

Operations Policy Manual

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ACCOUNTING PRACTICES

The Alberta Hospice Palliative Care Association subscribes to recognized Canadian accounting practices, and abides by the acts, federal and provincial, that govern the financial operation of a charitable association.

The fiscal year of the Alberta Hospice Palliative Care Association is from April 1st to March 31st.

Monthly interim financial statements are prepared for use as a management tool and are restricted to use within the organization. They are reviewed by management staff of the Alberta Hospice Palliative Care Association, presented monthly to the Treasurer and quarterly to the Board of Directors.

AUDIT

The By-Law of the Alberta Hospice Palliative Care Association requires that audited financial statements be presented for approval at the Association's Annual General Meeting.

The auditors of the AHPCA are appointed by the Board annually to hold office until the next Annual General Meeting, for the purpose of examining and reporting on the financial status of the Association.

AMORTIZATION

POLICY

All assets acquired through mortgage advances and capitalized will be amortized at a rate equal to the annual mortgage principal payment.¹

The cost, less any residual value of a capital asset with a limited life, shall be amortized over its useful life on a straight-line basis. The Alberta Hospice Palliative Care Association shall maintain complete and separate accumulated amortization accounts for each significant and meaningful capital asset category. At the minimum the following categories shall be required:

- (a) Land Improvements 40 years
- (b) Buildings 50 years
- (c) Furniture and Equipment 5 years
- (d) Leasehold improvements 5 years

On an annual basis the Treasurer, the Executive Director and the external auditor will review, and amend as necessary, the Alberta Hospice Palliative Care Association's policy on amortization. If applicable, the basis of the Alberta Hospice Palliative Care Association's policy on amortization shall be included in the year-end notes to the audited financial statements.

Review Date:

¹ Applicable to financed assets only.

ANNUAL BUDGET

POLICY

A financial budget¹ shall be developed prior to the commencement of each fiscal year-end. The budget will be approved by the Board of Directors and will be used to monitor and evaluate the financial progress of the Alberta Hospice Palliative Care Association throughout the fiscal year. Annual budgets should allow the Alberta Hospice Palliative Care Association to meet its goals and successfully carry out its mandate within the community.

PROCEDURE

1. **Six months** prior to the Alberta Hospice Palliative Care Association's fiscal year-end, a budget will be developed for submission to the Board of Directors.
2. The draft budget shall then be reviewed at a meeting of the Board of Directors and amended as necessary. Once amended to the satisfaction of the Board the budget shall be formally approved.
3. Approval of the new budget shall occur not less than one month prior to the Alberta Hospice Palliative Care Association's fiscal year-end.
4. On a quarterly basis, the Board of Directors shall compare actual results with the approved budget.
5. The Executive Director is permitted to approve unbudgeted expenditures that are identified as necessary to fulfill approved goals and objectives of the Association up to and not exceeding \$500.00.
6. Any unplanned activities that result in budget implications shall be approved by the Executive Committee and/or the Board of Directors prior to implementation.

AUTHORIZATION TO COMMIT ALBERTA HOSPICE PALLIATIVE CARE ASSOCIATION' FUNDS

POLICY

The Alberta Hospice Palliative Care Association's funds are to be allocated in accordance with the approved annual budget. The responsibilities to spend these funds rest with the Executive Director of the Alberta Hospice Palliative Care Association.

¹ The word budget is used interchangeably with the word plan and visa versa.

FINANCIAL SIGNING AUTHORITIES

SCOPE

All cheques drawn on the Alberta Hospice Palliative Care Association's bank accounts.

POLICY

The Board of Directors is obligated to protect the assets of the Alberta Hospice Palliative Care Association. To fulfill this obligation financial safeguards need to be established and adhered to. This policy establishes these safeguards when cheques are drawn from the Alberta Hospice Palliative Care Association's accounts.

PROCEDURE

The Executive Director may sign his/her own pay cheque if one member of the Board of Directors also signs that cheque. If the pay cheque is not the usual amount then the signatures of two Directors will be required.

The Executive Director must have a second signatory on his/her expense cheque.”

Signing Authority for Budgeted Expenses

The signing officers of the AHPCA have approval to sign for budgetary expenditures. Any unplanned expenditures greater than \$500. must be approved by the Board of Directors. Any two authorized Signing Officers can sign checks on behalf of the Alberta Hospice Palliative Care Association.”

Signing Authority for Unbudgeted Expenses:

The Executive Director is permitted to approve unbudgeted expenditures that are identified as necessary to fulfill approved goals and objectives of the Association up to and not exceeding \$500.00.”

INVESTMENT AND BANKING GUIDELINES

SCOPE

All banking and investment transactions entered into by the Alberta Hospice Palliative Care Association.

POLICY

The Board of Directors is responsible for the security and preservation of the Alberta Hospice Palliative Care Association's assets, capital, and reserves and will only accept investment risks common to its peers.

PROCEDURE

1. To optimize the Alberta Hospice Palliative Care Association's financial position, the Executive Director and or Treasurer will negotiate service charges, and interest paid on deposits and investments, with selected area banks and financial institutions. Such negotiations shall be on going.
2. All excess cash shall be invested at the discretion of the Executive Director and Treasurer. Investments will be limited to low, or no risk instruments, such as Guaranteed Investment Certificates or Government bonds or debentures. Investments will be limited to schedule "A" Banks or their equivalent. Investments in excess of two hundred and fifty thousand dollars, and or having a term greater than six months, will require the pre-approval of the Board of Directors.

INVESTMENT POLICY

SCOPE

All short, medium and long-term investments made by, or on behalf of, the Alberta Hospice Palliative Care Association.

OBJECTIVES

The security of the principal invested must be the first consideration in any investment, and although the need to maximize income is an important consideration, it should only be considered after the requirements of security and liquidity¹ have been met. To reaffirm this principle, the Alberta Hospice Palliative Care Association prefers that its investments be held by Schedule 1 banks, or by other well know reputable Canadian financial institutions.

Whenever possible, the maturity date of the investment should be arranged so as to coincide with specific or general operating cash requirements.

POLICY

This policy is intended to provide limits within which the investment portfolio will operate.

To safeguard the capital of the investment portfolio, a dollar limit of not less than seventy-five percent of the total value of the portfolio will be invested in financial instruments where the principal of the investment² is guaranteed. The Treasurer and Executive Director, who will act on behalf of the Alberta Hospice Palliative Care Association's Board of Directors, will establish the appropriate risk parameters for the balance of the invested funds.

If a specific situation arises where it appears advantageous to go beyond these set limits, the written approval of the Board of Directors must be obtained prior to the investment-taking place. It will be the responsibility of the Executive Director and the Treasurer to ensure that the investments in the portfolio are in agreement with this policy.

The performance of the investment portfolio will form part of the Treasurer's report, which will be brought forward for information at each regular meeting of the Board of Directors.

¹ Liquidity is a measure of the time required to convert a security into cash with a minimum risk of capital loss. Liquidity is achieved by limiting the portfolio to readily marketable securities.

² Guaranteed Investment Certificate, Treasury Bills and Interest Bearing Notes are common examples of this type of secured investment.

CHEQUE REQUISITION

POLICY

This policy is designed to control the cheque writing function in the absence of an invoice, and to safeguard the Alberta Hospice Palliative Care Association' assets.

PROCEDURE

A cheque requisition must be completed when there is no invoice to pay from or the invoice has been inadvertently misplaced. (Cheque Requisition Appendix B) To properly complete a cheque requisition the following information must be reported:

Date - Date of requisition.

Amount – Total amount of payment required expressed as \$0,000.00.

Pay to - The name and complete address of the payee.

Requested by - Name of the person requesting the cheque including the department and the telephone extension for ease of contact.

Purpose - Reason for payment cross-referenced to supporting details or documents (please attach).

Approved by - Requires authorized signing authority.

DISTRIBUTION

All copies of completed cheque requisitions are to be forwarded to the Executive Director/Treasurer for processing.

RESPONSIBILITY

The Executive Director/Treasurer is responsible for verifying that the amount requested is supported by the attached documents and that the signature is the appropriate signing authority.

HONORARIA

Cheque requisitions completed for honoraria payments for non-employees should be forwarded to the Executive Director or their designate, together with the relevant supporting documentation. All honoraria payments require the prior approval of the Executive Director.

CONTROL OF REVENUE

POLICY

To provide guidelines that safeguards the Alberta Hospice Palliative Care Association's cash and assists in its timely and accurate recording. It should be noted that all revenue received in the form of a donation must be sent to the Alberta Hospice Palliative Care Association's administrative office for valuation, receipting, and acknowledgement.

PROCEDURE

Overnight retention of cash or other negotiable instruments should not exceed five hundred dollars, prior authorization has been received from the Executive Director/Treasurer or designate.

All cheques and money orders must be stamped "FOR DEPOSIT ONLY TO THE CREDIT OF THE AHPCA" as soon as they are received.

Revenue should be stored in a secured locked area with one person responsible for its safekeeping. That person should have the key or combination to the locked area.²

See Forms - Donation Processing Record
- Monthly Contributions Processing Record
- Deposit Summary Record

² A back up key or knowledge of the combination should also be provided to the person's supervisor.

DONATIONS

SCOPE

All tax-receipted donations.

POLICY

Official tax receipts shall be issued in accordance with the regulations set out by Canada Customs and Revenue Agency. A tax receipt, equivalent to the fair market value of a donated good, will be issued for gifts in kind.

PROCEDURE

1. A permanent record of all gifts donated and accepted by the Alberta Hospice Palliative Care Association shall be maintained. At the minimum, each record will include the date the gift was received, the full name and address of the donor, the nature of the donation, and the number of the tax receipt issued for the donation.
2. A thank you letter will accompany all tax receipts mailed to donors. This formal acknowledgement shall be carried out in a timely basis and shall not extend beyond ten working days from the date that the gift was received.
3. Tax receipts shall be kept in and issued by the Administrative office. Access to the tax receipts shall be restricted to the designated staff person and the Executive Director.
4. One signature will be required on all tax receipts. Signatories will be as authorized by the Board.
5. All numbered tax receipts must be accounted for. Spoiled tax receipts shall be marked **VOID** and all three copies must be kept in a secure place for two calendar years from the date of the occurrence. **A written report will be required whenever a numbered receipt is missing.** The report will include the number of the missing tax receipt, the date that the loss occurred or was discovered, and an explanation of the loss. The Financial Administrator and the Executive Director will sign the report as will any other employee of the Alberta Hospice Palliative Care Association whose name appears in the report.
6. Tax receipts shall not be backdated.
7. A registered charity information return shall be completed and filed with Canada Customs and Revenue Agency within six months of the fiscal year-end. The registered charity information return will be completed, reviewed and signed by the Executive Director and Treasurer.

As is required by Generally Accepted Accounting Principles (GAAP), donated goods are to be recorded as revenue with an offsetting expense or asset, as appropriate, in the fiscal year that the donation was received.

DONATIONS IN KIND - APPRAISALS, RECEIPTS AND RECORDS

SCOPE

Donations in Kind, where the objects donated become the permanent property of the Alberta Hospice Palliative Care Association and a tax receipt for value is issued by the Alberta Hospice Palliative Care Association.

POLICY

The Alberta Hospice Palliative Care Association periodically receives donations in the form of art, library books, collections, etc. These gifts are referred to as Donations in Kind and usually require evaluation for the purpose of formal acknowledgement and issuance of tax receipts by the Alberta Hospice Palliative Care Association. These tax receipts, in keeping with the tax statutes, must be issued in a format acceptable to Canada Customs and Revenue Agency. They must also include the Alberta Hospice Palliative Care Association's registration number as a registered Canadian charitable organization.

This policy establishes the accepted methods required to conduct an appraisal, issue a tax receipt, and maintain donation records that have been deemed necessary by the Alberta Hospice Palliative Care Association's Board of Directors.

PROCEDURE

1. Prior to accepting a Donation in Kind, the gift must first be approved by the Executive Director or his/her delegate. The Executive Director, in cooperation with the departments concerned, will assist in and or complete the negotiations when Donations in Kind are the issue.
2. When a Donation in Kind has been approved, the Executive Director will assist in or complete the negotiations with the donor. When an income tax receipt must be issued for a Donation in Kind, the Executive Director will arrange for an appraisal to be made in a manner acceptable to Canada Customs and Revenue Agency. The Executive Director will also be responsible for ensuring that the income tax receipt has been issued to the donor. The tax receipt will show the appraised value of the Donation in Kind, the name of the appraiser, and will have a copy of the appraisal certificate attached. Tax receipts and appraisal certificates will be kept in a safe place.
3. Upon receiving a Donation in Kind the Executive Director will arrange to have the gift included in the Alberta Hospice Palliative Care Association's collection or inventory. The Executive Director will also provide the necessary information so that the article can be properly recorded into the asset accounts and adequately insured.
4. When a donor does not require a receipt for value, a formal acknowledgement by the Executive Director will be issued on behalf of the Alberta Hospice Palliative Care Association. A record of all such donated objects will be maintained with the words "no appraised value" shown opposite each object. These records will be afforded the same security, and will be kept for a period of time equal to donated objects where tax receipts have been issued.

CONTRACTS – GENERAL

POLICY

A contract is an agreement enforced by law that binds two or more parties to do or not to do some definite thing. Each contract entered into by the Alberta Hospice Palliative Care Association should maximize the benefits of that agreement while at the same time protect the Alberta Hospice Palliative Care Association's good name.

PROCEDURE

A minimum of three tenders shall be requested whenever the financial costs or benefits from a contract are likely to exceed two thousand five hundred dollars or when the contract will most likely obligate the Alberta Hospice Palliative Care Association for a period greater than one full calendar year.

All contracts entered into by the Alberta Hospice Palliative Care Association must be reviewed and approved by the Board of Directors as part of the budget approval process.

Two persons who have been granted signing authority by the Board of Directors shall sign each contract. The Alberta Hospice Palliative Care Association will also ensure that a completed copy of the final contract is made available to all other signatories.

The original signed contract shall be kept in a secure place at the Alberta Hospice Palliative Care Association's business office.

CONTRACTS - PURCHASE OF SERVICE

SCOPE

All Purchase of Service contracts.

POLICY

A Purchase of Service contract is a written agreement between the Alberta Hospice Palliative Care Association and an outside agency or individual. A Purchase of Service contract helps to ensure that the Alberta Hospice Palliative Care Association's funds are expended appropriately and used for the purpose intended. All Purchase of Service contracts must meet the Alberta Hospice Palliative Care Association's conflict of interest guidelines.

PROCEDURE

At the minimum, each Purchase of Service contract entered into by the Alberta Hospice Palliative Care Association, shall provide the following information:

The nature of the service

The financial obligations agreed to

The period of time that the contract covers

The invoicing procedure, or a payment schedule

A termination clause

A table of contents regarding the negotiated work plan

The staff member or members given the authority to act on behalf of the Alberta Hospice Palliative Care Association.

The AHPCA maintains a Tender Policy to ensure that purchases of materials and services for the AHPCA are carried out in the most economical manner. Purchase will be made based on the following guidelines.

- Under \$499 - obtain one quote**
- \$500-\$4,999 - obtain two telephone quotes**
- Over \$5,000 - obtain three written quotes**

DELEGATION OF AUTHORITY TO SIGN CONTRACTS

POLICY

The Executive Director will normally sign purchase contracts on behalf of the Alberta Hospice Palliative Care Association.

1. The Executive Director and the President of the Board of Directors or any two signing officers of the Alberta Hospice Palliative Care Association will sign contracts in excess of twenty thousand dollars.
2. Special consideration is needed when the Alberta Hospice Palliative Care Association contracts with another party to perform a service, provide advice, information, or supply material, whether or not income is the intent of the partnership. In such situations the Alberta Hospice Palliative Care Association must ensure that the legal, financial and insurance implications are thoroughly understood. Typically, all such contracts will be signed on behalf of the Alberta Hospice Palliative Care Association even though specific individuals or departments will provide the service.

The signing authorities for such "performance" contracts will be as follows:

All contracts, documents or written instruments requiring execution by the Alberta Hospice Palliative Care Association will be signed by the Executive Director and when more than one signature is required the second signature shall be that of another signing officer as approved by the Board of Directors. Once appropriately signed, such contracts, documents or written instruments will bind the Alberta Hospice Palliative Care Association without any further authorization or formality. The Corporate seal of the Alberta Hospice Palliative Care Association may, when required, be affixed thereto.

DISTRIBUTION OF FINANCIAL INFORMATION TO THIRD PARTIES

POLICY

Board approved and reviewed financial information will be made available to third party upon request.

From time to time the Alberta Hospice Palliative Care Association will be requested to supply financial information to third parties. Such a request may help ensure compliance with a license that the Alberta Hospice Palliative Care Association is a party to or it may be needed to satisfy the terms of a funding application. In all instances, and regardless of the form it takes, the Executive Director or the Treasurer must first approve of the distribution before it is released.

PROCEDURE

1. The employee receiving the request shall prepare the financial information in the format requested by the third party.
2. The information should be clearly marked audited or unaudited, as appropriate.
3. The financial information shall then be given to the Executive Director or the Treasurer for review and approval. The purpose and the intended use of the requested material and the source of the request should be made clear.

The Executive Director or the Treasurer shall authorize distribution of the information.

RISK MANAGEMENT¹

POLICY

The Alberta Hospice Palliative Care Association will provide insurance coverage that fully protects its assets, its employees, volunteers and visitors, as well as its day-to-day business activities. To obtain the best insurance coverage at the lowest possible price the Alberta Hospice Palliative Care Association will call for insurance tenders every three years.

The Executive Director shall discuss the insurance requirements of the Alberta Hospice Palliative Care Association with its carrier on an annual basis to ensure that the Alberta Hospice Palliative Care Association's general liability insurance coverage is sufficient to adequately protect staff, volunteers and all the assets of the Alberta Hospice Palliative Care Association. Furthermore, the Alberta Hospice Palliative Care Association's comprehensive insurance² policy shall also be reviewed and evaluated within the same time frame.

Any planned activity that is not normally part of the Alberta Hospice Palliative Care Association's regular activities, which has a risk component, must be reported to the Executive Director not less than ten working days prior to the commencement of the event. All accidents, property losses, injuries, and potential third party incidents must be reported immediately to the Executive Director.

The Executive Director shall be responsible for reducing the cost of personnel losses to both the individual and the Alberta Hospice Palliative Care Association by providing employee claims administration, training, education and other types of personnel insurance coverage (i.e. - benefits).

Under no circumstances may an unauthorized individual initiate a claim or agree to a settlement or an action on behalf of the Alberta Hospice Palliative Care Association.

¹ Risk management is the process of planning, organizing and controlling the resources and activities of the Alberta Hospice Palliative Care Association in order to minimize the adverse effects of accidental losses. This includes the implementation of risk control practices, which promote the safety and well being of the Alberta Hospice Palliative Care Association as a whole.

² Typically comprehensive coverage includes such things as third party liability, property insurance including a tenant liability clause (if appropriate), wrongful dismissal, and coverage to recover losses resulting from the commissions of errors or omissions.

INSURANCE COVERAGE

POLICY

The Alberta Hospice Palliative Care Association will provide insurance coverage that will fully protect its assets, employees, volunteers and visitors, and its day-to-day business activities.

PROCEDURE

1. The Executive Director shall discuss the insurance requirements of the Alberta Hospice Palliative Care Association with selected representatives from the insurance industry on an annual basis.
2. The Alberta Hospice Palliative Care Association will ensure that its general liability insurance coverage will be sufficient to adequately protect staff, volunteers and visitors and all the assets of the Alberta Hospice Palliative Care Association.
3. At the minimum, the Alberta Hospice Palliative Care Association comprehensive insurance policy shall include the following:
 - (a) Third party liability coverage
 - (b) Property insurance, including a tenant liability clause (if appropriate)
 - (c) Wrongful dismissal coverage
 - (d) Employee and Director's liability coverage and,
 - (e) Adequate coverage to recover losses resulting from errors of commission and or omission.

PETTY CASH

SCOPE

All Petty Cash Funds.

PURPOSE

From time to time the Alberta Hospice Palliative Care Association is required to make cash purchases. This policy establishes the guidelines under which such transactions are to be conducted.

POLICY

To establish a petty cash station at the Provincial office of the Alberta Hospice Palliative Care Association, and to safeguard those funds by establishing and implementing appropriate guidelines.

PROCEDURE

A petty cash fund in the amount of \$100 hundred dollars shall be made available for the purchase of miscellaneous office materials and services.

Custody of the petty cash fund will reside with one employee, designated by the Executive Director. The custodian is the only person permitted to remove money from the petty cash.

Each expenditure from the fund must be accompanied by a proper receipt or voucher, which shall be kept with the petty cash fund.

The petty cash fund will be replenished when the balance in the fund falls below fifty dollars.

The petty cash fund shall be reconciled on a monthly basis by the custodian of the fund.

Periodically and without notice, the petty cash fund shall be reconciled by the Executive Director and/or Treasurer in the presence of the custodian of the fund.

The Executive Director may from time to time increase the petty cash to \$300.00 for the purposes of event management.

(See Forms - Petty Cash Replenishment Form)

MEDIA RELATIONS

POLICY

Media inquiries are to be directed to the Executive Director. The only exception is when local media are looking for general information related to a specific event or program such as purpose, cost, location, date, time etc.

The Spokesperson for the AHPCA is the Chair or the Executive Director of the Alberta Hospice Palliative Care Association. No one else can speak for the AHPCA without the prior authorization of the Board. The Executive Director will make this authorization when it is determined media questions are better answered by an individual with specific expertise or knowledge.

We are affiliated with the Canadian Hospice and Palliative Care Association and on national issues we defer to them. As with any national organization, policy issues are set and official comments and analysis come from the President or the Communication Department. CHPCA has designated spokespersons to speak to the media.

PROCEDURE

It is important to ensure that we as a AHPCA are representing our organization using consistent messaging. If the media approaches you and you are not an authorized spokesperson, refer the individual to the Executive Director using the appropriate email address or by providing the phone number. Except for the exceptions noted above, no media interviews are to take place without first notifying the Executive Director.

If you are an authorized spokesperson but are unable to answer questions immediately or need time to prepare:

- Determine the media outlet and the reporter's name.
- Ask for a direct telephone number where they can be reached.
- Make a brief point form note of what information they are looking for.
- Find out the deadline.
- Inform Executive Director of the situation.
- Respond to media questions before deadline. If that is not possible, contact reporter and explain why and let reporter know when you will be able to answer questions.

SOFTWARE PURCHASES AND SITE LICENSING

SCOPE

All software products, or site licensing ¹ agreements. The terms "software product" and "site-license" may be used interchangeably by this policy.

POLICY

Prior to purchasing software or entering into a site-licensing agreement, the Alberta Hospice Palliative Care Association will thoroughly research the product for price, compatibility and effectiveness. The Alberta Hospice Palliative Care Association will also do everything reasonable to ensure that the product, once purchased, will be adequately safeguarded and used strictly as intended.

PROCEDURE

1. The Executive Director will determine if the software company offers any Charitable Giving Programs to non-profit organizations. If such programs exist, the Executive Director will prepare a written request to the vendor asking that the product be provided free of charge or at a reduced cost.
2. Prior to purchasing any software product, a formal proposal must be prepared that will be reviewed by the Executive Director. At the minimum, the proposal will include an explanation as to why the product is needed, the name of the product, the preferred vendor and the cost of the product. To ensure that the Alberta Hospice Palliative Care Association obtains the best possible price, no less than two additional quotes must be obtained from creditable vendors and included in the proposal.

The Executive Director must approve of all software purchases that fall within the scope of this policy.

3. All original software must be forwarded to the administrative office for safekeeping.
4. All software purchases by the Alberta Hospice Palliative Care Association are for the sole and exclusive benefit of the Alberta Hospice Palliative Care Association, and copies will not be provided to staff, consumers, volunteers or other organizations for personal use or for purposes other than those so intended by the Alberta Hospice Palliative Care Association.

¹ A site license grants the owner, or in some cases the lessee, the right to copy and distribute a specific software product within its own jurisdiction.

TRAVEL AND OTHER ELIGIBLE EXPENSES

POLICY

To provide volunteers/employees with spending guidelines while conducting business on behalf of the Alberta Hospice Palliative Care Association.

PROCEDURE

Conference, workshop and travel expenses incurred by an employee while performing his/her duties shall be reimbursed, **subject to the prior approval of the Executive Director**. The Treasurer and or the Chair shall approve of such expenditures when incurred by the Executive Director.

Reimbursements must be within the amounts established by the Board of Directors and may include:

Mileage or public transportation costs
Airline and taxi fares
Cost of breakfast, lunch, and dinner (dollar limits in effect)
Reasonable incidental costs (incurred during the business outing)
Overnight accommodation.

The comparative lowest cost will be balanced against efficiency and reasonableness.

The Executive Director shall authorize the reimbursement of registration and travel costs, incurred by volunteers while performing their duties at the request of the Alberta Hospice Palliative Care Association. In such situations the volunteer must obtain written approval from the Chair/Executive Director before the expense is incurred.

The Executive Director will review all allowances and dollar limits annually and will recommend revisions to the Board of Directors, as necessary.

An official Expense Claim Form should be submitted every month, which should include the nature of the business conducted and the distance traveled. Each claim form should be dated and signed by the person submitting the claim. The signature of the Executive Director on the claim form shall act as the authority for reimbursement. (See Expense Claim Form)

CAR RENTAL

From time to time, it will be necessary for a staff member to rent a car for AHPCA business. The guidelines around car rentals are as follows:

1. Prior approval by staff member's immediate supervisor is required prior to rental.
2. Mid sized vehicles or smaller will be permitted, keeping economy and travel distance in mind.
3. Full insurance should be purchased from the rental company to minimize personal

and AHPCA liability.

4. The AHPCA is not responsible for parking violations or traffic summonses but will cover the collision deductible should the staff member be responsible for an accident.
5. The staff members must adhere to all guidelines set out by the rental company. This includes registering additional drivers if traveling with other staff members, returning with appropriate fuel level etc. Failure to do so will result in the staff person being asked to reimburse the AHPCA for additional costs incurred as a result of not following the policy.

TELEPHONE AND FAX

Long distance phone calls and faxes should be limited to business only. If chargeable personal calls need to be made, they should be charged to the individual's home phone number. The Executive Director will review all telephone bills for compliance.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY

PRIVACY POLICIES

The Alberta Hospice Palliative Care Association respects the privacy of our donors and clients. This document details the type of personal information collected and how that information will be used.

PURPOSE FOR WHICH INFORMATION IS COLLECTED

- To identify you
- To issue receipts for donations
- To maintain records of types of information requested
- To maintain records of where information requests are coming from
- To develop, enhance or provide services
- To inform our donor's about events or activities

WHEN DO WE DISCLOSE PERSONAL INFORMATION

The AHPCA may disclose a donor's personal information to a person who, in the reasonable judgment of the AHPCA is seeking the information as an agent of the donor.

AHPCA employee access to personal information is limited to staff who need this information to do their jobs.

The AHPCA will disclose only the information necessary for them to do their job.

Any disclosure of personal information is made on a confidential basis with the information to be used only for the purpose for which it was disclosed.

HOW DO WE PROTECT OUR PERSONAL INFORMATION

In order to protect your personal information and your right to privacy, the Association:

Will not collect, use or disclose your personal information for any purpose other than those identified above, except with your consent.

Will protect your personal information with appropriate security safeguards

Will strive to keep your personal information as accurate and up-to-date as is necessary for the purposes identified above

Will honour any request you make for access to your personal information.

WHAT ARE YOUR CHOICES

We would like to have your consent to continue to collect, use and disclose your personal information for the purposes identified above. However, we want you to know that you do have choices and can refuse or withdraw your consent as follows:

You may request your name be withheld or removed from any mailing lists.

You may refuse to provide personal information to us.

You may withdraw your consent at any time.

ACCESS TO YOUR RECORDS

You have the right to look at or obtain copies of information we have on record about you. You may also ask to have any information in the record corrected, if you believe there has been an error or omission.

In order to protect your privacy, you may also be asked to provide identification when requesting access to your personal information.

You may make requests for your personal information to:

Executive Director
Alberta Hospice Palliative Care Association
1245 - 70 Avenue S.E
Calgary AB T2H 2X8
Phone: (403) 206-9938
ahpca@telus.net

PROGRAM OR PROJECT CANCELLATION

SCOPE

All externally restricted donations accepted by the Alberta Hospice Palliative Care Association, where the object for the contribution is cancelled.

POLICY

It is the responsibility of the Alberta Hospice Palliative Care Association to contact all donors who have contributed to a specific program or project, when that program or project is cancelled and significant funds remain.

PROCEDURE

In the event that a program or project is canceled, the Executive Director or a designated representative shall contact all donors who have made a contribution to that program or project within thirty calendar days of its cancellation. The Executive Director will then ask permission to redirect their contribution. If the donor gives permission to redirect the contribution, a letter of appreciation signed by The Executive Director will be issued within five working days of having received that permission.

If permission to redirect a special purpose contribution is not given by the donor, then all or part of the contribution shall be returned to the donor with a letter of acknowledgement. In such cases the Alberta Hospice Palliative Care Association must ensure that any tax receipt issued as the result of the original contribution is returned and made void.

RECORDS RETENTION POLICY & PROCEDURE

POLICY

This policy outlines strategies for helping the AHPCA manage its records. The first requirement is to understand the concept of “record” and the second is to have in place a policy that addresses the management of records regardless of their physical form.

Definition of Record:

A **record** includes any correspondence, memorandum, plan, map, drawing, pictorial or graphic work, photograph, film, microfilm, sound recording, videotape, machine readable record, and any other documentary material, regardless of physical form or characteristics and any copy thereof.

An **electronic record** is a machine-readable record that is suitable for manipulation, transmission or processing using a digital computer.

The definition of record is comprehensive. It refers to any recorded information regardless of its physical form.

Records are required:

To support decision making and the delivery of programs and services

To permit the AHPCA to hold itself accountable pursuant to the requirements of laws and policies

To permit the AHPCA to hold itself accountable for performance effectiveness and efficiency, the achievement of goals, and the use of resources

To provide the AHPCA memory required to ensure the continuity of programs and services regardless of changes to boards, staff and responsibilities

In order to fulfill these requirements a record should be authoritative, reliable and purposeful. It should comprise content, context, and structure sufficient for it to document or provide evidence of a given event or activity. Finally, the record must be maintained in an available, understandable and usable manner for the length of time required to meet the business and accountability requirements of the Association.

Implementation of Strategies

The AHPCA will introduce a document management system that addresses the filing and retention of records.

The classification and filing of records will be done automatically based on rules and procedures stemming from approved corporate policies.

Record keeping requirements will be incorporated into the automated applications that support the work processes of the organization.

Define the roles and responsibilities of those who are involved in collecting, creating and receiving records as well as those who are responsible for designing, implementing and maintaining the record-keeping infrastructure of the Association.

Develop rules or criteria to help identify what records will be kept and how long they are kept, where they are kept, and a destruction schedule.

3. Procedures for Document Management System

Roles & Responsibilities

Board

Ensure the records retention schedule meets the minimum legal and corporate standards
Ensure copies of any records created, collected or received by the AHPCA are maintained in accordance with the Association's records retention policy and schedule

Staff

Participate in the development of rules, criteria, and strategies for record keeping
Ensure consistent application of record keeping rules and strategies

Classification of Records

All records will be classified as vital, historical, financial or general and a retention and destruction schedule will be developed for each individual record according to its class and the legal requirement for that type of record.

Vital Records

Vital records refer to records, which are necessary for the start up and on going operation of the Association. Copies of vital records must be stored in an off site secure facility to ensure the AHPCA has the ability to quickly recover and continue operation in the event of a disaster which destroys the Association's on site records.

Records identified as vital are:

Committee Terms of Reference	Alberta Bylaws
Audits	Board Manual
Board Terms of Reference	Charitable Registration
Chapter Manual	Financial Records
Insurance Policies	Lease Agreements
Minutes of Meetings	Office Contents Inventory
Planning Session – current	AHPCA Annual Return
Strategic Plan	

Records classed as vital will be retained for a period ending 2 years after the date on which the registration of the charity is revoked.

All records will be assigned individual retention periods that are consistent with the legal requirement or the Association's needs. (i.e. financial records will be retained for 7 years from the end of the last taxation year to which they relate.)

Historical Records

Historical records are those, which record the Association's history and achievements during its existence. These records will be kept until 2 years after the date on which the registration is revoked.

Records identified as Historical are:

Affiliation Agreements	Original Graphic Designs
Alberta Bylaws	Planning Sessions
Board Member Biographies	Photos & Pictures of Events
Memorandums of Understanding	Revenue Sharing Agreements
National Conference	

Financial Records

Financial records include all audit, budget, capital property, donations, employment, expenses, and fundraising and taxation records.

Records identified as Financial are:

Audits	Bank Statements
Budgets	Casino
Duplicate Corporate Donations **	Duplicate Donation Receipts **
Duplicate Donation of Property Receipts*	Grants
GST	Investments
Records of Employment	STEP Program
T3010	T4 & T4 Summary

Financial records will be kept for a period of 7 years from the end of the last taxation year to which they relate.

* Receipts for property donation must be kept for 10 years.

** Duplicate donation receipts will be kept for 2 years from the end of the calendar year for which they relate.

General Records

General records will include all other records not already identified as vital, historical or financial and will be assigned an individual retention and destruction schedule based on the records content, the Association's needs and its legal requirements.

Destruction of Records

Destruction of records will follow the set out schedule assigned to each record.

Destruction of any record must be documented as to date and be initialed by 2 staff members, one of which **must** be the Executive Director, to confirm the record was destroyed and in accordance with the schedule assigned.

TECHNOLOGY USE AND PRIVACY

SCOPE

The underlying philosophy of this policy is that access to technology by staff of the Alberta Hospice Palliative Care Association is for business related purposes including communicating with clients, suppliers, colleagues, to research relevant topics and to obtain useful business information. All existing laws and AHPCA policies apply to staff conduct on the Internet, especially those that deal with intellectual property protection, privacy, and misuse of AHPCA resources, sexual harassment, data security and confidentiality.

POLICY

1. TECHNOLOGY RESOURCES DEFINITION

Technology Resources consist of all electronic devices, software, and means of electronic communication including, but not limited to, the following: personal computers and workstations; lap-top computers; mini and mainframe computers; computer hardware such as disk drives and tape drives; peripheral equipment such as printers, modems, fax machines, and copiers; computer software applications and associated files and data, including software that grants access to external services, such as the Internet; electronic mail; telephones; and voicemail systems.

2. AUTHORIZATION

Access to the Association's Technology Resources is within the sole discretion of the Association. Generally, all staff are given access to the Association's various technologies and are expected to adhere to this Policy.

3. USE

The Association's Technology Resources are to be used by staff for the purpose of conducting AHPCA business. Each employee using the Association's Internet facility shall identify themselves honestly, accurately, and completely when corresponding or participating in interactive activities, and shall not send unsolicited mass electronic mail.

The best way to determine if use of the Internet is appropriate is to ask, "If I were doing this same activity in some other way (e.g. telephone, library, in person, by hand) would this activity be considered inappropriate?" There are a few pertinent observations. The use of the Internet does not cause incremental expense to the Association, so the use of the Internet in and of itself does not constitute abuse any more than using the telephone for local calls does in and of itself. What is being done is what is important, and there are two key tenets:

Don't do anything with AHPCA Internet access resources that would otherwise be considered illegal or inappropriate (i.e. downloading erotica, playing games, sending non-business mass mailing, running a private business and excessive non-business email).

Don't waste AHPCA time. There are plenty of fascinating sites to explore; however AHPCA time should be spent conducting AHPCA business.

Incidental personal uses such as the following are considered acceptable:

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To send and receive necessary and occasional personal communications;

To prepare and store incidental personal data (such as personal calendars, personal address lists, and similar incidental personal data) in a reasonable manner;

To use the telephone system for brief and necessary personal calls; and

To access the Internet for brief personal searches, inquiries, or to play computer games during meal times or other breaks, or outside of work hours, provided that employees adhere to all other usage policies.

The AHPCA assumes no liability for loss, damage, destruction, alteration, disclosure, or misuse of any personal data or communications transmitted over or stored on the Association's technology resources. The AHPCA accepts no responsibility or liability for the loss or non-delivery of any personal electronic mail or voicemail communications or any personal data stored on any AHPCA property.

4. IMPROPER USE

A) Prohibition Against Harassing, Discriminatory and Defamatory use

The AHPCA is aware that electronic mail (email) for correspondence is less formal than written memoranda. Employees must take care, however, not to let informality degenerate into improper use. As set forth more fully in the Association's "Human Rights Policy," the AHPCA does not tolerate discrimination or harassment based on race, ancestry, place of origin, colour, language, citizenship, religious belief, sex, age, marital status, family status, political affiliation, sexual orientation or handicap.

Under no circumstances may employees use the Association's technology resources to transmit, receive, or store any information that is discriminatory, harassing, or defamatory in any way (i.e., sexually-explicit or racial messages, jokes, cartoons).

The display of any kind of obscene image or document on any AHPCA property or technology resource is a violation of existing policy on sexual harassment. In addition, obscene material may not be archived, stored, distributed, edited or recorded using the AHPCA network, printing or computing resources.

B) Prohibition Against Violating Copyright Laws

Employees may not use the Association's technology resources to copy, retrieve, forward or send copyrighted materials unless the employee has the author's permission or is accessing a single copy only for the employee's reference. Any software or file downloaded via the Internet may be used only in ways that are consistent with their licenses or copyrights.

C) Other Prohibited Uses

The AHPCA Internet facilities may not be used for any of the following:

For any illegal purpose, violation of AHPCA policy, or in a manner contrary to the best interests of the Association, in any way that discloses confidential or proprietary information of the AHPCA or third parties, or for personal or pecuniary gain, including the downloading or distribution of pirated software or data

To deliberately propagate any virus, worm, Trojan horse, trap door, or back door program code or knowingly disable or overload any computer system, network or circumvent any system intended to protect the privacy or security of another user

To knowingly violate the laws and regulation of Canada or any other nation, or the laws and regulations of any state, city, province or local jurisdiction in any material way

5. AHPCA ACCESS TO TECHNOLOGY RESOURCES

All messages sent and received, including personal messages, and all data and information stored on the Association's electronic-mail system, voicemail system, or computer systems are AHPCA property regardless of the content. As such, the AHPCA reserves the right to access all of its technology resources including its computers, voicemail, and electronic-mail systems, at any time, in its sole discretion.

a) Privacy

On occasion, the AHPCA may need to access its technology resources including computer files, electronic-mail messages, and voicemail messages. Employees should understand, therefore, that they have no right of privacy with respect to any messages or information created or maintained on the Association's technology resources, including personal information or messages.

b) Passwords/Codes

Certain technology resources of the AHPCA can be accessed only by entering a password or code. These are intended to prevent unauthorized access to information. Passwords do not confer any right of privacy upon any employee of the Association. Thus, even though employees may maintain passwords for accessing technology resources, employees should not expect that any information maintained on technology resources, including electronic mail and voicemail messages, are private. Employees are expected to maintain their passwords as confidential. Employees must not share passwords and must not access coworkers' systems without express authorization.

c) Data Collection

The best way to guarantee the privacy of personal information is not to store or transmit it on the Association's technology resources. Employees should not have any expectation of privacy as to their Internet usage. It is possible to monitor Internet usage patterns and the AHPCA may inspect any and all files stored on AHPCA resources to the extent necessary to ensure compliance.

d) Confidentiality

Some of the information to which the AHPCA has access, is confidential. Employees should avoid sending confidential information over the Internet, except when absolutely necessary, and verify electronic mail addresses before transmitting any messages. Employees are expected to use good judgment and to adhere to the highest ethical standards when using or transmitting confidential information on the Association's technology resources.

6. SOFTWARE USE

a) License Restrictions

All software in use on the Association's technology resources is officially licensed software. No software is to be installed or used that has not been duly paid for and licensed appropriately for the use to which it is being put. No employee may load any software on the Association's computers, by any means of transmission, unless authorized in writing in advance by the Executive Director. Authorization for loading software onto the Association's computers should not be given until the software to be loaded has been thoroughly scanned for viruses.

7. SOFTWARE FOR HOME USE

The AHPCA endeavors to license its software so that it may be used on portable computers and home computers in addition to office computers. Before transferring or copying any software from a AHPCA technology resource to another computer, employees must request permission and receive written authorization from the Executive Director.

8. SECURITY

The AHPCA has a variety of programs and devices to ensure the safety and security of the technology resources. Any employee found tampering or disabling any of the Association's security devices will be subject to discipline up to and including termination.

9. AUDITS

The AHPCA may perform auditing activity or monitoring to determine compliance with these policies. Audits of software and data stored on the Association's technology resources may be conducted without warning at any time.

10. COMPLIANCE

Infractions of any one of these policies constitute misuse of AHPCA assets and are therefore considered a violation of Alberta Hospice Palliative Care Association Internet usage policies and may result in disciplinary actions up to and including termination.

CANADIAN CENTRE FOR PHILANTHROPY CODE FOR FUNDRAISING

A. Use Of Funds

All donations will be used to further the mission and charitable objects of the charity. All designated donations will be used for the purposes for which they are given; alternative uses will be negotiated with the donor if necessary due to program or organizational changes.

The charity's financial affairs will be conducted in an effective and responsible manner, in accordance with accepted principles of financial management, accounting procedures, and operational policies, including the provisions of this Model Code for Fundraising Accountability.

The amount spent on administrative costs, including fundraising, will be equivalent to or less than legal limits.

B. Donors' Rights

- All donors are entitled to receive a charitable donations tax receipt.
- Donors and prospective donors will never be subjected to coercion or undue pressure.
- Donors will be encouraged to seek independent advice concerning any proposed gift that might significantly affect the donor's financial position, taxable income, or relationship with other family members.
- All reasonable efforts will be taken to honour any request by a donor to be excluded from lists that the charity uses or shares with other organizations.
- All reasonable efforts will be taken to honour any request by a donor or prospective donor not to be contacted in future fundraising campaigns.
- All reasonable efforts will be taken to honour any request by a donor not to be contacted at home by telephone or other technology; also, all reasonable efforts will be taken to honour requests from donors who are contacted by telephone to receive printed material concerning the charity.
- Any confidential information from or about donors that is obtained by, or on behalf of, the charity shall not be disclosed without the express consent of the donor.
- All fundraising appeals by or on behalf of the charity will disclose the charity's name, its status as a registered charity, and the purpose for which funds are requested.
- Donors and prospective donors are entitled to the following, on request and at no charge other than cost of reproduction and distribution:
 - The charity's most recent annual report and/or audited financial statements;
 - The charity's most recent Charity Information Return (T3010) as submitted to Revenue Canada, (except the confidential schedules);
 - A list of the names of the members of the charity's governing board;
 - A copy of this Model Code and information about the process for registering complaints about violations of it.
- Donors and prospective donors are entitled to know, on request, whether the individual asking for funds is a volunteer or a paid fundraiser.

C. Fundraising Practices

Volunteers, staff and consultants who solicit or receive funds on behalf of the charity shall:

Act with fairness, integrity, openness, and in accordance with all applicable laws;
Have no vested interest in a donor's gift that could result in personal gain;
Disclose immediately to the charity any actual or apparent conflict of interest;
Not accept gifts for purposes that are inconsistent with the charity's mission.

Fundraising solicitations will be truthful, accurately reflect the charity's mission and use of solicited funds, respect the dignity of those who benefit from the charity's activities, and neither exaggerate past achievements nor promise unrealistic results.

Paid fundraisers, whether staff or consultants, will be compensated by a reasonable salary, retainer or fee, and will not be paid finders' fees, commissions or other payments based on either the number of gifts or the value of funds raised; any performance-based compensation (such as bonuses) will be consistent with the charity's compensation policies that apply to non-fundraising staff.

The charity will maintain control and ownership of its charitable assets, including its fundraising revenues and donor list.

D. Financial Disclosure

Financial reports will be factual and accurate, and will not knowingly contain misrepresentations or material omissions.

Fundraising revenues will be reported in accordance with the guidelines established by the Canadian Institute of Chartered Accountants.

Government grants or contributions will be reported separately of other fundraising revenues.

Financial reports will disclose both the total amount of any fundraising costs that are allocated to other program expenses, and the total amount of any overhead or administrative costs that are allocated to fundraising expenses.

If any fundraising revenues are reported net of expenses, the gross amount of fundraising revenues will also be disclosed.

All promotional material and tickets for fundraising events will disclose the actual amount of the ticket or admission price that is receiptable as a charitable donation.

E. Accountability & Enforcement

Each member of the governing board will function as a steward and trustee of funds donated to the charity.

The governing board will annually review the cost-effectiveness of the charity's fundraising activities. The governing board will establish the charity's policies concerning external financial reporting including policies concerning the reasonable allocation, if any, of overhead costs to fundraising expenses, and of fundraising expenses to the charity's other programs.

The governing board will establish the charity's policies concerning the use of donor's names, including policies concerning sharing or rental of donor lists.

Each member of the governing board will receive a copy of this Model Code upon assuming office.

When any member of the governing board is informed of an alleged breach of this Model Code by any person acting on behalf of the charity, the entire board at its next meeting shall be informed of the allegation and any other relevant information, and the governing board shall determine whether procedural, legal, disciplinary or other corrective action is required.

ACCESS TO DONOR INFORMATION

PREAMBLE

The Executive Director is responsible for ensuring the safeguarding, access, updating and confidentiality of the Alberta Hospice Palliative Care Association donor database. This includes determining what type of information needs to be kept on file, how that information is to be used, and who will be allowed access to it.

POLICY

AUTHORIZED USERS

There are three user groups that may have access to the Alberta Hospice Palliative Care Association donor database mailing addresses. These groups are:

The Fundraising staff

The Administrative units of the Alberta Hospice Palliative Care Association

Selected external organizations (i.e. auditor)

CONDITIONS

The Executive Director may provide access to the donor database information subject to the following conditions:

Purpose

The user must inform the Executive Director in writing, the reason the information is being sought. Requests for information must be made not less than five days before the information is needed. A sample of the proposed mailing may also be required before approval is granted. The final decision to release donor database information rests with the Executive Director.

Disclosure to Third Parties

The Information Received from the Executive Director will not be disseminated by the approved user to other groups or individuals who are not directly associated with the approved project. In the case of mailing labels supplied to a third party as an agent of the user, the agent shall also be required to abide by these conditions.

Data Corrections and Update

The user agrees to provide to the Alberta Hospice Palliative Care Association information to correct or update individual records as a result of the information provided. This would include such particulars as place of residence, employer and business address, occupation and job title.

Data Retention

The data provided to the user shall remain the property of the Alberta Hospice Palliative Care Association and is returnable upon request. Furthermore, individuals or groups that have been provided information shall not establish an independent database with this information.

PENALTIES

An approved user, or a representative of an approved user, who violates these conditions may be denied subsequent access to information. In the case of a flagrant violation, such as the sale of mailing lists to outside parties, the Alberta Hospice Palliative Care Association has recourse to legal action.

DATA ACCESS RESTRICTIONS

Data released to users will be restricted as defined below:

Confidentiality of Giving Records

All individual Giving Records maintained by the Alberta Hospice Palliative Care Association are classified as confidential and will not be released without the approval of the donor except as required by law or as may be released on a confidential basis to fundraising officers or campaign leaders in the course of their duties. Publication of bequests and other donations that are a matter of public record are excluded from this restriction. The Alberta Hospice Palliative Care Association may also release donor-gift statistics in a non-nominative format.

Restrictions on Supplementary Data

Specific information maintained in the database at the request of a particular user will not be released to other users without the written permission from the user for which the information was originally collected.

Ordering

Listings, labels or other data must be requested from the Executive Director on a Donor Database Request Form.¹ A copy of the user's signed authorization to database information must also be attached to the request. A negotiated charge will apply to requests that involve large listings and or the production of labels.

¹ See Appendix G.
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BEQUESTS AND PLANNED GIVING

POLICY

The Executive Director shall approve all communication with prospective donors. This will ensure that all requests are coordinated, appropriately phrased, and followed up in the most advantageous way.

BEQUEST AND PLANNED GIVING PROGRAM

The Executive Director is responsible for coordinating, administering and developing literature that will promote the Bequest and Planned Giving Program of the Alberta Hospice Palliative Care Association. This includes liaison, maintaining and safeguarding confidential bequest correspondence, working directly with prospective donors, volunteer leaders, lawyers, estate officers and developing relations with other beneficiaries of a testator.

All inquiries concerning Bequests or Planned Giving should immediately be brought to the attention of the Executive Director who will advise on the best approach to be adopted. Information received from lawyers, trust companies or executors of estates concerning bequests should also be forwarded to the Executive Director. Should legal counsel or execution of releases be necessary, the Executive Director will be responsible.

The Executive Director of the Alberta Hospice Palliative Care Association will be responsible for the execution of releases and other related documents, and the retention of legal counsel. Appropriate Board Members may be consulted and assigned roles.

Upon realization of a bequest, the Executive Director will arrange for an income tax receipt to be issued and the Treasurer and President will be informed of the terms, conditions and value of the bequest. The value of the asset will also be recorded in the Alberta Hospice Palliative Care Association's financial ledgers.

ETHICAL GUIDELINES FOR ACCEPTING DONATIONS

SCOPE

All donations offered to the Alberta Hospice Palliative Care Association.

POLICY

The Alberta Hospice Palliative Care Association will not knowingly accept donations from corporations, foundations, events or individuals, nor will it participate in, or endorse an event, or employ third party fundraisers that are not supportive of its goals. The Alberta Hospice Palliative Care Association will not allow product representations of its logo on any corporate sponsorship. Furthermore, the Alberta Hospice Palliative Care Association will not allow access to its consumers for promotional media or advertising without the express written consent of the consumer or consumers' parent or guardian (if applicable). In addition, the Alberta Hospice Palliative Care Association will not allow open access to its employees for promotional media, advertising, or perceived gain without the express written consent of its' Board of Directors.

The Board of Directors of the Alberta Hospice Palliative Care Association will review all donations on a case-by-case basis for acceptability

CORPORATE RELATIONS POLICY

Purpose: This policy is to provide guidance to the staff of the AHPCA when establishing relationships with corporations and other organizations for financial or in-kind support for sponsorship or for program development.

Guidelines:

All relationships and programs must benefit the AHPCA and must not compromise the integrity of the AHPCA or its members

Proposals must be compatible with the mission and objectives of the AHPCA as well as being consistent with the Association's charitable status

The AHPCA will not endorse any specific product, service, or enterprise

Where a corporation's products or services might be perceived as related to the Association's mission, extreme caution will be exercised to protect the Association's reputation and credibility. Such corporations might include, but are not limited to, pharmaceuticals, home support agencies, private care facilities, insurance companies, and companies that manufacture or sell products and services for seniors

The use of the AHPCA name, logo, word mark or materials is only permitted with the prior written consent of the AHPCA and the graphic standards of the AHPCA must be respected

The AHPCA will have final approval on the content and organization of any sponsorship or promotion as well as final approval of all promotional/advertising copy that involves the use of the AHPCA name, logo, or materials.

Agreements must protect the security and confidentiality of the Association's information files, including but not limited to: donors; volunteers; clients; family members; staff.

The AHPCA will recognize the donor/sponsor in an appropriate manner

Financial or promotional support may be entered into through a written agreement which must include but is not limited to the following:

- A complete description of the event
- Start and finish dates of the agreement
- A description of the project team make-up and knowledge
- Agreement to submit all materials involved for prior review approval by the Association
- Agreement from all levels of the organization to abide by the terms of the agreement
- An indication of the amount (\$) of the sponsorship or in-kind support
- An indication of any obligations the AHPCA will undertake as a result of the relationship
- An indication of the nature of the recognition to be received by the sponsor
- A "non-endorsement" clause

CONFLICT RESOLUTION

Policy

The Alberta Hospice Palliative Care Association believes in resolving employee concerns and disputes related to their employment relationship in an expeditious and equitable manner.

Employees of the AHPCA who express any concern, or lodge a formal complaint under this policy, or who provide information regarding a complaint under this policy may do so without fear of retaliation or reprisal. Any such conduct will be subject to immediate remedial action.

Interpretation

The purpose of this policy is to provide an effective problem-solving and dispute resolution process that every employee can utilize without concern for reprisal or recrimination. It is a vehicle by which employees may lodge complaints or express concerns to management about their employment relationships with the organization, or on any other issues.

Guidance

Informal Problem Solving

It is a reflection of our value on open, candid and effective communications that this is the referred means of resolving differences and disputes, hopefully before they become much larger issues. All employees are encouraged to talk directly to each other when conflicts first arise.

Employees who believe they have legitimate concerns about any aspect of their employment relationship with the AHPCA should first discuss those concerns with their immediate manager and attempt to resolve them satisfactorily. Managers are required to discuss and/or investigate any concern raised, and to respond in an appropriate manner, within two working days of learning of the concern or dispute. If the issue is not resolved in a manner that is satisfactory to the employee, the employee may lodge a formal complaint with the Executive Director. If the employee's complaint is with regard to their immediate manager, they may go directly to the Executive Director to lodge the complaint.

Formal Problem Solving

If an employee's concern is not resolved in a satisfactory manner through the informal problem solving process, a formal complaint may be lodged with five working days of the facts becoming known that gave rise to the concern or dispute.

A formal complaint is required to be in writing. The completed and signed complaint shall be addressed to the employee's immediate manager and be presented to that manager or the Executive Director as appropriate. The employee may request the assistance of any member of the AHPCA in preparing a formal complaint. Preparing a formal complaint will not be interpreted as criticism of the immediate manager. The recipient of a formal complaint shall provide a copy of the complaint to the Executive Director.

Within two working days of receiving the formal complaint, or at a time mutually agreed

upon, the Executive Director shall meet with the complainant, the recipient of the complaint and their manager (if different than the recipient of the complaint). If the matter is not resolved in a satisfactory manner, the employee may appeal the matter within five working days of receiving the written response and consult the Executive Director in an attempt to resolve the issue. The decisions of the Executive Director shall be final and binding upon the parties.

Responsibility

Employees who believe they have legitimate complaints or concerns are encouraged to use these procedures – without fear of retaliation or reprisal.

Managers are responsible for investigating and responding to employees in a timely manner regarding issues and concerns raised through this procedure.

WEBSITE POLICY

Our privacy policy

Thank you for the AHPCA website and for reviewing our privacy policy. By visiting the Alberta Hospice Palliative Care Association online you are accepting the practices described in this privacy notice.

The Alberta Hospice Palliative Care Association reserves the right to change this policy at any time. Our privacy policy will be kept up-to-date and posted on our website.

Protecting Your Personal Information

We will provide specific notice before collecting any of your personal information (details that can identify you as an individual, such as your name or address). We will explain what information is being collected and how it will be used. You have the right to decline to have this information collected or transferred for marketing purposes.

We collect no personal information about you unless you choose to provide that information to us. We do not use techniques that collect personal information about you without your knowledge.

We will not transfer your personal information to a third party for marketing purposes unless we have your consent. Any personally identifiable data about our customers or Web site visitors is stored securely.

We collect no personal information about children (under 13 years of age) without the express, positive consent of their parent or guardian.

How We Use Non-Personal Information

AHPCA's web operating system may automatically record some general information about your visit, such as:

- The Internet domain for your Internet service provider, such as "company.com" or "service.ca" and the IP address of the computer accessing the website, such as "ppp-55";
- The type of browser (such as "Netscape version x" or "Internet Explorer version x") you are using;
- The type of operating system you are using (such as Macintosh, Unix, or Windows)
- The date and time you visit our site and the web pages that you visit on our site, along with the address of the previous website you were visiting, if you linked to us from another website.

We use this information for statistical analysis, to help us make our site more useful to visitors. We may disclose this non-personal information to third parties such as sponsors, clients or advertisers and/or use it for auditing purposes. **This tracking system does not record personal information about individuals or link this information to any personal data collected.**

Cookies

In order to improve our site on an ongoing basis, we may use cookies to track your visit. A cookie is a small amount of data that is transferred to your browser by a web server and can only be read by the website that gave it to you. It functions as your identification card. It is not a program and cannot be executed as code or deliver viruses.

Cookies can also customize the site to your particular interests or store your personal information – like passwords or user IDs. If a site ever greets you with your name, chances are it's using a cookie to do so.

Most browsers are initially set to accept cookies. You can set your browser to notify you when you receive a cookie – this gives you the chance to decide whether to accept it. To learn more about cookies and how to change your settings, please use the help function in your browser. The alerts will be quite frequent, however, and may eventually become annoying.

You can use the Alberta Hospice Palliative Care Association's website without cookies, but you may have to re-enter information each time you visit.

What about spam?

You will not receive marketing e-mail from this organization unless you have consented to receive it.

From time to time we may use e-mail as a way to keep in touch with our existing members, customers and other interested individuals. However, we do not send 'spam' (unsolicited marketing e-mail).

If you agree to receive e-mail communications from us, every e-mail message we send to you will include an e-mail address to which you can respond. If at any time you decide you do not want to receive marketing e-mail from us, simply let us know and we will remove your name and e-mail address from our marketing lists. We will do the same with your mailing address and telephone number, on request.

When You Leave This Site

This policy discloses the privacy practices for our website. However, our site contains links to other sites. Once you link to another site, you are subject to the privacy and security policies of the new site. We encourage you to read the privacy policies of all websites you visit, especially if you share any personal information.

For More Information, Please Contact :

Alberta Hospice Palliative Care Association

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SOCIAL MEDIA POLICY

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Disclaimers: all postings on any social media platform shall contain the following disclaimer: "The opinions expressed here are the personal opinions of the author and do not necessarily represent the views and opinions of the AHPCA."

For links to external resources and information "AHPCA is not responsible for information beyond this point. Links are provided solely as a service for our members. Links do not constitute an endorsement of other organizations, products, services, etc."

Confidential Information - You may not disclose any sensitive, proprietary or confidential information about the organization. This includes any confidential information related to stakeholders, projects, etc. Posts should not speculate on AHPCA's future plans, unannounced results, or prospects.

Respectful Tone - You may not post any material that is obscene, defamatory, profane, libelous, threatening, harassing, abusive, hateful or embarrassing to another person or any other person or entity. This includes, but is not limited to, comments regarding the AHPCA, our employees, partners and funders. You may not personally attack fellow employees, authors, funders, members, or stakeholders. Please ensure that all content that is posted is adequately vetted.

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Personal - Social media is about individual participation. You are personally responsible for anything you publish online. Posts should express individual opinions, and not take positions for the AHPCA. You may post about the organization, projects, employees, partners and funders. You may not post personal opinions or non-work related topics. If you choose to post about the AHPCA on your personal social media accounts, please remember to have the disclaimer (tweets are my own) in a prominent location.

Authenticity - Posts should be factual. Posts should not make comparative statements concerning the AHPCA and other non-profits without prior approval of the Communications

and Fund Development Coordinator and verification of accuracy from the Executive Director when necessary. You should always disclose your employment or association with the AHPCA.

Personality - Keep in mind our voice and key messaging. If you are writing a blog, Facebook or Twitter update and you are unsure of the tone, please review previous posts or consult the Communications and Fund Development Coordinator or the Executive Director.

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Linking policy

Links to other sites from www.ahpca.ca

The Alberta Hospice Palliative Care Association Web Site has links to other Web Sites that are not under its control; Alberta Hospice Palliative Care Association is not responsible for the contents of any linked Web Site, or any link contained in a linked Web Site, or any changes or updates to such Web Sites. The inclusion of any link does not imply endorsement by the Alberta Hospice Palliative Care Association of that Web Site or the information and services provided by that Web Site.

The Alberta Hospice Palliative Care Association cannot guarantee the privacy or security of information you provide to the linked sites.

The Alberta Hospice Palliative Care Association uses the following criteria to evaluate non- Albertan Hospice Palliative Care Association Web Sites prior to providing a link:

- relates to the Alberta Hospice Palliative Care Association's mission;
- complements and enhances the information on www.ahpca.ca;
- provides credible, accurate, current, science-based information;
- is subject to adequate procedures for the review and updating of material;
- primarily focuses on information or educational content, rather than the promotion of a product or service;
- adheres to adequate policies regarding external links and privacy of user data.

These criteria may change at any time without notice to reflect the policies of the Alberta Hospice Palliative Care Association.

To request a link from the Alberta Hospice Palliative Care Association Web Site to your Web Site, please e-mail us. All submissions will be reviewed by Alberta Hospice Palliative Care Association staff or external reviewers with expertise in the topic.

Currently linked sites undergo periodic re-review annually or as needed.

We make every effort to ensure that our links are up to date. If you encounter a page that does not link properly, please e-mail us.

Permission to link to www.ahpca.ca

The Alberta Hospice Palliative Care Association may grant the owner of an external Web Site permission to use a hypertext link on that Web Site to www.ahpca.ca, provided:

1. Any text-only link must clearly be marked "Alberta Hospice Palliative Care Association ". The Alberta Hospice Palliative Care Association logo may not be

used as a hypertext link without express prior written permission from the Alberta Hospice Palliative Care Association.

2. The link must "point" to a page within the www.ahpca.ca Web Site.
3. The appearance, position and other aspects of either the link or the host Web Site may not be such as to damage or dilute the goodwill associated with Alberta Hospice Palliative Care Association name and trademarks
4. The Alberta Hospice Palliative Care Association reserves the right to revoke its consent to the link at any time in its sole discretion by amending this policy.

Reference: Canadian Hospice Palliative Care Association Web Site Policy

