

2009 – 2010

# annual report



## deltassist family and community services



**Warren T. Hughes**  
Tyler Garnham photo

message from the **president**

This past year has been a year of tremendous challenge for Deltassist. There are many individuals and volunteers that should be thanked for their enormous effort on behalf of Deltassist. As I enter my fourth year, as President of the Board, I must first thank Doug Sabourin the Executive Director. Doug's dedication and knowledge of community service is extremely valuable. Doug continues to navigate Deltassist through choppy waters, and we wish to thank him for his service to our community.

In December 2009, Deltassist hosted three peer reviewers from the Council on Accreditation (COA). The peer reviewers came from Pennsylvania, Ontario and Michigan. Their job was to interview agency volunteers, Board members, staff and community stakeholders, and most importantly, clients. They had read the comprehensive self study that Deltassist had submitted in August, 2009 and they asked questions and read program materials to ensure that Deltassist's programs

and services continue to meet COA accreditation standards. The peer review was the culmination of many months of work on the part of everyone at Deltassist. Perhaps the most important aspect of the review was the attention given to Deltassist's performance quality improvement (PQI) where program activities and practices are continuously monitored and up-dated to reflect Deltassist's commitment to maintaining its service standards.

I am pleased to report that Deltassist passed its review with flying colours and is now re-accredited until 2014. Delta residents should know that Deltassist takes its accreditation very seriously and continues its commitment to maintaining the highest possible standards with the services it offers.

In 2010, Deltassist was named best non-profit organization by the Surrey and North Delta Leader. In addition, the United Way of the Lower Mainland and Scotia Bank named Deltassist the Community Spirit Award winner for our Seniors' Shopping Program.

Deltassist again supported Kwantlen Polytechnic University with a Family and Community Service Bursary in the amount of \$1,000 to the student that had applied for this bursary, and is interested in working in the social service field. This year's student was Lauren Baxandall, we wish Lauren all the best with her education and her future career goals.

A special thank you goes out to our

existing Board members; Denis Moore, Elaine Greggain, Maurice Bouchard, Len Stroh, and Kam Raman for all their service. Thank you to each of our Board members for their contributions and efforts towards Delta, as well as their ongoing passion and sense of community. The Board of Directors wishes any individual who wishes to volunteer, as a Board member to contact us.

The following individuals have left us through either retirement or a desire to move on to other endeavors. We wish them well in their journey. They are Jonathan Carr, Verinder Dhaliwal, Janice Hamel, Joanne Hahn, Margaret Lloyd, and Lauren McCleery. Thank you for your service.

This year, like last year continues to bring financial and service challenges. The Board of Directors for the fourth year in a row reluctantly approved a deficit budget. The Provincial Government budget cuts and other funding partners have continued to reduce their commitment to Delta. The dedicated management, staff and volunteers continue to successfully manage these funding challenges. This report provides a brief summary of the various services we delivered and a tally of the number of individuals whose lives, we believe, have benefited from those services. The Board, management and staff continue our commitment to the delivery of the program and services of Deltassist.

I continue to be impressed by the vast

array of programs and variety of services that Deltassist provides. The level of commitment we receive from our management, staff, and volunteers is unbelievable. This year Deltassist is in NEED! I reach out with a request that all Delta residents should take to heart. We need your financial help, we need your volunteer time, and we need your passion to sincerely help our community. I offer a sincere thank you to all that do give, and to all that will give to Deltassist for the first time. We need you today, and we will need you more than ever tomorrow.

I wish to conclude by thanking all the volunteers, my Board colleagues, the management and staff for their efforts and support toward Deltassist's past goals and future endeavors. As a volunteer I serve as President and I will continue to do my part as a resident of Delta and I know I can count on you to do yours.

*Thank you, Warren T. Hughes*

### Board of Directors

<b>President</b> Warren Hughes	<b>Treasurer</b> Maurice Bouchard
<b>Vice President</b> Kam Raman	<b>Director</b> Denis Moore
<b>Secretary</b> Elaine Greggain	<b>Director</b> Len Stroh

deltassist in numbers: thousands served in 2009-2010

**Counseling and family support services 2009-2010:**

- 1200 Total counseling intake calls
- 1009 Alcohol and drug program
- 47 Suicide prevention
- 164 Alternatives to violence program
- 40 Healthy families program
- 133 Family support services
- 26 Nobody's perfect parenting
- 13 Young parent outreach program
- 2632 Total served

**Clients served**

- 228 Individuals and families:
- \$10,733.11 Distributed

**Information and referral**

- 6246 Information and referral contacts

**Seniors services**

- 107 Seniors served
- 552 Services provided

**Volunteer services**

- 153 Deltassist volunteers
- 5991 Hours of volunteer work performed at Deltassist

**Assistance services**

- 650 Christmas hampers
- 594 Service club assisted hampers
- 738 Children who received toys

**Income tax preparation**

- 382 Clients served



Santa's helpers: Two are members from the 38th Baden Powell Guild; all are volunteers who, year after year, deliver toys to our toy depot.



Staff Christmas



One of Santa's helpers with toy donations.

**It helps put food in the children's tummy and presents under the tree.**

**"It makes it so incredibly much easier to get through the holiday season and lifts a big burden off of me."**

**"I think you are doing a wonderful job at volunteering and assisting families in a time of need. I very much appreciate the help!"**



Counseling Display at Scottsdale Mall "Don't Drink and Drive/Don't Smoke/Don't take Drugs."

**"Deltassist's support has been critical in assisting this student in learning coping skills which have allowed her to become stable and has provided her with skills which she can actively use to maintain a healthy lifestyle."**

**employees**

- Rachelle Ashbee
- Penny Best
- Maureen Bozman
- Terry Cardy
- Jonathan Carr
- Julie Chadwick
- Jean Chandok
- Colleen Collins
- Carlee Costello
- Deborah Dagenais
- Verinder Dhaliwal
- Raman Dhaliwal
- Suzy Fong
- Zainu Ganief
- Carly Geistlinger
- Lou Grant
- Janice Hamel
- Cheryl Hart
- Klaus Iden
- Angelika Jaehrich
- Naushina Kiely
- Margaret Lloyd
- David Matta
- Ladan Morano
- Angela Pallan
- Parminder Rai
- Connie Rimmer
- Shelley Rimmer
- Doug Sabourin
- Tejinder Sarkaria
- Helen Stevens
- Ravi Teja
- Doug Thorslev
- Pamela Turner
- Joanne Van Snellenberg
- Lyn Walker
- Lorraine Yates



Deltassist Staff

**community partners**

- Allegra Print and Imaging
- Bousfield & Associates
- Boys & Girls Club Community Services of Delta/Richmond
- CITA
- Canada Safeway Tsawwassen
- Delta Cable Communications Ltd.
- Delta Home Support Society
- Delta Service Clubs
- Delta Optimist
- Kwantlen Polytechnic University Foundation
- North Delta Mental Health & Addictions
- Options: Services to Communities Society
- Peace Arch Community Services
- Progressive Intercultural Community Services Society
- School District No. 37 (Delta)
- Semiamhoo House Society
- SOS Security Solutions Ltd.
- Surrey/North Delta/South Delta Leader
- Surrey Now Newspaper
- The Province Empty Stocking Fund

**major supporters**

- B.C. Gaming Commission
- Century Group
- Corporation of Delta
- Delta Community Foundation
- Fraser Health Authority
- Province of British Columbia
- Real Estate Board of Greater Vancouver
- United Way of the Lower Mainland
- Vancouver Foundation

**message from the executive director**



Doug Sabourin Executive Director

**Deltassist is at a tipping point: financial support needed for its high quality social services**

Since I joined Deltassist as its Executive Director in 2006, every annual report I have given has had a similar theme: Deltassist's volunteers, board members and staff continue to be committed to offering the highest quality social services to Delta residents despite ongoing funding challenges.

Readers of this annual report will see that this year again, Deltassist's revenues have fallen significantly and for the third year in a row, revenues have not matched expenses.

This is an alarming state of affairs and the Board of Directors and management have worked diligently to raise additional funds to meet normal operating costs. The truth of the matter is that as a non-profit social service agency, Deltassist relies on public funds to subsidize its client services.

**Over the last number of years, government contracts have not kept pace with increased cost of operations.**

Deltassist relies on provincial government contract funds to offset operational costs and in the last year, contract funds have been cut but at the same time the same level of service has been expected.

This unfortunate and predicted state of affairs comes at a time when Deltassist has received well-deserved public acknowledgement for its services and continues to meet an international standard for its service delivery.

Deltassist is at a tipping point: if it does not receive significant ongoing financial support, in the very near future its financial reserves will be exhausted to the point where it will have to cease operations.

**This year Deltassist celebrates 38 years of community service to Delta residents.**

If Deltans value Deltassist and its many services, funds will need to be raised to ensure its financial survival.

I call upon all Delta residents to declare their support for Deltassist and its legacy of caring for the community by giving it the financial support it requires to continue to serve those who need hope in their lives, the healing presence of a supportive community and assistance to help them through life's challenges.

Help us to help those in our community who need our caring presence.

Respectfully, **Doug Sabourin**  
Executive Director



Alice Barnes Recipient of the Karen Johnson Volunteer Award.

**community donors**

- Alberto's & Co.
- Allegra Print & Imaging
- Alpha Lambda Master-Beta Sigma Phi
- Anglican Church Women Diocese of N.W.
- B.C. Ferries Employees, Tsawwassen
- B.C. Hydro Employees' Community Services Fund
- Boys & Girls Club
- Burnaby Bulldogs
- Canadian Western Bank
- Chesapeake Landing
- Chevron Canada Limited
- Cliff Drive School
- Coast Capital Savings
- Cobs Bread
- Cougar Canyon Elementary School
- Crossroad United Church
- CUPE Local 454
- Delta Chambers of Commerce
- Delta Fire Fighters Union
- Delta Hospital Emergency Staff
- Delta Ladies Golf Club
- Delta Pentecostal Youth
- Delta Retired Teachers Association
- Delta Secondary School
- Delta Tops B.C. #3585
- Delview Secondary School
- Diane Moore - Muscle Memory Personal Training
- Dr. D.R. Lister Inc.
- English Bluff Elementary
- First Hawthorne Rangers
- Flora Pigeau Dance Academy
- Full Circle Project Services Ltd.
- Gordon Food Services
- Jarvis Elementary School
- Kennedy Park Lawn Bowling Club
- Kwantlen Polytechnic University Foundation
- Ladner Girls
- Ladner Harbour Centre/ Dorset Realty Group
- Canada Ltd.
- Ladner Lions Club
- Maurice L. Bouchard Inc.
- NAI Holdings Ltd.
- Natural Comfort
- North Delta Newcomers & Friends
- North Delta Secondary School
- Order of the Eastern Star
- Overwaitea Food Group (Save On Foods #963)
- Rankin Skyline Services Ltd.
- Rotary Club of Ladner
- Rotary Club of North Delta
- Rotary Club of Tsawwassen & Point Roberts
- Royal Bank of Canada
- Royal Canadian Legion Branch #61
- Rusty Hinges Group
- Sacred Heart School
- Grade 1 & 3
- Safeway Sunshine Hills
- Safeway Tsawwassen
- Sands Secondary School
- Seaquam Secondary School
- Shato Holdings Ltd.
- SOS Security Solutions Ltd.
- St. Othbert Anglican Church
- St. Stephens United Church
- Sukh's Pharmacy
- Sunshine Ridge Baptist Church
- Telus Communications Company
- The Hydrecs Fund
- Unifiller Systems Inc.
- Van City (North Delta Community Branch)
- Van City (Tsawwassen Branch)
- Wellbrook Winery Ltd.

**volunteers**

- Maggie Akkam
- Harshad Amin
- Mildred Dick
- Barb Archer
- Karen Atkinson
- Lucille Baker
- Gail Barker
- Alice Barnes
- Mark Barton
- Patti Barton
- Malik Bashir
- Mary Bell
- Lori Bentz-Sim
- Evelyn Berger
- Lorraine Bird
- Donna Bolger
- Susan Bonar
- Jean Groomer
- Margaret Bourhill
- Maureen Bozman
- Herbert Brandt
- Gordon Brechin
- Aileen Brown
- Diane Brown
- Joy Brown
- Hanford Burden
- Larry Cardy
- Andrea Carley
- Patti Carlsen
- David Carrigan
- Kishore Chhanabhai
- Anna Collings
- Betty Courtney
- Jean Crowther
- Marti Danyluk
- Anne Davidson
- Karen Day
- Kerry Derbyshire
- Sofia Lang
- Isla Lawrie
- Isa Lehal
- Maira Lemmon
- Leilah Lietz
- Carol Loehr
- Rona Luhmann
- Irene MacCulloch
- Patricia MacDonald
- Vicki MacDonald
- Elaine Macleod
- Deanne MacMillan
- Michele Maguire
- Gloria Maki
- Dawn McCallum
- Leah McCullough
- Elizabeth McKenzie
- Audrey McMillan
- Ivadel Mengering
- Bob Metcalfe
- Matthew Millward
- Barbara Moore
- Denis Moore
- Tyese
- Morneau
- Bonny Munn
- Jackie Murray
- Wayne Murray
- Irene Nattress
- Edwina Nazareth
- David Neil
- Christine Neilson
- Lorraine Noga-van Deursen
- Sharon Nosek
- Judy Novakowski
- Marianna Poon
- Kam Raman
- Cathy Ramlil
- Ian Reade
- Priscilla Rehlinger
- Keith Reid
- Connie Rimmer
- Shelley Rimmer
- Dorothy Robertson
- Wilma Roodbergen
- Jan Salvador
- Dorothy Sample
- Mary Lou Sharland
- Janice Sherbuck
- George Shipley
- Gail Simpson
- Joan Smalenberg
- Erika Spiller
- Marlene Sproule
- Helen Stevens
- John Stockton
- Len Stroh
- Sherri Strukoff
- Taryn Strukoff
- Bill Sudeyko
- Joannice Sweeney
- Jill Tasman
- Harry Taylor
- Muriel Taylor
- Nina Taylor
- Shannon Taylor
- Sharon Taylor
- Lynn Temoin
- Craig Thomson
- Corito Torres
- Sylvia Travis
- Dianne Tryon
- Joanne Van Snellenberg
- Mariam Walker
- Meg Walley
- Jasmine Warren
- Roberta Whaley
- Robbin Whitbread
- Keith Wilson
- M-J Wood
- Jessica Wu
- Nikki Yau



Deltassist volunteers

**individual donors**

- James Abbott
- Conrad & Laura Ahrens
- Fay R. Allen
- Anne Andrew
- Bruce Archibald
- Dr. P.S. Athwal
- John A. Bailey
- Paul Bains
- Indejit Singh Bamrah
- John D. & Marylee Barham
- John Biehl
- John & Jan Blanchard
- Schuyler Boll
- Kevin Borthwick
- Keith & Sharon Bossons
- Robin & William Braidwood
- Terry Bremner
- Harro Breninek
- Douglas A. Bridger
- Jean Brown
- Gayle Burgess
- Judy Burrows
- Linda Butler
- Bequita Butts
- Brenda Cameron
- Linda Carlson
- Roy & Shirley Carter
- Dennis & Marilyn Cherenko
- Sharon & Richard Clark
- Donald W. Coates
- Jean Coban
- Mr. & Mrs. J. Cohade
- Bruce Conley
- Sandra & Mike Cornell
- Kenneth Cotter
- Dianne Craig
- Kathleen Currie
- Irene Czinege
- Fanny Day
- Winifred Dennett
- Dan Dosen
- Barbara Dymond
- Michael Edgson
- Sharon Edwards
- Donald Faulkner
- Paul & Ann Fisher
- Tara Fisher
- Doris & Leonard Frost
- David Gahr
- Bruce Gates
- C.E. & R.W. Giprdano
- Trina & Sean Gowan
- Brent Graham
- Doug Grant
- Pat Greenwell
- Brent & Cathy Halliday
- Elizabeth & Wayne Hamilton
- Shannon Hardy
- Ruth & Peter Harraway
- W.E. Hart
- Dorothy Harvey
- A. Herringer
- David Hoar
- Sharon Hoeght
- Randy Holland
- Brent & Cathy Holliday
- Garry & Trix Hoogendoorn
- Julian & Irene Hoogstra
- Peggy Horton
- Veda Hotel
- C & J Jantzen
- Mabel Jensen
- Wendy Johnston
- Betty Kelly
- Myrtle Kennedy
- Streit Kim
- S & E Kinsey
- Danielle Kjellbotn
- Joan Klassen
- Maryann Klyne
- Peter & Marilyn Kobluk
- Viola Krall
- Julie Lapinsky
- M. M. Lawlor
- Isla Lawrie
- Chun Yuan Li
- R & B Lloyd
- Lois Jackson
- Lois & Bruce Loudon
- Veronica Luhmann
- J & B Lund
- M & J MacDonald
- Sandra MacLeod
- Nancy MacLennan
- Emma MacPhail
- Harpinder Purni Mali
- Isobel Marshall
- Irene Mason
- Helen Mathews
- Emily Mathews
- Robert Maxwell
- M. Claire Maynard
- Marguerite McConnell
- Tracey McKinley
- Neil McLennan
- Bernice McMahon
- Thomas McNeillage
- Alice McQuade
- Bob Metcalfe
- Cheryl Miller
- Marilyn Molloy
- Kelly A. Morgan
- Maria Morrison
- Leanne Mueske
- Naranjan Muker
- Shirley Mulschlegel
- Paavila Murrina
- John Murphy
- G.A. Duncan Stewart
- Debbie Neudorf
- Lesley & Keith Oliver
- Dorothy O'Sullivan
- David Otto
- Ronald Parsons
- Rishard Pearce
- Elizabeth Perrin
- Jerry Pickering
- Kathy & Eric Poon
- Sandy Powis
- R. Purdy
- Karen L. Ramsay
- Russell & Betty-Lou Read
- Joy Reid
- Jim Reynolds
- Anne Richards
- Margaret Riddell
- Louis Rioux
- Thomas Ross
- Noreen Rudd
- Benjamin Ruhl
- John Russell
- Judith Sadowsky
- Mr. & Mrs. N. Sakijama
- Trinita Scott
- LeaAnne Sexton
- Isobel Shane
- Dr. Carol Shpak
- Marguerite Shepert
- Peter Smailes
- Gordon & Allison Smith
- W. & M. Speitslbach
- Dr. Kevin Spence
- Robert Spies
- G.A. Duncan Stewart
- Dianne Stolberg
- Jan Storer
- William & Olga Sudeyko
- Bonnie Sutherland
- Dorothy Sutton
- Giselle Swystun
- Dennis Tarr
- Dave Taylor
- Kenneth Taylor
- Robert Taylor
- John & Lyndae Thomas
- Robert Thorp
- Miranda Tuck
- Margaret Turner
- Martina Vander Horn
- Kevin & Nicole Varga
- Dennis Voysey
- Kelly Vugteveen
- Betty Jane Walker
- Reginald Wand
- Floyd & Mary Wartnow
- Cathy Waterson
- Gerald Watts
- Dr. J. Nixon White
- Elaine Whittaker
- Muriel Wientjes
- Jan Wilmot
- Steve Wilson
- Sharon Wolfmeyer
- Donna Woloshen
- Heidi & Ronald Wood
- Ruth Worthington
- Bridgette Zacharias
- Bob Zeman

**Donations from the following individuals and businesses were instrumental helping Deltassist recognize our dedicated volunteers.**  
Deltassist wishes to thank: Schuyler Boll, Delta Shoppers Mall Esquires, Sunshine Hills Safeway, Tsawwassen Safeway, Wellbrook Winery, SOS Security Solutions and Canwest Telephone Company Corp. for their generous donation.

**corporate donors**

- Coast Capital Savings Credit Union
- Jamieson's Pet Food Distributors
- Westshore Terminals.

**how can you help?**

1. Make a tax-deductible donation
2. Leave a bequest from your estate to Deltassist
3. Volunteer a gift of your time
4. Organize a company fundraiser for Deltassist

**"Counsellor provided not only the benefit of her experience and educational status, but also a level of humanity that without same, I have no doubt whatsoever that I could never achieved the level of progress that I have."**

**"Shows my kids that people do care when times are hard."**



Deltassist Volunteers.

**"This has been a complex case. Deltassist's willingness to participate actively as a team member has been greatly appreciated."**



# Thank you for your support

For the past 38 years, Delta residents have come to rely on Deltassist when they need assistance, and we are proud of our record and reputation for offering community-based services to our community

Deltassist's motto is 'caring for our community' and we are now asking you for your financial support.

We know you share our commitment to serving those in our community who need hope in their lives, the healing presence of a supportive community and practical assistance to help them through life's challenges.

We are asking for your support because traditional sources of revenue have simply not kept pace with normal operating costs.

*Deltassist's motto is 'caring for our community' and we are now asking you for your financial support.*

If you want Deltassist to continue to offer the services that you have come to trust and rely on, please support us through your financial contribution.

You can make your contribution by contacting Deltassist.

Call Now **604.594.3455**



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

Thank you for your support for Deltassist's important work in our community.



Board Members **"Professional and dedicated staff with genuine concern for the welfare of others"**

## PERFORMANCE QUALITY IMPROVEMENT

In the last year, Deltassist staff and volunteers worked very hard, preparing for its first re-accreditation. I am very pleased to inform you that Deltassist achieved a four-year accreditation from the council on accreditation that extends until 2014.

The success of the re-accreditation reflects the importance that Deltassist attaches to its internal and external accountability.

Everyone is involved in ensuring all services meet standards and everyone is involved in reviewing practices and procedures that contribute to excellent client service.

I would like to extend thanks to all of the clients, volunteers and staff who

contributed their time and energies to the accreditation process. I want to acknowledge Lorraine Yates' work in coordinating the re-accreditation efforts in addition to her responsibility to organizing Deltassist's Performance Quality Improvement (PQI) process.

Performance Quality Improvement informs all of our work.

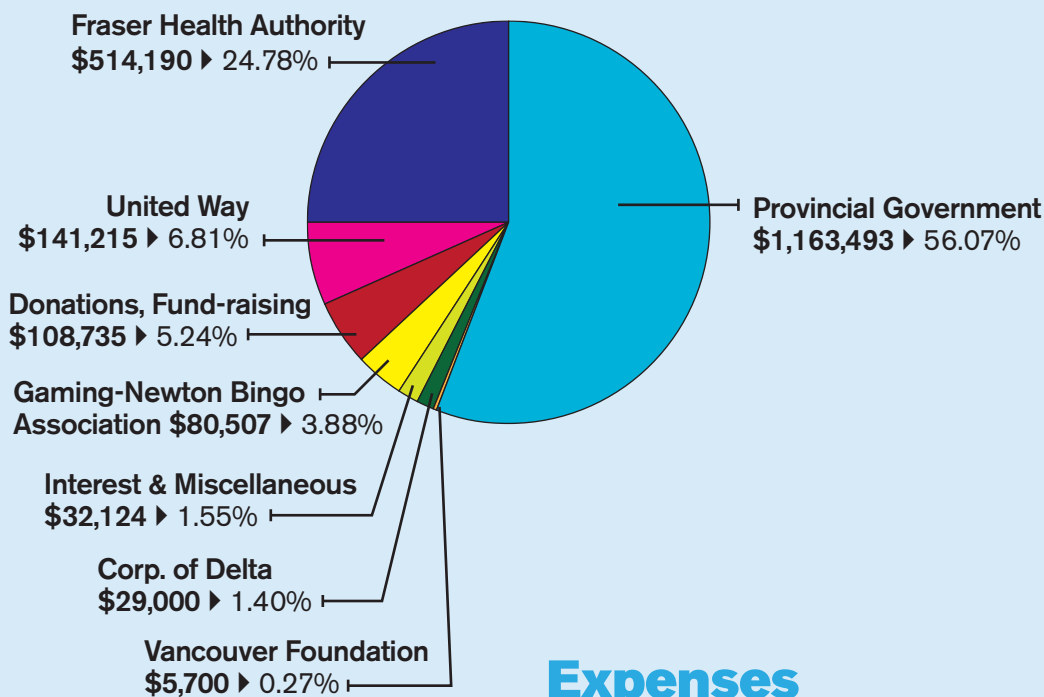
We are committed to continuing to emphasize PQI in all aspects of our work to ensure that Delta residents continue to receive the standard of service that they have come to expect from Deltassist.

**Doug Sabourin,**  
Executive Director

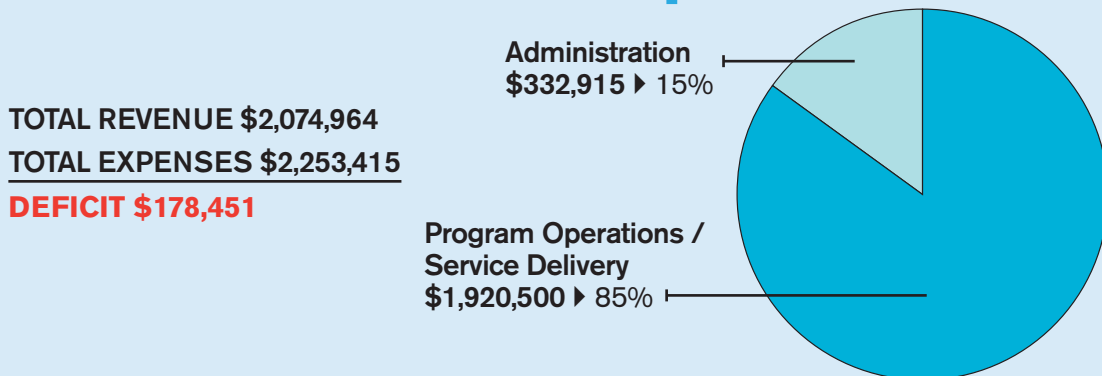


Scottsdale Mall "Don't Drink and Drive/Don't Smoke /Don't take Drugs" display. Counseling Display at

## Revenue



## Expenses



TOTAL REVENUE \$2,074,964  
 TOTAL EXPENSES \$2,253,415  
**DEFICIT \$178,451**

**INVITATION to the AGM**

Please join us at Deltassist's Annual Meeting beginning at 7:00 p.m. Wednesday, September 22nd.

This year we are proud to have as our Speaker, Ms. Deb Bryant, the Vice President of the United Way of the Lower Mainland, who will speak about the United Way's exciting new initiative: the Public Policy Institute. Deltassist will also be presenting the award-winning video about its Seniors Shopping and Volunteer Service that was awarded a United Way Community Spirit Award this year. Light refreshments will be served.

Please RSVP to 604.594.3455 by September 15

## Thank you

Deltassist Family and Community Services Society thanks all of those groups and individuals who have supported our services with donations of money, toys, food and time. We apologize if we have inadvertently missed or misspelled anyone's name.

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