

## DELTASSIST SENIORS' PROGRAMS

Seniors Information Services  
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](mailto:inquiry@deltassist.com)  
Website: [www.deltassist.com](http://www.deltassist.com)

# SENIORS' SERVICES HANDBOOK

**604-946-9526**



**November 2021**

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## GENERAL INFORMATION

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**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  
November 2021**

## DELTASSIST FAMILY & COMMUNITY SERVICES

### WOULD LIKE TO THANK

The Community of Delta

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

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## IMPORTANT NUMBERS

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Family Physician: \_\_\_\_\_

Local Pharmacist: \_\_\_\_\_

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## DELTASSIST FAMILY & COMMUNITY SERVICES

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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 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, seasonal yard cleanup and shrub trimming. Up to a maximum of 3 hours per month.

## Better at Home Handyman Program

Services are approved on a case by case basis and may include gutter cleaning, changing light bulbs, minor fence repairs and changing tap washers.

## Better at Home Shopping Program

Volunteers will take your order every Monday (North Delta) and every Tuesday (South Delta) A minimum order of \$35.00 is required. There may be a \$5.00 delivery fee. Registration is required.

## 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 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

North Delta.....604-594-3455  
 Ladner.....604-946-9526  
 Assistance with food on a one time, emergency basis only

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## DELTASSIST PROGRAM INFORMATION

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### **SENIORS' SERVICES:**

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

Deltassist Better at Home helps seniors remain independent by providing drives to medical appointments, light housekeeping, basic yardwork, handyman services 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 have health issues that preclude you from maintaining independence in the home.

#### **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 ( only if in suite or close by).

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## EMERGENCY SERVICES

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Police, Fire, Ambulance .....	911
BC Hydro - Power Outages & Emergencies .....	1-800-224-9376
Fortis BC - Emergency Only .....	1-800-663-9911
Fortis BC - Customer Service .....	1-888-224-2710
Telus Residential Services .....	604-310-2255

### **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
Environmental Emergencies .....	1-800-663-3456
Poison Control .....	604-682-5050
ICBC Dial-A-Claim .....	604-520-8222

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## NON-EMERGENCY NUMBERS

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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 Services .....	211

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## NON-EMERGENCY NUMBERS

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### 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

Delta Police Keep in Touch Program...kit@deltapolice.ca

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## GENERAL INQUIRIES

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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

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## COUNSELLING SERVICES

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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

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## LOST IDENTIFICATION

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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

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## EDUCATION

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

ElderCollege ..... 604-943-0262

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

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## SUPPORT SERVICES

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Alzheimer Society - South Fraser.....604-449-5000

Dementia Helpline ..... 1-800-936-6033 or 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

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## SUPPORT SERVICES

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Hemochromatosis Society .....	604-279-7135
Ladner Community Advocate .....	778-434-2897
Osteoporosis Information .....	1-800-463-6842
Parkinson Society of BC .....	604-662-3240
Delta Stroke Recovery Club .....	604-946-2731
Sources Women's Place .....	604-536-9611
Surrey Women's Centre Society .....	604-589-1868

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## FOOD & NUTRITION SERVICES

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Batch food .....	778-882-7214
Better Meals .....	604-299-1877
Heart to Home Meals Vancouver.....	1-844-424-6826
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 -***

N Delta (Safeway) .....	604-946-9526
South Delta (Save-On-Foods) .....	604-946-9526

#### McKee/Save-On-Foods Shopping for Seniors

For information call .....	604-946-1411
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## TRANSPORTATION

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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	
Deltassist Volunteer Drive Program (fee) ..	604-946-9526
Drivers' Licencing (ICBC).....	1-800-950-1498
Handicapped Parking Decals:	
SPARC .....	604-718-7744
Richmond Centre for Disability .....	604-232-2404

### HandyDART & Taxi Savers

Access Transit Registration .....	604-953-3680
Handy Card Registration .....	778-772-4431
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
Hospital Transfer (SN Transport) (fee) ...	1-800-768-0044
North Delta Seniors Bus.....	604-597-4876
South Delta Seniors Bus .....	604-597-4876
TransLink (Bus & Skytrain info).....	604-953-3333
Volunteer Cancer Drivers .....	604-515-5400
<a href="http://www.volunteercancerdrivers.ca">www.volunteercancerdrivers.ca</a>	



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## RECREATION

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### 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

### 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

Thrifty Foods - Sendial

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## FUNERAL PLANNING

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FamilySide Funeral Pre-Planning ..... 1-877-977-3633  
BC Funeral Association ..... 1-800-665-3899

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## GOVERNMENT SERVICES

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HealthLink BC ..... 604-215-8110 or 811  
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 ..... 1-800-622-6232  
*Provides information and referral service for Federal  
Government programs*

### Government Representatives:

Carla Qualtrough—MP Delta ..... 778-593-4007  
Ravi Kahlon - MLA - Delta N ..... 604-502-5449  
Ian Paton - MLA - Delta S ..... 604-940-7930  
Office of the BC Seniors Advocate ..... 1-877-952-3181  
Office of the Ombudsperson ..... 1-800-567-3247

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## GOVERNMENT SERVICES

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Office of the Public Trustee .....	604-660-4444
<i>Helps to manage the finances and protect the legal rights of people who cannot do so themselves</i>	
Service BC.....	604-660-2421
Provides information about services and programs offered by the Government of BC	
Service Canada (OAS/GIS) .....	1-800-277-9914
Veterans Affairs.....	1-866-522-2122

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## HEALTH AND WELLNESS

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BC Health Insurance & Pharmacare .....	1-800-683-7100
Health Link BC (Nurse/Pharmacist/Dietitian).....	811
or visit <a href="http://HealthLinkBC.ca">HealthLinkBC.ca</a>	

### Dental Services:

BC Dental Association .....	604-736-7202
CDI College.....	604-585-8585 ext 2230
Mobile Dentist .....	604-684-1742
Dr. Latif (call out charge + cost of procedure)	
UBC Dental Clinic (Aug—Dec).....	604-822-2112
VCC Dental Hygienic Clinic (Sep-June)	604-443-8499
Lookout Society Dental Clinic (Surrey) .	604-545-4012
Strive Dental (Surrey).....	604-503-5710

### Health Units:

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

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## RECREATION

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### Arts:

Tsawwassen Arts Centre.....	604-943-9437
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	604-590-2616
Harris Barn Rental Inquiries .....	604-946-3308

### 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+

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## **INCOME TAX & PENSION INFORMATION**

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### 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

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## **LEGAL SERVICES**

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..... 1-800-277-9914

Access Justice Hotline ..... 604-878-7400

Seniors First BC Info Line ..... 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 (Vancouver) ..... 604-601-6206

Legal Aid (Surrey) ..... 604-498-2920

Legal Aid Call Centre ..... 604-408-2172

Nidus Personal Planning Resource Centre & Registry

..... 604-408-7414

### **Hearing:**

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

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

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

Hearing Life (Ladner) ..... 604-946-7912

Nexgen Hearing (Tsawwassen)..... 604-948-4822

(Ladner) ..... 604-943-1446

Surrey Hearing Care Inc (ND)..... 604-593-5284

### **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 (mobile services)..... 778-846-7695

Motiv Rehabilitation Inc. (fees)..... 604-943-9955

Self Management BC..... 604-940-1273

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

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## **ADULT DAY CENTRES**

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Seniors Come Share Society. ...(Ext. 203) 604-531-9400

KinVillage Adult Day Centre .....(Ext 312) 604-943-0155

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## MEDICAL EQUIPMENT

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### 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
- Royal Canadian Legion (Branch 61).....604-946-4611  
4896 Delta Street, Ladner
- Royal Canadian Legion (Branch 289) .....604-943-0232  
#22-1835 56th Street, Tsawwassen

### Rental Equipment:

- Crossroads Mobility Solutions..... 778-395-2221
- Harvest Drive Pharmacy..... 604-946-5220
- Pharmasave ..... 604-946-4555
- Rusty Nut..... 604-831-7507
- Electric Scooters/Walkers/Wheelchairs (New & Used)*
- Wellwise by Shoppers Drug Mart..... 604-597-2097

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## HOME SUPPORT & PERSONAL CARE

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- Lifeline (Medical Alarm)..... 1-866-958-9866

### Foot Care

- Dr. Scott Russell.....604-940-0917
- Dr. Alice Wang.....604-940-8377

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

### 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)
- The Waterford (Tsaw) ..... 604-943-5954

### 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
- St. David's (Tsaw) ..... 604-948-0478
- Strawberry Hill Manor (North Delta) ..... 604-596-0066
- The Waterford (Tsaw) ..... 604-943-5954
- The Wexford (Tsaw)..... 604-948-4477
- White Birch Manor (North Delta) .....604-590-5755

### Women's Transition House:

- Ama House..... 604-542-5992  
For women 55+ fleeing domestic violence
- Azure Place ..... 604-957-1556

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## HOUSING SERVICES

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ing & move assistance—fee for service ..... 604-739-8080

Residential Tenancy Branch—Info Line .... 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

Seniors Services Society—Seniors Housing Info

**www.seniorsservicessociety.ca** ..... 604-520-6621

Streamlined Solutions Professional Organizing

(downsizing/hoarding)..... 604-376-3658

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## SENIORS' HOUSING

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### 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)

### Mobile Foot Care

Feet First Foot Care - Sara LPN.....604-360-8767

Genteel Therapeutic Foot Care .....604-992-4081

Therapeutic Foot Care .....604-908-5311

### 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

Bayshore Home Health .....604-873-2545

Big Hearts Homecare .....778-788-5578

Scheduling 778-957-4616

Care Counts ..... 604-597-9406

CBI Home Health ..... 604-264-9003

Classic Lifecare ..... 604-534-5663

Comfort Keepers ..... 604-541-8654

Happiness at Home Health Care ..... 604-538-0200

Heart to Heart Home Care..... 604-813-5175

Home Care Assistance ..... 604-560-8629

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

HoneyDo Lifestyle Assistant..... 604-809-7605

Just Like Family Home Care ..... 604-644-6814

Lady Bug'z Lifestyle Assistant ..... 778-242-4558

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## HOME SUPPORT & PERSONAL CARE

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Nurse Next Door ..... 604-595-1680  
    *Scheduling Dept.* ..... 1-888-988-5880  
Safe Care Home Support ..... 604-945-5005  
Susan's Nannies (Children & Seniors) ..... 604-779-8579

**Better at Home Intake (Surrey)** ..... 604-536-9348

Lifeline ( Medical Alarm Service).....604-946-1121

Seniors Come Share Society (Surrey).....604-531-9400

### Mobile Hair Care:

Donna Have Scissors will travel ..... 604-543-3772  
Have Comb—Will Travel .....604-940-9110  
Monika Mobile Hair Services ..... 604-290-6932

### Specialized Clothing Items:

Bare Basics Bras: Richmond ..... 604-271-5330  
Debra Lynn Creations ..... 604-596-5320

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## HOME SERVICES

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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.... 1-800-257-7756  
www.bchousing.org/HAFI or..... 604-433-2218  
Shell Busey - Referral ..... 604-542-2236

### Senior Citizen's Repair Service

Will do small home repairs for seniors 55+  
and the disabled ..... 604-529-1100 (am)  
..... 604-438-6990 (pm)

### Snow Angel Program Corp. of Delta —

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## HOUSING SERVICES

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North Delta (call Kennedy Seniors) ..... 604-594-2717  
South Delta (call McKee Seniors) ..... 604-946-1411  
Act Together Moving Services..... 604-385-0092  
Affordable Housing Societies ..... 604-940-2774  
    (Non Profit - Ladner Branch)  
BC Housing ..... 1-800-257-7756 or 604-433-2218  
Essential Change Services Inc. .... 604-765-0224  
Golden Transitions.....604-240-8085  
    *(Free Housing Advice)*  
Good Riddance Professional Org. Solutions..... 604-421-5952  
Home to Home Advisory Service— advice on seniors hous-