

FREQUENTLY ASKED QUESTIONS FOR RESIDENTIAL DELIVERY



How often do you pick up dirty and deliver clean diapers?

The Diaper Nanny will pick up and deliver your diapers weekly. You may request a day of the week that works best for you, but keep in mind; you do not need to be home for us to pick up or delivery diapers. We will arrange for a designated spot outside your residence, if you will not be able to be at home. If you feel you really need an additional pick up or drop off before your regularly scheduled day, then we will certainly work with you to meet your needs for a small charge.

Why cloth diapers?

First, cloth diapers offer you many alternatives depending to your needs. The diapers that we sell via our website are made with natural fibers, free of toxins and plastics. Abandon the image of your mother's diapers! Cloth diapers, including cotton, hemp, Sherpa and fleece diapers today are superior and effortless! There are no pins or pinches.

Cloth allows air to circulate; decreases diaper rash and possible resulting infections.

Cloth diapers are environmentally smart. It is the most earth friendly products offered today. By choosing items to reuse and reduce at the point of sale, decreases the recycling burden on society. The environmental impact is influential and far reaching. We strongly encourage referencing our other page at [“Why Cloth Diapering”](#) for in depth look at the positive cycle and sequencing

of reduction and reuse. There is also no need to worry of burdening teeming landfills. With Cloth Diapering, you and your family are practicing genuine environmental sustainability.

Additionally, the cloth diapers offered today are fabulously stylish, butter soft, easy and convenient.

And finally, with a diaper service, you save time and money.

Is The Diaper Nanny service affordable?

Yes. You may be shocked to find that we will save you money! First, The Diaper Nanny is comparable to the median priced disposable diaper on the market. Second, cloth diapered babies end up potty training about one year earlier – more savings! Please feel free to reference our chart here.

Do I receive the same diapers each time?

Yes. In fact, we guarantee it. Even though all our diapers and liners are washed using a process that leaves them over 99% bacteria and fungi free and pH balanced to baby's special skin, your baby will only have his/her diapers from last pick up.

What areas do you service?

We service the city of Philadelphia, surrounding suburbs including Bucks, Montgomery, Delaware and the Main Line. We would love to consider any other areas, please give us a call at 1-888-877-9166 or write us at Email@TheDiaperNanny.com to discuss any other service areas not already listed.

I am expecting. How long does it take to establish service? How do I register?

Register on our website at www.TheDiaperNanny.com, or just give us a call! We will call you to verify your diaper needs and selections. Within 2-3 weeks you will be ready!

Do I have to use them everywhere, all the time?

While it would be best to say “yes,” with our modern lifestyles many parents find that there is a place for disposable diapers. Travel and vacations, are some occasions where parents feel the need to use disposables. Some people use cloth all day and a

disposables at night. Now, some cloth manufacturers are offering flushable inserts that you place in a pocket of a reusable cloth diaper. You use the disposable inserts at night, and they are flushed down your toilet (take your respective plumbing issues into consideration). Just use disposables sparingly, if you must at all. Again, it's a personal choice, dependent on your needs and your baby.

Read more:

<http://www.time.com/time/magazine/article/0,9171,1702357,00.html#ixzzogCcKCUwK>

Can you explain the different types of cloth diapering that are available through The Diaper Nanny?

A list of different types of diapers and some definitions that you will become very comfortable with:

*1) **All-In-Ones, a.k.a. "AIOs"**: These are the revolutionized diapers that you may have heard or saw that will make you fall in love with cloth diapers. Some use inserts that provide superior absorbency. They are similar to disposable diapers, in that they do not require diaper covers. Each manufacturer has distinctive designs, but the main idea is: it effectively soaks and wicks away moisture, is comfortable, convenient and extremely easy to use. Some manufacturers utilize hook and loop closures, some use snap for a customized fit – some use both. All-In-Ones do not require a diaper cover or snappi closures. Some manufacturers boost anti-microbial and antifungal properties with the use of certain natural fibers.*

*2) **Fitted and Contour Diapers**: Very similar to an All-In-One Diaper. These diapers are designed for size in mind, from the smallest newborn to the toddler. They are trim and still super absorbent. While some use a waterproof cover, others suggest use of a diaper cover. They could either use hook and loop or snaps. Most are sized from newborn to Large sizes. Natural fibers are used.*

3) ***Diaper Covers:*** One sized covers in luxurious fabrics and control of moisture. Covers tend to be exceptionally cute, designed with comfort in mind. Use over traditional prefolds or fitted/contour diapers for additional protection. These Diaper Covers are as original as they are the creativeness of each designer ranging from wool to butter soft fleece.

4) ***Diaper Inserts:*** Increases absorbency in pocket designs of the AIO and fitted diapers while decreasing bulk in the whole diaper. Use as a single or doublers for night time. Most of these inserts are reusable and washable.

5) ***Prefolds:*** Take an “old” rectangle diaper of yester year; now ... increase absorbency and sumptuousness of touch with eco friendly cotton fibers, hemp, or bamboo. We only offer the softest and most absorbent diapers on the market via The Diaper Nanny!

What do I do if my baby is wetting through diapers at night and naptime?

Wetting through diapers, could just mean your little one is a heavy wetter, requires a change in diaper size or a need for a “doubler” insert in his/her diaper. If your baby is a heavy wetter, there are a plethora of remedies.

Using a diaper “doubler” at night or at naptime will usually eliminate this problem. Additional inserts can be added to your weekly order and delivered our next time to your residence. We will pick them up with your following order of dirty diapers and we will launder them fresh and clean.

Rest assured, “Once you tweak it, baby won’t leak it”. We are dedicated to resolving this issue. You may call us or email us with your questions.

How do I keep the diaper pail smelling fresh?

First, ensure that you are changing your citrus disc monthly. This is imperative to controlling any smell. Some parents like to sprinkle just a dash of baking soda at the bottom of the pail or in

the diaper liner over just in case. We have also heard of a drop or two of essential oils, such as lavender to keep it fresh.

If you wish to really want to rinse your diaper that is fine. We offer a Diaper Rinser that attaches to your toilet, so you do not have to dunk or soak any dirty diapers. Again, abandon that image of Grand mom dunking dirty diapers!

You do need to dump the poop and flush it; this should also be done with disposables to lessen the biohazards in the soil and environment.

Can I suspend service for vacation?

Yes. You can receive a credit for your vacation period. If you can let us know 2 weeks ahead of the next billing period, then you will see a credit for your skipped pick up and deliveries. Have a great time!

Do you offer Gift Certificates or Gift Registries?

Yes. The Diaper Nanny offers two forms of Gift Accounts. You may open a Gift Registry for your family and friends to reference at baby shower time and we also provide Gift Certificates. For Baby Showers, some loved ones like to purchase a specified number of weeks prepaid, others prefer to buy actual cloth diapers and/or accessories. At this time, the minimum of prepaid service is four.

Gift Certificates can be mailed to the person giving the gift or can be mailed to the new parents signed from the person sending the gift. Gift Certificates are usually processed and mailed immediately, but we can work with your wishes.