



## FAQ - NaturCare® Deodorizer Products

### **What is NaturCare Odor & Stain Eliminator?**

NaturCare vegetable extract spray is used to eliminate organic odors. It supports integrative practice for a more healing environment by restoring patient dignity quickly and discreetly, and by making the care space more pleasant for the patient, staff & visitors. It is a value-added product in that it is both functional and pleasant, thereby improving patient satisfaction, reducing staff stress, as well as safeguarding the high-quality care image of your healthcare facility.

**How does NaturCare work?** NaturCare is not a masking agent. When unscented NaturCare is misted in the air or directly on an odor source, the active ingredients attach to the odor/stain and expedite its conversion to a simpler form (natural biodegradation), thus eliminating it. Any bulk is then wiped away and the area resprayed. If odors continue, the source area may need to be saturated and given more time to deodorize. Another consideration: the odor may be coming from a different source that will also need to be treated. Essential oils can be added, but once the formula is misted and has contact, the EO is also broken down, and in a short time there should be no lingering smell of any kind. Potential benefits of essential oils: *Lavender* to calm/reduce stress, *Fresh Mint* for nausea relief, *Citrus* to energize.

**Where can NaturCare be used?** NaturCare is versatile and effective on incontinence, illness, ostomy, immobility, & food odors. It can be sprayed in the air, on intact skin, masks, clothing, ostomy accessories/support barriers, bedding, & water-safe surfaces. NaturCare is a deodorizer – it is not a disinfectant. Bonus: It helps to lift organic stains and keep them from setting. Usage flyer available upon request.

### **Is NaturCare safe to use on & around people?**

We have combined the best of nature & chemistry to give an alternative to other masking deodorizer sprays. NaturCare is non-toxic and non-irritating. Safety Data Sheet (SDS) & “No-Tox” report is available upon request.

### **Do you list all your ingredients on the Safety Data Sheet (SDS)?**

While most of our ingredients are listed as proprietary on the SDS, our deodorizer sprays *do not* include any chemicals of concern typically found in air fresheners: ethanol, fragrance phthalates, propellants, solvents, aldehydes, or known irritating or cancer-causing chemicals (1,4-dichlorobenzene). Our base formulae are unscented. For external use only.

### **What about patients/staff with chemical sensitivities?**

NaturCare deodorizers have been used in hospitals and clinical facilities for over 10 years.. Feedback has been positive relative to our products being readily acceptable to patients and staff. Of course, best practice always takes into consideration people with hypersensitivity or health issues. It is always recommended that sources of odors (food, garbage, etc.) be removed and good air circulation and ventilation provided to ensure ideal air quality and enhance odor control. NaturCare is packaged in non-propellant, non-aerosol bottles, and they can be sprayed directly on odors and in the odor source area rather than a general, constant fragrance broadcast via units on a wall. Our approach is “less is best” for optimal results and caution within the care space. Testimonial flyer available upon request.

### **What if the odors remain after spraying?**

NaturCare deodorizers are spritzed high in the air and/or directly on the odor source to give initial olfactory relief. The formula needs a minute or so to make contact with the odor molecules, biodegrade them and thus eliminate the odor. Any bulk on surfaces needs to be wiped away and the area resprayed. If odors persist, the source may need to be saturated and/or NaturCare given more time to deodorize. Another consideration is that the odor may be coming from a different source in the care space that also needs to be treated. Our formulae are liquid based, so excess spray on floors/surfaces should be wiped dry if settling occurs.

**What is NC Super Odor Eliminator?** NC Super Odor is an unscented odor neutralizer spray (also with vegetable extracts). It is specially formulated to eliminate tougher illness, medical waste, and decay odors on water-safe soft & hard surfaces. The active ingredients break down odors without leaving a lingering smell. It is a deodorizer, not a disinfectant.

**What is NP Peppermint Spirits?** We also manufacture a 1 oz. liquid freshener, containing peppermint essential oil in an alcohol carrier. The energizing aroma diffuses when wicked with a 2X2" or 4X4" gauze. It replaces smells from gastric bypass theaters to smaller care areas as it dissipates over time. A drop on a cotton ball or pillowcase can potentially aid in countering nausea pre op/post op. A drop on the outside of a surgical mask can potentially help alleviate stress. NP Peppermint Spirits for external use only.

**Are NaturCare products for nursing or environmental service use?** Our products have been sold as a "first aid" for nurses to use on and around patients for quick deodorizing relief. NaturCare therefore has traditionally been packaged in convenient 2 & 4 oz. bottles with a fine mist sprayer. Some facilities keep the 4-oz. bottle at the nurse's station and on carts for general use – others have a 2-oz. bottle in every room for immediate patient use. 16 oz. bottles of NaturCare & NC Super Odor Eliminator with a trigger sprayer are available to dispense a wider broadcast and higher volume when needed (i.e. for diaper rooms, medical waste/trash areas).

**Who are your competitors?** NaturCare competes with incontinence, ostomy & air freshener sprays (i.e. Hollister M-9, Medi-Aire, Hex-on, Fresh Naturals, Carrascent). We have been told, however, that our products are not only effective, they smell much better than the competitors. Customers have reported that NaturCare has readily acceptable to those staff & patients with sensitivities. NaturCare is also more versatile in usage including safe use on intact skin & helping to eliminate organic stains. Testimonials available upon request.

**Can we get free samples for a trial?** Samples are available for trials in health facilities at no charge. It is helpful to give each nurse a usage flyer and have her/him fill out a product experience form as they use the products, so that we jointly understand your deodorizing needs. Flyers and forms are available upon request.

**How can we order product?** Our products are currently available via Medline, Cardinal, Owens & Minor, Concordance, Claflin, and Henry Schein Distribution, or direct sale. We are willing to forge new distribution relationships and appreciate introductions to your preferred distributor to help in the process.

**Are you a diverse supplier?** NaturCare products are manufactured by Nature Plus, Inc., Stratford, CT. We are a Certified Small Business (certificate available upon request). We appreciate an opportunity to understand and hopefully solve some of your deodorizing needs with our effective and pleasant value-added products.