



Fundraising Policies and Procedures

Our Little Haven

Our Little Haven's Fundraising Policies and Procedures was created to foster respectful and productive fundraising in our communities. Responsible stewardship of our resources is the shared ideal of fundraising, institutional philanthropy, and personal generosity. Our Little Haven is committed to the donor's intent of their gift to Our Little Haven and to follow these policies and procedures encompassing local and state laws incorporating the Donor's Bill of Rights.

Donor Relationships and Rights

To assure that Our Little Haven merits the respect and trust of our current and potential donors can have full confidence in our organization, mission, events, and programs, we declare that all donors have the following rights.

Donor Bill of Rights

1. To be informed of the mission, of the way we intend to use donated resources, and of our capacity to use donations effectively for their intended purposes.
2. To be informed of the identity of those serving on the Our Little Haven Board of Trustees, and to expect the board to exercise prudent judgement in its stewardship responsibilities.
3. To have access to the organization's most recent financial statements.
4. To be assured their gifts will be used for the purposes for which they were given.
5. To receive appropriate acknowledgement and recognition.
6. To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.
7. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
8. To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.
9. To have the opportunity for their names to be deleted from mailing lists.
10. To be assured that their personal information will not be shared or sold to 3rd Parties.
11. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

Our Little Haven staff shall not exploit or personally benefit from any donor relationship, volunteer relationship, or organizational committee relationship.

All current or potential conflicts of interest shall be disclosed to management staff.

All gifts, no matter what the size or type, are entitled to receive an official receipt for income tax purposes stating the amount or value of the contribution.

Donor Requests and Complaints

Our Little Haven will respond to a complaint or request by a donor or prospective donor about any matter that is addressed in the policies and procedures. A designated staff member will attempt to satisfy the complaint's concerns in the first instance. A complainant who remains dissatisfied will be informed that he/she may appeal in writing to Our Little Haven's governing board.

Donors and prospective donors have the right to request: limitations in frequency of solicitations, not to be solicited by telephone or other technology, not receive any printed material or communication, not receive any acknowledgement, public or private regarding their contribution.

All donors have the right to view their donor profile and records upon requested and receive the requested information in a timely fashion. We do not exchange, rent or otherwise share the database.

Upon request, donors have the rights to request and receive all revenue generating activities at Our Little Haven. Including fee for service programs, revenue generating ventures, and for-profit subsidiaries.

Solicitations in Fundraising

Soliciting funds from individuals, companies, foundations, and groups is a common practice for Our Little Haven. We maintain respect with our community and donors by following the following Solicitation policies and procedures.

- No misleading photographs, videos, materials, or other communications may be used to solicit funds.
- Any and all communications by Our Little Haven to the public shall respect the dignity and privacy of individual children and families as well as supporters, donors, and staff.
- The number of solicitations are limited through the year.
- Appeals and solicitations are tied to positive outcomes and results. Guilt, pity, and negativity are not used in any communications.
- All solicitations will disclose Our Little Haven's name and purpose for which funds are requested and will include proper and current contact information for the staff member responsible.
- All solicitations are to be approved by the Executive Director.
- All major solicitation communications should have the Federal Tax I.D. number assigned by the Internal Revenue Service.

Fundraising Events

Fundraising events occur through the year. They include special events, committee lead events, and third party events. All events must be approved by the Executive Director and be truthful in representing the mission, values, and objectives of Our Little Haven.

All Events will adhere to the following guidelines.

- Approved by the Executive Director.
- Accurately represent the services and mission of Our Little Haven.
- Respect the dignity and privacy of those served by Our Little Haven, staff, and supporters.
- Cost and benefit of each fundraiser will be taken into account and analyzed. Reasonable cost to dollars raised will be taken into account.
- Act with fairness and integrity in accordance with all local and state laws.

Fundraising Staff

Fundraising staff will be compensated by a salary, and will not be paid finders' fees, commissions or other payments based on either the number of gifts received or value of funds raised. Compensation policies for fundraisers, including performance-based compensation practices (such as salary increases) will be consistent with Our Little Haven's policies and practices that apply to non-fundraising personnel.