

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
Website: www.deltassist.com

SENIORS' SERVICES HANDBOOK

604-946-9526



November 2022

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, nor are we legally responsible for their actions.

**This information is current as of
November 2022**

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

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

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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 take shopping orders over the phone on designated days. Volunteers then shop and your groceries are delivered directly to your home. 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

DELTASSIST PROGRAM INFORMATION

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 prevent 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).

EMERGENCY SERVICES

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

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 Services	211

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 Services604-940-5019

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

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

EDUCATION

Delta Continuing Education 604-940-5550
ElderCollege 604-943-0262

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

SUPPORT SERVICES

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
Hemochromatosis Society 604-279-7135
Ladner Community Advocate 778-434-2897

SUPPORT SERVICES

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

FOOD & NUTRITION SERVICES

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

Thrifty Foods - Sendial

Wed/Thurs 8:30am - 11:30am.....	1-800-667-8280
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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	
Deltassist Volunteer Drive Program (fee) ..	604-946-9526
Drivers' Licensing (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
www.volunteercancerdrivers.ca	

RECREATION

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

FUNERAL PLANNING

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

GOVERNMENT SERVICES

- 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

GOVERNMENT SERVICES

- Office of the Public Trustee 604-660-4444
Helps to manage the finances and protect the legal rights of people who cannot do so themselves
- 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

HEALTH AND WELLNESS

- BC Health Insurance & Pharmacare 1-800-683-7100
- Health Link BC (Nurse/Pharmacist/Dietitian)..... 811
or visit HealthLinkBC.ca

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

RECREATION

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+

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
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
UBC Law Students Legal Advice Prog	604-822-5791

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

ADULT DAY CENTRES

Seniors Come Share Society. ... (Ext. 203)	604-531-9400
KinVillage Adult Day Centre	(Ext 312) 604-943-0155

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

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

HOME SUPPORT & PERSONAL CARE

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

Foot Care

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

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

HOUSING SERVICES

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

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 - Sara LPN.....604-360-8767

Genteel Therapeutic Foot Care604-992-4081

Therapeutic Foot Care604-908-5311

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 Health604-873-2545

Big Hearts Homecare778-788-5578

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

Hero Home Care 1-888-988-9913

Home Care Assistance 604-560-8629

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

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

Just Like Family Home Care 604-314-3717

Lady Bug'z Lifestyle Assistant 778-242-4558

HOME SUPPORT & PERSONAL CARE

Nurse Next Door 604-595-1680
 Scheduling Dept. 1-888-988-5880
Safe Care Home Support 604-945-5005
Seaside Home Care Services 604-369-0876
Seniors Choice for Care 604-551-8867
Susan's Nannies (Children & Seniors) 604-779-8579

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

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

Brella Community Services Society604-531-9400

Mobile Hair Care:

Donna Have Scissors will travel 604-543-3772
Have Comb—Will Travel604-940-9110
Monika Mobile Hair Services 604-290-6932

Specialized Clothing Items:

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

HOME SERVICES

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 604-438-6990

Snow Angel Program Corp. of Delta —

North Delta (call Kennedy Seniors) 604-594-2717
South Delta (call McKee Seniors) 604-946-1411

HOUSING SERVICES

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