

JANUARY 2025

**routes**

ROUND UP



Appreciating our amazing volunteers at the Holiday Dinner!

# ROUTES ROUND UP

ISSUE 44 • JANUARY 2025

## TABLE OF CONTENTS

Volunteer Spotlight • P. 2

Call For Volunteers • P. 3

Updated Office Hours • P.4

QuestBus Trips • P. 5

Good Food Collective • P. 6

Client Satisfaction Survey  
Results • P.7

Important Policy Updates P.8

Program Spotlights • P. 9 - 14

Impact Snapshot • P. 15

### COMMUNITY EVENT CALENDARS

[Georgina Community Events](#)

[Newmarket Community Events](#)

## KEY DATES

### **JANUARY 6**

GIANT TIGER/NOFRILLS BUS TRIP  
SUTTON \$5 BUS FARE: 10AM-2PM

### **JANUARY 9**

WALMART BUS TRIP  
KESWICK \$5 BUS FARE: 10AM-2PM

### **JANUARY 10**

JR. BASKETBALL DROP-IN  
MAPLE LEAF P.S, NEWMARKET - 6-8PM

### **JANUARY 12**

LETS GET WALKING  
NEWMARKET LIONS HALL, 2PM

### **JANUARY 15**

YRFN FRESH FOOD MARKET GEORGINA  
THE LINK, SUTTON: 11:30AM-1PM

### **JANUARY 16**

PROPERTY PAIRING PROGRAM INFO  
SESSION  
THE LINK, SUTTON: 12-1PM

### **JANUARY 17**

CHAIR YOGA  
MAPLE LEAF P.S, NEWMARKET - 6-8PM

### **JANUARY 20**

WALMART BUS TRIP  
SUTTON \$5 BUS FARE: 10AM-2PM

### **JANUARY 21**

ROYAL ONTARIO MUSEUM BUS TRIP  
TORONTO, \$25 BUS FARE: 4:30-6:30PM

### **JANUARY 23**

WALMART BUS TRIP  
KESWICK \$5 BUS FARE: 10AM-2PM

### **JANUARY 24**

JR. BASKETBALL DROP-IN  
MAPLE LEAF P.S, NEWMARKET - 6-8PM

### **JANUARY 28**

IMAGINE CINEMAS BUS TRIP  
\$20 BUS FARE, KESWICK: 3:00-5:30PM

### **JANUARY 31**

ASCA - YOUTH SUPPORTING YOUTH  
MAPLE LEAF P.S, NEWMARKET - 6-8PM

### **JAN 15,22 & 29 - GFC COMMUNITY LUNCH!**

THE LINK, SUTTON: 12-1:30PM



## Volunteer Spotlight: Yalda M.

### Tell me about yourself

My name is Yalda and I currently work as a special constable with TTC. I am a friendly caller volunteer with routes. I started my journey 3 years ago and spoke to few clients over these years.

### How has Routes impacted you?

Routes impact in my life is more of a life lesson. This volunteer position taught me selflessness. I learned that even with a busy life schedule I can still find time to help others. It fills my heart with joy when I hear happiness in the clients voice after talking to me.

### What is your favorite memory with Routes?

My favorite memories with routes are yearly Christmas gatherings. It is very heartwarming to celebrate the Holidays with fellow volunteers and routes members. I always enjoy socializing with other members and getting to know each other.

### What are your goals for the future?

My goal is to continue my volunteer job as long as I am able to and become a better version of myself. Love myself and others and, make my world a better place.





## New Volunteers!

Food Delivery Deliver: Parveneh M.  
and Friendly Caller: Taiwo

*Welcome*

## By The Numbers - October



1,565  
Rides



986  
Riders



47 New  
Clients

## Volunteer Call!

JOIN OUR

# Board of Directors

Routes Connecting Communities is looking for passionate individuals to join our Board of Directors. If you have experience in any of the following areas, we'd love to hear from you:

- Financial Management (designation preferred)
- Legal Experience



Help us make a difference in the lives  
of our clients and community.

**Apply Now!**

Please forward your resume to:  
[boarddirector@routescc.org](mailto:boarddirector@routescc.org)



## Updated Office Hours 2025



# *NOTICE!*

Effective January 1,  
2025, we will be  
closing at 4PM.

Our regular hours  
will be 8:30am-4pm  
Monday-Friday





# JANUARY

## FOOD SUPPORT IN GEORGINA



### GEORGINA FOOD PANTRY

9am-11am | Jan. 3, 10, 17, 24, & 31 | Free Bus Fare



### GOOD FOOD COLLECTIVE COMMUNITY LUNCH

Pay-What-You-Can Lunch | \$5 Suggested Dine-In  
12-1pm | Jan. 15, 22, 29 | \$5 Bus Fare | \$8 Takeout Avail.

## SHOP & SOCIAL TRIPS



### KESWICK WALMART PLAZA

10am-2pm | Thurs. Jan 9 & 23 | \$5 Bus Fare  
(GEORGINA RESIDENTS ONLY)



**NOFRILLS**



### GIANT TIGER/NO FRILLS

10am-2pm | Mon. Jan. 6 & 20 | \$5 Bus Fare  
(GEORGINA RESIDENTS ONLY)

# ROM



### ROYAL ONTARIO MUSEUM

4:30pm-6:30pm, Tues. Jan. 21 | \$25 Bus Fare  
FREE ADMISSION



Difference

### IMAGINE CINEMAS KESWICK

3:00pm - 5:30pm | Jan. 28th | \$20 Bus Fare  
Ticket price included, concessions extra. Movie selection  
and showtime to be confirmed, Call us 2 weeks before

**PICK-UP FROM YOUR HOME!**  
**CALL 905-722-4616 x 1**  
**TO RESERVE A SEAT**



**routes**  
connecting communities

PROJECT FUNDED BY:

Ontario

**routes**  
connecting communities



Call our office to book your space on the bus,  
or reach out about rentals and advertising!



# Good Food Collective Menu



Globally Inspired Meals with Homemade Flavour & Local Ingredients

20849 Dalton Rd, Sutton | Wednesdays 12-1:30PM | \$5 Transportation avail. upon request

Dine-in: Pay-what-you-can | Takeout: Minimum \$8 (reservations due by 4PM Monday)

Interested to sponsor a lunch? Reach out to Carolyn at carolyn@routescc.org



## January 15

**BEEF AND BARLEY SOUP  
WITH A VEGETARIAN OPTION &  
CORN BREAD**

**YRFN FRESH FOOD MARKET**

**SPONSOR: TOWN OF GEORGINA**



Making  
Georgina more  
accessible -  
Take our  
survey:



## January 22

**FRIJOLES CHARROS  
(MEXICAN PORK & BEAN MEAL IN A BOWL)**

**SPONSOR: DESJARDINS INSURANCE**



JOE.SMYTH@DESJARDINS.COM  
WWW.JOESMYTH.CA



## January 29

**CHINESE CORN CHOWDER W/ CHICKEN,  
COLD SESAME NOODLE SALAD &  
EGG OR SPRING ROLLS**

**SPONSOR: FORREST JONES ENTERTAINMENT**

**CHINESE NEW YEAR CELEBRATION:  
YEAR OF THE DRAGON**



### CONTACT:

(905) 722-4616  
info@goodfoodcollective.ca  
goodfoodcollective.ca

E-Transfer: finance@routescc.org  
Add message "GFC Lunch"



# Client Satisfaction Survey Results

## CLIENT SATISFACTION SURVEY RESULTS



### WHAT ARE WE DOING WELL?

88%

Clients feel Routes staff and volunteers are caring

87%

Clients feel Routes services make you feel more connected to your community

91%

Clients would recommend our service to others

48%

Clients are currently accessing more than 1 service at Routes

### WHAT CAN WE IMPROVE ON?

#### Improved Communication:

We heard that you have experienced some challenges accessing our teams and service through our phone system. We want to give you peace of mind when using our service. We will incorporate some process improvements to reflect this. We also offer online registrations for our services at

<https://www.routescc.org/book>



#### More Volunteers:

A common theme you shared was that we need more volunteers to meet your needs. Volunteers are the foundation of our service delivery. If you would like to learn more about how you or a loved one can become a volunteer please visit

<https://www.routescc.org/volunteer>

### TESTIMONIALS

"You provide multiple opportunities for community engagement. You provide valuable services to community...a TRUE Connection"

"All of the services are stellar! I have met the most wonderful, caring, interesting, friendly and courteous people ever!"

"All your drivers are wonderful!"

"I am more than happy with the current services offered! Routes is a blessing to so many people in Georgina and York Region!"

# THANK YOU!

If you'd like to submit feedback, please visit <https://www.routescc.org/complaints-policy> or scan the QR code



[www.routescc.org](http://www.routescc.org)

[info@routescc.org](mailto:info@routescc.org)

(905)-722-4616



# Important Policy Updates!



## EFFECTIVE JANUARY 1, 2025

To ensure we provide services that are as timely and reliable as possible, we are implementing some quality improvement updates to our program!

### Business Hours

Our client service team will now be available for in person visits and phone calls from Monday - Friday  
**8:30am to 4:00pm.**



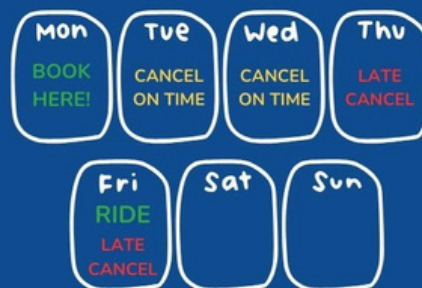
### Requiring 3 full business days to book a ride



*3 full business days defined:  
Monday - Friday 8:30am-4pm, not  
including public holidays*

### No Shows & Late Cancellations

A cancellation with less than **1 full business days' notice will now incur the cost of the full ride.** This is inclusive of **no-shows.**



### Customer Service Quality Updates



You should expect to receive confirmation of your ride booking when a request is made online or via voicemail, by the next business day.

In addition, you will be notified when your ride is dispatched to a driver.



## Program Spotlight!



### Routes Youtube Channel

EPISODE 01 - PROGRAMS  
AND LUNCHES



SUBSCRIBE HERE

### Routes Youtube Channel

EPISODE 02 - WENDY  
AND FRANK



SUBSCRIBE HERE





## Program Spotlight!

# LET'S GET WALKING

Sundays this winter, Starting Dec 1st 2024

Jan 12th, Feb 2nd & March 9th 2025

**Meet up Location/Time:**  
**Newmarket - Near Lions Hall on Duncan Drive**  
**at 2 PM**

Contact Khalil for more info  
or visit [linkingnewmarket.ca](http://linkingnewmarket.ca)  
[khalil@routescc.org](mailto:khalil@routescc.org)  
(905) 872-3659





## Program Spotlight!

# Refer-A-Friend *IS HERE!*

Any volunteer that refers a friend to become a volunteer client driver will be awarded a \$100 Esso Gift Card IF: that referee remains a volunteer for 6 months AND completes min. 20 rides.

Once both conditions are met, the gift card is awarded.

Chat with any  
Transportation  
staff to apply!





## Program Spotlight!

# ROALD DAHL'S CHARLIE AND THE CHOCOLATE FACTORY

Join us for an exciting bus trip to see Roald Dahl's **Charlie and the Chocolate Factory** presented by Marquee Theatrical Productions at New Roads Performing Arts Centre! *Ticket includes bus fare and admission to the show.*

**SUNDAY, APRIL 13, 1PM**

**EARLY BIRD PRICE:  
\$45 BY MARCH 28, 2025**

**REGULAR PRICE: \$50**

### WHY JOIN US?

- ✓ Pickup From Your Home
- ✓ Hassle Free & No Planning
- ✓ Friendly, Social Adventure



Call Our Office:

**905-722-4616 x 1**



PROJECT FUNDED BY:





## Program Spotlight!

### Property Pairing Program

*Bridging the gap between property owners & tenants, fostering harmonious rental relationships. Your partner in property matchmaking; establishing the right fit for both sides.*



### Our Services

#### INTAKE:

Establish rental details, determine what you are looking for in a roommate & rules/expectations that may follow

#### ROOMATE MATCHING:

Complete compatibility questionnaire to match with a likeminded roommate

#### MEET & GREET:

Support with managing / attending meet & greets between you & your roommate to ensure safe, secure matching

#### DOCUMENTS:

Support with creating a roommate agreement, obtaining any necessary documents, finalizing the move in

Scan QR Code for Intake Form for Home Owners / Landlords

For more information, join us on **Jan 16th, 2025** for coffee & to answer any questions you may have!

Location: 20849 Dalton Road, Sutton, ON

Time: 12pm - 1pm



905 - 767 - 5340



<https://www.routescc.org/>



brooklyn@routescc.org



## Program Spotlight!



Ontario  
Trillium  
Foundation



Fondation  
Trillium  
de l'Ontario

An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario

### HOUSING SUPPORTS NAVIGATION PROGRAM

Concerned about maintaining your housing?

Facing eviction?

Unsure how to speak with landlords or find  
available rentals?

Need support accessing services?



### GET FREE SUPPORT WITH...



#### FINDING RENTALS

Utilizing resources to find  
vacant rental opportunities  
within your budget &  
desired locations.



#### GATHERING/COMPLETEING DOCUMENTS

Gathering necessary  
documents required by  
landlords & support filling  
out/submitting documents.



#### REACHING OUT TO LANDLORDS

Communicating with  
landlords to schedule  
house viewings & discuss  
rental details.



#### SERVICE NAVIGATION

Getting connected with  
additional supports &  
resources that best assist  
your current needs.

### SCAN QR CODE FOR REFERRAL FROM



**905 - 722 - 4616**



**[housinginfo@routescc.org](mailto:housinginfo@routescc.org)**



## Impact Snapshot - November



# NOVEMBER 2024

## IMPACT SNAPSHOT

### NOVEMBER HIGHLIGHTS



1,155

CLIENT RIDES



54

ACCESSIBLE  
VAN RIDES

26

COMMUNITY  
EVENTS

840

VOLUNTEER  
DRIVING HOURS

356

BUS RIDES



41

FRIENDLY CALLS



185

VOLUNTEERS



489

MEALS SERVED



**WE TOOK OUR  
CLIENTS 21,472 KM  
THIS MONTH!**



**WE SUPPORTED 38  
HOUSING CLIENTS!**

**WE MADE 45 REFERRALS FOR  
TRANSPORTATION, LEGAL  
AND SHELTER SUPPORTS!**



**THIS MONTH WE  
WELCOMED  
47 NEW  
TRANSPORTATION  
CLIENTS!**

### TESTIMONIAL

"Thank you so much for making it easy for me to access the food pantry. I never knew the bus would show up to my house to get me there and it makes such a difference. I just wouldn't have access to food if I had to rely on public transit." - QuestBus Client



905-722-4616  
www.routescc.org  
info@routescc.org  
@RoutesConnectingCommunities