



thediaperbank
of Connecticut

CHANGE FROM THE BOTTOM UP

Welcome!

**Diaper Distribution
Network (DDN)
Orientation Guide**



TheDiaperBank.org

Welcome!

Thank you for partnering with The Diaper Bank of Connecticut as we work to bring basic health needs to individuals through their lifespans. We value new partnerships and hope this orientation guide gives you a comprehensive look at who we are, explains what we do, and facilitates your successful work as a distribution network partner. We couldn't do our work without you. Welcome aboard!

Who We Are

The Diaper Bank of Connecticut is a 501(c)(3) registered nonprofit organization (20-1179912) working to bring basic health needs to individuals throughout their lifespans. Our dedicated staff, board members, volunteers, advocates, and a network of more than 100 social service providers, are committed to getting basic health and hygiene needs to families throughout our state.

Our Mission

Our mission is threefold in scope:

- 1) To ensure that families living in poverty have an adequate supply of diapers, period supplies and incontinence products;**
- 2) To raise community awareness that “basic human needs” include diapers, period supplies and incontinence products, and that these needs are not being met for those living in poverty;**
- 3) To advocate for policy reform so that diapers, period supplies, incontinence products and other basic hygiene needs are included in the definition of, and provision for, the “basic human needs” of families.**

What We Do

The Diaper Bank of Connecticut has been working for more than 16 years to raise awareness that too many in our community lack access to the basic needs that are essential throughout individuals' lifespans. Our work helps:

- Ensure families have enough diapers for their infants and toddlers,
- Individuals have access to period supplies, and
- Youths and seniors in need can access incontinence products.

No one should have to worry about affording these basic needs.

Who We Serve

We serve individuals and families who need help affording basic health and hygiene needs like infant and toddler diapers, period supplies, and youth and senior incontinence products.

Our Growth

When we began in 2004, the organization partnered with five New Haven agencies to provide infant and toddler diapers. Today, our strategic network of partners continues to grow, as does our footprint across Connecticut. We've also recently expanded our work to include the distribution of period and incontinence products, because we know basic health needs are essential through people's lifespans.

Our Programs

Diapers for Infants and Toddlers



Through our signature program, [The Diaper Bank of Connecticut](#) provides diapers to poor and low-income families with young children (up to 4 years old) through our extensive [Diaper Distribution Network \(DDN\)](#) of agencies. We provide diapers to our DDN partner agencies, which then distribute them to the families they serve. Please search our online agency directory ([click HERE](#)) to view and contact our other DDN partners for up-to-date information regarding distribution locations and dates. There may be other specific criteria that your agency requires for your distribution program.

New Program Areas

Our diaper distribution program has become a national model. Internally, we are using it as a model for several recently launched programs that provide other basic health needs: period and incontinence supplies. No one should have to go without these items.

Through the [Rise program](#), we are expanding our capacity for distributing senior incontinence supplies. We are creating and managing strategic partnerships and pipelines, and identifying the most efficient ways to get these supplies to low-income seniors who can't otherwise access them. Incontinence is a common condition among seniors, but many don't seek treatment for it, partly out of embarrassment. Incontinence supplies can provide a simple and effective solution to the problem, but they can be costly - particularly for seniors living on a fixed income. The price tag can be a severe barrier for low-income individuals who live on limited budgets.



The [Shine program](#) helps families that are raising youths (ages 4 to 20) access incontinence supplies. We distribute products through our network of community partners and advocate to expand supply chains. Youth incontinence products can cost families more than \$200 a month and, in Connecticut, insurance coverage is limited. This puts a financial strain on low-income parents whose children need these supplies- parents who often must reduce their work hours or stop working altogether to care for their children, putting these items even further out of financial reach.



Imagine being unable to afford period supplies, and having to skip work, school or social opportunities because of it. Nobody should lack access to these basic needs, but too many in our community do. Through our [Beam program](#), the Connecticut Chapter of the Alliance for Period Supplies, we raise awareness, distribute products through our strategic network of community partners, and advocate for state and federal legislative changes to make period supplies more accessible. Pads and tampons are basic necessities. Without them, some resort to using rags, toilet paper or even adult incontinence products. A lack of period supplies can lead to missed work and school, making it even harder to break the cycle of poverty.



What it Means to be a Distribution Network Partner

The success of the Diaper Bank of Connecticut depends on strong partnerships with community agencies that share a commitment to the mission of providing health and hygiene products to those most in need.

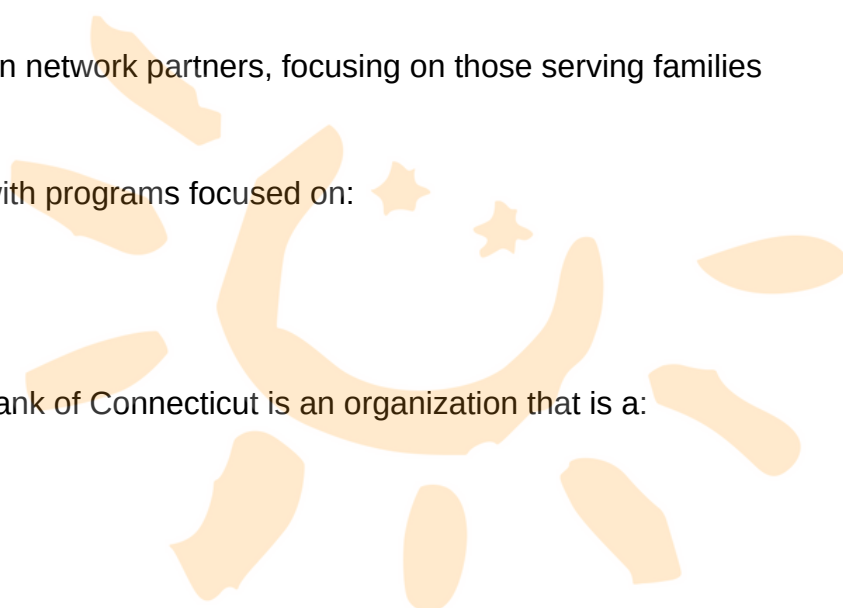
We use demographic data to prioritize distribution network partners, focusing on those serving families with the most economic needs.

We also prioritize distribution network partners with programs focused on:

- **Economic security**
- **Access to early education**
- **Health and well-being**

A distribution network partner with The Diaper Bank of Connecticut is an organization that is a:

- **501(c)(3) in good standing**
- **Church or faith-based organization**
- **Municipal/Governmental partner**
- **School Family Resource Center**



How Agencies Distribute Infant & Toddler Diapers

Agencies use diaper distribution to enhance delivery of existing services. Many agencies use diapers as an engagement strategy or incentive for clients to attend other programming. Below are some suggestions to consider when setting up your agency distribution.

Daily Distribution	This method will work for child care centers where parents and/or children are seen daily. The employees of the centers are actually using the diapers with the child.
Weekly Distribution	This method can be used by agencies that see clients weekly for programming or are using diapers as an incentive to participate in a particular activity. Some agencies give diapers to clients after the clients attend a class or group of some kind.
Monthly Distribution	This method will work for organizations that have an ongoing relationship with their clients or have a community diaper distribution day.
Emergency Distribution	Giving clients diapers as an emergency measure for the short term.

Determining Your Cap

When an organization is accepted as a Diaper Bank partner, we will work together to determine your agency cap, which is the maximum number of children to receive diapers each month. The agency cap is based on the number of children that an agency serves in need of diapers, as well as the capacity of the agency to consistently manage the overall distribution process and the administrative reporting requirements. It is also contingent upon the Diaper Bank of Connecticut's funding and our available resources.

Client Application Form

The agency partner should ensure that an initial client application form is completed online prior to the client receiving diapers. Up to four (4) recipients (infants/children) can be named in the application. Client forms need to be completed once per client per calendar year. This is required in order to comply with The Diaper Bank of Connecticut's funding and contractual requirements, and for data needed to support grant and funding requests. This data is only shared in aggregate and is never shared with outside agencies. Please click on the links below to view the client application form and the tutorial on how to complete the client application form.

★ [Client Application Form](#)

★ [Client application form tutorial](#)

Ordering Infant & Toddler Diapers

Orders are submitted online by the third Friday of the current month to ensure a delivery for the next month. For example, for diapers to be distributed in October, orders must be submitted by the third Friday of September. This gives our staff time to put the orders together and set the delivery schedule. A monthly automated reminder of the order due date and link to the order form is emailed to partners. Please see links below for the order form, and ordering tutorial.

★ [Order Form](#)

★ [Ordering tutorial](#)

Product Sizing Guidelines

Please use the following guidelines when placing diaper orders:

Infant and toddler diapers

Preemie: up to 6 lbs.
Newborn: 6-9 lbs.
Size 1: up to 14 lbs.
Size 2: 12-18 lbs.
Size 3: 16-28 lbs.
Size 4: 22-37 lbs.
Size 5: 27+ lbs.
Size 6: 35+ lbs.
2T-3T: 18-34 lbs.
3T-4T: 32-40 lbs.
4T-5T: 38-50 lbs.

Youth Incontinence Products

XS: fits waist size 18-26"
S: fits waist size 24-32"
M: fits waist size 32-44"
L: fits waist size 45-58"
XL: fits waist size 56-64"

Senior Incontinence Products

S: fits waist size 28-36"
M: fits waist size 34-44"
L: fits waist size 38-48"
XL: fits waist size 48-62"
XXL: fits waist size 62-70"

Confirmation of Diaper Delivery

Prior to delivery, partner agencies are emailed the receiving form confirming their order and delivery date. Diapers are delivered during the third and fourth weeks of the month, on a set schedule. Once the order is delivered, agencies should review and sign the receiving form, confirming its accuracy.

If there are questions about the order, please contact 203-934-7009 x113.



How to Ensure a Smooth Order & Delivery Process

The Distribution Network requires that communication between The Diaper Bank and its participating agencies is strong and effective during the ordering, scheduling and delivering process. The following is expected:

- Orders will be submitted online by the third Friday of the month in order for the partner agency to receive diapers for the following month. Due to the number of agency partners, we will no longer be able to accommodate late orders.
- Last-minute changes to submitted orders are not guaranteed and will be considered only on an emergency basis.
- Information - including primary and secondary contact names and phone numbers, delivery address, email, and special delivery instructions - must be up to date and accurate.
- Please be available on your scheduled delivery day and accessible by phone, and ensure that someone from your agency is able to accept and bring the diapers inside your location.
- Please print and sign your name, and date the receiving form confirming your receipt of the delivery, and return the form to the driver.
- Immediate communication is required when there is a change to contact information, scheduled delivery date or delivery location. Two or more no-shows will require us to revisit our ability to continue to deliver diapers to a partner agency.
- If a partner agency is unable to distribute for more than 2 months, please communicate the circumstances to The Diaper Bank of Connecticut in order to best resolve any issues impacting the agency's ability to serve families as outlined in the Agency Partnership Agreement.

Peer-to-Peer Agency Sharing

The Diaper Bank's Agency Advisory Council meets quarterly to share partner expertise and resources, and to discuss agency issues, concerns, progress, new programs, and advocacy initiatives.

Terms & Conditions

Partnerships are mutually established based on individual agency operations, capacity, and demonstrated commitment to the mission of The Diaper Bank.

The following practices are not allowed and will cause The Diaper Bank of Connecticut to reevaluate our ability to partner with an agency, and could lead to potential termination:

- The exchange of diapers, period supplies, youth and senior incontinence products, or other products received from The Diaper Bank of Connecticut for money, property or services.
- Use of donated goods for private gain.
- Use of donated diapers, period supplies, youth and senior incontinence products or other products in a manner that is not related to tax-exempt purposes. Diapers are donated to, and purchased by, the Diaper Bank of Connecticut. Our donations cannot be used for fundraising by other agencies.
- Loss of 501(c)(3) status.
- Violation of the basic agreement between the agency and the Diaper Bank of Connecticut.
- The Diaper Bank staff will investigate all complaints received regarding agency violations.



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For more information, please visit thediaperbank.org.