

From: [Bresser, Amy](#)
To:
Subject: Response
Date: December 18, 2023 1:20:00 PM

Good afternoon,

I trust this message finds you well. I wanted to take a moment to express my gratitude for your demonstrated interest in hygiene equity, a pivotal aspect of our ongoing commitment to service excellence at BC Ferries.

In response to your inquiry, which focused on the number of complaints about the availability of free menstrual products in vessel and terminal restrooms from October 1, 2018, to October 1, 2023, I am happy to provide you with the following information. Over this period, BC Ferries received five complaints and two compliments, prompting us to assess and enhance our offerings in this critical area carefully.

Employees and customers alike should have equitable access to essential hygiene products. As part of our commitment to fostering a supportive environment, BC Ferries has ensured that feminine hygiene products are readily available for our employees in both women's and all-gender washrooms.

For our customers, we have replaced paid hygiene dispensers with free dispensers in existing women's washrooms, further aligning our services with the principles of hygiene equity. This initiative reflects our dedication to addressing concerns raised and making tangible improvements for the benefit of all who engage with our services.

Looking ahead, BC Ferries is committed to an ongoing expansion of hygiene product accessibility in the customer-facing all-gender washrooms throughout 2024. This is critical in ensuring access and availability to those needing these hygiene items.

Once again, thank you for bringing this matter forward. I genuinely appreciate your interest in the mission for hygiene equity, and I have enjoyed participating in this vital conversation.

Please feel free to reach out if you have any further questions or suggestions.

All the best in the New Year 😊

Amy

Amy Bresser (she/her/hers)
Analyst, Information and Privacy
Corporate Affairs
British Columbia Ferry Services Inc.
Suite 500 – 1321 Blanshard Street, Victoria, BC, V8W 0B7