

DELTASSIST SENIORS' PROGRAMS

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



September 2019

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
September 2019**

DELTASSIST FAMILY & COMMUNITY SERVICES

WOULD LIKE TO THANK

Donations from 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

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.....	15-16
Support Services	3-4
Transportation.....	17

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) 8:15 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.deltassist.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 (if subsidy is available).

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 appointments. There is a cost for this service based on the distance of the trip and subsidy level (if available). 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, Ambulance	911
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 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 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

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

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

SUPPORT SERVICES

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	604-583-1295

FOOD & NUTRITION SERVICES

Batch.food www.batchfood.com	778-882-7214
Better Meals	604-299-1877
Farm Fresh Meals farmfreshmeals.ca	604-345-9904
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) 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
----------------------------	--------------

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' Licencing (ICBC)	1-800-950-1498
Driving Miss Daisy	604-779-8579
Handicapped Parking Decals:	
SPARC	604-718-7744
Richmond Centre for Disability	604-232-2404

HandyDART & Taxi Savers

Access Transit Registration	778-452-2860
Handy Card 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
Hospital Transfer (SN Transport) (fee) ...	1-800-768-0044
North Delta Seniors Bus	604-353-6305
South Delta Seniors Bus	604-358-8765
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 Centre604-946-1411
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
Wed/Thurs 8:30am - 11:30am..... 1-800-667-8280

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
Ladner (Fridays 10 am—4 pm by appt)..... 778-593-4007
Ravi Kahlon - MLA - Delta N..... 604-502-5449
Ian Paton - MLA - Delta S 604-940-7930

Office of the BC Seniors Advocate1-877-952-3181
Office of the Ombudsperson 1-800-567-3247

GOVERNMENT SERVICES

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

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 & Pharmacare604-683-7151

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 (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 604-952-3075

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) 604-585-6595

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

University of Victoria - Chronic Disease Programs

www.selfmanagementbc.ca 604-940-1273

Western Institute for the Deaf 604-736-7391 Seniors

ADULT DAY CENTRES

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

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

www.adulthoodcentres.org

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
- 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
100-4515 Harvest Drive (Ladner)
- Rusty Nut..... 604-831-7507
- Electric Scooters/Walkers/Wheelchairs (New & Used)
- Lifeline** (Medical Alarm)..... 604-946-1121 ex. 783268

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)
- 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 - Sara604-360-8767

Genteel Therapeutic Foot Care604-992-4081

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

Therapeutic Foot Care604-908-5311

Solely Feet Foot Care604-837-9938

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

Bayshore Home Health 604-873-2545

Care Counts 604-597-9406

CASA Health 604-996-6180

CBI Home Health 604-264-9003

Classic Lifecare (ND Only) 604-534-5663

Comfort Keepers 604-541-8654

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

Delta Dawn Support Services 604-943-5815

Happiness at Home Health Care 604-375-0034

Heart to Heart Home Care..... 604-902-4357

Home Care Assistance 604-912-0253

Home Instead 604-541-3386

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

Just Like Family Home Care 604-644-6814

HOME SUPPORT & PERSONAL CARE

Lady Bug'z Lifestyle Assistant 778-242-4558
Likas Nursing & Home Care 778-772-8026
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

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

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

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

Mobile Hair Care:

Donna (ND) Mani/pedi's also 604-543-3772
Have Comb—Will Travel 604-940-9110
Monika 604-290-6932

Specialized Clothing Items:

Bare Basics Bras: Richmond 604-271-5330

Debra Lynn Creations 604-596-5320
www.debralynncreations.ca

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
www.askshell.com

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 —

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

HOUSING SERVICES

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 Organizing Services 604-421-5952
Home to Home Advisory Service— advice on seniors hous-
ing & move assistance—fee for service 604-739-8080