



Ronald McDonald House Charities® of Connecticut & Western Massachusetts
860 Howard Avenue Suite A, New Haven, CT 06519 www.rmhc-ctma.org
203-777-5683 tel, 203-777-3082 fax

POLICY & PROCEDURES

Donor Privacy and Bill of Rights

Donor Stewardship

The work and mission of Ronald McDonald House Charities® of Connecticut and Western Massachusetts, Inc. (RMHC® CTMA) are accomplished through public trust and the generosity of others. Donor stewardship is the foundation for building trust and lasting relationships between RMHC CTMA and those who support the mission. RMHC CTMA will maintain the public trust through efficient, cost-effective, and compassionate stewardship of resources. RMHC CTMA will strive to earn and convey trust through integrity, openness, and honesty.

Charitable donations provide an important and unique source of voluntary financial support for the work of RMHC CTMA. Truthfulness, donor confidentiality, and responsible stewardship are the foundations for RMHC CTMA's fundraising. Donors entrust funds to RMHC CTMA with the confident expectation that their gifts will be managed in a fiscally responsible, ethical and timely manner. Every effort will be made to ensure that the donors' confidence in RMHC CTMA is well placed and that all monies are expended and reported under the guidelines and within the timeframe requested by donors.

Donor Privacy Policy

- The Executive Director will oversee the organization and resources entrusted to RMHC CTMA by the community.
- RMHC CTMA will strive to act with integrity, openness, and honesty in all relationships, interactions, and transactions with its various donors and publics.
- RMHC CTMA honors donor privacy and will not sell, trade or lend its donor or member mailing lists for use by any other organization, and will not send mailings on behalf of other organizations.
- RMHC CTMA has a board-approved annual budget and written policies governing the following matters: conflict of interest; investment of assets; internal controls; and purchasing practices.
- RMHC CTMA fundraising practices are consistent with and respectful of the intent of donors and prospective donors as well as the RMHC mission and organizational capacity.



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- RMHC CTMA fundraising costs will be reasonable in terms of percentage of charitable revenue spent for development. RMHC CTMA will strive to have charitable contributions from fundraising activities that are 30% or less of the total proceeds raised.
- RMHC CTMA will make its program vs. management and fundraising ratios available for the public upon request.
- RMHC CTMA will have an annual independent audit and will make this audit available to the general public and upon request.
- RMHC CTMA will strive to create and provide accurate, truthful communications with donors and constituents and will not mislead or knowingly or intentionally misrepresent itself or its work.
- RMHC CTMA will be accountable to its donors and the general public and will publish and make available an Annual Impact Report.
- RMHC CTMA will uphold to standards outlined in the Donor Bill of Rights created by the Association of Fundraising Professionals.
- RMHC CTMA can be contacted by calling 203-777-5683, faxing to 203-777-3082, emailing at info@rmhc-ctma.org, mail to 860 Howard Ave. Suite A, New Haven, CT 06519 or by visiting our website at www.rmhc-ctma.org.



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A DONOR BILL OF RIGHTS

DEVELOPED BY:



Association of Fundraising Professionals (AFP)



Association for Healthcare Philanthropy (AHP)
Connecting People • Enriching Lives



Council for Advancement and Support of Education (CASE)



Giving Institute: Leading Consultants to Non-Profits
Shared intelligence. For the greater good.

PHILANTHROPY is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit organizations and causes they are asked to support, we declare that all donors have these rights:

I

To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.

II

To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.

III

To have access to the organization's most recent financial statements.

IV

To be assured their gifts will be used for the purposes for which they were given.

V

To receive appropriate acknowledgement and recognition.

VI

To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.

VII

To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.

VIII

To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.

IX

To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.

X

To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

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Ronald McDonald House Charities creates, finds and supports programs that directly improve the health and well being of children.