for people experiencing		
despair , or if you just need someone to t	TAIK TO.	

SUPPORT SERVICES

Arthritis Society Information Line	Al-hairean Caaiste Cauth France COA 440 5000
BC Bereavement Helpline	Alzheimer Society - South Fraser604-449-5000
Canadian Cancer Information Line 1-888-939-3333 Canadian Celiac Assoc	Arthritis Society Information Line 1-800-321-1433
Canadian Celiac Assoc. 604-736-2229 Canadian Mental Health (Delta) 604-943-1878 Caregivers Network Surrey/North Delta 604-686-3793 Canadian National Institute for the Blind 604-431-2121 Canadian Diabetes Association 604-732-1331 Choose To Move (extension 21787) 604-875-4111 Free, physical activity support programs Delta Senior Support Coordinator 604-787-1242 Delta Stroke Recovery Club 604-834-9239 Dementia Helpline 1-800-936-6033 or 604-681-8651	BC Bereavement Helpline 604-738-9950
Canadian Mental Health (Delta)	Canadian Cancer Information Line 1-888-939-3333
Caregivers Network Surrey/North Delta 604-686-3793 Canadian National Institute for the Blind 604-431-2121 Canadian Diabetes Association	Canadian Celiac Assoc 604-736-2229
Canadian National Institute for the Blind 604-431-2121 Canadian Diabetes Association	Canadian Mental Health (Delta) 604-943-1878
Canadian Diabetes Association	Caregivers Network Surrey/North Delta 604-686-3793
Choose To Move(extension 21787) 604-875-4111 Free, physical activity support programs Delta Senior Support Coordinator	Canadian National Institute for the Blind 604-431-2121
Free, physical activity support programs Delta Senior Support Coordinator	Canadian Diabetes Association 604-732-1331
Delta Stroke Recovery Club	
Dementia Helpline 1-800-936-6033 or 604-681-8651	Delta Senior Support Coordinator 604-787-1242
•	Delta Stroke Recovery Club 604-834-9239
•	Dementia Helpline 1-800-936-6033 or 604-681-8651
Hemochiomatosis Society004-279-7133	Hemochromatosis Society 604-279-7135

SUPPORT SERVICES CONT.

Heron Hospice Society	604-245-7380
Grief Circle, Grief Companions, Relaxation (Circle, Hospice Visits
Low Vision Support Group (South Delta) .	778-327-8507
Osteoporosis Information	. 1-800-463-6842
Parkinson Society of BC	604-662-3240
Sources Women's Place	604-536-9611
Surrey Women's Centre Society	604-589-1868

FOOD & NUTRITION SERVICES

Better Meals	604-435-1994
Meals on Wheels: Ladner/Tsawwassen North Delta/Surrey	
Food Banks: Guru Nanak Food BankLadner/TsawwassenNorth Delta/Surrey	604-946-1967
Shopping Programs: Deltassist Shopping Programs Thrifty Foods - Sendial	604-946-9526 1-800-667-8280

LOST IDENTIFICATION & FRAUD

-		
Police (non-emergency) 604-946-4411 Obtain a file number to report stolen cards		
BC Services (Care Card) Replacement604-683-7151		
Or (Photo card replacement)1-800-950-1498		
Birth Certificate (BC)1-250-952-2681		
Blue Cross ID Card604-419-2000		
Canada Border Services Agency1-800-461-9999		
Canadian Anti Fraud Centre1-888-495-8501 https://www.priv.gc.ca/en/report-a-concern/		
Credit Cards: Visa		
Debit CardsContact your Bank		
ICBC Customer Contact604-661-2800		
Health Insurance BC (MSP), Pharmacare .604-683-7151		
Nexus Pass1-866-639-8726		
Social Insurance Card1-800-274-6627		
Consumer Credit Report Information:		
Equifax Canada1-800-465-7166		
TransUnion Canada1-866-525-0262		

INCOME TAX & PENSION INFORMATION

Canada Revenue Agency	1-800-267-6999
Deltassist Income Tax Program Ladner March - April and for low income, D	& Tsaw - 604-946-9526
Service Canada	ome Supplement,

LEGAL SERVICES

Access Justice Hotline	604-878-7400
Seniors First BC Info Line	604-437-1940
Dial A Law	604-687-4680
Lawyer ReferralFree 15 minute consultation	604-687-3221
Legal Aid (Vancouver)	604-601-6206
Legal Aid (Surrey)	604-498-2920
Legal Aid Call Centre	604-408-2172
Nidus Personal Planning Resource Cer	ntre & Registry
	604-408-7414
UBC Law Students Legal Advice Prog.	604-822-5791

FUNERAL PLANNING

BC Funeral Association	592-3213
Or toll free:	1-800-665-3899

GOVERNMENT SERVICES

BC Seniors Referral Service 1-877-952-3181
Canada Revenue Agency 1-800-959-8281
Charities Client Assistance (CRA) 1-800-267-2384
City of Delta 604-946-4141
Delta Seniors Support Coordinator 604-787-1242
Government of Canada
Government Representatives: Carla Qualtrough—MP Delta 778-593-4007

Government Representatives:	
Carla Qualtrough—MP Delta778-593-40	007
Ravi Kahlon - MLA - Delta N 604-502-54	149
Ian Paton - MLA - Delta S 604-940-79	930
Office of the BC Seniors Advocate1-877-952-37	181
Office of the Ombudsperson 1-800-567-32	247
Office of the Public Trustee	
Service BC	121
Service Canada (OAS/GIS) 1-800-277-99	914

Veterans Affairs...... 1-866-522-2122

HEALTH AND WELLNESS

BC MSP & Pharmacare604-683-7151 Health Link BC Nurse/Pharmacist/Dietitian604-215-8110	Delta View Habilitation Centre 604-596-8842 Includes respite care
Self Management BC	Mountain View Manor (Ladner) 604-946-1121
Choose To Move(extension 21787) 604-875-4111	Northcrest Care (North Delta) 604-597-7878
Free, physical activity support programs Dental Services:	KinVillage Care Facility (Tsaw)604-943-0155 (221)
BC Dental Association 604-736-7202	Westshore Laylum (Ladner) 604-946-2822
Canada Dental Care Plan 1-800-715-8836	
CDI College Denture Clinic604-585-8585 ext 2230 UBC Dental Clinic (Aug—Dec)604-822-2112	Independent Living:
VCC Dental Hygienic Clinic (Sep-June) 604-443-8499	Evergreen Court/Plaza (Ladner)604-940-2774
Lookout Society Dental Clinic (Surrey) 604-545-4012	KinVillage Apartments (Tsaw) 604-943-4805 (401)
Mobile Denture Care 778-999-7929 Mobile Dentist 604-684-1742	Marina Park (Ladner)604-946-8288
Dr. Latif (call out charge from Vancouver + cost of procedure)	Scott Road Lodge (North Delta)604-596-0066
Mobile Hygienists	St. David's (Tsaw)
Refresh Oral Hygiene (Amy Agis) 604-684-1742	Strawberry Hill Manor (North Delta) 604-596-0066
Strictly Prevention, Mobile Hygiene 778-995-4313	The Waterford (Tsaw) 604-943-5954
Hearing:	The Wexford (Tsaw)
Connect Hearing (Tsaw) 604-948-2821	White Birch Manor (North Delta)604-590-5755
Ears To You (mobile hearing clinic) 604-360-4079	Trinic Bireit Marier (Hertin Benta)
HearingLife1-888-898-9104	Women's Transition House:
North Delta	
Ladner	Ama House
Tsawwassen	Azure Place
Surrey Hearing Clinic (N.Delta)	Azure Flace 004-937-1330
Wavefront Centre for Communication Accessibility	
604-736-7391	

HOUSING SERVICES INFORMATION

Delta Seniors Housing Association 604-940-2774 (Affordable Housing Societies)
BC Housing 1-800-257-7756 or 604-433-2218
Golden Transitions
Home to Home Advisory Service
Residential Tenancy Branch—Info Line 604-660-1020
SAFER - Shelter Aid for Elderly Renters604-433-2218 Toll Free

SENIORS HOUSING

Assisted Living/Supportive Living:

Ages 45+ with Mental Impairment in ND

0 11	•
Augustine House (Ladner)	604-940-6005
Columbus Lodge (North Delta)	604-597-3322
Delta View Life Enrichment Cent	re 604-501-6700
KinVillage Assisted & Supp. (Tsa	aw) 604-943-4805 (401)
The Waterford (Tsaw)	604-943-5954
Extended Care Facilities:	
Dolta Lodgo	604 051 0415

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

Hospice:

Irene Thomas Hospice Residence 604-948-4747

Hospitals:	
Delta Hospital	. 604-946-1121
Jim Pattison Outpatient Centre (Surrey)	. 604-582-4550
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
Vancouver General Hospital	604-875-4111

Physiotherapy - Mobile Services:

Physio2U	778-846-7695
FisioMed Mobile Clinic	
Your Home Physio & Clinical Pilates	778-833-2172

MEDICAL EQUIPMENT

AssistListwww.assistlist.ca

Not for profit website to connect with others to buy, sell and
donate home health medical equipment

Red Cross Medical Equipment Loans (MELS):

Richmond MELS	(Ex. 3)604-270-4224
101-3850 Jacombs Road, Richmond	
Surrey MELS	604-930-9049
#109-14727 108th Ave.,	Surrey
White Rock MELS	604-536-7911
16 - 1480 Foster Street,	White Rock

Equipment Rentals and Sales:

Crossroads Mobility Solutions	778-395-2221
Harvest Drive Pharmacy	604-946-5220
Pharmasave Ladner	604-946-4555
Save On Scooters & Medical Equipment .	604-541-7550
Rusty Nut	604-831-7507
Electric Scooters/Walkers/Wheelchairs—New	
In Tsawwassen and Ladner	
Wellwise by Shoppers Drug Mart	604-597-2097

ADULT DAY CENTRES

Brella Community Services....(Ext. 203) 604-531-9400 KinVillage Adult Day Centre(Ext 312) 604-943-0155

EDUCATION AND TECHNOLOGY

Book A Librarian www.fvrl.bc.ca/he Basic Library and computer help, assistant phone and the internet	
Ladner Pioneer Library	604-946-6215
George Mackie Library (N. Delta)	604-594-8155
Tsawwassen Library	604-943-2271
Cyber Seniors Free technology support and training for ol	
Delta Continuing Education	604-940-5550
ElderCollege	604-943-0262

8

Platinum Home Care
Qualicare778-987-3100
Specialized personal care, daily household tasks, companionship and outings
Safe Care Home Support604-945-5005
Personal care, housekeeping, meal prep, transportation,
grocery shopping, accompany to appointments, mobile
massage therapy, post-hospital care, nursing, companionship
Seaside Home Care Services604-369-0876
Housekeeping, meal prep, errands, appointment escort, com-
panionship, excursions to community activities and programs
Seniors Choice for Care
Personal care, homemaking, transportation, nursing,
companionship
The Key604-560-8629
Personal care, specialized medical care, errands, meal prep,
transportation, housekeeping, social activities and hobbies,
companionship
Tuktu Carewww.tuktu.ca 1-866-938-8588

On demand variety of services for seniors & family caregivers

HOME SUPPORT CONT.

Here 2 Help	of-life support, Dementia and pport coordination, health care meal delivery, medical appt. dvocacy, transition from home to
Hero Home Care Personal care, housekeeping, cooking & meal support, transport, transport and Alzheimer's care.	companionship, housekeeping, portation, nursing, end-of-life,
Home Instead Personal care, Alzheimer's & L housekeeping, transportation, grocery shopping	Dementia care, hospice support,
HoneyDo Lifestyle Assistant. From companionship to compl laundry & linen change, errand	ex care; light housekeeping, ls & grocery shopping, appointments, transportation,
Just Like Family Home Care Personal care, housekeeping,	604-314-3717
Lady Bug'z Lifestyle Assistan Care aid services, transportation keeping, laundry, errand & app organization & decluttering, con Delta	on, hospital services, house

HOME ORGANIZATION / DOWNSIZING

Dee Clutter	
Good Riddance	
Professional Organizing Solutions	
NRK Downsizing Solutions604-375-4646	
Decluttering, deep cleaning, downsizing, organization, moving packing and unpacking	
Streamlined Solutions Professional Organizing	
Downsizing/hoarding604-376-3658	

HOME REPAIR AND MAINTENACE

F	Accessible Home & Property Services604-259-9774
E	Better at Home Surrey Central Intake604-536-9348
BC Rebate For Accessible Home Adaptations	
	(BC FAHA)604-433-2218 or 1-800-257-7756
5	Shell Busey - Referral604-542-2236
Senior Citizen's Repair Service+604-438-6990	
Small home repairs for seniors 55	
Snow Angel Program Corp. of Delta —	
1	North Delta (call Kennedy Seniors)604-594-2717
5	South Delta (call McKee Seniors)604-946-1411

HOME SUPPORT & PERSONAL CARE	Home Support Agencies:
Lifeline (Medical Alarm)1-866-958-9866	Angels There for You
Fraser Health - Home Health Care Home Health Service Line	Bayshore Home Health
South Delta	Big Hearts Homecare
Dr. Scott Russell	Care Counts
Mobile Foot Care Dona, Have Scissors Will Travel 604-543-3772	CBI Home Health
North Delta & Surrey Only. Feet First Foot Care - Sara LPN604-360-8767 Genteel Therapeutic Foot Care604-992-4081	Classic Lifecare
Seaside Soles - Sonia	Comfort Keepers
Mobile Hair Care: Dona, Have Scissors Will Travel 604-543-3772	Driving Ms. Daisy—Susan
North Delta & Surrey Only. Mobile Scissors - Jules	Happiness at Home Health Care 604-538-0200 Personal care, light housekeeping, meal prep, transportation
Specialized Clothing Items: Adaptive Comfort Clothing (Vancouver) 604-984-8211	Heart to Heart Care
Debra Lynn Creations (Surrey) 604-596-5320 Geri Fashions (online) 1-800-361-4374 Silverts (online) 1-800-387-7088	Heart to Heart Home Care