

2023

Annual Report

Connections





Mission

Routes facilitates access to basic needs, enhances community engagement and improves social connections for York Region's most vulnerable residents.

Vision

A York Region that enables all community members to access the necessities of life, participate in their communities, and thrive.

Values

Integrity

Being honest & transparent.

Respect

Treating others with dignity, discretion & professionalism.

Care & Compassion

Promoting health, healing, and hope in response to the human condition.

Collaboration

Seeking partnerships for shared problem-solving, knowledge translation, decision making, and empowering community members to be part of the solution process.

Routes Connecting Communities is a York Region community based not-for-profit organization dedicated to helping people since 1989.

We help those who experience social, physical, mental and financial limitations to using common transportation methods, and are there in times of need for members of our communities.

Routes facilitates access to basic needs, enhances community engagement and improves social connections for York Region's most vulnerable residents.



Letter from the Board and Executive Director

2023 marked a year of growth and enhanced connections.

The client driving program provided over 18,000 rides, over 2,000 brain games booklets were delivered to residents of York Region, and more than 7,000 meals were served by the Good Food Collective.

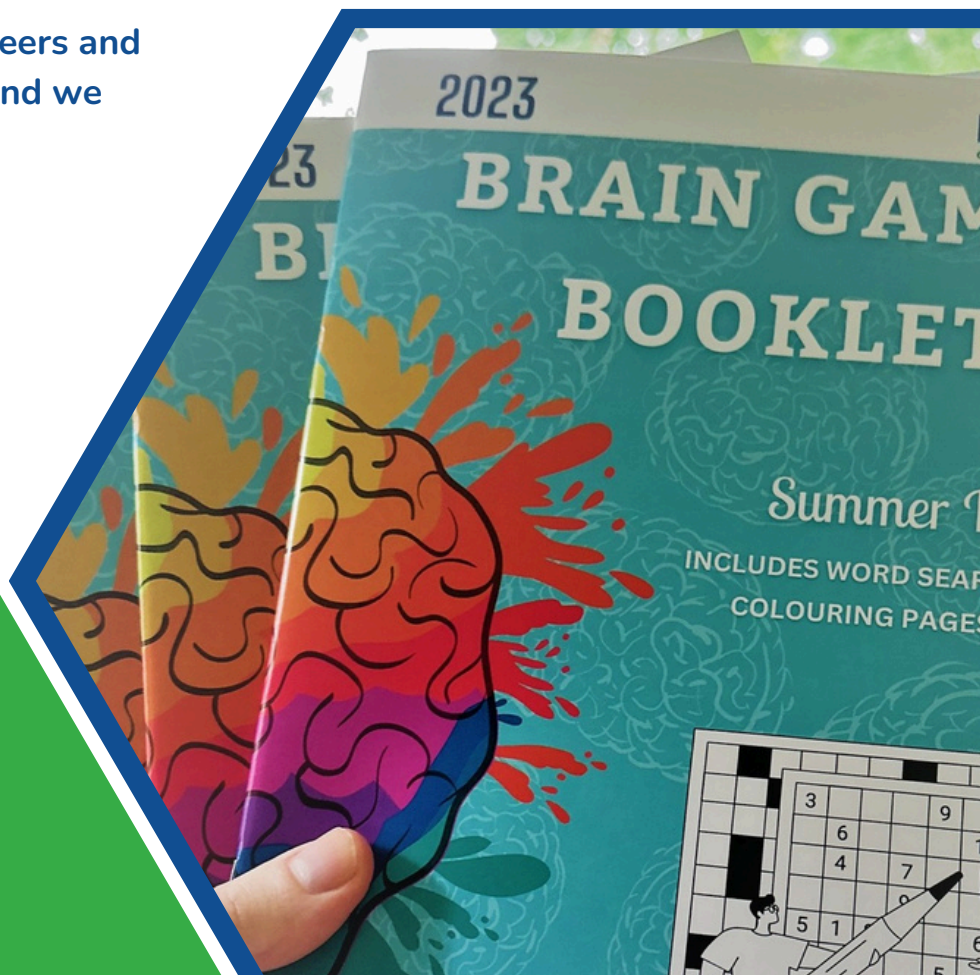
Connections were also created between service providers through joint programming: York Region Food Network and Routes partnered on the development of affordable food markets in Georgina and Newmarket, Routes worked with the Canadian Centre for Housing Rights to develop a unique and innovative housing program, providing short term case management, access to legal information, and ambassadors for peer support.

As we look to the next year and beyond, we take the learnings and successes from this year to leverage community strengths and connections, and work together in the development and support of thriving York Region communities.

We would like to thank the volunteers and team for making 2023 a success, and we look forward to our continued connections in the years to come!

Niv Bala
Executive Director

Tracey Carrigan
Board Chair



2023 Board of Directors

TRACEY CARRIGAN

BOARD CHAIR

LEO KINAHAN

VICE-CHAIR

ANITA DAVID

SECRETARY

SUZANNE GRATCH

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DIRECTOR

TED MADDEN

DIRECTOR

DEAN YEATS

DIRECTOR

CATHERINE KING WARD

PAST CHAIR



Routes 2023 Year in Review



Routes facilitates access to basic needs & essential services, enhances community engagement and improves social connections for York Region's most vulnerable residents.



18,000+

Rides & Food
Deliveries



13,740+

Hours Driving
That's 1.57 Years!



263,000+

Kilometers Driven



400+

Accessible Van
Rides (Since June)

263,000km is equivalent to going around Earth 6.5 times!



500+

Friendly Calls



690+

Pen Pal Letters



170+

Hours of Tech
Support



2,000

Brain Games
Books Distributed



190

Volunteers &
Ambassadors



48

Housing Support
Clients (Since Oct.)



5

People Housed
(Since Oct.)



1,800+

Bus Trip Riders

"Routes has been available in times of food and travel insecurity. I've benefitted from services for attending appointments, grocery shopping excursions, and food bank support. I can't even begin to express my gratitude."

- Transportation Client



Through our Good Food
Collective community lunches
and catering venture.



In community member
reimbursements and benefits
through our Free Income tax
clinics.



CONTACT US

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Treasurer's Report

We are pleased to present the annual financial report of Routes Connecting Communities for the fiscal year 2023. This report provides a comprehensive overview of our organization's financial performance, highlighting our achievement, assets, liabilities, revenues, and expenses. The financial statements have been audited by Chaggares & Bonhomme Chartered Accountants, ensuring their accuracy and reliability.

As of December 31, 2023, Routes' assets amounted to \$998,158, reflecting an increase from the previous year's total of \$816,710. Likewise, our liabilities increased to \$385,160 compared to \$288,479 in 2022. These improvements in our financial position demonstrate our steady recovery and resilience in the post-pandemic period.

During the fiscal year 2023, we experienced notable growth in revenues, totaling \$1,456,297, which represents an increase of \$547,378 compared to the previous year. This growth can be attributed to the acquisition of new grants from government organizations, foundations, and funders who have recognized the value of our mission.

Consequently, our expenses for 2023 amounted to \$1,371,530, reflecting a \$429,926 increase compared to 2022. The rise in expenses is primarily attributable to higher project and volunteer-related costs incurred during the year, which were necessary to expand our services and support our initiatives.

We extend our sincerest appreciation to all our valued funders, dedicated volunteers, and generous donors for their unwavering support throughout the year. Without your commitment and belief in our mission, our accomplishments would not have been possible. We also wish to express our gratitude to the hardworking staff and board members for their invaluable contributions.

Sincerely,
Azhar Saleem, CPA
Treasurer

Full report available on routescc.org/reports



Thank you to our 2023 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

Canada Healthy Community

Ministry of Seniors and Accessibility

Ontario Ministry of Transportation

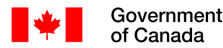
United Way Greater Toronto

Southlake Ontario Health Team

Mazon Grant

Community & Home Assistance to Seniors

Bingo World Newmarket



THANK
you



Thank you to our 2023 volunteers, who are the back bone of our organization.

Our incredible volunteers help to provide transportation, food deliveries, friendly calls, cooking, fundraising activities, event support, outreach efforts, and community ambassador connections... **THANK YOU!**

Homa Vossoughi	Mal Rice	Audrey Sheridan	Matthew Williams	Debbie Gladding
Leo Kinahan	Tim Ackerman	Catherine King Ward	Valerie Tait	Vipul Jain
Wendy Comer	Natalie Floyd	Zaheeda Rahim	Dean Moratz	Heidi Lynch
Joyce Whitty	Bella Bahadori	Sandy Wickeler	Maria Fernandes	Michael Yeung
Farhad Pourimohammad	Roger Payne	Wendy Moffatt	Dale Kerr	Lisa Valente
Don Griffin	Tiana Vassolo	Keren Barak	Annabell Naranjo	Maureen Ward
Tom Colangelo	Kristian Turner	Brenda Friesen	Jacinta Yang	Jo Anne Langshaw
John Fisher	Michelle Baker	Robert Clayson	Andrew Cushing	Kelsey Nicholls
Matthew Choy	Kiersten Elford	Katie McIlveen	Brandon Toro	Jack Panic
Lorena Angel	Carol Hicks	Talia Carlucci	Ruby Rainville	Mark Williams
Alice VanBeek	John Baxter	Majid Tabatabai	Mano Ganesh	Les Hicks
Pierre Paradis	Kai Wang	Chuck Doyle	Margarita Emelina	Ros Rodrigues
Teresa Chee	Ashleigh Gamez	Gail Dickey	Esmira Gurbanova	Fred Jones
Tony Tao	Brian Moffatt	Nina Patterson	Claire Prieur	Eugen Fratila
Doug Rees	Crystal Di	Marguerite Hacala	Ravini Silva	Dave Durkin
Mackenzie Power	Lorrain Rowland	Allison Stuart	Martine Gingerich	Jacqueline Tranter
Renae Spurrior	Zahra Karimi	Bill Malloy	Bruce Ward	Frank Sebo
Christy Hutchinson	Ernest Wing Hong Ho	Stuart Novak	Victor Benett	Jeffrey (Jeff) Amlin
Risa Brazil	Marin Sun	Connie Chan	Muriel Ashe	Vandana Emerson
Jenny Cutting	Kamron Popper	Smita Thekkepat	Xavier Cutting	Feng Lin
Yalda Mirzaee	Tara Grech (Barker)	Suzan Challis	Rustam Alishanli	Roya Talaei
Riyad Rahim	Mason Skinner	Evan DeFelice	Wesley (Wes) Chee	Sarah O'Neill
Ruth King	Kristina Bergeron	Heather Jackson	Mayank Dhiman	Martine Evans
Dave & Sue Sutherland	Suzanne Portsmouth	Diljodh Singh	Dave Chambers	Cindy Clark
Darlene Carson	John Burrows	Carole Palomaki	James Stevens	Erica Barker
Amir Bagherian	Dean Elford	Dave Atkinson	Albert Shee	Ted Madden
Tejinder Ratra	Michelle Radigan-Marriott	Neil Proudfoot	Elisabeta Maier	Alex Hughes
Tracey Carrigan	Alfred (Alf) Judd	Sheila Massey	Oghale Ogedegbe	Avneet Sahota
Sanjeeka Kantharupan	Andrew Sommers	Erin Charlton	Mikayla Kallian	Nicholas Parks
Lee Dale	Nicole Hill	Dave Wilson	Glenn Charlesworth	
Pendar Pak Khoo	Renuka Balachandran	Susan Hutchinson	Allison Nerbas	
Meenu Puri	Dean Yeats	Nadine Powell	Mrinalini Agrawal	
Roger Gingerich	William Valdez	Finn Stinson	Azhar Salem	
Nancy Glover	Anita David	Ted George	Anahita Irani	
Jessica Donaldson	Sue Sanders	Natalina Trionfo	Ann Winacott	
Anell Salomon	Kym St. Kitts Abeid	Cheryl Leith	Brad Coates	
Cherie Shep	Marilyn Labine	Jacquie Bayer	Dela Fotoohi	

Programs and Services

- ✓ Routes Connecting Communities is proud to service **all of York Region!**
- ✓ We are **always accepting new clients** to every program!
- ✓ Interested in **volunteering?** Join us as a driver, friendly caller & more!

* Some programs are only available in select cities/townships | Must meet eligibility requirements to enroll

TRANSPORTATION SERVICES



**Affordable
Transportation**



**Free Food
Delivery Program**



**Bus Trips
& Charters**



**Accessible
Transportation**

SOCIAL PROGRAMS



**Pen Pal
Program**



**Technology
Support Program**



**Friendly Calls
Program**



**Free Brain
Games Booklet**

ESSENTIAL SERVICES



WORLD FLAVOURS
CATERING



**Pay-What-You-Can
Community Lunch**



**Service
Navigation**



**Housing Support
Navigation**



**Free Income
Tax Clinic**

COMMUNITY DEVELOPMENT & ENGAGEMENT



**Ambassador
Program**



**Cultural
Celebrations**



**Northern Georgina
Community Action Table
(NGCAT)**



**Central Newmarket
Community Action Table
(CNCAT)**

CONTACT US TO LEARN MORE!



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