
POLICY TITLE: ETHICAL FUNDRAISING & FINANCIAL ACCOUNTABILITY CODE

POLICY: Calgary Association of Self Help shall adhere to the standards set out in the Imagine Canada Ethical Fundraising and Financial Accountability Code in it's treatment of donor's an the public, its fundraising practices and its financial transparency, and to be accountable through its Board of Directors for doing so.

Calgary Association of Self Help shall adhere to the regulations and standards as set out by federal, provincial and municipal legislation.

PROCEDURE: Donor Policies and Public Representation

Calgary Association of Self Help shall adhere to federal legislation and maintain its charitable status, and shall advise Imagine Canada and other parties should the status change.

Calgary Association of Self Help shall prepare and issue official Income Tax receipts for monetary gifts and for gifts in kind in accordance to Canada Revenue Agency's guidelines.

Calgary Association of Self Help's minimum amount to be receipted shall be \$10.00. Anything less than \$10.00 would be receipted if requested to do so. Some common gifts, such as volunteer time, services, donations to the Association's recycling program, etc. are not eligible for tax receipts.

Calgary Association of Self Help will acknowledge in writing contributions not entitled to be officially receipted, subject to any policy established and published on minimum amounts to be acknowledged.

All fundraising solicitation by or behalf of the Association shall disclose the name and purpose for which funds are requested. Printed and on-line solicitations (however transmitted) shall include the address or other contact information.

Date Approved May 2000
Date Updated February 2006
Date Updated April 2008
Date Updated May 2010
Date Updated May 2012



The Association demonstrates the utmost transparency and accountability by having available accurate information accessible via the Association's website and/or readily accessible public materials or documents available upon request.

Public information that will be available will include, but is not limited to the following:

- Most recent three year of annual reports and financial statements and notes as approved by the Association's Board of Directors
- Charity registration number assigned by Canada Revenue Agency
- Public information on the Association's Charity Information Return (form T3010) as submitted to Canada Revenue Agency.
- Investment policy relating to its investable assets over one million dollars
- Names of members of the Board of Directors and Officer
- Copy of Ethical Fundraising and Financial Accountability Code

Anyone fundraising on behalf of Calgary Association of Self Help shall disclose, upon request, whether they are an individual or entity soliciting contributions in the capacity of being a volunteer, an employee or a contracted third party.

Calgary Association of Self Help employees, volunteers or other parties representing the Association shall not make claims that cannot be upheld or are misleading.

Calgary Association of Self Help shall encourage donors to seek independent advice if the proposed gift is a Planned Gift and/or if the Association has any reason to believe that the proposed gift might significantly affect the donor's financial position, taxable income or relationship with other family members.

Calgary Association of Self Help shall honour donors' request to remain anonymous in respect to: being publically identified as a supporter of the Associations and/or having the amount of their contribution publically disclosed.

Calgary Association of Self Help shall respect the privacy of donors and adhere to the Alberta Freedom of Information and Protection of Privacy Act and other privacy legislation that may apply to the Association.

Donor records maintained by the charity shall be kept confidential to the greatest extent possible. Donors shall have the right to see their own donor record, and to challenge its accuracy.

Calgary Association of Self Help does not exchange, rent or otherwise share its fundraising list with any other organization.

Calgary Association of Self Help shall treat donors and prospective donors with respect and shall honour their request to:

- limit the frequency of solicitations;
- not be solicited by telephone or other technology;
- not forward printed materials concerning the charity;
- discontinue solicitation where it is indicated they are unwanted or a nuisance.

Calgary Association of Self Help shall have appropriate fundraising policies in place, including but not limited to gift acceptance, treatment of restricted or designated gifts, naming and endowment policies. The relevance and appropriateness of the charity's fundraising policies shall be reviewed regularly by the Board of Directors.

All restricted or designated donations shall be used for the purposes for which they were given unless the charity has obtained legal authorization to use them for other purposes. Alternative uses will be discussed where possible with the donor or the donor's legal designate. If the donor is deceased or legally incompetent and the charity is unable to contact a legal designate, the donation will be used in a manner that is as consistent as possible with the donor's original intent. If necessary, the charity will apply to the courts or the appropriate regulatory body to obtain legal authorization to use the donation for other purposes.

Recognition mechanisms created due to a gift shall not be arbitrarily changed or withdrawn. Unless otherwise negotiated at the time of the gift or changed through a joint agreement between the charity and the donor or the donor's family or legal representative, the original form of the recognition mechanism will be maintained. If the mechanism cannot be physically retained, it will be changed to another consistent with the original agreement. If continuation of the recognition creates a reputational risk for the charity, it may be terminated or altered.

The charity's Donor Recognition/Gift Acceptance Policy may be referred to in a gift agreement and may define recognition time limits and/or establish procedures if maintaining the original form of recognition becomes impractical or undesirable.

Calgary Association of Self Help shall post its complaints process and related contact information in a readily accessible location on its website and/or this information shall be included in readily accessible public materials or documents.

Calgary Association of Self Help will respond promptly to a complaint by a donor or prospective donor about any matter that is addressed in this Ethical Fundraising & Financial Accountability Code. A designated staff member or volunteer will attempt to satisfy the complainant's concerns in the first instance. A complainant who remains dissatisfied will be informed that he/she may appeal in writing to Calgary Association of Self Help's Board of Directors or its designate, and will be advised in writing of the disposition of the appeal. A complainant who is still dissatisfied will be informed that he/she may notify Imagine Canada in writing.

Calgary Association of Self Help shall respond promptly to a complaint by a donor or prospective donor about any matter that is addressed in this Ethical Fundraising and Financial Accountability Code.

Fundraising Practices

1. Calgary Association of Self Help's fundraising affairs shall be conducted in a responsible manner, consistent with the ethical obligations of stewardship and all applicable law.
2. Fundraising solicitations on behalf of Calgary Association of Self Help shall:
 - be truthful; and
 - accurately describe the charity's activities and the intended use of donated funds.
3. Calgary Association of Self Help shall not exploit its beneficiaries. It shall be sensitive in describing those it serves (whether using graphics, images or text) and fairly represent their needs and how these needs will be addressed.

4. When the charity conducts online solicitations its practices shall be consistent with or exceed the provisions of the Canadian Code of Practice for Consumer Protection in Electronic Commerce, which is downloadable at:
[http://www.cmcweb.ca/epic/site/cmc-cmc.nsf/vwapj/EcommPrinciples2003_e.pdf/\\$FILE/EcommPrinciples2003_e.pdf](http://www.cmcweb.ca/epic/site/cmc-cmc.nsf/vwapj/EcommPrinciples2003_e.pdf/$FILE/EcommPrinciples2003_e.pdf)
5. When Calgary Association of Self Help conducts face-to-face solicitations, including but not limited to door-to-door campaigns or street-side fundraising, its practices shall include measures to:
 - provide verification of the affiliation of the person representing the charity; and
 - secure and safeguard any confidential information, including credit card information, provided by donors.
6. Volunteers, employees and third party consultants/solicitors who solicit or receive funds on behalf of Calgary Association of Self Help shall:
 - adhere to the provisions of this Ethical Fundraising and Financial Accountability Code;
 - act with fairness, integrity, and in accordance with all applicable laws;
 - adhere to the provisions of applicable professional codes of ethics, standards of practice, etc.;
 - cease solicitation of a prospective donor who identifies the solicitation as harassment or undue pressure, or who states that he does not wish to be solicited;
 - disclose immediately to Calgary Association of Self Help any actual or apparent conflict of interest or loyalty; and
 - not accept donations for purposes that are inconsistent with Calgary Association of Self Help's objects or mission.
7. Calgary Association of Self Help shall provide, upon request, its best available information on the gross revenue, net proceeds and costs of any fundraising activity (including the fundraising costs categorized as education and/or public awareness) it undertakes.
8. Calgary Association of Self Help shall not, directly or indirectly, pay finder's fees, commissions or percentage compensation based on contributions.
9. Calgary Association of Self Help undertakes cause-related marketing in collaboration with a third party shall disclose how the charity benefits from the sale of products or services and the minimum or maximum amounts payable under the arrangement. If no minimum amount is specified, Calgary Association of Self Help will disclose this.

10. Calgary Association of Self Help shall not sell its donor list.
11. Calgary Association of Self Help's Board of Directors shall be informed at least annually of the number, type and disposition of complaints received from donors or prospective donors about matters that are addressed in this Ethical Fundraising and Financial Accountability Code.

Financial Practice and Transparency

1. Calgary Association of Self Help's financial affairs shall be conducted in a responsible manner, consistent with the ethical obligations of stewardship and all applicable law.
2. All donations shall be used to support Calgary Association of Self Help's objects, as registered with CRA.
3. The cost-effectiveness of Calgary Association of Self Help's fundraising programs shall be reviewed regularly by the Board of Directors. No more will be spent on administration and fundraising than is required to ensure effective management and resource development.
4. Calgary Association of Self Help shall accurately disclose all costs associated with its fundraising activity.
5. Calgary Association of Self Help shall make the following information publicly available (e.g., on its website, in its annual report, in its financial statements) within 6 months of its year end:
 - total fundraising revenues;
 - total fundraising expenses;
 - total expenditures on charitable activities/programming.
6. Calgary Association of Self Help's financial statements shall be audited by an independent licensed public accountant.
7. If Calgary Association of Self Help's investable assets surpass \$1,000,000, an Investment Policy shall be established setting out asset allocation, procedures for investment decisions, and asset protection issues.