



FUNDRAISING POLICY TO DISCONTINUE CONTACT UPON REQUEST

Approved by the board of directors on 2.4.13

It is the policy of Ampersand Families to discontinue contacting any person upon that person's oral or written request directed to Ampersand Families, a professional fundraiser working on behalf of the agency, or other agent representing the agency. To be clear, this policy is related to fund development and not Ampersand Families' case work.

Ampersand Families will maintain a record of all requests by persons who indicate to Ampersand Families, its professional fundraiser, and other agents, that they do not wish to be contacted by or on behalf of Ampersand Families.

Limitation

This policy does not prohibit contact by Ampersand Families that is solicited by a person or a person's representative, even if the person or his/her representative have requested to be placed on the "do not contact list." Contact by Ampersand Families that is solicited by a person whose name appears on "do not contact" list will be limited to providing a direct response to the person's inquiry and will not cause the person's name to be removed from the "do not contact" list.

Procedure

Upon a person's (or a person's authorized representative's) request that Ampersand Families discontinue further contact, the person's name and address will be promptly removed from Ampersand Families' database or modified to ensure that no further contact is made with the person. Ampersand Families will also take steps to ensure that the person's name is removed from any external databases or records under Ampersand Families' control.

Permanent Record

Ampersand Families will maintain a record of all requests for discontinuance of contacts, effective with the adoption of this policy by Ampersand Families' board of directors. Oral requests will be recorded in writing by the staff of Ampersand Families and maintained with the written requests. The records of persons who have made such a request will be maintained by Ampersand Families to the extent necessary for legal or liability purposes.