

Happy Hands Education Center Donor Bill of Rights

Happy Hands understands that a relationship of trust must exist between the organization and a donor before any financial support can be expected. Happy Hands is committed to developing and maintaining that trust through transparency and commitment to honest and ethical treatment of our donors. Therefore, we commit to our donors the following “Bill of Rights” that will govern the mutual respect in our relationship.

- Donors and prospective donors have the right to be apprised of Happy Hands’ mission, the way in which the organization intends to use donated resources, and of our capacity to use donations effectively for their intended purposes.
- Donors and prospective donors have the right to be informed of the identity of the Board and to expect the Board to exercise prudent judgment in its stewardship.
- Donors and prospective donors can be assured that their gifts will be used for the purposes for which they were given. If a gift is designated in such a fashion that Happy Hands would have issues or concerns in using it, the donation will not be accepted until a mutual agreement is reached with the donor.
- All donors are entitled to receive a charitable donation tax receipt and appropriate recognition of the gift, according to the existing development policy in effect for the specific gift.
- Donors and prospective donors will never be subjected to coercion or undue pressure to provide gifts or make commitments for donations.
- Donors will be encouraged to seek independent advice concerning any proposed estate planning or deferred instrument annuity or donation.
- We will not sell, trade, or otherwise share any information about donors and will handle all information with confidentiality as required by law.
- Donors have the right to see their own donor record and to challenge its accuracy.
- Donors have the right to expect all relationships with individuals representing Happy Hands to be professional in nature.
- Donors have the right to be informed whether those seeking donations are volunteers, employees, or hired solicitors.
- Donors have the right to ask questions when making a donation and to receive prompt, truthful and forthright answers.
- All reasonable efforts will be taken to honor any request by a donor or prospective donor to not be contacted in future fundraising campaigns.
- All reasonable efforts will be taken to honor any request by a donor to not be contacted at home by phone or any technology.
- All reasonable efforts will be taken to honor requests from donors who are contacted by phone or electronic media to receive printed material concerning our organization.

- Donors have the right to register a complaint with the Executive Director, the development office, or the person soliciting the gift. This complaint can be in writing or verbally given, as long as it is identified as a formal complaint. Donor complaints are recorded and sent to the Executive Director within 3 business days.
- Donors and prospective donors are entitled to the following, on request and at no charge:
 - Happy Hands' most recent Charitable Information Return (Form 990 or similar form)
 - List of the names of the members of the Happy Hands Board.
 - Copy of this Donor Bill of Rights which contains information on the process for registering complaints about violations of these rights.

Violations of the Donor Bill of Rights

Violations of this Donor Bill of Rights should be reported to Al Proo or Jan Pride at 918-893-4800. Happy Hands considers the integrity of our organization and the relationship with our donors of the highest importance and violations could open the person to legal action or disciplinary action up to and including termination of the relationship with Happy Hands.