



## Service Instructions

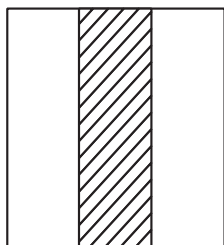
1. Our diapers are most easily used in a Velcro cover to give waterproof protection, eliminate pins and reduce leaking. These covers are yours to keep, simply wash them with your regularly baby laundry.
2. Please DO NOT RINSE or SOAK the diapers or put additives into your pail as this will cause mildewing.
3. Please shake off any firm stool and do not put kleenex or paper wipes in with the dirty diapers.
4. The number of diapers sent each week will vary. The first 2 weeks you will receive your full standing order and after that you'll receive the number of diapers returned in the prior week to always bring you back up to your standing order quantity. **YOU ARE CHARGED FOR WHAT YOUR STANDING ORDER IS.** If you find you have too few or too many diapers on hand please call, or, write on the envelope, to change your standing order.
5. Please count your remaining diapers, night liners and wipes on pick-up day and record the quantity on the envelope. Be sure to sort styles and sizes separately and don't forget the ones on your baby! Although we sort and count your soiled diapers we need you to count to ensure that you always get the correct number of diapers.
6. You will get a free deodisk with your first order. These disks last forever. Just air it out once a week to reactivate it.
7. Please have your bag of soiled diapers out by 7:00am on delivery day (except for security buildings). Pick-up is anytime between 7am and 7pm. If you miss your pick-up, you must bring the diapers to us. Soiled diapers become permanently stained if not returned on time. You are responsible for diapers lost, stolen or damaged.
8. Watch for a renewal billing sticker on the envelope telling you when your next payment is due and the amount. The following week, just enclose cash or cheque or call us with your Visa or MasterCard number. If you want to cancel your service, you must give at least one full week (preferably two weeks) notice. There is a 10% (\$4.00 minimum) refund administration charge if you cancel your service during the prepaid period and any discounts will become void.
9. If you know anyone who is expecting or has a baby in diapers, give them our brochure or web site address. You will get a \$10 credit on your account for each referral. Call us if you'd like extra brochures.
10. If you are planning to leave on vacation, please call us to put your service on pause. We'll come and pick up your soiled diapers for a charge of \$4.00 and extend your service accordingly. If you are going away for part of a week, please call us to adjust your order accordingly and get a credit.
11. If you have more than 2 times your standing order on hand you will not receive a diaper delivery, just a pickup. You are charged for service as long as you are using diapers and getting a weekly pickup. You should call to reduce your standing order and get a credit.
12. Please provide us with 2 days notice for changes to your order.
13. Our office hours are: Monday - Friday 9am - 4:30pm Closed on statutory holidays.  
 Our delivery hours are: Tuesday to Friday, 7:00 am to 7:00pm Deliver on all statutory holidays.  
 You can contact us at: 604.682.8860 or 604.980.7167

**NOTE:** Please refrain from using Penaton, Zincofax and Desiten diaper creams. These products badly stain our diapers, damaging them so that we can no longer use them as part of our service. A few suggestions would be Baby Bottom Better, Vaseline, Teddy's Choice, Burt's Bees and Aveeno Baby. Thankyou!

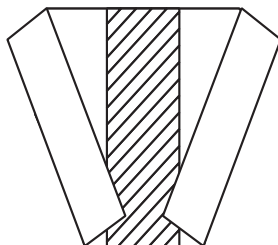
# Diapers Naturally



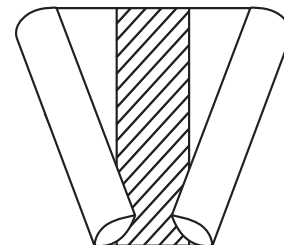
## Folding Instructions



Lay flat to start



**\*Method 1 (Most Common):**  
Fold sides over at an angle, then place in pant, seam side down.



**\*Method 2 (Reduces Leaking):**  
Roll edges loosely at an angle, place in pant to create a ridge at the sides.

**Newborns:** Use method 1 to start. If you have a leaking problem, try method 2 & ensure you have a very snug fit on the overpants.

**Contoured:** If they seem too long, just fold the front down. This will give you extra absorbency in front and help hold the diaper in place. Baby grows into this style very quickly!

**Umbilical Cord:** Either fold the diaper to one inch below the cord and fasten the covers low, or place the front of the diaper high over the cord, ensuring that you change the diaper often enough that it doesn't get wet in the cord area. Either way, be sure to do a rubbing alcohol cleaning with every diaper change.

**Night Liners:** Keep one of the larger exterior flaps under the baby's bottom to anchor it in place. Position the remaining flap in the front (boys and girls both wet in the front, contrary to media ads). Put liner on the outside of the diaper to eliminate seams against the skin and to allow more room inside the diaper.



### Problems with leaking or inadequate absorbency

- Newborns have very loose stools which are always difficult to contain. Stools generally start to firm up once the baby is introduced to solids (at about 4-6 months). Leaks onto clothing can be reduced by using a Velcro cover which is very snug-fitting in the leg and waist, and by changing the diaper more frequently. Many parents also find that using our rectangular diaper with rolled edges created a ridge to stop the leaks.
- You'll need at least 3 covers for a newborn, but would likely be more comfortable with 5-6. Newborn covers will generally fit for 3-4 months; medium sizes for another 5-6 months and the largest size will fit until the child is toilet-trained. We also have clean, used covers at our office for \$2-\$5 each (we will purchase your covers for \$1 each).
- For more absorbency, try a larger size or a different style, or, for really heavy wetters, double up for more absorbency than a disposable diaper. To stop night-time leaking contoured diapers lined with night liners or small flat diapers are recommended.
- NOTE: Some babies who are accustomed to disposable diapers may fuss or even rash during the first week to ten days of using cloth diapers. The problem goes away after this initial phase but you may want to keep moisture off baby's skin for napping and night time. Try lining diapers with a paper liner, such as Curity or Flush-a-Bye, which is similar to the top layer of a disposable diaper; moisture passes through and stays away from skin. We sell Flush-A-Bye liners.