

2025 ANNUAL REPORT



A Year of Community, Connection, and Care



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, Executive Director and Interim Executive Director

This past year has been a year filled with Community, Connection, and Care as we completed year one of our *2025- 2030 Strategic Plan – Connecting People. Empowering Independence.*

We successfully deepened **Community** through the delivery of over 20 programs and services engaging over 25,000 clients and community members.

Routes Connecting Communities continues to be that lifeline for so many throughout York Region. We are vital for social **Connection** and independence, yet there's untapped potential for even greater impact.

We are so appreciative of the **Care** and hard work from our dedicated staff and volunteer teams, and the integral role they have had in this year's success. Our teams truly live our core values of Inclusivity and Belonging, Compassionate Support, Collective Impact and Power of Community in each and every endeavour they undertake.

As we work towards sustainable community through partnerships, growth and funding, we are inspired to create an organization that endures for a long time to continue the good work supporting seniors throughout York Region communities.

Innovation through collaboration is about building the future, together! It's a powerful, collective journey where we come together, ignite ideas, broaden our perspectives and expand possibilities beyond what we could achieve alone. Over the past year, this spirit of collaboration has helped advance a future that is defined by creativity, embracing transitions and meaningful change- a first step in unlocking future potential!

At the end of the year our next transition began. We bid farewell and best wishes to our Executive Director, Jordan Prosper. Thank you Jordan for your inspiration, leadership and innovative spark.

With deep gratitude and curiosity for the future,



Tracey Carrigan,
Chair



Jordan Prosper,
Executive Director

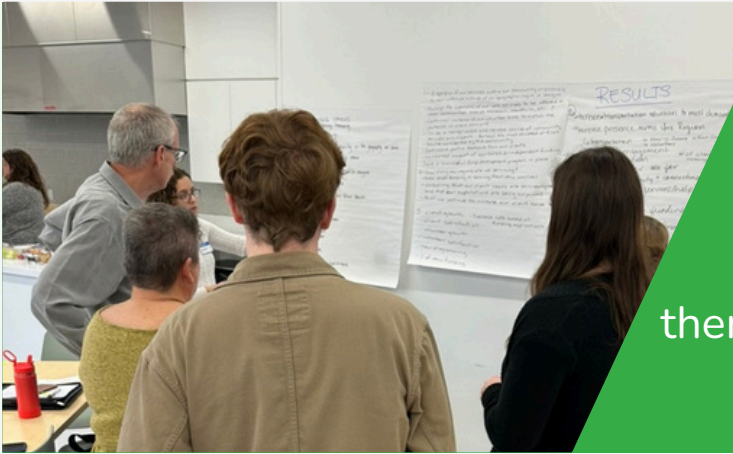


Sandra Hanmer,
Interim Executive Director

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 Values in Action



Throughout 2025, our programs, partnerships, and volunteers brought our core values to life across York Region. Below are measurable examples of how each value translated into real impact for our community.

Inclusivity and Belonging

Creating welcoming, accessible spaces where everyone feels valued and connected.

- 9+ municipalities served
- 1800+ rides to go to essential appointments, shopping trips, social outings, etc.



"From the minute you walk in the door you feel welcomed and valued"

Compassionate Support

Delivering care through empathy, consistency, and human connection.



- 200+ trained volunteers providing support to those in need
- 97% of clients feel Routes staff and volunteers are caring and treat them with respect

"I feel so lucky to benefit from Routes' transportation. I feel so safe on my drives that if I'm tired from my cancer treatments, I can even fall asleep on the way home."

Collective Impact

Creating meaningful change through collaboration and partnerships.

- 58+ Community Lunches sponsored!
- 47+ Community Donors, sponsors & partners



"Volunteering as a driver with Routes has been a great way to give back. I enjoy the one-on-one connections with clients, and it feels nice knowing that I'm helping people get to important appointments and services that they rely on."

Power of Community

91% of clients feel Routes services make you feel more connected in your community

- 400+ Community Events ranging from programming, workshops, lunches, healing events and more!



"Every person is open hearted. It feels like going to therapy coming to the lunches"

2025 ROUTES YEAR IN REVIEW



TRANSPORTATION

OVER 14,400

**VOLUNTEER DRIVEN RIDES
AND FOOD DELIVERIES**

**4%
INCREASE**

894 RIDES

**IN OUR STAFF-OPERATED
ACCESSIBLE VEHICLE**



**38%
INCREASE**

OVER 3,500

**QUESTBUS RIDES TO
SOCIAL TRIPS AND
FOOD SUPPORTS**



SOCIAL PROGRAMS AND VOLUNTEERISM

**OVER 400
FRIENDLY CALLS**



**4,750+
BRAIN GAME
BOOKS ISSUED**



**205+
VOLUNTEERS & AMBASSADORS**



COMMUNITY ENGAGEMENT



**NORTHERN
GEORGINA
COMMUNITY
ACTION TABLE**



**CENTRAL
NEWMARKET
COMMUNITY
ACTION TABLE**



**TRAUMATIC
INCIDENT
RESPONSE
PROTOCOL**

**50+
EVENTS,
PROGRAMS &
WORKSHOPS**

**1,600+
COMMUNITY
MEMBERS
ENGAGED**

WWW.LINKINGGEORGINA.CA

**110+
EVENTS,
PROGRAMS &
WORKSHOPS**

**2,450+
COMMUNITY
MEMBERS
ENGAGED**

WWW.LINKINGNEWMARKET.CA

**190+
COMMUNITY
HEALING &
OUTREACH
EVENTS**

**8,000+
COMMUNITY
MEMBERS
ENGAGED**

WWW.ROUTESCC.ORG/TIRP

GOOD FOOD COLLECTIVE

WWW.GOODFOODCOLLECTIVE.CA

**10,000+
MEALS SERVED
(COMMUNITY LUNCH AND CATERING)**

**58
COMMUNITY LUNCHES
SPONSORED**

**21
FOOD WORKSHOPS**



TESTIMONIAL OF THE YEAR:

"YOUR DRIVERS ARE WARM, FRIENDLY AND TELL ME I WILL BE FINE. I TRUST THEM. THEY MAKE ME FEEL CALM AND NOT SO SCARED TO GO TO MY APPOINTMENTS. THEY ARE VERY CARING AND COMMITTED TO THEIR COMMUNITY. THANK YOU- SCARY DAYS ARE NOT SO SCARY WITH YOU AROUND."
- TRANSPORTATION CLIENT

TESTIMONIALS



"No one with Routes ever makes me feel guilty or ashamed for needing help, I don't feel like I need to prove my need or desperation. I feel immense relief and gratitude after interacting on the phone or in person. Each positive experience makes it less terrifying to approach for the next time I need to ask for help. Genuinely has made it possible for me to survive for many months this year, being able to access the generous assistance of the food pantry through delivery." - Transportation Client

"I was a participant in one of your Quick Action Grants. I just want to thank everyone involved in giving me the opportunity to participate, share my story, and express myself. Being a part of this project literally gave me life again. I feel so inspired by my community. I will be paying it forward" - Quick Action Grant Participant

"The weekly phone calls have truly been a bright spot in my week. It's comforting to know that someone cares enough to check in, chat, and just share a few laughs. I'm so grateful for this program and the wonderful people behind it" - Friendly Calls Client

"I was at my lowest point and afraid of becoming homeless. I didn't know where to turn until I found Routes. Their housing team stepped in right away, treated me with kindness and respect, and within just two weeks, they helped me find a safe and stable place to live. I'm so thankful for this program. It truly changed my life." - Housing Client

"Every person is open hearted. It feels like going to therapy coming to the lunches." - Good Food Collective Lunch Client



2025 Financial Highlights

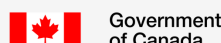
ROUTES CONNECTING COMMUNITIES INC.
Statement of Revenues and Expenditures
Year Ended December 31, 2025

	2025	2024
REVENUES		
CHATS ride program	\$ 108,540	\$ 117,520
Donations	35,003	15,554
Fundraising income	26,559	8,238
Good Food Collective	76,065	81,725
Grants received (Note 11)	1,256,798	1,291,587
Interest income	12,121	26,431
MTO CT project (Note 12)	173,854	221,792
Newmarket Bingo revenue	87,399	63,433
Other income	130	1,174
Revenue from services	226,540	148,526
Southlake Cancer Screening	14,120	3,020
	2,017,129	1,979,000
EXPENSES		
Advertising and promotion	-	537
Amortization	33,057	41,297
Driver expense reimbursements	175,484	143,085
Good Food Collective expenses	66,018	66,562
Grant expenses (Note 13)	1,133,765	1,025,471
Insurance	15,326	4,996
Interest and bank charges	7,074	4,073
MTO CT project expenses	134,592	110,725
Office (Note 14)	15,226	23,408
Professional fees	55,369	22,853
Program costs	17,441	4,923
Rental	15,526	15,226
Salaries and wages	411,073	423,441
Southlake Cancer Screening	7,600	8,600
Telephone	8,683	7,491
Travel	3,675	-
Volunteer expenses	3,306	1,668
	2,103,215	1,904,356
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	\$ (86,086)	\$ 74,644

Thank you to all of our 2025 Funding Partners, Donors, and Sponsors

We gratefully acknowledge the generous contributions of our funders, partners and donors:

100 men who give a damn
Affordable Car Rental
All Reasons Party Rentals
Anderson Communications Ltd
Anonymous Donors
Aspira Living
Baires Tiles
Bingo World Newmarket
CAP Ontario
Christine Burton
Claudio Di Battista



Community & Home Assistance to Seniors
Community Living Georgina
Dale Genge
Farm Credit Canada
Forrest Jones Entertainment
Georgina Cares
Georgina Food Pantry
Georgina Garden Centre
Government of Canada
Health Georgina
Hexen Haven
Jim Morson
Joe Smyth
Jumpstart
Karyn Stone
Kinette Club of Sutton
Knox United Church
Lions Club of Mount Albert
Melissa Taylor Real Estate Team
Ministry of Seniors and Accessibility
Natalia Zammitti

Naturally Enchanted
New Horizons for Seniors
Newmarket Lions Club
Ontario Ministry of Transportation
Ontario Trillium Foundation
Orange Health Medical Centre
Salvation Army Church - Jackson's Point
Scotia McLeod
Simply Dance
Sobeys Sutton
Southlake Ontario Health Team
Steve's No Frills
Sutton Home Hardware
Sweet Pea Boutique WC & A
The Georgina Pride Optimist Club
The Good Plumber

The Regional Municipality of York
Thompson Potato Farm
Town of East Gwillimbury
Town of Georgina
Turf Care Products Canada
United Way Greater Toronto
Virginia United Church
Whitchurch-Stouffville
Legacy Fund
Whoville on High Street Festival
Women's Centre of York Region
York Region Food Network
York Region Muslims
York Regional Police

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 2025 RECIPIENT



Ted was nominated and selected as the recipient of the Helen Almond Award in recognition of his exceptional dedication to delivering meals and promotional materials on behalf of Routes. Since becoming a volunteer, Ted has taken on a significant leadership role in delivering hot meals to members of our community, delivering over 600 meals throughout 2024 and 2025 thus far. In addition to meal delivery, he generously dedicates his time to community outreach, actively promoting all Routes services throughout the greater community. Ted's commitment to alleviating hunger and supporting those in need is truly inspiring, and his positive attitude and tireless efforts make him a most deserving recipient of this award.

PRIOR AWARD RECIPIENTS

2018 - Graham Hynes
2019 - Catherine King Ward
2020 - Sally Schoentaube

2021 - Fred Foster
2022 - Ros Rodrigues
2023 - Dave Atkinson
2024 - Wendy Moffatt

THANK YOU

to our incredible **190+** volunteers!

Our volunteers are the foundation of our community.

Every service delivered and every connection made begins with you. Through your time, care, and commitment, you help bring people together and strengthen the community we serve. Whether you're supporting programs, connecting with clients, assisting at events, or helping behind the scenes, your role matters.

Your dedication helps create a community where people feel supported, included, and valued. We are deeply grateful for the ways you show up and for the impact you make together.



THANK YOU FOR AN INCREDIBLE YEAR

“Community is created when people come together with care, connection, and a shared commitment to supporting one another.”



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