

2024 Annual Report




routes
connecting communities

Land Acknowledgement

Routes Connecting Communities recognizes and acknowledges that we are on lands originally used and occupied by the First Peoples of the Williams Treaties First Nations and other Indigenous Peoples, and on behalf of Routes, we would like to thank them for sharing this land. We would also like to acknowledge the Chippewas of Georgina Island First Nation as our close neighbour and friend, one with which we strive to build a cooperative and respectful relationship. We also recognize the unique relationship the Chippewas have with the lands and waters of this territory. They are the water protectors and environmental stewards of these lands, and we join them in these responsibilities.



Message from the Board Chair and Executive Director

This past year has been a year filled with gratitude and purpose as we embarked on a new Strategic Plan that will take us on a journey through 2030. Our dedicated staff and volunteers continued to deliver over 20 programs and services to more than 2,000 clients, while also working tirelessly to build our future strategy. We are grateful for all the hard work from our dedicated staff team, and the integral role they've had in this year's success. Through many conversations with our teams, partners, volunteers, and clients, two things have become clear: we are a trusted lifeline in York Region, and we are vital for social connection and independence, yet there's untapped potential for even greater impact.

It's in this spirit that we now embrace a purposeful evolution—one that honors our roots while boldly stepping into the future. With renewed clarity and commitment, we are embarking on a journey to 2030 that will unlock our fullest potential and deepen our community impact and pillars of Building Bridges, Broadening Reach and Thriving Together.

These pillars uphold our greatest aspiration and a shared vision: a York Region where every person thrives in a community of belonging, connection, and opportunity.

We invite you to join us in ensuring that in York Region, no one ever journeys alone.

With gratitude and anticipation,

Jordan Prosper
Executive Director



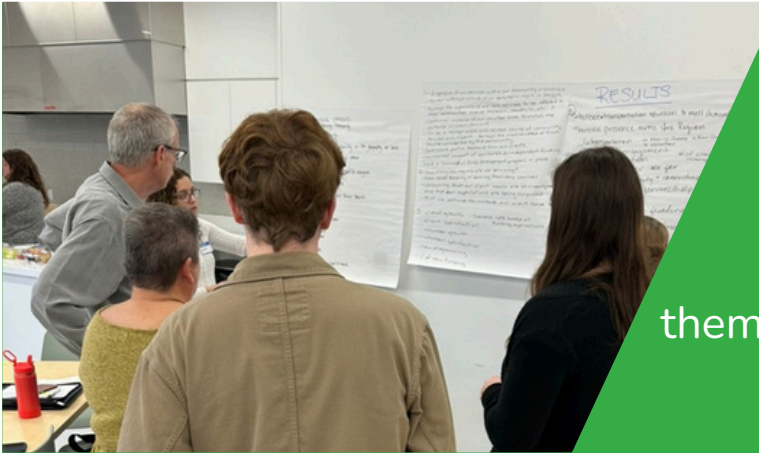
Tracey Carrigan
Board Chair



PURPOSE STATEMENT



To strengthen human connection by being the vital link that enables participation, fosters belonging, and nurtures independence, creating a community where everyone feels valued and supported.



MISSION

We provide **social connection**, **support service** and **transportation** for people in York Region, helping them to lead fulfilling lives, and maintain their well-being and independence.

VISION

A York Region where every person thrives in a community of **belonging**, **connection**, and **opportunity**.



CORE VALUES



INCLUSIVITY AND BELONGING

We continually strive to create a truly inclusive community where clients, volunteers, and staff feel valued, connected, and supported.



COMPASSIONATE SUPPORT

We deliver high-quality, compassionate services that fosters meaningful relationships, through emotional connections and consistent support.



COLLECTIVE IMPACT

We believe that lasting change is achieved when communities come together. Through volunteerism, purposeful action and strategic partnerships, we empower each other to create meaningful, sustainable impact.



POWER OF COMMUNITY

We are dedicated to being a strong voice for those we serve, championing their needs and leading collaborative efforts to create a York Region where everyone experiences community, belonging, and independence.

OUR STRATEGIC PILLARS



BUILDING BRIDGES

We will forge meaningful connections across our community to amplify our impact and create sustainable pathways for service. We will build a recognizable presence that inspires trust and engagement while expanding our reach through strategic partnerships..

BROADENING REACH

We will extend our proven service models to reach more people in need while creating meaningful support systems for seniors and underserved populations. We will develop innovative programs that foster belonging and independence, ensuring we have the greatest possible impact in the communities we serve.



THRIVING TOGETHER

We will build a resilient organization by diversifying our funding sources and implementing robust systems to measure our impact. We will cultivate a vibrant workplace culture that values wellbeing, ensuring both our mission and our people thrive for years to come.

2024 ROUTES YEAR IN REVIEW



TRANSPORTATION

OVER 13,900

VOLUNTEER DRIVEN RIDES
AND FOOD DELIVERIES

648 RIDES

IN OUR STAFF-OPERATED
ACCESSIBLE VEHICLE



**15%
INCREASE**

OVER 4,000

QUESTBUS RIDES TO
SOCIAL TRIPS AND
FOOD SUPPORTS



**120%
INCREASE**

SOCIAL PROGRAMS AND VOLUNTEERISM

OVER 600
FRIENDLY CALLS



**20%
INCREASE**



**125%
INCREASE**

4,500+
BRAIN GAME
BOOKS ISSUED



180+

VOLUNTEERS & AMBASSADORS

GOOD FOOD COLLECTIVE

WWW.GOODFOODCOLLECTIVE.CA



7,500+

MEALS SERVED
(COMMUNITY LUNCH
AND CATERING)



34

COMMUNITY
LUNCHES
SPONSORED



28

FOOD
WORKSHOPS

COMMUNITY ENGAGEMENT



**NORTHERN
GEORGINA
COMMUNITY
ACTION TABLE**

70+

EVENTS, PROGRAMS &
WORKSHOPS

7,600+

COMMUNITY MEMBERS
ENGAGED

WWW.LINKINGGEORGINA.CA



**CENTRAL
NEWMARKET
COMMUNITY
ACTION TABLE**

90+

EVENTS, PROGRAMS &
WORKSHOPS

2,900+

COMMUNITY MEMBERS
ENGAGED

WWW.LINKINGNEWMARKET.CA



**TRAUMATIC
INCIDENT
RESPONSE
PROTOCOL**

85+

COMMUNITY HEALING &
OUTREACH EVENTS

2,400+

COMMUNITY MEMBERS
ENGAGED

WWW.ROUTESCC.ORG/TIRP

HOUSING SUPPORTS

439

CLIENTS
SUPPORTED

713

REFERRALS
MADE



CLIENTS REHOUSED
OR MAINTAINED
HOUSING



INCOME TAX CLINICS

OVER \$1.1 MILLION

RECOUPED IN BENEFITS AND
REIMBURSEMENTS FOR MODEST
INCOME RESIDENTS



**2,474 SOCIAL MEDIA
FOLLOWERS**

2024 ANNUAL REPORT
Routes Connecting Communities

CLIENT TESTIMONIALS



"Since moving to Georgina, Routes has been my lifeline for getting to my medical appointments. I can't imagine how I would have managed without this support. Everyone has been kind, caring, and has truly made me feel like part of the community."

- Transportation & Social Program Client

"I wouldn't have been able to do this without you, my family & I would have been homeless. My kids & I are truly greatly for you."

- Housing Program Client



"You don't realize how wonderful the Questbus is for me. I gave up my car when I turned 89. I had to rely on my children for my grocery shopping. This Walmart bus gave me back my independence. "

- Questbus Client



2024 Financial Highlights

ROUTES CONNECTING COMMUNITIES INC.

Statement of Revenues and Expenditures

Year Ended December 31, 2024

	2024	2023
REVENUES		
Administrative fees	\$ -	\$ 2,962
CHATS ride program	117,520	116,707
Donations	15,554	2,001
Fundraising income	8,238	3,225
Good Food Collective	81,725	79,094
Grants received (Note 10)	1,294,607	916,142
Interest income	26,431	6,325
MTO CT project (Note 11)	221,792	75,358
Newmarket Bingo revenue	63,433	73,027
Other income	1,174	5,482
Revenue from services	148,526	152,506
	1,979,000	1,432,829
EXPENSES (Schedule 1)	1,904,356	1,348,062
EXCESS OF REVENUES OVER EXPENSES	\$ 74,644	\$ 84,767

ROUTES CONNECTING COMMUNITIES INC.

Expenses

(Schedule 1)

Year Ended December 31, 2024

	2024	2023
Advertising and promotion	\$ 537	\$ 96
Amortization	41,297	35,604
Bad debts	-	73
CSJ Project Expenses	21,797	-
Canada Health Communities expenses	19,381	49,798
Driver expense reimbursements	143,085	127,752
Good Food Service Expenses	66,562	53,910
Insurance	4,996	11,550
Interest and bank charges	4,073	5,363
John Howard Society grant expenses	37,207	29,043
MTO CT project expenses	110,725	76,356
Ministry of Seniors	8,431	35,463
New Horizons expenses	13,080	18,506
Office	23,408	17,772
Ontario Trillium Funding expenses	96,407	85,543
Other grant expenses	12,747	9,549
Professional fees	22,853	13,150
Program costs	4,923	-
Rental	15,226	14,393
Salaries and wages	423,441	191,397
Southlake Cancer Screening	8,600	6,218
Telephone	7,491	2
United Way CSS	20,677	44,347
United Way Georgina CAT	78,846	83,971
United Way Newmarket CAT	79,846	71,244
United Way expenses	26,972	2,427
Volunteer expenses	1,668	32
YR Georgina CAT	135,825	131,981
YR Newmarket CAT	140,096	132,203
York Region grant expenses	334,159	100,319
	\$ 1,904,356	\$ 1,348,062

Thank you to all of our 2024 Funding Partners, Donors, and Sponsors

We gratefully acknowledge the generous contributions of our funders:

York Region

Town of Georgina

Town of East Gwillimbury

Whitchurch-Stouffville Legacy Fund

New Horizons for Seniors

Government of Canada

Ontario Trillium Foundation

Ministry of Seniors and Accessibility

Ontario Ministry of Transportation

United Way Greater Toronto

Southlake Ontario Health Team

Community & Home Assistance to Seniors

Bingo World Newmarket

York Regional Police

Melissa Taylor Real Estate Team

Health Georgina

Health Georgina

Aspira Living

TeamPeroff

Knox United Church

Virginia United Church

Scotia McLeod

The Good Plumber

Anonymous Donor

MP York Simcoe

Town of Georgina

Clearwater Farm

Sutton Apothecary - Orange Health Pharmacy

Mortgage Outlet .ca

Sutton Home Hardware

Desjardin Agent Keswick

York Region Food Network

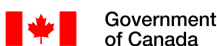
Kinette Club of Sutton

All Reasons Party Rentals

Thompson Potato Farm

Georgina Post

Sutton High Special Needs Class



Steve's No Frills

Sobeys Sutton

Georgina Food Pantry

York Region Muslims

Affordable Car Rental

Bahar Fine Foods

Naturally Enchanted

Hexen Haven

Salvation Army Church - Jackson's Point

Forrest Jones Entertainment

We are deeply grateful to the 47+ individuals and local businesses whose generosity and kindness continue to drive our work forward and make meaningful connections possible.

"When you give to Routes, you can see the results of your gift immediately - a person may get a ride to the hospital or an important medical appointment; who knows what may happen if they miss these appointments! As a volunteer driver, I'm also delivering food to someone depending on me... I make a difference that day! You can give a small amount every month, and know that you are giving for impact. Our local community needs those of us who are able, to help, and to lead."

- Ted Madden, Donor



**THANK
you**

This year, we embraced a renewed intention for fund development, one that reaffirms philanthropy, volunteerism, and strategic partnerships as key drivers of our mission. With our revised mission, vision, and values, we made intentional space to recognize the meaningful role that giving plays in helping us shape a more connected and supported York Region. As a nonprofit organization, every dollar we receive is reinvested into our programs and services that meet urgent and evolving community needs. In December, Giving Tuesday and Welcome Wednesday were powerful reminders of the generosity and kindness that guides our work. Thank you to everyone who gave and celebrated with us. Our work is possible because people believe in it and choose to be part of it. We are grateful to our donors, sponsors, and funding partners who continue to help us lead incredible impact across York Region.

Your giving has real impact. Every gift is directed towards where it can bring the greatest benefit to our community, across the following impact-driven funding areas:



MISSION-CRITICAL SERVICE DELIVERY

Support the heart of our work — from social programs to volunteer coordination — and give us the flexibility to grow and respond where we're needed most in our communities.



CLIENT IMPACT

Expand vital support services and strengthen the partnerships that make them possible — delivering immediate help to individuals seeking housing assistance, crisis response, or other essential needs.



AFFORDABLE TRANSPORTATION

Ensure seniors and underserved individuals can access safe, reliable and accessible rides, removing financial and physical barriers to getting where they need to go.



FOOD ACCESS

Provide nourishing meals and a welcoming space where individuals can come together each week to build community and experience belonging.

HELEN ALMOND AWARD

REMEMBERING HELEN ALMOND

Helen Almond was a community member who benefitted from the services of Routes. She then became a volunteer board member and contributed 10 years to our organization. She was small in stature, but big in energy and enthusiasm. She was a formidable person, who spoke with power and grace; A true force of nature, always showing her dedication and passion to serve her community. When Helen passed away, in her honour, the Helen Almond award was created to recognize a community member who has gone above and beyond in showing their dedication to Routes, and the community.

CELEBRATING OUR 2024 RECIPIENT



Wendy Moffatt has been a pillar of professionalism and dedication at Routes. Over the past year, she has not only taken 591 rides, but has devoted an astonishing 60,319 minutes, or over 1,000 hours, to transporting clients to their appointments. Her commitment goes beyond mere numbers; it's about the personal connections she builds and the care she provides. Even in the face of her own health challenges, Wendy's resolve to prioritize our clients' needs has been unwavering. She's one of the few volunteers we can call in a pinch, always stepping up to ensure that our clients receive the support they need.

PRIOR AWARD RECIPIENTS

2018 - Graham Hynes	2021 - Fred Foster
2019 - Catherine King Ward	2022 - Ros Rodrigues
2020 - Sally Schoentaube	2023 - Dave Atkinson

THANK YOU

to our incredible
180+ volunteers!

At Routes, our volunteers are the heart of everything we do.

Whether you're delivering meals, making calls, supporting community events, helping with fundraising, or simply offering a friendly face - you make a difference every single day. Your time, energy, and compassion help us build a stronger, more connected community where everyone feels seen, heard, and supported.

We see your dedication. We appreciate your kindness. And we are so incredibly grateful for the way you show up for others.



THANK YOU FOR AN INCREDIBLE YEAR

"A strong community is built by kind hearts and caring hands, where people lift each other up and grow together."



STAY CONNECTED



Routescc.org



info@routescc.org



905-722-4616



[Make a Donation: routescc.org/donate](https://routescc.org/donate)



[Become a Volunteer: routescc.org/volunteer](https://routescc.org/volunteer)

Charitable registration number: 888551868RR0001