



## FAQ - NaturCare® Medical Deodorizer Products

### What is NaturCare Odor & Stain Eliminator?

NaturCare is a natural vegetable extracts spray 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, visitors, & staff. It is a value-added product in that it is both functional and pleasant, thereby improving patient satisfaction and staff tolerability, as well as safeguarding the high-quality care image of the hospital.

### 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. Additionally, 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. Natural benefits of essential oils: *Lavender* to calm/reduce stress, *Fresh Mint* for nausea relief, *Citrus* to energize. NaturCare also helps lift stains on fabric and keep spots from setting.

### Where can NaturCare be used?

NaturCare is versatile and effective on incontinence, illness, ostomy, immobility, & food odors. It can be sprayed in the air or on intact skin, bandages, clothing, ostomy bags/appliances, bedding, & water-safe equipment/surfaces. NaturCare is a deodorizer – it is not a disinfectant. 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 harsh chemical smelling 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 our ingredients are listed as proprietary on the SDS, the medical 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. Natural essentials oils can be added.

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

NaturCare deodorizers have been used for over 10 years in medical and clinical facilities. Feedback has been positive relative to our products being non-sensitizing and readily acceptable to patients and staff. Of course, best practice always takes into consideration people with hyper-sensitivity 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. Our products are packaged in non-propellant, non-aerosol bottles, and they can be sprayed directly on odors instead of generally through a constant fragrance broadcast via units on a wall. Our approach is “less is best” for optimal results and health caution within the care space. Testimonials are available upon request.

### What if the odors remain after spraying?

NaturCare deodorizers are sprayed in a broadcast motion high in the air and/or directly on the odor source to give initial olfactory relief to patients, visitors, and staff. They need a minute or so to break down and 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 product 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 NaturCare 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, non-toxic 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 heavy chemical 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 aid in countering nausea pre op/post op, or a drop in a surgical mask can help alleviate stress. It is not for internal use.

**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 (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, but smell much better than the competitors and are more readily acceptable to those staff/patients with chemical sensitivities. NaturCare is also more versatile in usage including safe use on intact skin & helping to eliminate stains. Testimonials available upon request.

**Can we get free samples for a trial?** Samples are available for trials in medical 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, Concordance, Claflin, and Henry Schein Distribution, or direct sale. We are willing to forge new distribution relationships and appreciate appropriate 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 safe, excellent quality, cost-effective products.