

**ANNUAL
REPORT
2024-2025**

deltassist
caring for our community



**DELTASSIST FAMILY AND
COMMUNITY SERVICES SOCIETY**

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We at Deltassist, acknowledge the traditional and unceded territory of the Tsawwassen First Nation, Musqueam Indian Band and of all the hə́n'qəmiḥə́m (Hun'qumi'num) speaking people who have been stewards of this land since time immemorial.

WHO WE ARE



Deltassist Family and Community Services Society is a non-profit organization, accredited by the Council on Accreditation, dedicated to the wellbeing of the people of Delta. We offer counselling and community-building in the form of workshops, events, senior support, outreach programs, and information services. We are here to support all residents of Delta and have been caring for Delta since 1972.



LEADERSHIP TEAM

Executive Director- **Julie Chadwick**

Senior Manager of Finance and Administration – **Colleen Collins**

Manager of Counselling Services, Clinical Supervisor- **Suzy Fong**

Manager of Human Resources and Office Operations- **Kam Dhaliwal**

Manager of Counselling, Administration- **Farhana Akbar**

Manager of Community Services, Seniors Services and Accreditation- **Ana Awmack Juan**



MISSION STATEMENT

"To respond to the community needs of Delta in a manner which enhances the social, psychological and physical wellbeing of individuals, families and the community through the provision of professional and volunteer services in Delta and the surrounding communities".

DIVERSITY, INCLUSION, AND EQUALITY STATEMENT

Deltassist embraces and values the importance of diversity, inclusion, and equity. We believe that diversity is a strength and makes us and our community better. We strive to learn, grow, and create an inclusive and equitable culture that encourages, supports, and celebrates the diverse members of our community. Diversity in Delta takes many forms. It includes, but is not limited to, differences related to race, culture, ethnicity, gender identity, gender expression and presentation, sexual orientation, religion, age, language, legal status, mental health, ability, and socioeconomic status.

DELTASSIST IS DEVOTED TO THE FOLLOWING PRINCIPLES:

We acknowledge that interpersonal and systemic oppression exists and affects people differently.

We honour the visible and invisible qualities that make each individual unique. We believe each client, community member, donor, volunteer, and employee is to be treated fairly with respect to differing needs and barriers.

We strive to promote diversity, equity, and inclusivity in all our practices and interactions.

We commit to the highest standards of ethics and integrity by implementing strategies and policies that dismantle oppressive systems.

COMMUNITY SERVICE

Every year we help thousands of families and individuals with emergency food, income tax assistance, food hampers, toys at Christmas, backpacks of food for elementary schools, a weekly bread program, a community garden that supplies the community with fresh produce as well as information and referral services that connect people to other programs and services in Delta and the surrounding communities.

COUNSELLING

Our Counselling programs support families experiencing domestic violence, those who are directly or indirectly affected by a substance misuse problem, children and youth who are at risk of suicide, seniors who need emotional support and families who need assistance maintaining a safe home for their children.

SENIOR SERVICES

We support hundreds of Delta seniors by providing services to help them maintain their independence and stay in their own homes. A weekly phone shopping program, daily phone support, light housekeeping, repair person, yard services and volunteer drives to appointments all support the goal of seniors maintaining their independence as well as staying connected to the community.



WHO WE ARE



EXECUTIVE DIRECTOR'S MESSAGE



Another year has flown by in Deltassist's provision of services to the residents of Delta. As I look back on this year, the increasing needs of our community stands out in a significant way. There are many reasons for this increase in need, leftover impact of COVID, the cost of living, the US tariffs, and the rising increase of needs of seniors in our community.

Whenever I am asked about the work of Deltassist, and the services that we provide to the community, I always hear, "How do you do all of that with a staff of under 50 people?"

To this I respond with pride that not only do we have seasoned, qualified, compassionate competent staff, we also have a large cadre of amazing volunteers who have opened their hearts and given of their time to help others in need. Deltassist is also the very grateful recipient of donations that support our non-funded programs such as the emergency food bags, our garden which provides fresh vegetables for 6 -8 months of the year, the income tax e-filing for residents on low income/disability, and our support for extreme heat and cold supplies, particularly to those who are unhoused or have vulnerable housing.

I would like to thank all of the volunteers, staff, and Managers for their hard work and care for our clients and our community.

Deltassist provides a wide array of free counselling and community services to support those in Delta who are struggling and need a helping hand. Lowering barriers to service and increasing access to location and time that meets the needs of our clients is of great importance.

There has been a continual increased demand for counselling services and for services to our seniors. Deltassist is always looking to provide services that provide complimentary services to our clients so we stay ahead of emergent trends as much as possible. This translates to working closely with funders and community partners increase Deltassist's capacity to offer services that would not be possible working in isolation. Deltassist is very appreciative of our wonderful partnerships in Delta and applauds their efforts to collectively increase the quality of life of the residents of Delta.

Deltassist continues to be successful in receiving both municipal, provincial and federal grants to provide timely services which either have a minimal or no wait for service and to start new programs to expand our ability to meet identified emerging needs or gaps in service.

As the hub for information in Delta, Deltassist receives thousands of calls and inquiries through our staff and website asking for information. Deltassist maintains a comprehensive database available to all of Delta and all staff and volunteers provide helpful information about Deltassist services as well as external resources that best meet callers needs. Deltassist has been a touch point for many residents who are newcomers and may also be newly immigrated to Delta. Deltassist is fortunate to have staff that can speak a number of languages to assist persons in their language as much as possible and also works with other agencies to ensure that language is not a barrier. Reception is a warm and welcoming experience whether in person, over the phone, or via the internet. Navigating systems and finding appropriate resources for callers helps ease stress and frustration in a time of phone trees, automation, and AI conveying our care and concern for those in need. Deltassist is very lucky to have such qualified, committed, caring staff and volunteers providing the highest quality of services to the community of Delta increasing the quality of life for Deltans.

Deltassist's 38 garden beds are lovingly tended by an amazing and dedicated group of garden volunteers that take care of the flowers and vegetables grown for 6-8 months of the year that are given out free to those struggling with food equity due to job loss, higher costs of living in general, inflation, and financial instability. Basic needs for Delta families have only increased with regards to food and rent forcing people to make difficult decisions to ensure their families basic needs are met.

It was another very busy income tax season and the wonderful work of the CRA volunteers helped people on low income and disability to receive their refunds in a very timely manner.

EXECUTIVE DIRECTOR'S MESSAGE CONTINUED



With all that is happening in the world right now, our landscape of care continues to shift and change. Climate change is having a significant impact on our residents and those who are unhoused and vulnerably housed. We have consistently experienced much colder winters and much hotter summers. Deltassist continues to work with other Delta community agencies and the City of Delta to provide essential items to those facing extreme cold and heat, provide misting tents in extreme heat, and belongs to the list of agencies that receive extreme weather reports to mobilize efforts quickly. In addition, Deltassist partners with other community programs to reach out to those who are struggling with homelessness in the extreme heat/cold and who are unable to access office locations. While we continue to navigate upcoming changes, Deltassist continues to assess how we can best support our community within our mission and mandate.

Deltassist is very committed to the community of Delta, and this commitment is shown by our involvement on community committees that directly affect the quality of life of the residents of Delta. Deltassist either chairs, co-chairs or participates and collaborates as a member in many community committees. A few of these committees are the: Delta Community Action Team on the Toxic Drug Supply Crisis, South Fraser Substance Use Network, Delta Opposes Violence Everywhere Committee, Community Action Equity and Justice Committee to address racism and hate, Delta Food Coalition, South Delta Eating Disorders Task Force, the Healthy Communities Partnership, and the Child and Youth Committee for Delta. Deltassist also participates on many committees led by The City of Delta to address current social issues in Delta. Deltassist has taken its' responsibility to collaborate and coordinate as a community partner very seriously to ensure that services are provided or created to enhance or add to services that will directly benefit Delta residents. By working collaboratively, Deltassist has been able to increase its own capacity and ensure services are coordinated, not duplicative, timely, m to increase effectiveness, meet the needs of our community, and build strong relationships between service providers to the benefit of those we serve.

Deltassist continues to be very grateful and appreciative of the support, partnership, and ongoing strong relationships with; The City of Delta, The Delta Police Department and Victim Services, the Delta School District, and all of the community agencies that consistently provide such excellent and necessary services to those who live in Delta. We are stronger together and as community service providers we need each other in order to provide more, often with less funding.

Deltassist can not express enough thanks and appreciation to all of our volunteers that support Delta week after week, year after year. These volunteers allow the staff of Deltassist to enhance and develop new programs to provide services than would not be possible without their heartfelt dedication. Besides our garden and income tax programs, our volunteers sort emergency food, bread, and baby items to give to those struggling with finances and food equity, they drive, call, and assist seniors who need support to maintain their independence, they support our Christmas programs so families can enjoy Christmas like everyone else, they help out with greeting the public, and other tasks that are not under the auspices of our regular staff.

Our volunteers represent the service clubs, corporate services such as Bell, Fortis, Telus, and many other community businesses that have time and again supported Deltassist in our efforts to help the residents of Delta. We thank and honour all of those that have helped us in later pages in this report.

Having worked at Deltassist for the past 33 years, I continue to feel humbled and grateful for everyone that has made Deltassist an agency of integrity, kindness, compassion and caring that shows clearly in all of the work that we do. I am so proud to lead our agency and work with such an amazing group of staff, volunteers and practicum students that believe in the work we do and show up to support those in our community that are struggling. I am so very proud that Deltassist, its staff, Board and volunteers have these values strong and this forms the foundation for all the work we do to make a difference in people's lives on a daily basis.



Sincerely, **JULIE CHADWICK**
Executive Director

BOARD OF DIRECTORS



ELAINE GREGGAIN
Board Secretary



LEN STROH
Treasurer



GARTH CUTHBERT
Treasurer



BRAD SHERWIN
Director



DALBIR SINGH MEHTA
Director



MAURICE BOUCHARD
Vice President



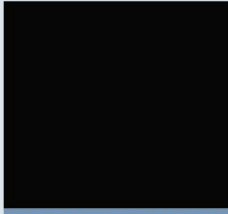
LIBBY WILLIAMS
Director



INDERJEET MANN
Director



LINDY MATHESIUS
Director



CHRISTINA BRKOPAC
Director

A MESSAGE FROM THE PRESIDENT

In November the Deltassist board welcomed Christina Brkopac as a new member and in January Lindy Mathesius rejoined the board. Unfortunately, Libby Williams resigned in January. Thank you, Libby, for your time with us and welcome to Christina and Lindy.

Lately, hacking and attempts to breach internet security everywhere has changed how everyone does business. At Deltassist we have had to ensure that we are ever vigilant with our internet security as a result. I can report to you that I am proud of the staff for not being fooled by any attempts.

Thankfully the expansion of our services into Tsawwassen has greatly assisted in how people can connect with our services. I couldn't mention this last September as the ink was not dry yet on the deal. Sadly, in Ladner we have had to deal with a rent increase which is not an easy thing to deal with.

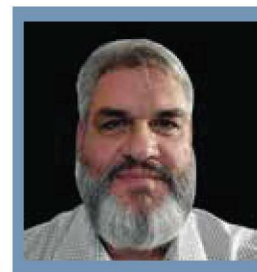
One of the problems we also now deal with is homelessness and drug use. This is a situation I'm sure a lot of people never thought we would have to deal with in Delta.

As I have mentioned in previous years, we need to show our appreciation for the many volunteers and staff for the work they do to make Deltassist who we are. It is amazing when I think of all the services Deltassist provides in our community.

This year our Bylaws committee has updated our Bylaws to comply with government regulations and to ensure they are easier to understand and read.

Lastly, we are continuously looking for new board members as a diverse group of people with a variety of skills keep the board fresh and help us to think outside of the box. Being on the board is a rewarding experience when you see what Deltassist can accomplish and by being a part in this.

I have now been retired for more than a year and can tell you that being retirement just means you are doing things that you choose to do and enjoy.



Sincerely,

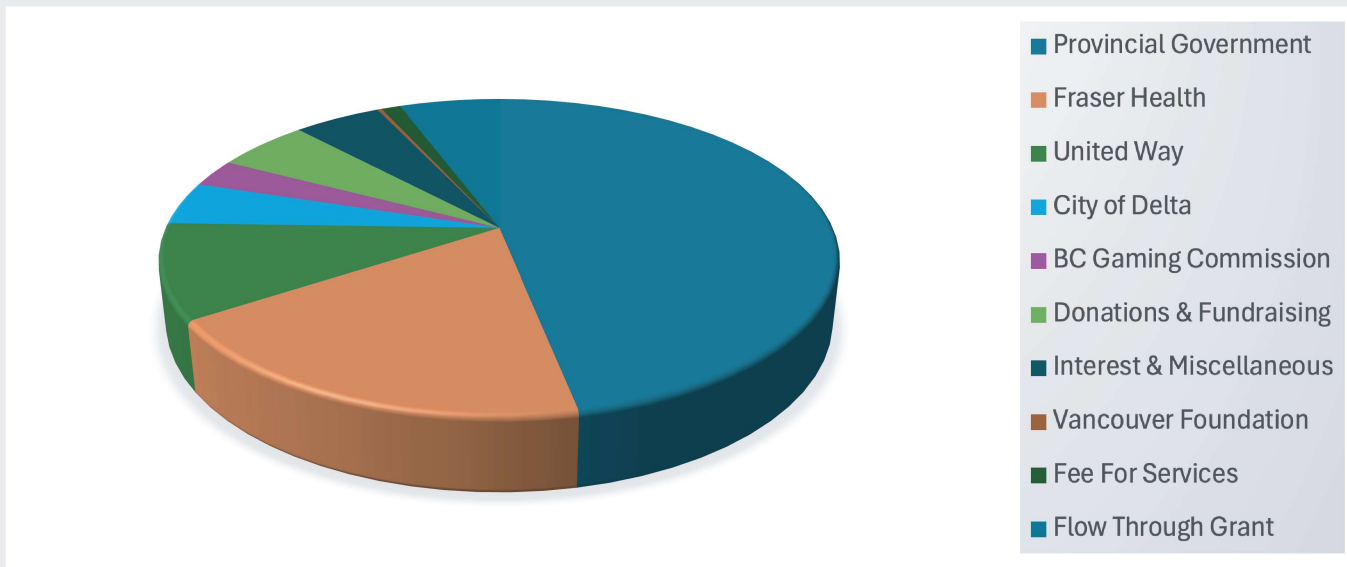
JOHANN ACKERMANN
President, Deltassist Board of Directors

FINANCIALS

2024-2025



SUMMARY FINANCIAL STATEMENT (UNAUDITED)



Revenue

Provincial Government	1916254
Fraser Health	773669
United Way	397456
City of Delta	179,000
BC Gaming Commission	115457
Donations & Fundraising	216862
Interest & Miscellaneous	202892
Vancouver Foundation	10470
Fee For Services	44394
Flow Through Grant	233024

TOTAL REVENUE 4089478

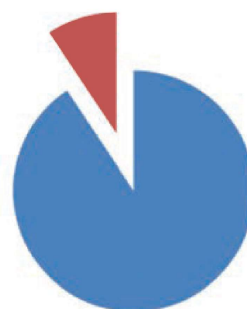
Expenses

Program Operations/Service Delivery	3917729
Administration	397062

TOTAL EXPENSES 4145961

SURPLUS OF REVENUE TO EXPENSES -56483 Deficit

EXPENSES



■ Program Operations / Service Delivery

■ Administration

\$4,145,961

THE COMMUNITY GARDEN

The Deltassist Community Garden is located in the back parking lot of our North Delta office. Fresh produce is provided via our Admin team to the public, (especially those facing food insecurity, those unhoused and struggling seniors) usually from June to October every year. Planning, planting, maintaining, watering and harvesting is all done by our incredible Garden Volunteer team. Deltassist would like to thank our amazing Garden Volunteers who work tirelessly through all-weather to ensure that the maximum can be provided from this space.



- Total Number of Volunteers - 12**
- Total Number of Volunteer Hours - 450**
- Total Number of Garden Bags Given Out - 1692**



EXTREME WEATHER RELIEF PROGRAM

Deltassist provides unhoused clients support during extreme weather. During the winter we provide necessities such as gloves, toques, warm socks and blankets.

During very hot days in the summer, we have a misting tent on site at our North Delta office and provide water, hydration drinks, hats, sunscreen and cooling packs.

We refer unhoused clients to local shelters and assist them in finding other resources to find relief from extreme weather.

BREAD PROGRAM

Deltassist partners with Monte Cristo Bakery to provide bread for the community. Thank you to Monte Cristo Bakery for their generous donation of weekly bread, which is picked up for Deltassist by the Vancouver Food Runners. The bread is gleaned at our North Delta office, by our extremely amazing Bread Program Volunteers, and made available for local schools and community organizations for pick up. The bread is also provided to the Rotary Club for the Starfish Pack Program and to our walk in clients. Thank you to all!



- Total Number of Volunteers - 16**
- Total Number of Volunteer Hours - 440**
- Total Cases of Bread - 1,711**
- Estimated Loaves of Bread - 25,665**



EMERGENCY FOOD PROGRAM

With the price of groceries nowadays, Deltassist is very aware that local families in the community of Delta are struggling. We try to fill the gaps in between other organizations like the local food banks by providing emergency food bags. We also provide food bags for the unhoused, who face extreme conditions and barriers in trying to be able to eat on a daily basis.

Our Emergency Food Program is run by our Admin staff along with 3 volunteers, who volunteered a total of 75 hours.

- Number of Individuals Assisted - 3648**
- Number of Food Bags Given Out - 1500**
- Value of Food Bags Given Out - \$29,220**
- Value of Gift Certificates for Emergency Food Program - \$5523**
- Additional Assistance Value (Diapers, Bus Tickets, ETC) - \$3012**



INCOME TAX PROGRAM

Deltassist offers a free Income Tax Program for low-income individuals in the Delta community. We have a drop-off and pick up system, that our clients appreciate. The program is run by our Community Services Team, in partner with our Admin Team and of course our wonderful Tax Volunteers who bring years of experience and expertise. The volunteers are trained by the Canada Revenue Agency, and they handle returns with confidentiality.

Number of Volunteers - 24

Total Number of Hours Volunteered - 429

Income Tax Returns Prepared - 696

STARFISH PACK BACKPACK PROGRAM

Students across Delta face the weekends with the anxiety of where their next meal will come from. The Starfish Pack Program steps in to provide packs of food for children to take home so they don't have to face the effects of hunger.

Deltassisst provides the Rotary Club, (North Delta) who run the program with space to organize the packs and headquarter their weekly delivery. We also provide bread for the packs.

This past fiscal year a total of 6773 packs were handed out to children in North Delta schools.



CHRISTMAS AT DELTASSIST

One of the largest community programs we run is our Christmas Program. Every year Deltassist partners with the service clubs of Delta and the community to support hundreds of families and individuals during the Christmas season.

Food Hampers, toys and gift cards are distributed to identified low-income families and seniors in Delta. In order for our Christmas program to be successful we need the entire community to come together at this time of giving, and they have never let us down.

Thank you service clubs, thank you to our volunteers, thank you to donors and thank you Delta!



- Number of Volunteers - 117**
- Number of Volunteer Hours - 775**
- Number of Registered Households - 595**
- Number of Children Served - 985**

COLDEST NIGHT OF THE YEAR

The Coldest Night of the Year is a family-friendly 2 or 5 km fundraising walk in support of local charities serving people experiencing hurt, hunger, and homelessness.

Each year in February, tens of thousands of Canadians step outside the warmth and comfort of home to shine a light of welcome and compassion in their communities.



Deltassist and Coldest Night of the Year 2025

- Number of Walkers - 77**
- Number of Teams - 15**
- Number of Volunteers - 21**
- Number of Volunteer Hours - 84**

Total Amount of Funds Raised \$25,451

COUNSELLING PROGRAMS

Deltassist offer a variety of counselling options, designed to support members of the Delta community. At any given time we have 20-24 counsellors on staff to provide support to those who are in need of support in our community.

Seniors Counselling Program

Clients Served - 74
Services Provided - 262

Family Support Services Program

Clients Served - 150
Services Provided - 1224

Alternatives to Violence Program

Clients Served - 145
Services Provided - 614

Healthy Families Program

Clients Served - 128
Services Provided - 1692

Substance Use Services Program

Clients Served - 225
Services Provided - 1190

Suicide Intervention Program

Clients Served - 35
Services Provided - 348

Young Parents Outreach Program

Clients Served - 26
Services Provided - 273

CLIENT FEEDBACK

“I was given good skills to deal with anger, conflict and abstinence”

“Much more relaxed. Less stress and anxiety. Better sleep”

SENIORS SERVICES

Deltassist proudly supports seniors in the Delta community. We run several programs and events throughout the year to support this community to ensure that seniors stay in their community and thrive. Caring for our seniors and making their everyday lives a bit easier is a responsibility we all carry and helps create a better overall society for all of us.

Our Seniors Programs are heavily supported by our volunteers, and we would like to thank them from the bottom of our hearts. Without you these programs most likely would not exist.

Phone Shopping

Number of Clients - 30
Number of Services - 926
Number of Volunteers - 22
Number of Volunteer Hours - 1548

Shop and Drop

Number of Clients - 8
Number of Services - 139
Number of Volunteers - 13
Number of Volunteer Hours - 278

Daily Phone Support

Number of Clients - 3
Total Phone Calls - 331

Wellness Calls

Number of Clients - 11
Total Phone Calls - 332

Housekeeping

Number of Clients - 100
Number of Services - 1135

Yard Work

Number of Clients - 20
Number of Services - 160

Minor Home Repairs

Number of Clients - 3
Number of Services - 5
Number of Volunteers - 2
Number of Volunteer Hours - 7

Drive Program

Number of Clients - 191
Number of Services - 506
Number of Volunteers - 26
Number of Volunteer Hours - 1518

FUNDERS



Nonprofit community services organizations like us would not be able to assist and support their communities without funding. Deltassist would like to thank each of our funders for their contributions and assistance in helping us serve the community of Delta.



COMMUNITY PARTNERS AND/OR DONORS



Kinsmen
KinVillage Association
La Vie en Rose Tsawwassen Mills
Ladner Home Church
Ladner Legion
Ladner Leisure Centre
Ladner Rotary
Ladner Yacht Club
L'Aroma Coffee
Leah Bach Personal Real Estate
Lower Mainland Christmas Bureau
LuLu Island Winery
M N' A Wings Corner N' Pizza
Maersk
McCloskey Elementary School
Mcdonalds Restaurants
McKee House Seniors Society
MTU Maintenance Canada
My with Sacred Heart Parish
ND Recreation Centre Curling
Norampac
North Delta Artisan and Gift Market
North Delta FC
North Delta Lions Club
North Delta Minor Hockey Association
North Delta Newcomers & Friends
North Delta Rotary Club
North Delta Secondary School
Old Navy
Optimil Machinery Inc.
OT4Life Occupational Therapy Services
P. Kennedy Family Fund
Pacific Dogwood Chapter, NSDAR
Palomina Orchards
Panorama Place Dental Center
Paridon Horitcultural
Paypal Giving Fund Canada
Peak Construction Group
Pebble Hill Elementary School
Pediatric Dental Group
Pinewood Elementry

Port Guichon Elementary School
Prov Outreach Program for Autism & Related Disorders
Provincial Employees Community Services Fund
Pure Health Massage & Wellness
Pure Sunfarms
R.E.C. for Kids Society
Raymond James Canada Foundation
RBC Richmond Delta Commerical Banking
Reach Child & Youth Development Society
RiverHouse Marina, Rest. & Pub
Rod Swenson Farms
Royal Bank Ladner
Royal Canadian Legion Branch #289
Save On Foods Ladner
Savior Lutherin Church
Schill Insurance
Schmun Gatt Smith and Assoicates
Scottsdale Center
Shato Holdings Ltd.
Sialco Materials Ltd.
Sirota's Alchymy
Sirotas Martial Arts
South Delta Minor Hockey Association
St Cuthberts A.C.W.
Stacey & Tony Scherpenisse
Starbucks Ladner
Starbucks Tsawwassen Mills
Stir Coffee
Sublime Art Materials
Sunshine Hills Community Group
Sunshine Hills Elementary School
Superfeet Canada, ULC
The Advantage Home Team
The City of Vancouver - Vancouver Landfill
The Delta Managerial Society
The Empty Stocking Fund
The Knitting Sisters
The UK Online Giving Foundations
The Waterford
The Wexford
Thomas Investments Ltd.

Tim Hortons Nordel Court
TOOBS
Transcold Distribution
Trinity Lutheran Church
Tsawwassen Boundary Bay Lions Club
Tsawwassen Business Association
Tsawwassen Chiropractor
Tsawwassen First Nation
Tsawwassen Martial Arts
Tsawwassen Mills
Tsawwassen Rotary
Tsawwassen Spring Fitness
Tsawwassen United Church
Tsawwassen Wellness Centre
TWC Pilates
Unitech Construction Management
United Way Community Builder
Value Industries Ltd.
Vancouver Transfer & Landfill
Varsteel Ltd
View Laser Skin Rejuvenation
Watershed Artworks Society
West Coast Seeds
Westland Insurance Group Ltd.
Westshore Terminals
White Spot Limited





NORTH DELTA OFFICE

Administratrion
Senior's Services
Information Services
Counselling Services
Community Services

9097-120th Street
Delta, BC V4C 6R7
Phone 604-594-3455
Fax 604-594-3496

Hours:
Monday to Friday
9:00 am to 12:00 pm
1:00 pm to 4:30 pm

LADNER OFFICE

Senior's Services
Information Services
Counselling Services
Community Services

#202 5000 Bridge Street
Delta, BC V4K 2K4
Phone 604-946-9526
Fax 604-946-7727

Hours:
Monday to Friday
9:00 am to 12:00 pm
1:00 pm to 4:30 pm

TSAWWASEN OFFICE

Senior's Services
Information Services
Counselling Services
Community Services

5061 12 Avenue
Delta, BC V4M 2A7
Phone 604-594-3455

Hours
By appointment only

WWW.DELTASSIST.COM
INQUIRY@DELTAASSIST.COM



@deltassist @deltassist



**DELTAASSIST FAMILY AND
COMMUNITY SERVICES**

