

## **Broward Meals on Wheels Donor Practices**

### **Policy**

Broward Meals on Wheels values its donors and take their privacy as seriously as we do for the clients whom we serve. We will respect the privacy of the personal and organizational information that we are privileged to have about our supporters. Questions or concerns about donations should be addressed to our Fund Development Department by calling 954-731-8770 or by mail to: Broward Meals on Wheels; Fund Development; 3810 Inverrary Blvd., Ste 305; Lauderhill, FL 33319

### **Our Practices**

- BMOW does not sell donor information under any circumstances.
- We will not provide donor information to any organizations or individuals outside BMOW without written consent from the donor.
- All personal information concerning donors, including addresses, names of beneficiaries, nature and value of estates, amounts of provisions or gifts, etc. are held strictly confidential unless a donor or prospect grants permission to use selective information for purposes of referral, testimonial, example, recognition, or publicity.
- Access to donor information is limited employees and volunteers who need to know such information in order to fulfill our mission.
- BMOW will use our best efforts to comply with the expressed wishes of any supporter who does not want their name used in any promotional material, wishes their name removed from solicitation lists, or wishes to have their gifts or services be anonymous.

### **Donor Rights**

1. Each donor has the right to be informed of the organization's mission, of the way the BMOW uses its donated resources, and of our capacity to use donations effectively for their intended purposes.
2. Each donor has the right to be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise practical judgment in its oversight responsibilities.
3. Each donor has the right to have access to the organization's most recent financial statements and audits.
4. Each donor has the right to be assured their gifts will be used for the purposes for which they were given.
5. Each donor has the right to receive appropriate acknowledgement and recognition or to remain anonymous if desired.

6. Each donor has the right to be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.
7. Each donor has the right to expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
8. Each donor has the right to be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors
9. Each donor has the right to be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.
10.       The right to have the opportunity for their names to be deleted from mailing lists.
11.       Each donor has the right to feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

*The Donor Bill of Rights was created by the American Association of Fund Raising Counsel (AAFRC), Association for Healthcare Philanthropy (AHP), the Association of Fundraising Professionals (AFP), and the Council for Advancement and Support of Education (CASE). It has been endorsed by numerous organizations.*