

IMPACT REPORT 2023



TERRITORIAL ACKNOWLEDGEMENT

We gratefully acknowledge that Soap for Hope Canada operates on the sacred and ancestral lands of the Lekwungen and WSÁNEĆ nations, now recognized as Victoria, BC. With deep respect, we honor the rich history, cultural heritage, and profound connection Indigenous peoples maintain with this territory. In the spirit of reconciliation, we express our sincere gratitude for the privilege of working in this community.

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MESSAGE FROM OUR BOARD CHAIR

I know I speak on behalf of the Board when I say how very proud we are of Soap for Hope Canada. Special shout out to all the volunteers and organizations that provide constant, as well as, essential support.

As one can see by the Impact Report for 2023, Soap for Hope Canada continues to provide to hundreds of Community Facilities and distribute millions of hygiene products. By doing so, Soap for Hope Canada diverted over 71,000 pounds of product and textiles from local landfills.

In 2023, we hosted our first Volunteer Appreciation Event at Power to Be in August and held a Giving Tuesday Event in November at our warehouse. Having the opportunity to bring everyone together on one day, in one location, for both of these events, was truly heartwarming and inspiring.

We look back with pride at 2023 and look ahead to a great 2024.

Best wishes and gratitude,

Peter Dohan, Board Chair



Message from our Founder and Executive Director **C. Anne McIntyre**

The word that immediately comes to mind when I reflect on 2023 is **JOY!** It has been a **JOY** to build a team of staff and volunteers that are passionate about our mission to “Change lives by providing hope and dignity through hygiene”. It was one of our strategic goals to focus within and make our operations stronger. We hired great people and have elevated our work. It makes our organization shine in every aspect of what we do.

The economy, and rising inflation has increased the number of people accessing our services; and we rose to meet the need in our communities. With each order, we were thoughtful of how we processed it and provided to the best of our ability. We saw a significant increase in the number of kids and seniors that we supplied hygiene products to.

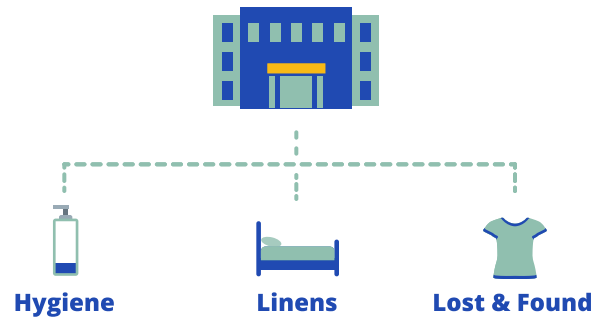
We thoughtfully look back on 2023 and are very grateful for the relationships we have. To the Community Facilities that show us what and where the need is, to the Hotels that provide an endless stream of products to be reprocessed, to our Transportation companies (ACE and Diamond) for all the shipping they do for us, to other Non-Profit organizations working tirelessly and passionately to help others, to our Staff, Volunteers, Board of Directors, Donors and Colleagues. It is only together that we are able to dream big and help so many people.

We will continue to go the extra mile and maintain our belief that **“No ONE should have to Hope for Soap!”**

OUR REPURPOSING JOURNEY

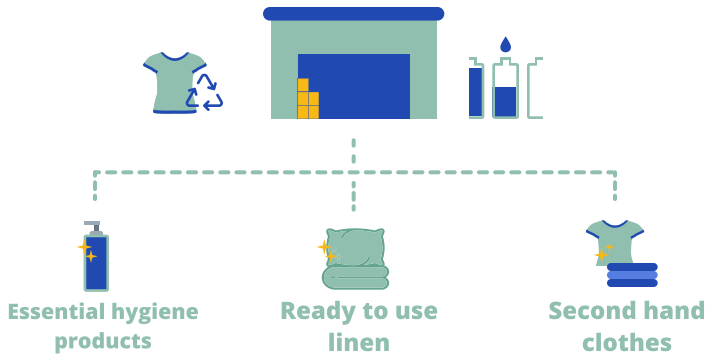
FROM HOTELS

We collect discarded hygiene products, linens, and lost & found from hotels, preventing them from ending up in the landfill.



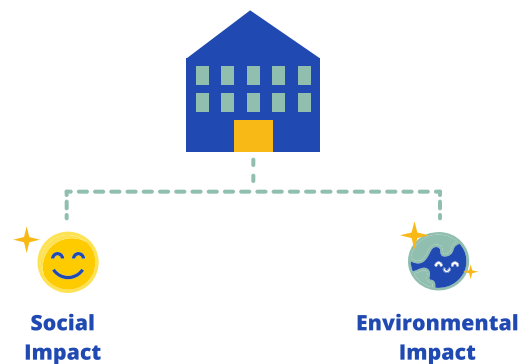
TO OUR WAREHOUSE

In our warehouse, these items are sorted, squeezed, filled, washed, or folded, extending their usable life.



TO COMMUNITY FACILITIES

We distribute these repurposed items to Community Facilities, bringing hope and dignity to those in need.





WHO WE ARE

Soap for Hope Canada **collects and repurposes** hotel hygiene products, linens, and lost & found which would **otherwise** end up in landfills.

We process these discarded products, **extending their useful life**, and distribute them to Community Facilities, which include Shelters, Transition Homes, Food Banks, Schools, Youth, Seniors, Refugees and Indigenous Communities. We also help evacuation centres for fires and floods.

OUR VALUES



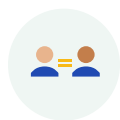
DIGNITY

We believe in treating everyone with fairness, kindness, and consideration, acknowledging and supporting their worth through honest work, resourcefulness, and generosity.



PASSIONATE

Our commitment to serving the community and preserving the environment is fueled by passionate individuals and a caring atmosphere. This unwavering passion is evident in our strong dedication, genuine interest, and heartfelt belief in fulfilling our mission.



INCLUSIVITY AND DIVERSITY

We provide opportunities for anyone to join our diverse community. Our commitment to inclusivity is demonstrated through compassionate care for individuals from various backgrounds, fostering a collaborative spirit toward common goals.



SUSTAINABILITY

We actively seek ways to contribute to environmental preservation, minimize waste, and support long-term well-being for communities and the planet.



COLLABORATION

We collaborate with various organizations in the community, sharing resources to achieve common goals and fostering teamwork to constantly improve tasks and achieve better outcomes for everyone involved.



VOLUNTEERING

8,309 VOLUNTEERING HOURS

In late August, we held our **Volunteer Appreciation Event** at Power to Be's beautiful Prospect Lake property. It was our opportunity to express gratitude to our volunteers for their dedication and commitment to our mission. They are the backbone of our organization, and we are immensely thankful for their hard work.

Our volunteering program proudly hosts volunteers from vastly different backgrounds and walks of life. Many unique friendships have been forged within our warehouse walls. Our commitment is to foster a positive and inclusive environment, **ensuring a supportive community where individuals and groups come together to make a meaningful impact.**



As I have hopefully helped this organization, they too have helped me. I lost my beloved husband after years of him suffering with MS, this left a huge hole in my life and then Soap for Hope Canada happened. I've met so many fabulous people, and it's wonderful to hear all their stories about their lives which fills in my day and I appreciate and learn a lot.

Mary Ann Belfry



I chose to volunteer at Soap for Hope Canada because I admired their initiative to repurpose such a large, but often unnoticed, source of waste in a way that it can help so many different people. I've really enjoyed working with the amazing community of volunteers and coordinators.

Gracie English

Soap for Hope Canada volunteers not only repurpose essential hygiene items and linens with care; they are driven by a powerful movement towards sustainability and compassion, ensuring dignity for the recipients in need and for the environmental preservation of our planet.

MEET HELEN



Helen is an expert seamstress who elevates our mission with creativity and generosity. She skillfully repurposes ripped bath towels into multiple hand towels or washcloths, transforms discarded hotel cushions into new pillows, and adeptly fixes sheets, blankets and bathrobes. Helen personifies our motto of "We Don't Waste A Thing Around Here", promoting a more sustainable future through her resourceful approach to linen reuse. Her sewing expertise embodies a commitment to environmental consciousness, making her an invaluable contributor to Soap for Hope Canada's mission.

At Soap for Hope Canada, we welcome diverse groups of people with different talents and capacities, for a hands-on, enjoyable experience that makes a positive impact. Each day, in our warehouse, new stories of collaboration and meaningful change unfold.



“*Soap for Hope Canada is the perfect place to bring OPTIONS' individuals to volunteer. It's a place where we increase the opportunities for the individuals to participate and feel included in the community.*”

At Soap for Hope Canada, Garth Homer Society individuals can develop new life, social and work skills to enhance their future. They can develop skills and abilities and make a valued contribution to the community. From scrapping soap, matching slippers, squeezing bottles, and making hygiene kits, every little task allows the participants to learn something new and achieve our biggest goal as a learning program. We have countless reasons why Soap for Hope Canada is so important to us. Not to mention the connection we make with the amazing people we meet there and our purpose of helping people.

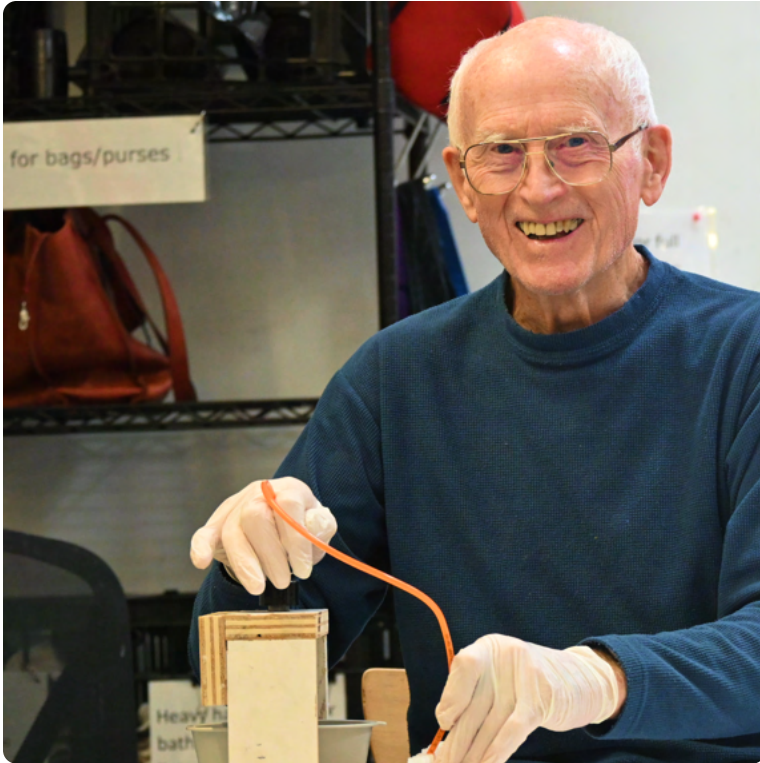
Belissa Bezerra , Vocational Counsellor, **Garth Homer Society**



“*I express sincere gratitude for the invaluable support from Soap for Hope Canada. Their provision of volunteer opportunities to our immigrant youths has been instrumental. By engaging in volunteer work at Soap for Hope Canada, our participants have refined their employability skills, strengthened their resumes, and acquired firsthand insights into Canadian workplace practices. These volunteering experiences have not only boosted social engagement among the participants but also offered personal satisfaction through contributing to the well-being of others, aligning with their sense of civic responsibility.*”

Rachel Jang, Immigrant Employment Youth Specialist, **ICA Victoria**

Volunteering for Soap for Hope Canada is flexible and accessible. Whether at our warehouse, from the comfort of your home, or wherever your caring and generous heart is, all you need is the desire to help.



MEET DEREK

Derek, not only repurposes essential hygiene items, but his inventive mind has led to the creation of tools that significantly improve efficiency in our warehouse. He has designed ingenious solutions for filling and extracting product from bottles, opening bottle lids, and scraping soap bars. We appreciate his commitment and innovative contributions, inspiring others with his passion for environmental sustainability and community service.

We are fortunate to have dedicated volunteers who extend their commitment beyond our warehouse, taking products home to process, scraping soap, washing bottles, and knitting beautiful washcloths.



Living in the Alberni Valley and frequently travelling out to the Island's west coast to pick up donated items from various participating Resort Hotels, transporting the collected items to Victoria for processing at the warehouse; then returning home with awaiting orders placed by shelters and other programs in the Alberni Valley and delivering them back to the facilities on the return trip...watching the impacts on the quality of life for the recipients, without judgement. After 4 years as a volunteer, I remain a strong proponent of the objectives, successes, motivations and the inspirations provided by Soap for Hope Canada.

Lawrence McGifford, Port Alberni (Arrowsmith Rotary Club)



BECOME A VOLUNTEER

Schedule a visit to our warehouse and become a valued volunteer. Contact us at: volunteer@soapforhopecanada.ca

THE YEAR IN NUMBERS

1,764,721

UNITS
OF HYGIENE PRODUCTS AND
LINENS DISTRIBUTED

71,743

POUNDS
OF WEIGHT DIVERTED FROM
THE LANDFILL

8,309

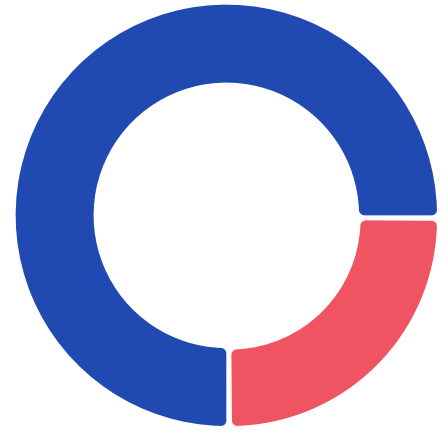
HOURS
OF VOLUNTEERING

245

NUMBER
OF COMMUNITY FACILITIES
SUPPORTED

UNFULFILLED ITEMS

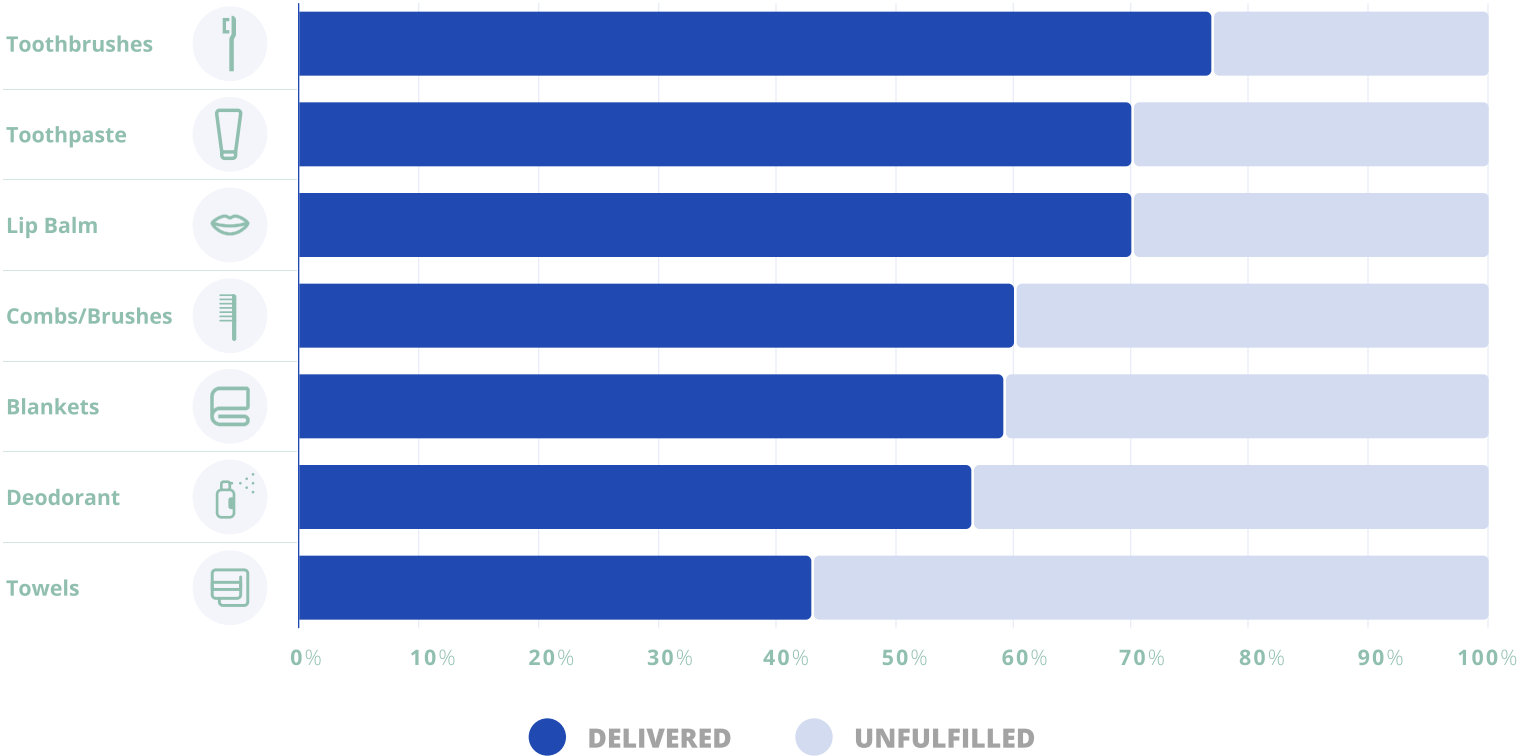
Nearly 25% of the time, we were unable to fulfill requests due to insufficient funding or product availability. These figures transcend mere statistics; they represent people who missed out on the basic comforts of washing or the simple luxury of sleeping in clean linens.



1,764,721
TOTAL PRODUCTS DISTRIBUTED

563,124
TOTAL UNFULFILLED PRODUCTS

Access to deodorant, toothbrushes, toothpaste, towels, blankets, lip balm or combs and brushes can be taken for granted by most of us. However, there is an escalating demand for these essential items within our community.



Your financial support or product donations enable us to consistently respond with a resounding "YES" allowing us to reach more people in need.



DONATE FINANCIALLY

Scan the QR code to donate

Or contact us at relations@soapforhopecanada.ca for corporate product donations



“An example of the impact came from a mother who expressed her newfound ability to wash her and her children’s hair with proper shampoo instead of resorting to dish soap. Such stories highlight the meaningful change facilitated by Soap for Hope Canada”

Anna Carr, Vancouver Branch Director, **Mamas for Mamas**



COMMUNITY FACILITIES

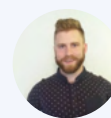
1,764,721 PRODUCTS DISTRIBUTED

Our hearts are filled with joy as we witness the profound impact of hygiene items and linens. These everyday necessities serve as powerful catalysts for positive change, boosting confidence, restoring hope, and preserving the dignity of those in need.

In 2023, we proudly served 245 Community Facilities. Our donations not only enrich the lives of a broad range of demographics but also provide vital financial support to Community Facilities. By receiving essential hygiene products and linens at no charge, Community Facilities save valuable funds, enabling them to redirect resources towards better serving their clientele.

Soap for Hope Canada provides us with toiletries and crucial supplies on a near monthly basis. These donations are an essential part of our Drop In Program and have been for close to a decade.

They save our small not-profit nearly \$10,000 a year and allow us to provide over 2,000 showers to vulnerable people, as well as provide laundry services and comfortable beds to people seeking recovery.



Stacey Gillespie,
Interim Director of Operations
Anawim Companion Society

WORDS OF GRATITUDE

We are deeply honoured to receive testimonials from the Community Facilities we support.

KIDS

“Soap for Hope Canada provides our families with hygiene care supplies for students and families in our school. These supplies ease the financial burden for our families and remove barriers to access in a non-judgemental environment free of stigma and shame.

Sarah Finnie, Vice Principal, Ruth King Elementary School

YOUTH

“Soap for Hope Canada provided cleaning supplies to youth living in BC Housing. These cleaning supplies mark the beginning of the youth learning independent living within their new, safe homes. It is heart-warming to serve our community beside your generous organization!

Nicole Hutchinson, Wellness Specialist, Sanctuary Youth Centre

ADULTS

Creating holiday stockings with hygiene items and bins for emergency hampers was such a great way to spread joy and provide essential items to those who may not have access to them otherwise. We thank everyone at Soap for Hope Canada for your hard work

Melissa Masse, Executive Director, 1Up Single Family Resource Centre

FAMILIES

The provision of personal care items provides a sense of dignity and lends itself to a sense of control over one's body which in many cases has long been abandoned. Items such as soap and oral care items make a difference in the health and wellbeing of our guests all of which would be impossible without the invaluable support of Soap For Hope Canada.

Judy Brown, Volunteer, St. John The Divine Food Bank



SENIORS

We celebrated a milestone by delivering over 1,000 seniors hygiene kits through 14 Community Facilities in Greater Victoria, aiding 60% more seniors during the holiday season than last year. Each Senior hygiene kit contained 20 essential hygiene items. Our commitment extends throughout the year, with ongoing distribution every three months, to support vulnerable seniors, enhancing their health, comfort, and dignity.

Notes of Appreciation from the Clientele of James Bay New Horizons:

Thankful for the Hygiene packages that were handed out at Christmas. I could not afford many of these items.

Dorothy C.

I'm feeling decidedly overwhelmed with kindness! Thank you for the beautiful bag filled with all kinds of personal care products."

Sheila.



CARING HOTEL PARTNERS PROGRAM

Since 2015, Soap for Hope Canada has diverted nearly 1 million pounds of hygiene products and linens from the landfill. This was possible due to the partnerships with our growing network of Caring Hotel Partners in BC and Alberta (hotels, motels and resorts).

By partnering with us, hotels can significantly reduce their operation's environmental footprint, demonstrating a shared commitment to sustainability and community impact.

Thank you to the hotels that have joined our Caring Hotel Program for being an integral part of our repurposing journey with a social and environmental impact.





Housekeeping team
Delta Hotels by Marriott, Victoria Ocean Pointe Resort



“This initiative not only made my work-life easier and more efficient but has also had a profound impact on our community. It has been incredibly rewarding to be part of such a cohesive and supportive network with a common goal: to provide essential hygiene and toiletries to those in need.

By recycling and repurposing discarded soap and toiletries from the hospitality industry, Soap for Hope Canada not only reduces waste but also contributes to environmental conservation. I am proud to be part of an initiative that promotes a cleaner, more sustainable world for future generations.

I encourage others to join in this inspiring journey of making the world a better place, one bar of soap at a time.”

Justin Foisy, Executive Housekeeper, Delta Hotels by Marriott



YOUR SUPPORT MAKES IT POSSIBLE!

THANK YOU DIAMOND DELIVERY & ACE COURIER SERVICES

Diamond Delivery and ACE Courier Services are integral partners in our mission. We extend our sincere appreciation for their invaluable contribution to our cause. They are the cornerstone for delivering essential hygiene items to those in need and picking up 71,743 pounds of products from hotels across BC and Alberta, preventing them from ending up in the landfill.

A special thank you to the drivers. Their unwavering helpfulness and kindness has not gone unnoticed and is truly appreciated.



RICK'S HEART FOUNDATION AND DIAMOND DELIVERY

We are immensely grateful to Rick's Heart Foundation, the sponsor of Diamond Delivery's services. Their exceptional support and reliable service plays a crucial role in picking up thousands of pounds from hotels and transporting hundreds of pallets and boxes filled with donations from our Victoria warehouse to Community Facilities across BC, making our mission not just achievable but impactful.



ACE COURIER SERVICES

ACE Courier Services played a pivotal role by stepping up for us when our Calgary warehouse closed. It is through their generosity that we can continue to send donations to Community Facilities in Alberta, and receive hygiene amenities, linens and lost & found from the INNHotels. Their steadfast support ensures our mission continues, making a lasting impact in the community.



SECOND HAND HOPE

Second Hand Hope, our thrift store, was established as a Social Enterprise to support our mission. It reminds us that every purchase can have an economic, environmental, cultural, and social impact. It stands out as the store whose inventory comes exclusively from Lost and Found items from hotels participating in our Caring Hotel Partners Program, as we don't accept individual donations. This distinctive approach promotes sustainability and a circular economy, giving a new purpose to items left behind in hotel rooms, such as clothing, shoes, books, chargers, and more.

Customers, including environmentally conscious shoppers and vintage enthusiasts, regularly visit our store for affordable treasures with a second chance at life. By shopping at Second Hand Hope, you actively contribute to spreading hope and dignity to those in need in our community.



SUPPORT OUR SOCIAL ENTERPRISES

Shop with us at 426 William Street. Monday to Friday. 9 am to 4 pm

Follow us on:

 @second_hand_hope

 Second Hand Hope



SALISH SEA SOAP PEBBLES

In collaboration with **Natur&D**, our Salish Sea Soap Pebbles are handcrafted from organic soap leftovers, blending them with natural minerals and activated charcoal. These exquisite soap pebbles not only boast a captivating aroma but also nourish your skin. Ideal as a gift or a personal indulgence, you can purchase them at our warehouse or find them at supportive distributors on Vancouver Island.



NATUR&D



INNOVATIVE SOLUTIONS FOR A SUSTAINABLE FUTURE



MEET DAVID

Our innovative volunteer's curiosity led him to discover that the plastic used in our hygiene bottles is similar to that used in 3D printing. Through his research, he found a solution to reuse these bottles, introducing another exciting avenue for recycling within our organization.

It took a year to secure funding for a shredding machine, and in collaboration with Setu Technologies Inc., we will be turning our empty hygiene bottles into filament. The filament will then be embedded in cement, using Setu's patented coating, for a sustainable solution. This partnership exemplifies our commitment to a greener future, aligning with our motto, "We Don't Waste A Thing Around Here".

Another innovative solution is the transformation of stained or damaged sheets and towels into useful rags. Our volunteers craft them with care, often packaging them in unusable pillowcases, to reduce plastic use. Sold to local plumbers and mechanics, this sustainable project not only prevents landfill waste but also funds our programs, ensuring hygiene amenities reach those in need.

THANK YOU CARING COMMUNITY PARTNERS

Our hearts are filled with gratitude for everyone that supports our mission. We want to acknowledge the invaluable support of those who have made 2023 a remarkable year.



Let's work together to spread hope and dignity!

Become part of our Caring Community Partners and support our mission. Contact us at: relations@soapforhopecanada.ca

COME IN AND GET YOUR HANDS ~~DIRTY~~ CLEAN!



DONATE FINANCIALLY

Help us provide essential hygiene products. Become a monthly donor and ensure a resounding YES! to hygiene requests.

More information at: anne@soapforhopecanada.ca



BECOME A VOLUNTEER

Whether at our warehouse or from your home, let's repurpose together to make a social and environmental impact!

Join us at: volunteer@soapforhopecanada.ca



DROP OFF YOUR PRODUCT DONATIONS

Contribute by dropping off new or gently used hygiene amenities and clean linens. We also welcome knitted cotton washcloths.

More information at: victoria@soapforhopecanada.ca



SUPPORT OUR SOCIAL ENTERPRISES

Shop at Second Hand Hope, purchase our Salish Sea Soap Pebbles, or buy a bag of rags. All purchases 100% support our organization.

Contact us at: secondhandhope@soapforhopecanada.ca



PLAN A HYGIENE DRIVE

Rally your work colleagues to collect essential hygiene items for those in need and achieve a positive impact together. Ask us for donation bins today.

More information at: victoria@soapforhopecanada.ca



SPREAD THE HOPE

Empower our mission by sharing it with your loved ones and follow us on social media to be a catalyst for change!


Follow us on:

-  [@soapforhopecanada](https://twitter.com/soapforhopecanada)
-  [Soap For Hope Canada](https://www.facebook.com/SoapForHopeCanada)
-  [Soap For Hope Canada](https://www.linkedin.com/company/SoapForHopeCanada)

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