

Cloth Diaper Mom Diaper Service Welcome Booklet

Welcome! Thank you for choosing our cloth diaper service for your baby. This booklet is intended to give you the information you need to start using your diapers and to get the most of your diaper service experience.



What is cloth diaper service?

We provide you with clean, sanitized, fresh 100% cotton diapers delivered to your doorstep weekly. Our diapers are washed in accordance with the Real Diaper Industry Associations Diaper Service Guidelines and our diapers are to receive periodic ph testing to ensure they are properly balanced and residue free to work next to your baby's skin.

How does it work?

When you sign up for cloth diaper service, you can select your first start week or choose to have a pre-birth delivery. The pre-birth delivery can be dropped off up to 2 weeks prior to your due date. With the pre-birth package, your billed service weeks do not begin until your baby arrives. If choosing the newborn cloth diaper service, we will deliver 80 newborn-sized cotton prefold

diapers to your doorstep. The diapers will arrive inside a diaper pail liner. Place the clean diapers inside your baby's nursery and place the clean pail liner inside your diaper pail. Start using the cloth diapers then place inside your diaper pail after each diaper change. You do not need to rinse any of the diapers but we ask that if you have an older baby that you shake out any solids into your toilet and flush. Place the dirty diapers in the pail and then put out the entire pail liner bag on the evening before your delivery or on the morning of your delivery.

We recommend setting up a phone or email reminder on the night before your delivery day to help you remember your drop off time for your new diapers.

We ask that the cloth diapers are only used for diapering and are not used for spit up cloths or cleaning. If a diaper gets milk on it, please rinse that diaper only before placing in your diaper pail to ensure that there is no mildew growth on that diaper.

From the RDIA's website:

Why use a Diaper Service?



Save *TIME* – Save *MONEY* – Save the *EARTH*

with a cloth diaper delivery service

- **Save *time*** - A cloth diaper delivery service will pick up the dirty cloth diapers and do the washing. All you do is put the cloth diaper in a pail instead of the trash. Let someone else do the work.
- **Save *money*** – A cloth diaper service is comparable to what you pay for national brand disposables. The cost is even less when you factor in faster potty training!
- **Keep Your Baby Comfortable and Healthy** – Clean, fresh cotton on your baby's skin, not plastic and wood pulp.
- **Be Green and Sustainable** – Over 20,000,000,000 disposable diapers are thrown into landfills every year. Cloth diapering helps reduce waste.
- **Potty Train Earlier** – It may seem early to think about potty training, but children in cloth diapers can be potty trained 6-12 months faster than children in disposable diapers.

How a diaper service works

Every diaper service is unique but here is a quick outline of how most services work.

- 1. Your order of fresh, clean diapers are delivered 1-2 weeks before baby's scheduled arrival, unless of course baby is already here!*
- 2. Take the clean diapers out of the bag and verify you have the correct number of diapers. Use the bag as the diaper pail liner.*
- 3. Place the dirty diapers in your pail.*
- 4. Place the bag of dirty diapers outside on your delivery day. Your diaper service will replace the bag of dirty diapers with a fresh set of clean diapers.*
- 5. Each week you service will count the number of dirty diapers returned to them and will deliver that number the following week.*

It's that easy. Sit back, raise a healthy, happy baby and let your diaper service do the cleaning.

What types of cloth diapers do services generally use?

Most services use high quality, Chinese or Indian prefold diapers. These are often called dsq or diaper service quality prefolds. This type of diaper is easy to use and provides excellent absorption.

What types of diaper covers work well with diaper service diapers?

Almost any cover will work well with prefolds, but consult your local diaper service for specific direction. Each baby is different in shape and growth. Your service can help you decide which diaper cover and size will be best for your baby.

www.realdiaperindustry.org

Diaper rotation and delivery:

On your first week, you receive the amount of diapers set for your baby's age, ie: 80 diapers for a newborn. You do not need to count the diapers that you have remaining after the end of the week. On week two, you will receive the same amount of diapers you received on week one. Beginning week three, you will receive back the same amount of diapers you turned in after your first week so that you will always have the same amount of diapers in your rotation.

Example of newborn delivery rotation:

Week One = 80 diapers

Week Two = 80 diapers

Week Three = # of diapers returned Week One
Week Four = # of diapers returned Week Two
Week Five = # of diapers returned Week Three

of diapers delivered for each stage of your service:

Newborn diaper service: 80 cloth diapers
Infant diaper service: 70 cloth diapers
Baby diaper service: 60 cloth diapers
Toddler diaper service: 50 cloth diapers

Missing or destroyed diapers:

For each diaper not turned in or destroyed by being used for purposes other than cloth diaper or by being home laundered, we have a charge of \$2 after the first 2 missing or destroyed diapers. If you would like us to do an audit with you from time to time, send us an email with the number of diapers that you have at home and we can let you know the number of diapers that you have being washed that week to make sure they add up to twice your weekly amount in total.

Diaper Creams, lotions, and ointment:

For the service, we recommend not using ointments with petroleum, fish oils or zinc. You can protect your diapers by using diaper liners with diaper ointment.

What will you need in addition to the diapers we deliver weekly?

The diapers that we use in our service are premium prefold diapers. They are made of absorbant layers of cotton. You can fold the prefold into a tri-fold (fold the edges of the diaper towards the middle of the diaper) and then snappi the diaper into place on your baby or simply place a diaper cover over the prefold to hold it in place. Prefolds absorb wetness but covers are required to provide a water-proof layer between the diaper and your baby's clothes. We recommend having 4 - 6 diaper covers to use with your diaper service diapers. You can use any brand of diaper covers. There are covers that fit just one size (ie: small) or covers that have snaps to adjust and fit your baby through multiple stages (ie: X-small and small or birth through potty training). You can use covers with snaps or covers with velcro tabs. The covers won't require washing for every use. They can be rinsed with water if damp and air-dried between use as you alternate between covers. When soiled, covers will require washing. We do not wash covers at this time as the hot temperatures used to sanitize the diaper service diapers is too hard on diaper covers. We will provide washing instructions for your covers.

A Snappi is an optional item that has replaced diaper pins. You can place a prefold on your baby and then use the snappi to keep the diaper securely in place.

You will need a diaper pail. You can use any type of pail with a lid. For diaper service, you may require a larger pail than for home washing as you will collect 1 weeks worth of diapers in this pail. We recommend a 14 GAL size. You can use plastic or metal. The diaper pail liner that we

provide as part of the service will help keep your pail clean. We will provide a pail de-odourizer disk monthly with your service invoice. We will also provide you with 1 charcoal filter when your service first begins. The charcoal filter and pail de-odourizer will fit into the lid of diaper service quality diaper pails or can be taped to the inside of the lid on regular diaper pails. The charcoal filter we provide will last 3 months from the time it is taken out of the packaging.

Bio-degradable and flushable liners or cloth fleece liners are also optional items. Liners go on top of your babies diaper, next to their skin and can be used to make clean up easier or to keep your baby feeling dry after they wet their diaper.

What about diaper wipes?

At this point, we recommend using natural baby wipes (biodegradable and chlorine-free) but we plan to offer a cloth wipe add-on to the service as we know it will make diapering easiest if the wipes and diapers can all go into the same diaper pail and be washed together.

How often should diapers be changed?

With both cloth diapers and disposable diapers, we recommend changing your baby's diaper as soon as they are wet. You can expect a newborn to have 10 - 12 diaper changes a day to start with and this number will go down as your baby gets older ending with 4 - 6 changes a day for toddlers.

Diaper Rash and Sensitive Skin:

Babies who use cloth diapers are less likely to have a diaper rash than babies who use disposable diapers. Cloth diapers breathe better and have better air flow than disposables. If you start to see any redness on your baby's bottom, we recommend allowing your baby to have as much diaper-free time as possible. Letting your baby lie on a towel diaper-free is one way to give them more diaper-free time. We recommend using diaper cream on any red areas and increasing diaper change frequency if possible as well.

Our diapers are washed on a very hot temperature to sanitize without using harsh chemicals. We use a residue-free detergent to prevent your baby from having diaper rash. If you find that your baby has very sensitive skin, just let us know and we are happy to do an additional rinse on your baby's diapers each week.

What support will be available?

We want cloth diapering to be something that makes your life easier and is healthier for your baby. We promise to provide you with premium diapers that absorb well and work well with your diaper covers. We want your baby to be comfy, happy, and dry and will work with you to troubleshoot any issues you may have. You can come in-store to see how the prefolds and covers work together and to learn different diaper fold styles. We will be available through phone and email and can also come inside your house during your first drop off or subsequent deliveries to show you how the diapers work and to answer any questions you have. We will have the support and guidance of the Real Diaper Industry Associations Diaper Service group to offer you the best diaper service experience we can.

What zones and areas of Winnipeg and Manitoba does your service include?

Currently we are accepting diaper service clients from inside Winnipeg. If you live outside the city limits we do offer the option to provide you with diaper service diapers as long as you are able to come by our 1853 Main location weekly to drop off your diapers and to pick up your clean ones. This price would be discounted and will be listed as an option shortly.

If you live outside the city and have 5 or more people in your town or area who are willing to sign up for service we may be able to offer this service to your community. Check with us and we will see if this fits in to our current operation capacity.

What happens if you go on vacation?

Notify us at least 2 weeks prior to you drop off date before your vacation and we can substitute GroVia BioDiapers (chlorine-free and biodegradable) for you to use while you travel or suspend your service and billing charges for the time you are away.

What do you do when you need to up-size your diapers?

Let us know when your diapers are starting to get snug on your baby so that we can make sure we have diapers available in the next size ready for you. If you are starting to experience any diapers leaks, you may want to up-size to the next diaper size to increase the absorbency level of your baby's diapers. With each diaper size, we will always include one diaper from the next size up that you could keep on hand to help you gauge which size is best for your baby and to help you know when to size up.

Will using a diaper service reduce your carbon footprint?

Yes. Diapers commercially laundered use less water than home laundered diapers. Disposable diapers use many natural resources for their manufacturing process and then go straight to a landfill after one use. Using a diaper service has less of a carbon footprint than home laundered diapers and especially disposable diapers. Diaper services today use more natural washing detergents that are less harsh on the diapers and on the environment. We use a natural, phosphate-free detergent in our service.

What is the difference between Standard Service and Premium?

With Standard diaper service, diapers are laundered with the rest of the diapers in the service and you may not get the same diapers back each week. With Premium service, we order in brand new diapers for you and these diapers are washed on their own each week. With newborn premium service for example, we order in 160 cloth diapers for your and you receive the same 160 diapers (80 one week, 80 the next week) for the length of your service. When your baby moves to the next diaper size we order in new diapers for you again.

Terms and Conditions:

The first 4 weeks of standard service and first 6 weeks of premium service in each size stage is non-refundable but after that service can be canceled with 1 weeks notice. Service prepaid for a discount is refundable with 1 weeks notice, minus the prepaid discount for weeks used. For example, if you purchased 12 weeks with a 5% discount and then canceled on week 7,

you would receive your refund for the final weeks minus the 5% off you received on your first 7 weeks.

We want you to be happy with your service and hope you only need to cancel once your little one is potty trained.

We reserve the right to substitute bio-diapers for cloth diapers 1 - 3 weeks each year in case our family is away although we will do our best to continue offering service 52 weeks per year.

Payments Accepted:

We accept check, credit card, Paypal, or cash for your first 4, 6, or 12 weeks and then prefer checks for billing. We will invoice you once a month and will leave your bill and monthly pail replacement disk with your diaper delivery. Please leave a cheque for your next month of service taped to your door or mailbox on the following week. Cheques can be made out to Cloth Diaper Mom.

Other things to know:

Diaper service customers can get free delivery on additional diapering supplies. If you need more covers, liners, wipes or any other products just include a note during checkout on our site and these items will be delivered with your next diaper service delivery. (please place order at least 2 days prior to your diaper service delivery day)



Service Rates as of February 2011

Standard service:

Newborn Service 0 - 6 Months of Age - \$23.95/weekly
Infant Service 6 - 12 Months of Age - \$22.95/weekly
Baby Service 12 - 24 Months of Age - \$21.95/weekly
Toddler Service 24 Months and Up - \$20.95/weekly

Premium service:

Newborn Service 0 - 6 Months of Age - \$28.95/weekly
Infant Service 6 - 12 Months of Age - \$27.95/weekly
Baby Service 12 - 24 Months of Age - \$26.95/weekly
Toddler Service 24 Months and Up - \$25.95/weekly

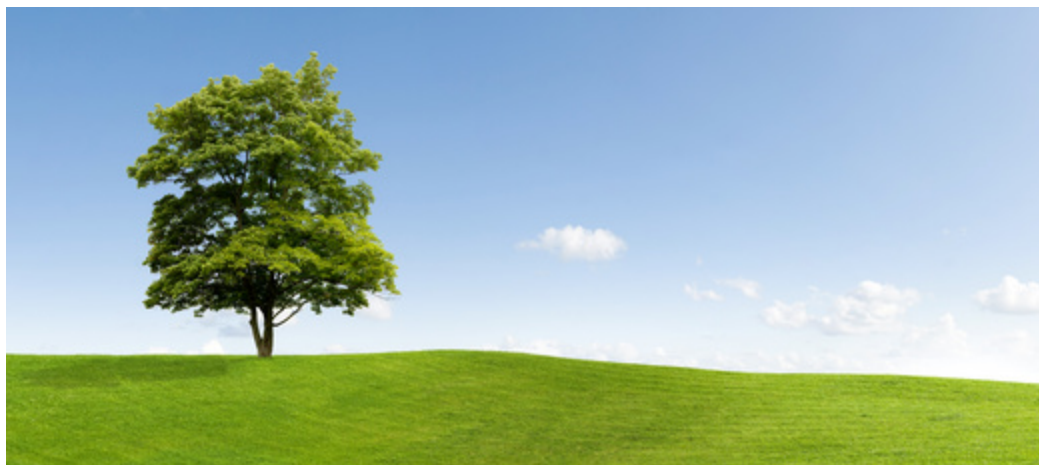
Prices subject to change.

Info for multiples:

Are you diapering twins, triplets, or an infant and a toddler? Select service plans for all children and then enter code 'multiples' during checkout to get **10% off** of your service charge.

Referrals:

If you are enjoying our service and refer a friend to us, you will receive one week of cloth diaper service **FREE** after your friend signs up for or reaches 12 weeks of service with us. They must enter your name into our website cart during checkout or let us know your name in person if signing up at our 1853 Main location.



Contact Information:

Cloth Diaper Mom
1853 1/2 Main Street
Winnipeg, Manitoba R2V 2A4
Canada

Tel: 1-866-577-5343 between 9am and 9pm (voice mail)

Tel: 204.227.6556 (cell)

E-mail Contacts:

Customer Service- customerservice@clothdiapermom.com

Diaper Service - diaperservice@clothdiapermom.com

Congratulations on choosing cloth diapering for your new baby! We hope that you are happy with all aspects of our diaper service. Please let us know if you have any questions at all.