

# Sweet Cheeks Diaper Bank

## Partner Agency Manual

### ***Mission Statement***

Sweet Cheeks Diaper Bank partners with local social service agencies to provide free diapers to low-income families while raising awareness of the basic health need for diapers. Our vision is to eliminate the existence of diaper need in our community so that ALL babies have a chance to be healthy, happy, and safe.

### ***Vision***

Our vision is to eliminate the existence of diaper need in our community so that ALL babies have a chance to be healthy, happy, and safe.

### ***Values***

#### **Advocacy**

We compassionately end diaper need through education.

#### **Engagement**

We work together to ensure all babies have clean diapers.

#### **Inclusion**

We bridge gaps between communities to give kids a healthy start.

#### **Innovation**

We infuse fun into creatively diminishing the diaper gap.

#### **Respect**

We treat everyone with the same care we give our families.

## **Purpose of a Diaper Bank**

Diaper banks supply diapers to local communities through partner social service agencies. This approach limits unnecessary duplication of services, reduces administrative expenses, and works collaboratively to solve a basic human need at the community level for infants, young children and the disabled. If a client needs diapers, they often have many other needs as well. Local social service agencies that deal with a full continuum of care are best qualified to meet this need and to become Sweet Cheeks Diaper Bank (SCDB) Partner Agencies. By providing diapers, SCDB is giving an incentive to its partner agencies that could keep parents coming back to social programs that can help them break the cycle of poverty.

## **Sweet Cheeks Diaper Bank History**

Sweet Cheeks Diaper Bank is a diaper bank incorporated in the State of Ohio with a 501(c)(3) designation. Founded by native Cincinnati Megan Fischer, the idea of SCDB began when Megan was pregnant with her second child in 2014. Megan learned that diapers were not covered by any social services programs, and that parents might use one diaper for days at a time, scrape out and reuse disposable diapers, or use items such as a plastic bag, when unable to purchase enough diapers for their child. As a parent, Megan could not imagine what it would feel like to not be able to provide such a basic necessity for your child. Unable to find a local diaper bank where she could donate her time, Megan began to envision creating an organization to ensure that every baby in the city she loves had enough clean diapers. With support from her husband and a few friends, SCDB became a reality in 2015 and it has been rapidly growing ever since. SCDB has distributed over 700,000 diapers since April of 2016 when its first diapers went out the door.

## **Infant and Children Needs**

Diaper need is the lack of a sufficient supply of diapers to keep a baby clean, dry, and healthy. Government assistance programs like WIC, food stamps, and Medicaid do not pay for diapers, making diapering a distinct financial challenge. Diaper need causes physical, emotional, and educational development delays for children, and extended use of dirty diapers can lead to severe infections. Children emotionally disconnect from their parents as they learn Mom and Dad cannot meet their needs. Childcare centers require parents to supply diapers; without them, children lose access to education and parents can't go to work or school.

1 in 3 U.S. families report experiencing diaper need. In the city of Cincinnati, over 50% of children under age 5 live in poverty, which is twice the national average.(1) In Greater Cincinnati that means there are over 16,000 children without enough clean diapers each day. An average monthly supply of diapers is around \$80. (2) With limited resources, families must choose between diapers and other essentials like food, toilet paper, medicine, or paying rent. 63% of U.S. single mothers have faced this choice.(3)

Diaper need affects the entire family. Prolonged use of soiled diapers makes children more susceptible to skin and urinary tract infections. Discomfort from wearing a soiled diaper causes children to cry more often and wake more frequently at night, disrupting sleep and increasing parental stress. Low-income mothers struggling with diaper need were more likely to suffer poor mental health than mothers who did not struggle with diaper need.(4) SCDB's research shows that families who receive supplemental diapers see a positive impact on family well-being and self-sufficiency. Recipients report increased child health, decreased parental stress, better attendance at work/school and financial relief. Our data also shows that partner organizations that incorporate diapers into their programs see increased client engagement and program effectiveness.(5)

(1-5): Specific citations available upon request.

## **Policies and Procedures**

### **Partner Agency Application**

The first step to become a partner agency with Sweet Cheeks Diaper Bank is to complete an online application found on our website, [sweetcheeksdiaferbanks.org](http://sweetcheeksdiaferbanks.org). The application must be completed in full and be accompanied by proof of the agency's 501(c)(3) status, religious organization in good standing or proof as another governmental agency providing services to those in need. Throughout much of the year, Sweet Cheeks Diaper Bank has a waiting list of agencies who have applied to be partners. It may take a few months to a year before the partnership becomes active.

The application must include the name, phone number and email address of at least two people who will be responsible for the Sweet Cheeks Diaper Bank partnerships. Typically, the Program Manager and Executive Director are listed as the contacts.

### **Orientation**

Once Sweet Cheeks Diaper Bank has reviewed your application and has an opening for an additional agency, you will receive a request for a meeting at your agency's location. During the orientation session, you will meet staff from Sweet Cheeks Diaper Bank, learn the requirements and benefits of partnership, and discuss the ordering and distribution procedures for receiving diapers through Sweet Cheeks Diaper Bank.

At the orientation meeting, please ensure that the Program Manager and any other people who will assist with record-keeping, diaper storage and diaper distribution are present. It is encouraged but not required that the Executive Director attend the meeting.

### **Diaper Distribution**

Diapers from Sweet Cheeks Diaper Bank are to be used as a part of a broader effort by the recipient agency to assist those in need. The recipient agency will distribute diapers to individuals as a part of their case management program enabling those individuals or families to move toward long-term self-sufficiency.

The recipient agency may choose to distribute diapers provided by Sweet Cheeks Diaper Bank on an emergency basis. If the agency is a part of the Emergency Services Program and provides diapers in cases of emergency or crisis, ongoing case management is not required. If an emergency client receives diapers on an ongoing basis, the client must be enrolled into a case management program. If a recipient agency would like to add an emergency component onto their diaper distribution program, they need to contact the SCDB Program Manager to make arrangements.

SCDB will make every effort to satisfy your diaper needs as requested but is not accountable to do so. Sweet Cheeks Diaper Bank reserves the right to refuse any application for donations.

## Client Surveys

At the orientation meeting, you will receive blank surveys that we ask you to give to each new person you enroll in the program. The survey should be filled out the first time someone receives diapers from you. Sweet Cheeks Diaper Bank uses the anonymous survey data and comments from clients to help quantify how the diapers are helping and affecting people's lives. After the initial survey, Sweet Cheeks Diaper Bank will ask you at two other times during the year to give the survey to each person who picks up diapers from you that month. At the end of the year, Sweet Cheeks Diaper Bank will finalize the data and provide your agency a summary report of how the diapers affected your clients, in their own words.

Please bring the completed surveys with you when you pick up your diaper order each month.

## Ordering

When your agency signed on as a partner with Sweet Cheeks Diaper Bank, a Tier Level was chosen by your agency based on the estimated number of children you would serve on a monthly basis. Please adhere to the Tier Level selected as best as you can. The Tier Level can be changed if you find your needs have changed.

All orders are due by the last day of each month. Each child will receive 2 bundles of 25 diapers each (50 diapers) for the month and if pull-ups are requested, they receive 1 bundle of 25 pullups. Please use the chart below to reference sizes if necessary.

Baby's Weight	Size
6-9 pounds	Newborn
8-14 pounds	Size 1
12-18 pounds	Size 2
16-28 pounds	Size 3
22-37 pounds	Size 4
27-35 pounds	Size 5
35+ pounds	Size 6

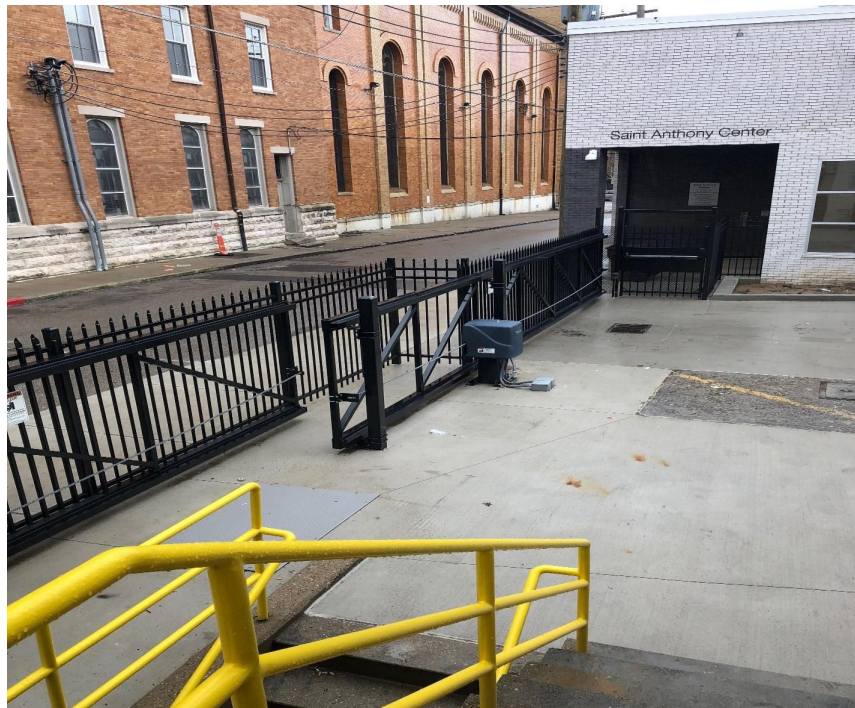
## Diaper Pick Up Instructions

The recipient agency shall send a representative of its diaper distribution program to pick up the monthly order from Sweet Cheeks Diaper Bank. A schedule will be provided at the orientation meeting of the date for each month that your agency should pick up diapers from our warehouse. **The timeframe for your pick up is from 9 AM until 12 PM on the Friday or Tuesday indicated on your schedule.** Please make an effort to adhere to

the scheduled date, but if you need to change it for some reason, please contact the Sweet Cheeks Program Manager at 513-402-1450 ext 102.

The diapers in your order will be packed into reusable, nylon laundry bags. Sweet Cheeks Diaper Bank will provide the bags for each agency, and we ask that you keep track of them and take care of them as conscientiously as possible. Please ensure that you bring a vehicle (or multiple vehicles) large enough to transport your order, or two trips may be necessary. The Program Manager can help you estimate how much space you might need for your order. Each month when you pick up your order from Sweet Cheeks Diaper Bank, please return the bags that were used for your order the prior month. When you arrive outside of the Saint Anthony Center, where Sweet Cheeks Diaper Bank is located, please call the Program Manager and she will open the gate for you to drive into the secure dock area.

If your agency representative, employee or agent sustains an injury during the pickup time, it is neither the fault nor the responsibility of Sweet Cheeks Diaper Bank. The partner agency shall submit upon request a certificate of insurance to Sweet Cheeks Diaper Bank documenting that the agency has worker's compensation coverage, general liability coverage and automobile insurance coverage of at least the minimum automobile insurance limits required by applicable state law.



(Above photo is of the loading dock area on Republic St. from the steps to the SCDB space.)

**Directions to Sweet Cheeks Diaper Bank** 1615 Republic Street, Cincinnati, OH 45202

**From 71South**

Use the right lane to Exit at US 42S/Reading Rd. Stay right to continue on Reading Rd. South

Turn Right onto East Liberty Street.

Turn Right onto Main Street

Take a sharp left onto Race Street

Turn left onto Green

Turn right on Republic (One-Way) You will arrive by the secured dock at St. Anthony Center, where you will pick up your diapers.

**From 75 South**

Take Exit 2A for Western Ave toward Liberty Street

Turn Left onto Findlay Street

Turn Right onto Race Street

Turn Left onto Green

Turn right on Republic (One-Way) You will arrive by the secured dock at St. Anthony Center, where you will pick up your diapers.

### **From 471 N**

Take Exit 7 for Liberty Street and continue straight onto E. Liberty Street

Turn Right onto Main Street

Take a sharp left onto Race Street

Turn left onto Green

Turn right on Republic (One-Way) You will arrive by the secured dock at St. Anthony Center, where you will pick up your diapers.

### **From 75North**

After crossing the Ohio River, Take Exit 1D for US 50 W toward River Rd.

Use the left lane to merge onto 50W/W 6<sup>th</sup> Street

Use the left lane to take the Gest Street Exit

Keep right at the fork, follow signs for 75N/Gest Street N

Slight Left toward Linn Street

Turn Right on Linn Street

Turn Right on Findlay Street

Turn Right onto Race Street

Turn Left onto Green

Turn right on Republic (One-Way) You will arrive by the secured dock at St. Anthony Center, where you will pick up your diapers.

## **Staff Awareness**

It will be the responsibility of the recipient agency to ensure any staff that will have contact with the diaper distribution program are aware of the provisions of the SCDB Partner Agency Manual and Collaborative Agreement (separate, signed document).

Additionally, the partner agency agrees that it will not in any way represent that partner agency is an employee or agent of Sweet Cheeks Diaper Bank. Nothing herein shall be construed as creating an employee/employer relationship between the parties.

## **Annual Requirements**

1. The recipient agency will provide at least two stories of parents and children that have received Sweet Cheeks Diaper Bank diapers during each agreement period and/or allow Sweet Cheeks Diaper Bank to interview families who receive diapers. The stories may be blinded to protect the identity of the client.
2. The Executive Director of the recipient agency (or their designee) must attend the annual Partner Agency meeting for Sweet Cheeks Diaper Bank held once a year in January at the SCDB warehouse. Any individual(s) managing the Sweet Cheeks Diaper Bank program for the recipient agency must attend the meeting as well.
3. Sweet Cheeks Diaper Bank will conduct at least one site visit annually to ensure diapers are stored in a secure location within the agency and that accurate records are maintained for all clients receiving

diapers.

## **Suspension and Termination Policies**

The partnership with Sweet Cheeks Diaper Bank is extended to recipient agencies for an annual period. Agencies can review and re-commit to the partnership each year when they sign the Tier Level Agreement.

If violations or infractions of our above stated policies occur, Sweet Cheeks Diaper Bank reserves the right to suspend or terminate the partnership. Examples of violations include:

- Exchanging diapers or other products received from Sweet Cheeks Diaper Bank for money, property or services.
- Using donated goods for private gain.
- Using Sweet Cheeks Diaper Bank diapers and other products for something other than the distribution to a needy family in your program. Diapers are donated to Sweet Cheeks Diaper Bank or purchased by us with the express purpose of use by a child in recipient agency's program. Sweet Cheeks diapers may not be used for fundraising purposes or given to another agency.
- Delinquency of reporting.
- Losing 501(c)(3) status.
- Violating the basic agreement between itself and Sweet Cheeks Diaper Bank.

Sweet Cheeks Diaper Bank shall investigate any complaint or violation reported to us.

**Suspension:** A recipient agency may be suspended if found in violation of any of the above conditions. If suspended, the recipient agency shall be notified by email and it will lose all rights of a partner agency. Once the problem(s) has been corrected, the agency can request its status to be reactivated.

**Termination:** A recipient agency's partnership with Sweet Cheeks Diaper Bank can be terminated by the CEO of Sweet Cheeks Diaper Bank if the violations are serious. The recipient agency shall be notified immediately if this occurs.