

# 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

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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 over 2000 clients, while we worked 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're 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

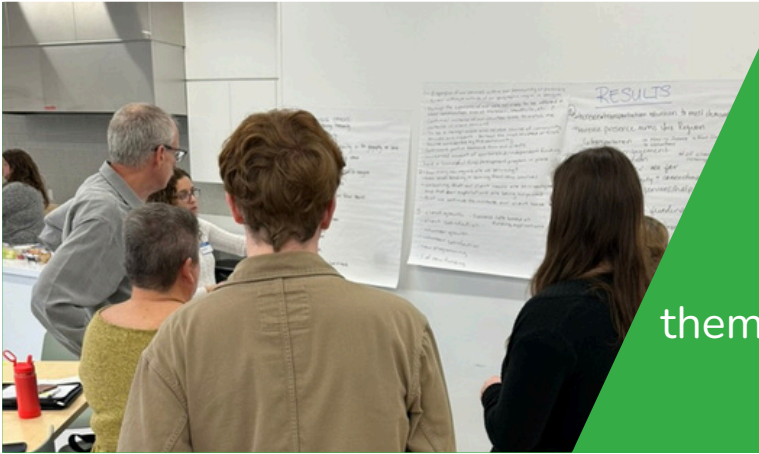




# PURPOSE STATEMENT



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.

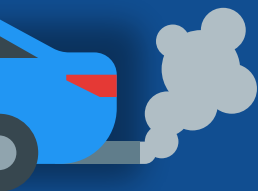


# 2024 ROUTES YEAR IN REVIEW



## TRANSPORTATION

**OVER 13,900**  
VOLUNTEER DRIVEN RIDES  
AND FOOD DELIVERIES



**648 RIDES**

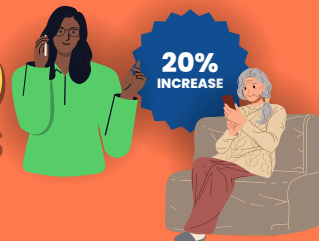
IN OUR STAFF-OPERATED  
ACCESSIBLE VEHICLE



**OVER 4,000**  
QUESTBUS RIDES TO  
SOCIAL TRIPS AND  
FOOD SUPPORTS

## SOCIAL PROGRAMS AND VOLUNTEERISM

**OVER 600**  
FRIENDLY CALLS



**4,500+**  
BRAIN GAME  
BOOKS ISSUED



## GOOD FOOD COLLECTIVE

[WWW.GOODFOODCOLLECTIVE.CA](http://WWW.GOODFOODCOLLECTIVE.CA)



**7,500+**  
MEALS SERVED  
(COMMUNITY LUNCH  
AND CATERING)



## COMMUNITY ENGAGEMENT



**NORTHERN  
GEORGINA  
COMMUNITY  
ACTION TABLE**

**70+**

EVENTS, PROGRAMS &  
WORKSHOPS

**7,600+**

COMMUNITY MEMBERS  
ENGAGED

[WWW.LINKINGGEORGINA.CA](http://WWW.LINKINGGEORGINA.CA)



**CENTRAL  
NEWMARKET  
COMMUNITY  
ACTION TABLE**

**90+**

EVENTS, PROGRAMS &  
WORKSHOPS

**2,900+**

COMMUNITY MEMBERS  
ENGAGED

[WWW.LINKINGNEWMARKET.CA](http://WWW.LINKINGNEWMARKET.CA)



**TRAUMATIC  
INCIDENT  
RESPONSE  
PROTOCOL**

**85+**

COMMUNITY HEALING &  
OUTREACH EVENTS

**2,400+**

COMMUNITY MEMBERS  
ENGAGED

[WWW.ROUTESCC.ORG/TIRP](http://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

**CONTACT US**

905 722-4616  
[info@routescc.org](mailto:info@routescc.org)  
[www.routescc.org](http://www.routescc.org)



# 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 greatful 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
<b>REVENUES</b>		
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
<b>EXPENSES (Schedule 1)</b>	1,904,356	1,348,062
<b>EXCESS OF REVENUES OVER EXPENSES</b>	<b>\$ 74,644</b>	<b>\$ 84,767</b>

## 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
	<b>\$ 1,904,356</b>	<b>\$ 1,348,062</b>



# Thank you to our 2024 Funders and Donors

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

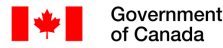
Ontario Ministry of Transportation

United Way Greater Toronto

Southlake Ontario Health Team

Community & Home Assistance to Seniors

Bingo World Newmarket



THANK  
you





## 2024 HELEN ALMOND AWARD WINNER!



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. Helen passed away, and 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.

Wendy 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.





# THANK YOU

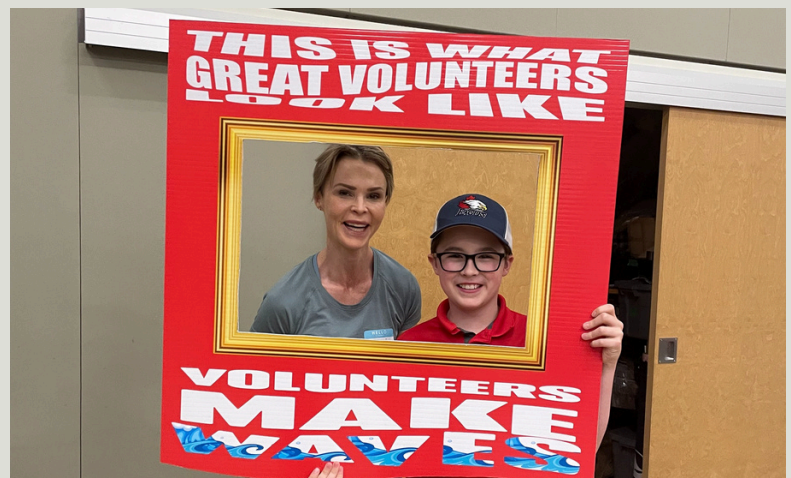
to our  
incredible **180+**  
volunteers!



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



[Donate today!](#)



[Routescc.org](http://Routescc.org)



[@routesconnectingcommunities](#)



[@Routes Connecting Communities Inc.](#)

**WE ARE LOOKING FORWARD TO ANOTHER  
AMAZING YEAR TOGETHER!**