

## DELTASSIST SENIORS' PROGRAMS

Seniors Information Services  
Phone Support Program  
Deltassist/Safeway Phone Shop Program  
Volunteer Drive Program  
Volunteer Visitor Program  
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@deltassist.com](mailto:inquiry@deltassist.com)

Website: [www.deltassist.com](http://www.deltassist.com)



A United Way Community Partner



# SENIORS' SERVICES HANDBOOK



**604-946-9526**

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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  
May 2014**

## DELTASSIST FAMILY & COMMUNITY SERVICES

### WOULD LIKE TO THANK



THE ROYAL CANADIAN LEGION  
LADNER BRANCH NO. 61  
4896 Delta Street  
604-946-4611

### FOR THEIR GENEROUS FINANCIAL SUPPORT

### FOR THE PRINTING OF THIS SENIORS' SERVICES HANDBOOK

If you do not have use for this resource guide, please give it to someone who does, or return it to either Deltassist Office:

Ladner: 4891 Delta Street  
North Delta: 9097 Scott Road

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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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## **Volunteer Visitors ..... 604-946-9526**

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

## **Deltassist Phone Shopping Program .... 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.deltassist.com](http://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.

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## DELTASSIST PROGRAM INFORMATION

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### **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.

#### **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**

Volunteers make a daily phone call to seniors and persons with special needs Monday - Friday between 9:00am and 4:00pm. Intake is required.

#### **Deltassist Volunteer 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. Parking fees are the responsibility of the senior.

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## EMERGENCY SERVICES

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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 .....	310-2255

### **Crisis Centres:**

Chimo Crisis Line—Ladner/Tsaw.....	604-279-7070
Fraser Health Crisis—N Delta .....	604-951-8855
Or .....	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
Crime Stoppers/TIPS .....	1-800-222-8477
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

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## NON-EMERGENCY NUMBERS CONT'D

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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

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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

Deltassist Alternatives to Violence ..... 604-594-3455

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## LOST IDENTIFICATION

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

Obtain a file number to report stolen cards

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

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

### 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..... 1-800-461-9999

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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## TRANSPORTATION CONT'D

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TransLink (Bus & Skytrain info).....	604-953-3333
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	
Registration & Dispatch .....	604-575-6600
(Press 1 for Booking then Press 1 for Delta)	
Access Transit.....	778-452-2860
Consumer Advocacy Manager .....	778-772-4431
Special Needs Transport (fee) .....	1-800-768-0044
Deltassist Volunteer Drive Program (fee)...	604-946-9526
North Delta Seniors Bus .....	604-353-6305

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## EDUCATION

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ElderCollege .....	604-943-0262
5410 10th Ave, Delta, V4M 3X8	
ElderCollege is a KinVillage Initiative	
eldercollegedelta@kinvillage.org	
Delta Continuing Education	
Registration.....	604-940-5550

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
<b>Delta Mental Health:</b>	
North Delta .....	604-592-3700
South Delta .....	604-948-7010
Living Through Loss.....	604-873-5013
Suicide Bereavement Counselling .....	604-675-3985

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## SUPPORT SERVICES

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Alzheimer Society—North Delta.....	604-541-0606
Alzheimer Society—South Delta .....	604-238-7390
Dementia Helpline .....	604-681-8651
Arthritis Society Information Line .....	604-875-5051
BC Parkinson Association.....	604-662-3240
Canadian Cancer Information Line .....	1-888-939-3333
Canadian Celiac Assoc. ....	604-736-8889
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

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## SUPPORT SERVICES CONT'D

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Canadian Diabetes Association .....	604-732-1331
Hemochromatosis Society .....	604-279-7135
Osteoporosis Information .....	1-800-463-6842
South Delta Stroke Recovery Club .....	604-946-2731
Sources Women's Place .....	604-536-9611
Surrey Women's Centre Society .....	604-583-1295

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## FOOD & NUTRITION SERVICES

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Batch.food <a href="http://www.batchfood.com">www.batchfood.com</a> .....	778-321-7214
Better Meals .....	604-299-1877
Gold Card Catering .....	604-594-5520
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
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## Senior's Recreation:

### Ladner

McKee Seniors Rec Centre .....	604-946-1411
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### North Delta

Kennedy Seniors Rec Centre .....	604-594-2717
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### Tsawwassen

KinVillage Rec Centre .....	604-943-0225
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### Surrey

Newton Seniors Centre .....	604-501-5010
Chuck Bailey Rec. Centre .....	604-598-5898

### Richmond

Minoru Place Activity Centre .....	604-238-8450
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## TRANSPORTATION

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BC Ferries (recorded message) .....	1-888-223-3779
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Bus Pass Information ....	1-866-866-0800, press 4, then 3
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Seniors on a limited income may purchase an annual bus pass for unlimited travel throughout Metro Vancouver

### Cancer Clinic Drive Program:

Dispatch .....	604-215-5462
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## RECREATION CONT'D

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### 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+

### 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**

Thrifty Foods—Sendial  
Wed/Thurs 8:30am—11:30am ..... 604-948-9215

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## FUNERAL PLANNING

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FamilySide Funeral Pre-Planning ..... 1-888-579-2233  
Funeral Service Association of BC ..... 1-800-665-3899

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## GOVERNMENT SERVICES

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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:

Kerry-Lynne Findlay - MP-Rich./S.Delta 604-940-8040  
Jinny Sims - MP-Newton/N. Delta ..... 604-598-2200  
Scott Hamilton - MLA - Delta N..... 604-597-1488  
Vicki Huntington - MLA - Delta S ..... 604-940-7924

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## GOVERNMENT SERVICES CONT'D

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Office of the Ombudsman ..... 1-800-567-3247

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

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

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## HEALTH AND WELLNESS

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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

Living Wills - Jack Bell Foundation (free) .. 604-879-7433

Nidus Personal Planning Resource Centre & Registry  
..... 604-408-7414

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## RECREATION

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### Delta Arts Council:

North Delta and South Delta ..... 604-596-1025

Surrey Arts Centre ..... 604-501-5566

Delta Museum & Archives ..... 604-946-9322

### Delta Parks & Recreation:

Registration ..... 604-952-3000

Leisure Friend Program..... 604-946-3288

Volunteers work one on one with people with disabilities in various recreational settings

Ladner Community Centre/Kin House/McKee House

Facility Rental Information ..... 604-946-3308

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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

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

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## **LEGAL SERVICES**

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

BC Centre for Elder Advocacy & Support.. 604-437-1940

Dial A Law ..... 604-687-4680

Lawyer Referral ..... 604-687-3221

Up to 30 minute consultation with a lawyer for \$25

Legal Aid (Richmond).....604-273-9311

Legal Aid (Surrey) ..... 604-585-6595

### **Hearing:**

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

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

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

Robertson Hearing (Ladner) ..... 604-946-7911

### **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) .... 604-582-4582

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

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## **ADULT DAY CENTRES**

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

Crossroads Adult Daycare ( Deltaview).....604-596-8825

KinVillage Adult Day Centre .....Ext 237, 604-943-0155

**www.aduldaycentres.org**

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## MEDICAL EQUIPMENT

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### Red Cross Medical Equipment Loans (MELS):

- Richmond MELS.....604-278-4011  
108 - 2931 Olafsen Avenue, 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:

- Harvest Drive Pharmacy..... 604-946-5220  
100-4515 Harvest Drive (Ladner)
- Marks Pharmacy..... 604-596-1774  
8035 120th Street (North Delta)
- Steveston Bicycle & Mobility Shoppe ..... 604-271-5544
- Electric Scooters/Walkers/Wheelchairs (New & Used)

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## HOME SUPPORT & PERSONAL CARE

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### Foot Care

- Dr. Howard Green.....604-597-5089  
#203-8425 120th St. ND
- 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
- Abbeyfield (St. David's) (Tsaw) ..... 604-943-2007
- KinVillage Assisted & Supp. (Tsaw).. 604-943-4805 (402)
- The Waterford (Tsaw) ..... 604-943-5954  
(Supportive Living +Respite Care)

### Independent Living:

- Evergreen Court/Plaza (Ladner).....604-940-2774
- Marina Park (Ladner) .....604-946-8288
- Scott Road Lodge (North Delta) .....604-591-1321
- Strawberry Hill Manor (North Delta) .....604-596-0066
- White Birch Manor (North Delta) .....604-590-5755
- KinVillage Apartments (Tsaw) ..... 604-943-4805 (402)

### Women's Transition House:

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

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## HOUSING CONT'D

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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](http://www.savvyseniorshousing.com)

(customized housing advice—fee for service)

Seniors Services Society

Seniors Housing Information

[www.seniorsservicessociety.ca](http://www.seniorsservicessociety.ca) ..... 604-520-6621

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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 Life Enrichment Centre ..... 604-501-6700  
(+ respite care) (East Delta)

Delta View Habilitation Centre ..... 604-596-8842

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

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

Northcrest Care (North Delta) ..... 604-597-7878

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

Dr. Tom Troy ..... 604-943-0188  
#218-1077 56th Street, Tsaw

### Mobile Foot Care

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

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

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

Therapeutic Foot Care .....604-940-1242

Sole Relief Foot Care—Wendy .... 604-240-3056

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

### Fraser Health —Home Health Care

**Home Health Service Line** ..... 1-855-412-2121

Central Intake - new referrals ..... 604-953-4965

North Delta and Newton ..... 604-953-4950

South Delta ..... 604-952-3552

### Home Support Agencies (providing service in Delta):

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

Cherry Blossom..... 778-834-7860

Classic Caregivers ..... 604-534-5663

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

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

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

Gold Star Home Support Network ..... 604-940-8204

Home Care Assistance ..... 604-912-0253

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

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

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## HOME SUPPORT & PERSONAL CARE

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Hope Home Care ..... 778-372-1886  
Mhel's Senior Services ..... 604-805-2200  
Nurse Next Door ..... 604-595-1680  
PacifiCare at Home Services..... 604-535-0638  
Revera Home Health ..... 604-580-6220  
Susan's Nannies ..... 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

Recreation Therapist—Denise Hostin ..... 604-940-0035

Senior Support Services (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  
Marilyn's Scissors Will Travel ..... 604-572-1377  
Monika ..... 604-385-2602 or 604-290-6932  
Penny..... 604-946-8187  
Robin..... 604-943-9166  
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.debralynncreations.ca](http://www.debralynncreations.ca)

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## HOME SERVICES

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Blue Glove Cleaning (ND)778-218-0507 or 604-367-9853

Home Adaptations for Independence (HAFI) Program  
Combined Provincial & Federal program  
[www.bchousing.org/HAFI](http://www.bchousing.org/HAFI) or..... 604-646-7055

Shell Busey - Referral ..... 604-542-2236  
[www.housesmartcentre.com](http://www.housesmartcentre.com)

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

**Check the classified section of the local newspaper  
for handymen.**

Help to move into new home or care facility—  
Denise Hostin ..... 604-940-0035

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## HOUSING

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BC Housing ..... 604-433-2218

Affordable Housing Societies ..... 604-940-2774  
(Non Profit - Ladner Branch)

Golden Transitions.....604-240-8085  
(Housing Advice - Fee for Service)

Home to Home Advisory Service—provides advice on  
seniors housing & move assistance  
(Fee for Service) ..... 604-739-8080