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**Fundraising, Donor and Refund Privacy Policy**

# Introduction: Don and Lisbeth Riis Cooper envisioned a place where individuals are not defined by their psychiatric diagnosis, but by their talents, their personality, and their potential. They wanted to create a community where people could learn new ways of coping, establish more independence, and attain fulfillment through a comprehensive residential treatment program of holistic wellness, clinical care, and structured work opportunities. Founded in 2003, CooperRiis has served over 1300 people from across the United States, Europe, Canada, and Latin America.

CooperRiis Healing Community is a nonprofit agency committed to earning the trust of families, prospective residents, referrers and, you, our Donor. All donations solicited on behalf of the agency shall be used to further this mission and follow the policies and procedures outlined below.

# Mission: Our healing mission is to improve the lives of individuals struggling with mental illness or other mental health challenges by helping them work towards achieving their highest levels of functioning and fulfillment.

**Fundraising Policy:** Funds shall be solicited in a respectful manner and without pressure. All third parties not directly affiliated with ACH who wish to solicit funds on behalf of the agency must acquire written permission from the ACH development office prior to beginning any fundraising activities. Donor-designated restrictions on contributions shall be honored. CooperRiis Inc. is a non-profit 501 (c)(3) agency and contributions made to the agency are tax deductible to the fullest extent of the law. Written tax receipts shall be issued for all donations. If the donor receives anything in exchange for their donation, such as a dinner or event admission, the tax receipt shall clearly state what portion of the donation is tax deductible. At the beginning of each calendar year, if requested by donor, CooperRiis shall provide its donors with written documentation of all tax-deductible gifts received during the prior calendar year.

# Fundraising Procedures: Upon receipt, all monetary donations are opened and reviewed by the Chief Development Officer and maintained in both our financial and donor database management systems for coding and recording purposes. After funds have been accounted for by the appropriate staff, a written transmittal, check copies, cash receipts, and any other correspondence accompanying the gift shall be circulated through the finance department. Donations are acknowledged by the development department. All monetary donations are recorded and deposited according to general accounting procedures. All donor-designated restrictions shall be communicated to the accounting department so that they may be recorded and governed appropriately. All requests for donors to remain anonymous shall be honored by flagging the gift in the donor database as appropriate. All in-kind gifts that are accepted by CooperRiis shall be recorded and acknowledged according to development and accounting procedures.

# Donor Privacy Policy: Any information supplied to CooperRiis by donors will be used solely to fulfill their donation and shall not be shared for any reason unless permission is granted by the donor to share such information. All requests to remain anonymous shall be honored. CooperRiis does not sell or share donor lists. Donors who supply CooperRiis with their postal address or email address may be contacted periodically for solicitation purposes and/or with information regarding upcoming events. All donors have the option of being placed on a "once-a-year" mailing list which grants CooperRiis permission to contact them only once per year. Donors may request to be permanently removed from ACH’s mailing list by contacting us via email, phone or postal mail. All requests to be removed from CooperRiis mailing list shall be honored.

# Donor Refund Policy: For donations made through our website, if you have made an error or change your mind about contributing to CooperRiis, we will honor your request for a refund when made within 15 days of your donation.

To request a refund, call +1 (828) 899-0730. **Refunds are returned using the original method of payment.** If you made your donation by credit card, your refund will be credited to that same credit card. If you did not make your donation on our website, please call our office, or send a request in writing to the Chief Development Officer at CooperRiis 104 Healing Farm Lane, Mill Spring, NC 28756