

SOAP  
for  
HOPE  
CANADA



# Impact Report 2022

Changing lives by providing  
hope & dignity through hygiene

CRA#76991 2676 RR0001





# Territorial Acknowledgment

We respectfully acknowledge that the staff, volunteers, and board members of Soap for Hope Canada work, live and play on the territories of the Indigenous people who have occupied Turtle Island (North America) since time immemorial.

Today, what is known to many as Victoria, British Columbia is the ancestral and occupied homelands of the Ləkʷəŋən and W̱SÁNEĆ Nations, also known as the Songhees, Esquimalt, Tsawout, Tsartlip, BOKEĆEN, Tseycum, and Malahat First Nations.

Soap for Hope Canada's former Calgary, Alberta warehouse was located in Moh'kinsstis, Treaty 7 territory which includes the homelands of the Blackfoot confederacy: Siksika, Kainai, Piikani, as well as the Îyâxe Nakoda and Tsuut'ina nations.

We also acknowledge that this territory is home to the Métis Nation of Alberta, Region 3 which is within the historical Northwest Métis homeland.

We make this acknowledgement to remind ourselves and others about our connection with the land and our responsibilities to Canada's history of colonization and its genocide against Indigenous peoples.

While Soap for Hope Canada's community members come from all backgrounds, heritage, and identities we all benefit from learning of our relationship to this history so we may understand the implications in to our current social, political and environmental landscape and how that influences our work to provide essential hygiene and linen products.

# A Message From Our Founder & Executive Director

Soap for Hope Canada continued to adapt and be flexible with the challenges the world presented to us. Although the pandemic seemed to take a back seat, people were weary, sceptical, and cautious. The growing number of people we serve on a continual basis are very much in need of essential hygiene amenities; and that need did not take a break as our organization was restructuring.

The war in Ukrainian had people in our community wanting to do something; so, we opened our warehouse every day for people to drop off donations that would find their way to Poland and surrounding countries. As refugees arrived in Canada, we distribute what we could to make them more comfortable and let them know they were cared for. On a weekly basis we provided families with hygiene and linens. We went outside of our mission of hygiene and linens to provide cards of hope from local kids. These cards were placed in Hygiene Kits and added compassion as refugees arrived in our country.

Factors outside our control resulted in the closure our of Alberta operations. We are grateful for the outpouring of support we had from our staff, our volunteers, the hotels and the Community Facilities we had served for 6 years. This was a heart-wrenching decision that affected thousands of people that relied on a regular supply of hygiene products. Fortunately, ACE Couriers agreed to transport from AB to BC for the hotels remaining on our program and the Community Facilities that continue to reach out for products. Soap for Hope Canada is incredibly grateful to be able to continue service.

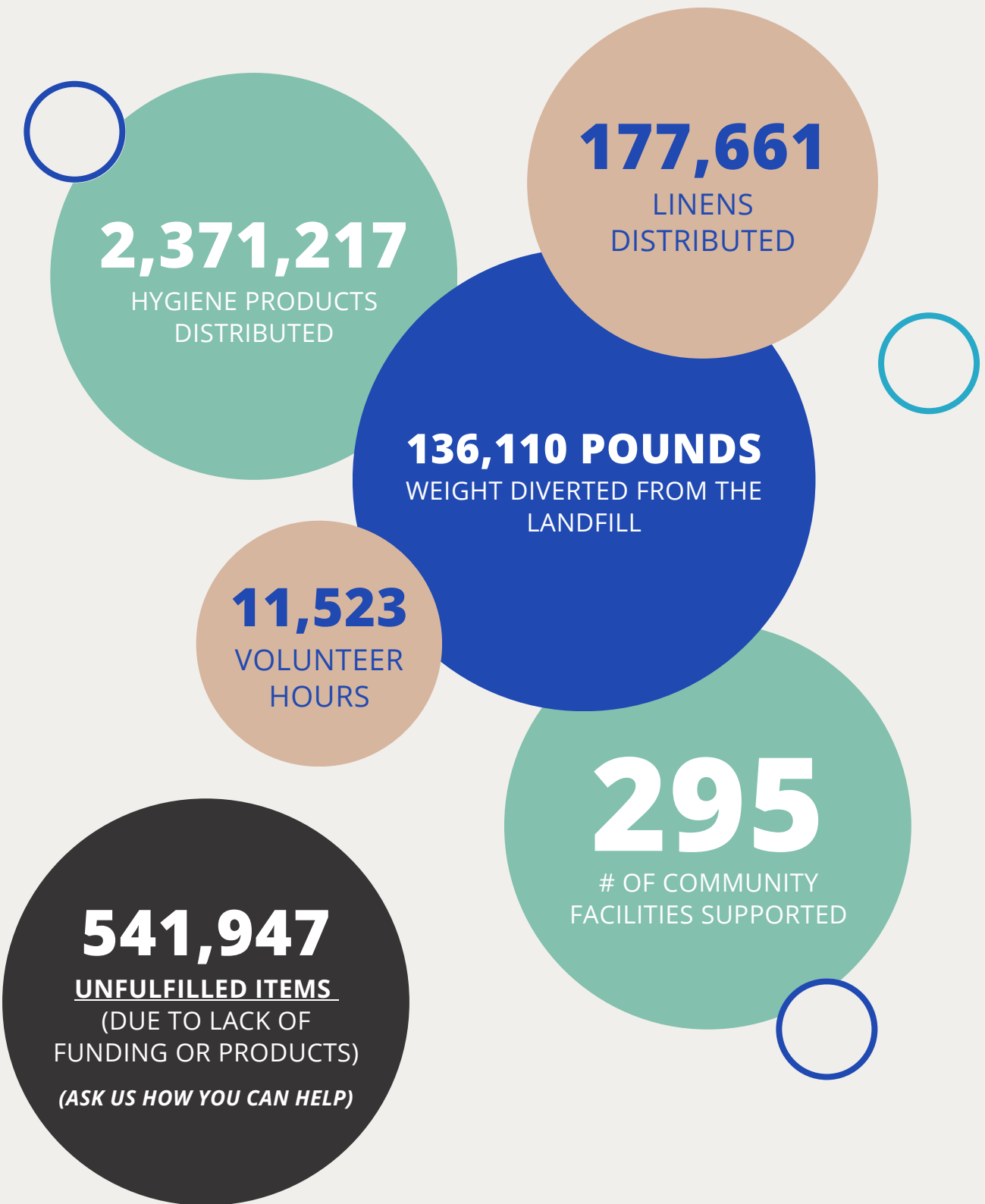


In 2022 one of our strategic goals was to focus within and make our operations stronger. We worked on HR policies, Employee Manuals, Board Manuals, Volunteers Manuals, our hotel package and other procedures to create a stronger foundation. The charitable sector is at risk with the economy and inflation rate; to weather the storm, our foundation needs to be solid for our projected growth in 2023. This work might not have an out-facing presence but what it does create is resilience during challenging times. We thank our small but mighty team of staff, volunteers, our supportive Board, our donors and our life-saving network of Social Impact collogues for all the help you provided Soap for Hope Canada in 2022.

The last of the year's orders were shipped prior to Christmas in time to give the gift of health and hygiene. (ACE and Diamond shipped over 20,000 lbs during November and December; this doesn't include the numerous organizations that pick up their orders at the warehouse). We continued to build solid relationships, heard many tearful stories (especially when collecting items for Ukrainian and people felt helpless), we went the extra mile, and maintained our belief that "No ONE should have to Hope for Soap!

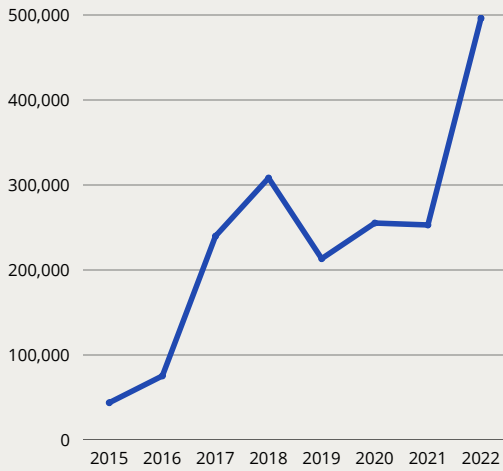
**C. Anne McIntyre**  
*Founder & Executive Director*  
*Soap for Hope Canada*

# 2022 Highlights

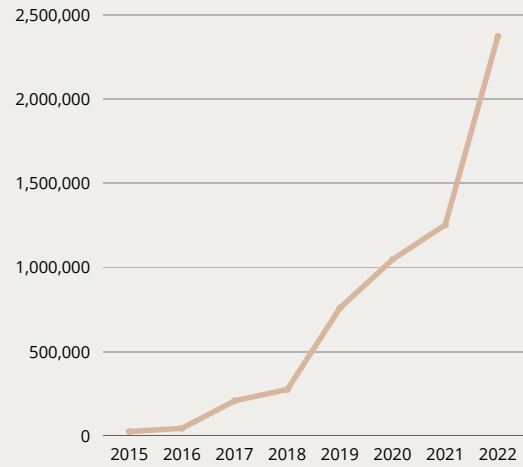




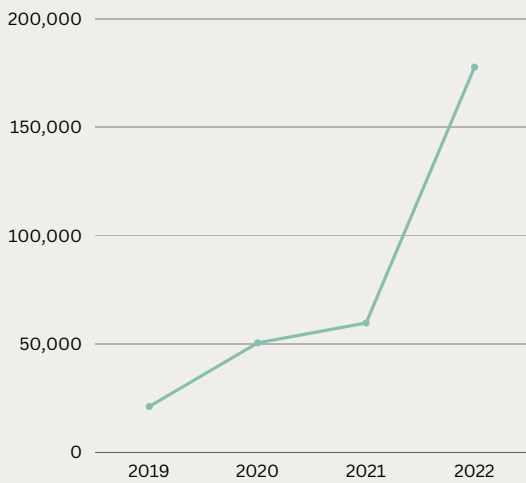
### BARS OF SOAP DISTRIBUTED



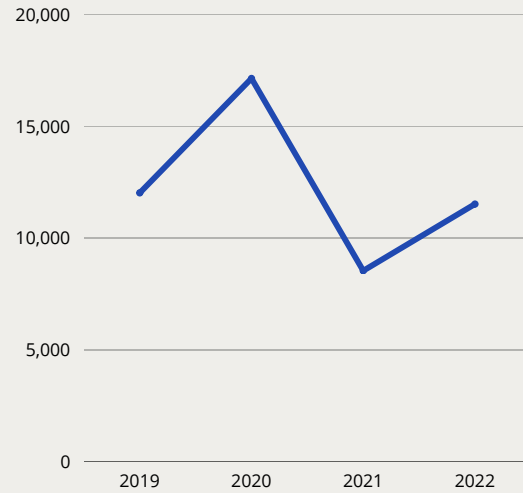
### HYGIENE AMENITIES DISTRIBUTED



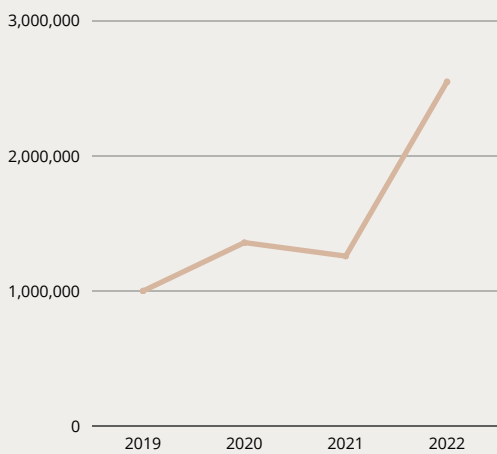
### LINENS DISTRIBUTED



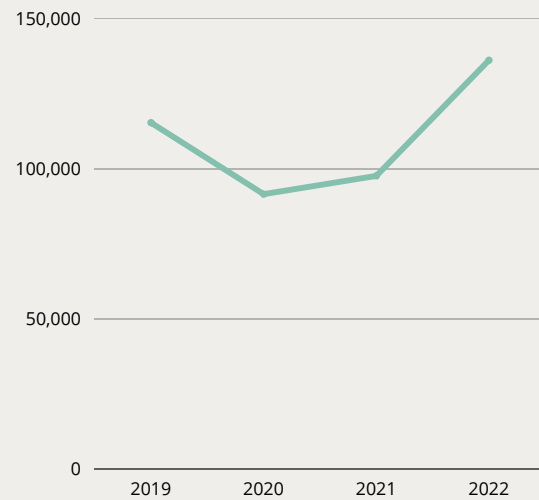
### VOLUNTEER HOURS



### TOTAL PRODUCTS DISTRIBUTED



### WEIGHT OF DONATIONS (LBS)



## 2022 Board of Directors



Anne Borrowman  
**Board Chair**



Peter Dohan  
**Vice Chair**



Kathy Nelson  
**Treasurer**



Marvelee Papaloukas  
**Secretary**



Souie Gorup  
**Director**



Andrew Smith  
**Director**



Catinka Dekker  
**Director**

## Message from our Board Chair

Soap for Hope Canada continued to be nimble and responsive to local community needs throughout 2022. With over a 50% increase of donations to Community Facilities, a highlight was the ability to give assistance to Ukrainian refugees arriving to Canada by supplying hygiene products and linens; plus clothing and household items from Second Hand Hope.

All the work this past year could not have been accomplished without the tireless support from amazing volunteers, staff, and Board Members.

As always, our Caring Community Partners, donors and grantors are vital to the success of our programs. We thank each and every one for helping Soap for Hope Canada make a difference to so many.

In closing, it has been a privilege to lead as Board Chair for the past three years at Soap for Hope Canada and welcome Peter Dohan as the incoming Chair in 2023.

Best wishes and gratitude,  
**Anne Borrowman**

**To learn more about joining our Board of Directors, please send your request to [board@soapforhopecanada.ca](mailto:board@soapforhopecanada.ca)**



# Thank you!

Although there are many organizations and individuals that support our mission and vision, we would like to recognize some that made this year possible. Thank you is never enough.



Working together accomplishes more than working alone.  
Contact us at [victoria@soapforhopecanada.ca](mailto:victoria@soapforhopecanada.ca)  
if you are interested in promoting our mission and vision.

# Our Loyal Volunteers

Our warehouse is a busy place. Volunteers of all ages come together with the common goal of helping others in our community. These incredible people do a variety of tasks to make sure that every product that leaves our warehouse, does so with dignity. From scraping soap, to filling shampoo bottles, to washing then packing order, all is done with care and compassion.

This year we have had an increase in volunteers. We are thankful for their time as the hotel industry has picked up which means more products for us to repurpose. We feel so fortunate to work in a caring environment where people are happy to be there and know they are truly making a difference in their community.



**11,523**  
VOLUNTEER  
HOURS





# Our Loyal Volunteers



## Shout out to Larry

Larry is truly a person of Action. Since 2018, he has volunteered his time, his truck and his gas money to collect the hygiene and linens from our Tofino & Qualicum Caring Community Partners (hotels). His truck is always full when he arrives in Victoria. Then, we reload his truck with hygiene & linen orders for Community Facilities located in his community of Port Alberni. We thank the Alberni District Co-op for gifting Larry gas cards to help with his volunteer driving up and down the island.

### FACT: GOOD HYGIENE REDUCES THE SPREAD OF DISEASE AND ILLNESS

The need has never been greater, as we all have witnessed over the past year, many more of our citizens having to turn to food banks for food, caused by the rapid increase in the cost of living. At the end of the day, very little is left to address one's important hygiene needs. Soap for Hope Canada has stayed the course to provide hygiene products to those in need in our society, in our neighborhoods, and in our cities, while minimizing needless waste placed into our landfills.

Demand has increased immensely due to more need. At times I have noticed stock in the warehouse to be quite low, something I haven't seen in the prior years.

I continue to be inspired by the impacts that Soap for Hope Canada has upon the many lives your services and products touch on a daily basis, and I remain a "committed with purpose" volunteer in the mid-island region, picking up donated products from the various hotels and resorts, delivering them to the Victoria warehouse, and then returning sorted and reconditioned hygiene products and other items such as towels and linens, to the various shelters in the Alberni Valley and out to the Pacific Rim.

I commend you for the leadership you have provided at Soap for Hope Canada, daily, and often without recognition. You have shared with me from time to time, your wish that you could do more for those who are vulnerable, suffering barriers, and less fortunate caused by homelessness, poverty, or disaster or for seniors, often in isolation.

Your office staff (who work in a fast-paced environment) and volunteers who work inside the warehouse (who have a work ethic and a standard of quality) are the backbone of the operation, sorting the donated products coming in, and getting them ready to head back out.

"We don't imagine the past - we imagine the future"

#### **Lawrence McGifford**

Port Alberni

Volunteer SfHC and Arrowsmith Rotarian



# Our Volunteer Volunteer Coordinator

(yes I know I said Volunteer twice)

## Barb

*'Our volunteer base continued to grow with individual and group volunteers who come to the warehouse; volunteers doing work from home; volunteers who pop in with empty bottles or knitted washcloths; and volunteers who we know are out there telling others about what we do. Building community is another pillar of our volunteer program and we witness this every week as people come together to do good work, have some fun, and help others.'*

**- Barb**





# Our Loyal Volunteers

## From the Intercultural Association (ICA)

### From Shantay Mckay (Cohort 11)

"My time at Soap for Hope though it was short was amazing I really enjoyed volunteering with the Game Changers crew and those of Soap for Hope, they were all super amazing. It was a wonderful experience and I will most definitely do it again."

### From Maryam Raees (Cohort 12)

"Working at Soap for Hope was very encouraging for me to see all the volunteers working effortlessly for the people. During the time I spent there, I experienced new things. Best of luck to all the Soap for Hope teams. Keep doing your good work."

### From Fabiola Monthe (Cohort 12)

"It was a great experience. It was nice to know that people devote their time to helping others in need and I was really happy to be part of it. Rachel was Amazing and so kind to us. In general, it was fun and a great feeling to know that I contributed to an easier life for needy people."

### From Rachel Jang, the facilitator of Game Changer Program

"Soap For Hope Canada is a great community partner. Not only it supports our youth clients who participate in the Game Changer program with volunteering opportunities, it also provides needed feedback that enhance the participants' employability skills."





# Our Loyal Volunteers

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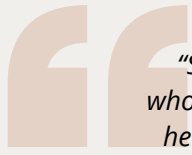
*I didn't know really what to expect when I first joined to volunteer. I wasn't aware of all that Soap for Hope did and the incredible partnership with the community, hotels, courier services etc. I have been so incredibly pleased and blessed to work with all the volunteers and staff. I find them to be so organized and kind and very appreciative to all that can be given. It is a joy.*

”





# Our Loyal Volunteers



*"Soap for Hope Canada is one of our go-to places to send volunteers who want to have a hands-on experience, learn about local initiatives that help people and reduce landfill waste, and have fun while volunteering. Volunteers love Soap for Hope Canada because it is so welcoming, empowering, and memorable."*



**Lisa Mort-Putland, B.A., M.P.A**  
*Executive Director, Volunteer Victoria*



"I've always be a volunteer, starting as a Brownie Leader while still in school, and later as a teacher in Nigeria with CUSO. After returning to Canada I delivered food to shut-ins with Meals on Wheels. Post retirement here in Victoria, I read about Soap for Hope in the Times Colonist and was attracted by the fact that not only were disadvantaged people being provided with essential hygiene products, the hotel waste was being diverted from the landfills.

This spoke to my life-long interest in the environment. Initially I was involved with the warehouse processing, but much later learned that Soap For Hope Canada was in need of assistance with the bookkeeping side of the operation. I stepped up immediately as it gave me a chance to get back into the career I'd followed for over 25 years. I was delighted to be able to use a more sophisticated version of Simply Accounting software, now branded as Sage.

Life-long learning while volunteering, what could be better?"

**Vicki Kapoor**

"I feel happy to volunteer here"  
**-Cody**

"I like coming here because we have a good cause"  
**-Kyra**

"It's really cool and fun"  
**-Nicolas**

"I always like to help out people in need and learn life skills"  
**-Max**

# Community Facilities

We worked with 295 Community Facilities in 2022. Many were new to our program through helping Ukrainian Refugees, increasing our reach to vulnerable seniors and working with Food Bank BC. The Community Facilities we support include Shelters, Transition Homes, Food Banks, Schools, Youth Centers, Senior Centers, Refugees, and Indigenous Centers.

**2.3M+**

HYGIENE PRODUCTS  
DONATED TO  
COMMUNITY  
FACILITIES.

**177,000+**

LINEN & HOUSEHOLD  
PRODUCTS DONATED  
TO COMMUNITY  
FACILITIES.

*Our agency and the Aboriginal Community as a whole is very grateful for the items the Soap for Hope program has given us to meet the daily basic sanitary needs in such a trying time. Over 400 families have received products in the last few months as well as many youth living on their own. We are a non profit who would not be able to afford the cost of these items for our clientele. So this program is truly a blessing. A widely heard comment is either Oh wow now I can buy more groceries since I don't have to buy these items or... we haven't had shampoo or soap in a really long time.*

**Marsee**

**Michelle Gravelle**

Peetigway Famii Coordinator

Metis Cultural Director

## Working Together



**Owen McClung-Sitnam**  
CEO, Helicopters Without Borders

*Helicopters Without Borders transports essential supplies, services and healthcare personal to rural and remote communities negatively impacted by inefficient supply chains. We have worked with Soap for Hope Canada to get essential hygiene amenities and linens needed in these communities.*

*We have heard the gratitude in receiving these supplies as they are hard to come by and are very expensive for some people. The last time we delivered to Kitasoo, they were very grateful for the bedding as they have many low-income families who couldn't afford bedding and it was going to really help them to set up for the coming winter. Our goal is to have quarterly deliveries to 4 remote communities and bring in dentists and dental supplies for hundreds of people. We will look to work with Soap for Hope Canada for these supplies and also transport whatever hygiene/linens the communities need at the time.*

*Helicopters Without Borders supports the work of Soap for Hope Canada and collaborates on providing a better solution for the remote and rural communities we service in BC.*

# We couldn't do this without you

## APPRECIATION TO:

Soap for Hope Canada would like to give a special thank you to Diamond Delivery and ACE Courier Services. Without the support from these amazing businesses, we would not be able to make the

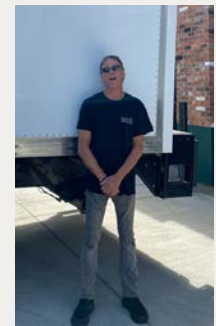
impact that we do. These two delivery companies donate their services and transport product orders from our BC warehouse to Community Facility. We are also very thankful to ACE Courier services for transporting product between BC and Alberta.



**DONATED 94,041 KG  
OF TRANSPORT**



**DONATED 19,008 KG  
OF TRANSPORT**



## ENDORCEMENT FROM:



Food Banks BC is the provincial association of food banks that exists to inspire, empower, and support our 105 member organizations. One of the ways we support our membership is through access to food from donor partners across the province and country.

Being a vast and diverse network, many of our members like to provide their clientele with access to non-food items (such as soap, deodorant, and feminine hygiene products) in addition to their typical food supports. It's items like these, however, that we at Food Banks BC rarely see funneled through our donation system. At the local level, food banks almost never have budget space for these non-food items, but this is where Soap for

Hope Canada has played such a crucial role. Although Soap for Hope Canada does not exclusively support our membership, they've proven to be an amazing resource to them, allowing them access to these desired products.

We at Food Banks BC certainly endorse the mission and vision of Soap for Hope Canada and are grateful for all they've done in support of Food Banks across the province.

Sincerely,  
**Nick Johnson**  
Manager, Member Services  
Food Banks BC



# BC Community Facilities By Region

## Greater Victoria

9-10 Club Serving Soup to the Hungry, Aboriginal Coalition to End Homelessness, Alliance Club, Anawim House, Anney's Closet, Artemis Place, AVI – including the Response Team, Safer Initiative, Victoria & Westshore; Backpack Program - Pandora Outreach, Beacon Community Services – including SHOAL Centre for Seniors, The Lighthouse, & WorkBC Sidney; Big Brothers Big Sisters of Victoria, Compassionate Resource Warehouse, Cook Street Senior Activity Centre, Cool Aid Society – including Downtown Community Centre, Mayfair Manor, Mount Edward Court, Next Steps, Outreach, Rock Bay Landing, Sandy Merriman House, Tally Ho, The Tower, & Victoria; Craigflower Elementary, Days for Girls, Downtown Assertive Community Outreach Team, DSC Supported Recovery Program, Emergency Shelter Services – Sidney, Esquimalt Neighborhood House, Extreme Outreach, Family Resource Program – Fernwood, Fernwood NRG Family Programs, GV Coalition to End Homelessness, GVCEH – Youth Hostel, Help Ukraine Vancouver Island, Helping Hands Hygiene, Hulitan Social Services Society, Indigenous Perspectives Society, Island Health - including Community Nurses & MHSU Residential Services, Home Care, Island Sexual Health, James Bay New Horizons, Lookout Society – Victoria, McKenzie Elementary School, Millstream Elementary School, Mustard Seed, My Place, North Park Manor, Our Place - including Capital City Centre, Howard Johnson Hotel, New Roads Therapeutic Recovery, Pandora Avenue, Russell Street, Seniors Program, Tiny Town; Pacifica Housing - including Downtown Outreach & Waterview Apartments, PEERS, Portland Hotel Society – including Arbutus Shelter, Douglas Street Community Supportive Recovery Program; & The Soleil; QomQem Coastal Connections, Quadra Village Community Center, RAD Café, Rainbow Kitchen, Roman Catholic Dioceses of Victoria, Ruth King Elementary School, Rick's Heart Foundation, Saanich Neighborhood Place, Saanich Volunteers, Saint John the Divine Foodbank, Saint Vincent De Paul, Salvation Army – including Next Step Resource Centre & Victoria; Seniors Serving Seniors, Shelbourne Community Kitchen, Silver Threads Victoria, Solid Outreach, Sooke Family Resource Society, South Park Family School, Spaken House, Spencer Middle School, Surrounded by Cedar, The Soup Kitchen, Threshold Housing Society, Ukraine Emergency Relief, Ukrainian Refugees, Ukrainian Safe Haven, Umbrella Society, Victoria Chinatown Lionesses, Victoria Native Friendship Centre, Victoria Pregnancy Centre, Victoria West Elementary School, Victoria Youth Empowerment Society, VIHA, VIRCS, Wear2Start, Westshore Housing, Women in Need, Y Young Mom's Program. **106 Community Facilities in Greater Victoria**

## Vancouver Island

AADSS Breakfast Club in Port Alberni, Alberni Community and Women's Services Society, Backpack Program – Port Alberni, Campbell River Head Injury Support Society, Campbell River Women's Transition Society, CMHA - Cowichan Valley, Comox Valley Foodbank, Comox Valley Nursing Centre, Cowichan Valley Basket Society, Everybody Deserves a Smile including Campbell River, Comox, Duncan, Nanaimo and Port Alberni; Food Bank on the Edge, Halalt First Nations, Harvest House Food Bank, Health Connections Clinic, INEO Employment Services in Port Alberni, Island Health (VIHA) - Comox, Jericho Road Mobile Outreach in Port Alberni, KUU-US Crisis Line in Port Alberni, Malahat Nation, Nanaimo Aboriginal Centre, Nuuchah-nulth Tribal in Port Alberni, Pacifica Housing – Nikao Nanaimo, Port Alberni - Backpack Program, Port Alberni Friendship Centre, Port Alberni RCMP, Port Alberni Shelter Society - Overdose Prevention, Robron Centre in Campbell River, Sacred Wolf Friendship Centre in Port Hardy, Sage Haven in Port Alberni, Saint John Gualbert Church in Port McNeill, Salvation Army including Mt. Waddington, Port Alberni and Port Hardy, Second Chance Recovery Program in Campbell River, Tillicum Lelum - Thi Lelum Smuneem, Warmland House in Duncan, West Coast Community Resources in Ucluelet, Y-Star Outreach – Island Health in Port Alberni. **41 Community Facilities on Vancouver Island**

# BC Community Facilities By Region Continued....

## Lower Mainland

AA Better Place Transition Housing, Alouette Addictions, Archway Community Services, Burnaby Family Life, Camp Hope, City Central Learning Centre (Surrey), Everybody Deserves a Smile – Qathet, Food for the Soul, Fraserside Community Services - Peterson Place, Helicopters Without Borders, Lookout Housing & Health Society including Al Mitchell House, First Place, North Shore, Parkway Shelter, Powell Street Getaway, Red Lion, Riverside, Sakura So Residence, Tamura House, and The Village; Maple Ridge Community Corrections, Maple Ridge Community Resource Hub, Metis Association of BC, Metis Nation of BC, Ministry of Health (Surrey), Muslim Foodbank Surrey, Native Courtworker & Counselling Association of BC, Night & Day Recovery, Non-Judgemental Recovery Society, Options Community Services – First Steps Program, Phoenix Society - The Nest, Powell Street Getaway, Raincity Housing (Port Coquitlam), RayCam Cooperative Centre, Rick's Heart Foundation, Squamish Helping Hands, SRO Collaborative – Vancouver, Surrey Urban Mission including Cove Shelter and Olive Branch, The Washington Foundation, Thomas Donaghy OPS, United Way of British Columbia (for Ukrainian Refugees), Vancouver Aboriginal Friendship Centre, Wagner Hill's Farm (Men's), Under One Roof (Squamish).

***45 Community Facilities on the Lower Mainland***

## Central / Northern BC

Friendship House – Prince Rupert, Gudangaay Tlaats'gaa Naay Nation and Secondary School in Massett, Kitasoo / Xai'xais First Nation, Kitasoo / Xai'xais School, Nicomen Indian Band, QQS Project Society, Siska Indian Band, Skuppah Relief Centre, The Cariboo Chilcotin Metis Association, Ukatcho First Nation, Westside Community Hall in Lytton, Wuikinuxv Nation.

***13 Community Facilities in Central/Northern BC***

## Okanagan/ Interior

?Esdilagh First Nation, Ask Wellness Society in Kamloops, Cranbrook Food Bank, Elizabeth Fry Society of South Cariboo, Fort Fraser and Area Foodbank, Fort Nelson Food Bank, HOPE Community Services, HOPE Outreach – Okanagan, Kimberly Helping Hands Food Bank, Okanagan Indian Band, Ooknakane Friendship Centre, Westbank First Nations, Whispers of Hope in Grand Forks.

***13 Community Facilities in the Okanagan or the Interior***



# Alberta

Soap for Hope Canada had built relationships in Calgary for 6 years. This kitchen table project grew into a thriving operation that helped thousands of people. Over the 6 years we have worked with 102 Community Facilities and heard countless times how valuable essential hygiene products were to the recipients. Often, we were told that people did not have to make a choice between food and hygiene when we were able to provide them with the hygiene products they needed.

Our organization made the critical decision to shut our Alberta warehouse in June. As much as we wish we could operate on accolades, appreciation, and the gratitude we regularly receive; it came down to a business decision based on lack of funding and an unfortunate warehouse situation.

We thank each of you that came forward in support. We appreciate the testimonials, highlighting the growing need in the Community and how our program is essential. Even though it has been 6 months since the closing of the warehouse, we remain perplexed and upset, knowing we had to make this decision.

In the last 6 months we have continued to work with a Hotel Chain and have supplied some of the larger organizations with hygiene amenities and linens. This was made possible with the help ACE Couriers and their willingness to support the communities they work in.



## Alberta Community Facilities

AAWEARA, Aboriginal Friendship Centre, Airdrie Food Bank, Airdrie Pregnancy Centre, Alberta Food Bank, Alpha House, Alpha House Lethbridge, Aventa Centre Women's Addictions, Avenue 15 Youth Shelter, Awo Taan, Be The Change YYC, Bear Clan Calgary, Boots on the Ground, BowWest Community, Brenda Stafford Centre, Calgary Bridge Foundation for Youth, Calgary Centre For Newcomers, Calgary Drop In Centre, Calgary Immigrant Women's Association, Calgary Opioid Dependency Program, Calgary Ukraine Society, Canadian Mental Health Association – Calgary Region, CARYA, Cochrane Food Shed, Distress Centre, Eden Valley-Stoney Trail Wellness Centre, Elizabeth Fry Society, Elm Street Elementary, Emma House, Everybody Deserves A Smile – Red Deer, Family Matters, Girl Guides of Calgary, Good Neighbour YYC, Goodwill AB, Her Victory & Victory Outreach Foundation, Indigenous COVID Taskforce, Jasper Foodbank, Kerby Centre, Kiwanis Northmont, Metis Calgary Family Services, Metis Nation Calgary, Mission 7, Mustard Seed Calgary, Mustard Seed Edmonton, Next Steps Ministries, Portail De L'immigration Association, Rockyview Foodbank, Ruth's House, Safeworks SCS, Salvation Army – Women's Supportive Housing, Salvation Army SE Calgary, Samaritan's Purse, Sober Crew AB, Sonshine Community Services, Street Cats YYC, Sunrise International, The Doorway, Trellis Unity Project, Turning Point, Ukrainian Refugees Calgary, Veterans Food Bank, Woods Homes Inglewood, Women in Need Society, YYC Helping Homeless.

**54 Community Facilities in Alberta**

# Alberta

## A HOPEFUL FUTURE...

Celebrating over 50 years of success in the hospitality industry, thanks to company founder, Gerry Levasseur. We proudly launched the INNhotels.com brand in 2021, representing our 10 hotels in Alberta and British Columbia.

As a family owned company, we've have made an ongoing commitment to supporting our local communities through the Levasseur Community Trust. Also of core importance to us, is being good stewards of the environment and providing a work culture that encourages employees to grow and participate in our company's decision-making.

It was one of our F&B team members in Jasper that came to us to share the great work of Soap for Hope Canada. With our company's commitment to GoINN Green, we were very excited to hear how Soap for Hope Canada recycles and repurposes leftover room amenities to support people in need. This has led to a wonderful partnership for INNhotels™ with the Soap for Hope Canada's Caring Community Program.

We value being part of this amazing program which is meeting a great need in environmental stewardship and serving those in need through charitable partnerships. Over the last year, we have diverted nearly 3,000 pounds of amenities from the landfill into the hand's Soap for Hope Canada which is making a big impact in so many communities.

*Lisa Levasseur, President*



## Environmental Award

The work that Soap for Hope does to provide sanitary and other hygiene products to those folks in Calgary, Alberta and even to other parts of Canada, is nothing short of phenomenal! Without this service there would be an exceptionally large need left unfilled.

***Kiwanis Northmont Board Secretary***

Aboriginal Friendship Centre of Calgary accesses Soap for Hope when we get new clients into our program ....This service is easy to access and gives the clients some well needed supplies for starting off. Sometimes these supplies are not provided through the Drop- In centre right away or even through the food bank and welcome home hampers.

Each program we access gives the clients we serve a better step up and move forward with some well needed supplies we sometimes can not access anywhere else.

So, I hope this program stays around as it is something we use.

**Christine Blake**

*Case Manager for AHI singles housing program*



# Alberta

AAWEAR is a peer led nonprofit organization. Many of our members have experience being unhoused and have felt the shame of not having access to essential soap and hygiene products. We have counted on Soap for Hope's shower and feminine hygiene kits to hand out during our street level outreach. AAWEAR's Peer Outreach workers have given away thousands of their valuable donations to our community over the years. Loss of the hygiene supplies that Soap for Hope distributes would be detrimental to the health and well-being of those who are unhoused. These kits give folks dignity and humanity that they may not otherwise receive. The right to health is at risk, as folks using unclean cloths without the ability to wash are at greater risk of developing infections. Soap for hope would help decrease the strain and cost on hospitals by preventing infections with their hygiene donations to marginalized folks.

This is a human rights issue as menstrual hygiene management (MHM) has become a globally recognized public health topic. Menstrual hygiene rights are connected to the right to non-discrimination, to health and healthy environment, education and work. When menstruators resort to unhygienic alternatives, they are vulnerable to harmful physical and mental outcomes. Products like rags, paper towels, and reused pads put menstruators at a heightened risk for urogenital infections, such as urinary tract infections and bacterial vaginosis. Further, the emotional toll accompanying lack of access is related to poor mental health outcomes, such as elevated anxiety, depression, and distress scores.

These supplies are highly requested by our community and we hope that Soap for Hope can continue to assemble and disburse this necessary service.

Thank you for your support

**Lauren Cameron** (She/Her), *Calgary*  
*Outreach Coordinator*  
Alberta Alliance Who Educate and  
Advocate Responsibly

The loss of your program will greatly affect my program, as we utilize your services to provide shower kits, razors, slippers, shaving cream and everything else you have to offer for the vulnerable population in Wetaskiwin as well as the Leduc hub. I even gave some to shelters in Edmonton. Having these services, thanks to you guys, people are able to shower and not worry about where they're going to find the proper personal hygiene items. Losing soap for hope services would be very upsetting and unfortunate for not only the residents who utilize it in Calgary but also the people that utilize it in Red Deer, Wetaskiwin, Leduc, Maskwacis, and Edmonton. We hope you are able to continue providing for the vulnerable population. I will share this information on my social media in hopes that you are able to continue.

Thank you,  
**Alexandra Mac Isaac**  
*Shift Lead - Wetaskiwin*

The Mustard Seed, Edmonton

***"Loss of the hygiene supplies that Soap for Hope Canada distributes would be detrimental to the health and well-being of those who are unhoused. These kits give folks dignity and humanity that they may not otherwise receive."***

'It is not uncommon for men and women entering our programming to not own the supplies they need to maintain good hygiene. A bar of soap, shampoo or a pillow may not seem like much. However, to the resident who walks through our doors after experiencing homelessness, it is a gift that offers hope. Hope that they can clean up their lives with the support of a community that cares behind them. As they learn to maintain good hygiene, their confidence and sense of self-worth increases. When you donate supplies to us, you are partnering with our belief that there is hope for those suffering with the disease of addiction and those struggling with homelessness.'

***The Calgary Dream Centre***



# Caring Community Partners



## A practical recycling service

Soap for Hope Canada collects gently used and unused hygiene amenities, linens, and lost & found items from the hotel industry, which are then reprocessed at our warehouse and redistributed back into the community. These hotels are our Caring Community Partners.

Soap for Hope Canada makes great effort to reach out to Community Facilities in areas that our Caring Community Partners are located. This way, they are giving back to their local community. A win-win for everyone.

**Know of a hotel that you would like to see on our program? Contact us today!**

## Our Program

Although the world was at a stand still, the need for our services continued to grow. If it was not for the generous support from our Caring Community Partners, we would not be able to make the impact we do. Our program continues to expand by welcoming new hotels across BC and Alberta onto the Soap for Hope Canada - Caring Community Partner program.





# 136,110

**Pounds of gently used product was redirected from the landfill. This includes hygiene bottles, linens, and clothing. This is made possible because of our Caring Community Partners.**



The hotel industry often has items that cannot be used any longer and end up going to the landfill! At The Sidney Pier Hotel & Spa we take our green initiatives very seriously and were thrilled to partner with Soap for Hope in early 2021! They have been amazing to work with and provided us with the opportunity to donate retired items like sheets, towels and even our bulk soap dispensers. We love the program and now carry their Soap for Hope pebbles in our spa with 100% of the sales going back to Soap for Hope! They pick up our donations when the bins are full, and share the items with those who need it most! Way to go Soap for Hope - you are doing amazing work!

**Lisa Nordstrom**

*General Manager*

*The Sidney Pier Hotel & Spa*

# Caring Community Partners



# Caring Community Partners



## About the program

Our Caring Community Partner program is at the heart of our work. Our hotel partners provide us with the gently used hygiene amenities that make our work possible. We recently completed a survey of our local Caring Community Partners and discovered some valuable information – our survey respondents let us know that the number one reason why our Caring Community Partners participate in our program was directly related to Staff Satisfaction and Morale. This benefit beat out Environmental Impact and Community Involvement by the thinnest of margins. Our hotel partners understand that happy staff create healthy workplaces. Thank you for creating the kinds of places where staff thrive and stay for the long-haul.

I am a strong believer that partnerships are the foundation of healthy communities. We are grateful to all our Caring Community Partners and your commitment to reducing waste and serving people in our community!

**Mark Crocker**  
*Director of Sustainability*



## Join the program

Are you a hotelier interested in joining the program? We work with you to improve your environmental sustainability, save your team time, and make a big difference in the lives of local people who need hygiene items.

The Soap for Hope Canada program is \$1 per room per month (billed monthly) or \$8 per room per year (billed annually). The annual cost of your hotel becoming a Caring Community Partner is \$8 x your number of rooms.

**Contact Mark at**  
[caringcommunitypartner@soapforhopecanada.ca](mailto:caringcommunitypartner@soapforhopecanada.ca)  
**for more information**



# Helping Ukraine



In March we collected new product donations that would be sent to countries surrounding Ukraine. The response was overwhelming. We heard many tearful stories. What resonated was the desire of our community to help.

We continue to provide hygiene amenities & linens on a weekly basis to refugees arriving in BC.



We worked with Compassionate Resource Warehouse to add hygiene amenities and linens to their international shipments. We were part of a product drive, hosted by Dodd's Furniture & Mattress to collect supplies for Ukrainians.

An amazing community effort to help others.



A big thank you to the team at Soap for Hope Canada for supporting the United Way British Columbia's United For Ukraine initiative.

In Spring 2022, United Way British Columbia and BC211 partnered with the Province of British Columbia, AMSSA, Ukrainian Canadian Congress, and other community partners to support displaced Ukrainians arriving in British Columbia to settle into their new local communities, and to find safety and belonging. Many arrived with little belongings as they fled the war at home. With the support of organizations like Soap For Hope Canada, United Way BC was able to incorporate family sized hygiene kits into the welcome packages distributed to those arriving at Vancouver International Airport.

Filled with soap, shampoo, toothbrushes, laundry detergent, and much, much, more, the kits helped bring a sense of comfort to those newly arriving. We were especially appreciative of the speed in which the 500 kits could be assembled and delivered to our team. We know your volunteers worked extra hard to make this a possibility. Thank you Soap For Hope Canada for your tremendous support of the United for Ukraine initiative.

THANK YOU!

**Jenny Soukphamuong**  
Campaign Manager

# Helping Ukraine

On behalf of **"Help Ukraine Vancouver Island,"** I would like to express my huge thanks to Soap for Hope Canada for helping approximately 700 Ukrainian refugees on Vancouver Island in 2022. The first refugees, mainly women and children, started to arrive in March, and the volunteers at Help Ukraine Vancouver Island quickly realized that the most important items that these families needed were hygiene products. The demand was immense, and in our efforts to find donations, I met Anne McIntyre, Founder and Executive Director of Soap for Hope Canada. Immediately, Anne jumped into action, and along with her Caring Community Partners, gave all the Ukrainians "Hope" by providing hygiene kits to include in the welcome baskets of each Ukrainian family as they arrived, often 4-6 families per week. Products such as Shampoo, Conditioner, Body Wash, Lotion and of course SOAP were all nicely packaged into the hygiene kits, as well as toothbrushes, toothpaste, deodorant, and laundry soap. In addition, thanks to the numerous hotels chains that recycle their linens through Soap for Hope Canada, Ukrainian families also receive towels, duvets, duvet covers, pillows, and sheets.

Soap for Hope Canada has made a huge difference in the lives of all Ukrainian refugees that have been welcomed to Vancouver Island in 2022. We are expecting many more families to arrive in the next year, and all of us at Help Ukraine Vancouver Island are extremely grateful to Soap for Hope Canada for continuing to provide this essential service to our Ukrainian newcomers- a service that not only provides hygiene products to people in need, but also reduces the waste in our landfills.

## Anne Wortmann

*Volunteer,*

*Help Ukraine Vancouver Island*





# Social Enterprise - Second Hand Hope



**Second Hand Hope** was created when necessary funding was lost. We looked around at what we could do to generate funds to support our program and decided to use some of the Lost & Found items from our Caring Community Partners. On January 1st, 2021 we started as an online retailer (since COVID was in full force) and transitioned into a brick-and-mortar shop on May 1st, 2021. The social enterprise boasts three main pillars of impact: reducing, reusing, and re-purposing.

Second Hand Hope is a Social Enterprise of Soap for Hope Canada. We are making better use of items that are given to us in a way to support our program. Not all items are sold. The athletic wear is provided to youth organizations, such as The Washington Kids Foundation, Yo Bro Yo Girl and Y.E.S.S. Other clothing items are given to those that need it. When Ukrainian refugees first arrived in Victoria, we gave some the opportunity to come in and yet what they needed. As much as we are trying to support our program, our main priority is to support people first!

**Second Hand Hope ( SHH )** is one of Victoria's best kept secrets. I have only recently started volunteering here and am gradually getting to know more about 'Soap for Hope Canada' and the part that SHH can play in this organization.

We are part of a big wheel that keeps turning toward the positive. Nothing in this organization goes to waste and ultimately everything goes toward outreach to a community of people who need support and in our case, we are offering hygiene care that might not otherwise be available.



So .. where does SHH come in ? We are receiving donations from hotels near and far in our Province, of ( mainly ) clothing – and good quality clothing at that – that is being left behind at hotels. These are quality items, which we are selling at affordable prices for the Victoria community and every \$ we collect goes directly to 'Soap for Hope'.

Again ... we are 'paying it forward' so that good products are not being thrown away and / or ending up in the landfill. Also, anything that we feel we cannot use, is being passed on to other organizations that can use them. A 'win win' situation for Soap for Hope and it's recipients and also for our planet!

It's fun volunteering at SHH not knowing what 'lost and found' items are going to come into our door next and then helping to display the items to their best. Fortunately, we also have young, savvy volunteers who are presenting these items and the store on social media. Again, a team effort, for which I'm happy to be a part of.

**Susan Paula Smith**

**We are at 426 William Street and open 9-4**



# Social Enterprise - Salish Sea Soap Pebbles

In partnership with NatuR&D, Soap for Hope Canada makes Salish Sea Soap Pebbles that are sold at our BC warehouse and participating stores throughout Greater Victoria.

These soap pebbles are made with organic soap, natural minerals, and activated charcoal. Sold 3 for \$10, OR 7 FOR \$20. All funds are donated back into a community project.



NatuR&D is thrilled to be growing community resilience through our partnership with Soap for Hope Canada. Salish Sea Soap Pebbles are a triple bottom line product that closes the loop on waste and leverages local collaboration.

Crafted by local artisan volunteers from organic soap factory offcuts and sold by local organizations and businesses.

Together we have been able to support health and resilience through a product that nourishes the body and leverages the circular economy. It is a gift that keeps on giving

**Anne-Marie Daniel**  
NatuR&D



***Our ACE volunteer Heather who makes 1,000 Soap Rocks a month!***



In my lifetime, I have been a nurse, a farmer, a Mom, and a bit of an artist often working with elders and youth. Core values that resonate deeply for me are respect and dignity, creativity and teamwork. soap for Hope exemplifies all of these in everything they do.

I started volunteering at Soap for Hope three years ago, just when Covid restrictions started. It was a great opportunity to not only keep busy but to be a part of a network of wonderful people, all thinking of the bigger picture.

When we decided to create Salish Sea Pebbles, an idea from Anne Marie Daniel at NatuR&D brought to Soap for Hope, the creative juices kicked in. What a fulfilling adventure it has been. To this date, we have made in excess of 10,000 pebbles. Special thanks to our wonderfully supportive distributors...Deep Cove Market, Ecotopia, the Pier Hotel, Zero Waste, mark et 1750 and the soap for hope canada warehouses.

Working with this unique group of generous individuals who humbly and enthusiastically, take on a cause that emulates respect and dignity for the less fortunate in our world, is so fulfilling. Soap for Hope walks the walk providing assistance, hands on to those in need. It truly does give our world HOPE.

**Heather**



**Thank you to these retailers for selling our Salish Sea Soap Pebbles.**

# How To Help

## DONATE PRODUCT

New (and gently used) hygiene amenities & linens



## DONATE TIME

*"One of the greatest gifts you can give is your time"*



## DONATE FINANCIALLY

One time Gift  
or  
Become a monthly donor.



FOLLOW US  
ON FACEBOOK  
and  
INSTAGRAM

DROP YOUR EMPTY  
& CLEAN HYGIENE  
BOTTLES AT OUR  
WAREHOUSE

PLAN A HYGIENE  
DRIVE  
AT YOUR WORK



## Moving Forward in 2023

2022 seemed to move at a fast and steady pace. It is always interesting to look at the volume of products we provide to the community but was especially shocked this year as we hit an all-time high of almost 2.7M products. It certainly showed that hotels are in full operations; something we hadn't experienced for almost 3 years. We can not say enough about the people who dedicated their time and expertise to our organization. We truly could not do this work with the many helping hands.

COVID is still on the cusp of our thoughts and how we operate. We will continue this year to be intentional in our actions; making sure everyone involved is safe, feels supported and committed to our mission. Organizational growth will happen organically as we deepen relationships and continue to reach out to new organizations. We remain committed to the importance of hygiene and will continue to make a difference in communities by distributing as many essential hygiene items as possible. We can do this with your help. Help comes in many forms. Which one works best for you?

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## Soap for Hope Canada Warehouse



**426B WILLIAM ST.  
VICTORIA, BC  
V9A 3Y9**



**250-590-1462**



**VICTORIA@SOAPFORHOPECANADA.CA**



**@SoapForHopeCanada**



**@SoapforHopeCAN**



**@soapforhopecanada**



**Soap For Hope Canada**





# Join the Soap for Hope Canada Caring Community



**Scan to  
donate**



## **Make it Monthly**

**Your monthly donation will support people in our communities every single day.**

## **Donate Monthly**

As part of our Caring Community, you are supporting our mission to change lives by providing hope and dignity through hygiene.