



The Arc Minnesota – Membership Policy

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The mission of The Arc Minnesota is to promote and protect the human rights of people with intellectual and developmental disabilities, actively supporting them and their families in a lifetime of full inclusion and participation in their communities.

The work of The Arc Minnesota is founded in the principles of human & civil rights, self-advocacy & self-direction, and equity & true belonging. Alongside self-advocates, parents and family members, support professionals, and coalition partners, we work to advance individual and systems solutions that create positive outcomes and social change for Minnesotans with IDD.

To become a member of The Arc Minnesota, individuals make a financial contribution to the organization in any fiscal year in any amount (over \$1.00). A membership term expires one (1) calendar year after the first day of the month in which the most recent gift is made (for instance, a membership initiated with a gift made February 25, 2021 would expire February 1, 2022). Members have the ability to renew their membership annually by making another financial contribution in any amount. Gifts received at or as part of a special event (i.e. the Arc Gala, Golfer's Choice Tournament) are not eligible for membership. In addition, purchases or Round-up contributions at Arc's Value Village are not considered eligible contributions towards membership.

The Arc Minnesota requires respectful and ethically reasonable conduct of its Members however, and requires that Members agree to abide by common standards of respect and etiquette and act in accordance with this Membership Policy, which includes our Donor Bill of Rights and our Membership Code of Conduct.

Membership Benefits

As a member of The Arc Minnesota, benefits include the following:

- Access to the latest information, including our newsletters
- Up to the minute alerts about the latest from the Capitol so members know when to take action
- The Arc Minnesota member card and unique ID
- The right to vote at the Annual Membership Meeting of The Arc Minnesota and on the annual slate of nominations of the Board of Directors
- Discounted registration to annual national events such as the National Convention and the Disability Policy Seminar.
- Members-only Coupons for Arc's Value Village
- Invites to special Membership events

- Special discounts and perks from partners of The Arc Minnesota (see arcminnesota.org/membership for details)

Membership Code of Conduct

The Arc Minnesota requires respectful and ethically reasonable conduct of its Members.

Members agree to abide by common standards of respect and etiquette and act in accordance with the law. For example, Members agree not to:

- Defame, abuse, harass, stalk, threaten, or otherwise violate the legal rights (such as rights of privacy and publicity) of others.
- Use offensive language, including offensive language related to gender, race, national origin, disability, age, religion, sexual orientation, or gender identity in communications with The Arc Minnesota.
- Discuss or incite illegal activity.
- Use explicit/obscene language or solicit/post sexually explicit images (actual or simulated) in communications with The Arc Minnesota.
- Distribute anything that exploits people with intellectual and/or developmental disabilities, children or minors or that depicts cruelty to animals.
- Disseminate any unsolicited or unauthorized advertising, promotional materials, 'junk mail', 'spam', 'chain letters', 'pyramid schemes', or any other form of such solicitation to other members of The Arc Minnesota, the Board of Directors, or staff of or volunteers for The Arc Minnesota.
- Use any robot, spider, scraper or other automated means to access information on The Arc Minnesota website.
- Take any action that imposes an unreasonable or disproportionately large load on our infrastructure or staff.
- Distribute anything contrary to our public image, goodwill or reputation in a publically accessible space.

This list of prohibitions provides examples and is not complete or exclusive. The Arc Minnesota reserves the right to terminate Membership, with or without cause and with or without notice, for any reason, or for any action that The Arc Minnesota determines is inappropriate or disruptive to the organization or does not comply with the above standards. The Arc Minnesota may report to law enforcement authorities any actions that may be illegal, and any reports it receives of such conduct. When legally required or at The Arc Minnesota's discretion, The Arc Minnesota will cooperate with law enforcement agencies in any investigation of alleged illegal activity involving members and The Arc Minnesota.

The Board of Directors of The Arc Minnesota has the right to deny, or terminate, the Membership of any Member, or to deny access to or participation in the programs or services of The Arc Minnesota if a Member fails to meet the qualifications for Membership or engages in activities that negatively reflect upon, or are otherwise contrary to the best interests of The Arc Minnesota and its Chapters.

In the event a Member has a concern, grievance, complaint or objection (collectively referred to as a "concern") to the conduct, procedure or governance of or by the Board of Directors of The Arc Minnesota, such Member shall communicate such concern, in writing, to the Chair of the Board Governance Committee; however if the Chair of the Governance Committee is the subject of or is directly connected to such concern, then to the Board Chair. In either event, the Chair of the Board

Governance Committee or the Board Chair shall work with the Member to resolve the concern. If such concern cannot be resolved to the satisfaction of the Member, then such concern shall be considered by the Board of Directors in a closed session for the purpose of resolving said concern. A majority vote by the Board of Directors regarding the resolution of the concern shall be final.

Membership / Donor Bill of Rights

Ethical standards and principles are the foundation for maintaining public trust. To ensure this, The Arc Minnesota has approved and endorsed the following Member Bill of Rights.

To assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit organizations and causes that they are asked to support, we declare that all donors have these rights:

- I. To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.
- II. To be informed of the identity of those serving on the organization's Board of Directors, and to expect the Board to exercise prudent judgment in its stewardship responsibilities.
- III. To have access to the organization's most recent financial statements.
- IV. To be assured their gifts will be used for the purposes for which they were given.
- V. To receive appropriate acknowledgment and recognition.
- VI. To be assured that information about their donation is handled with respect and with confidentiality to the extent provided by law.
- VII. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
- VIII. To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.
- IX. To have the opportunity for their names to be deleted from mailing lists that the organization may intend to share.
- X. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

Information Security and Donor Privacy Policy

We are committed to protecting the security of constituent personal information and to honoring choices for its intended use. To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we strive to maintain physical, electronic, and administrative safeguards.

The Arc Minnesota provides a secure environment for collecting donations and maintains internal controls governing the safekeeping of confidential donor financial and personal information. We take measures to ensure that all donor and payment information is stored per Payment Card Industry Data Security Standard (PCI DSS) regulations and is encrypted. This means we implement firewalls to protect our data, use appropriate password protection, protect cardholder data, use encryption of

transmitted cardholder data, utilize antivirus software, update and maintain our software and security systems and restrict access to cardholder data.

The Arc Minnesota uses a firewall (DMZ) for our website and online payment systems. The Arc Minnesota also scans for gaps in network (penetration tests) to further secure client data.

While we have implemented commercially reasonable technical and organizational measures designed to secure personal information from accidental loss or from unauthorized access, use, alteration or disclosure, The Arc Minnesota makes no warranty, guarantee, or representation that the use of our website is completely protected from viruses, security threats, or other vulnerabilities and that your information will always be secure. You acknowledge you provide personal information at your own risk. In the event personal information is compromised as a result of a breach of security, we will promptly notify those persons whose information has been compromised.

Donor Privacy

The Arc Minnesota collects the following personal information from our donors: donor name, acknowledgement name, amount donated, address, preferred telephone numbers, preferred email addresses, and in some cases, other non-financial information such as the donor's employer, events attended by the donor and contacts made with the donor by a staff member or volunteer. No donor checks, credit card numbers, or other credit information are retained in our organization's electronic or hard files after a donation has been processed unless requested by the donor.

Donor information is used for internal purposes only. The Arc Minnesota does not sell or rent its donor list with any other organization. The Arc Minnesota does not send mailings on behalf of other organizations. Only authorized staff members of The Arc Minnesota have ongoing access to donor information and records.

On occasion, The Arc Minnesota Board members or volunteers may have limited access to donor information, for instance during ad hoc fundraising and thank-a-thon campaigns. All individuals with access to donor records are required to abide by this policy and are provided limited information marked confidential and must be returned to staff.

The Arc Minnesota publicly recognizes all gifts in our annual report and other relevant print material, unless the donor requests anonymity. Donors who choose to opt out of this recognition are listed as "Anonymous". Every gift reply device printed by The Arc Minnesota allows for donors to opt out of public acknowledgement.

Chapter Membership Limitation

As a chapter organization, The Arc Minnesota is required to share its membership information with The Arc United States (national organization). Our procedure for sharing this information with the National Chapter of The Arc is communicated in membership forms and reports.

No Solicitation and Discontinue Contact Policy

Purpose

The Arc Minnesota's policy is to maintain a record of all requests made by donors or their representatives indicating they do not wish to be solicited and/or contacted by or on behalf of the agency.

Procedure

The Arc Minnesota's staff, board of directors, volunteers, professional fundraisers or other agents will not willfully and knowingly engage in communications and/or solicitation activities that cause donors to feel threatened or intimidated.

Upon receipt of a "no solicitation" request, either verbally or in writing, The Arc Minnesota will discontinue contacting donor for solicitation. If the donor wishes to continue receiving non-solicitation materials, then the donor's database file will be marked "no solicitation" and deleted from all solicitation mailing lists, but he/she will continue to receive communications that are not soliciting donations.

During solicitation periods, staff and volunteers will:

- Communicate courteously and respectfully with donor
- Thank donor for their time and end the call after donor declines to make a contribution
- Not engage in personal criticisms or other threatening and intimidating behavior during phone call to donor
- Not call back once a donor has declined to make a contribution

Upon receipt of a "discontinue contact" request, either verbally or in writing, The Arc Minnesota will discontinue contacting donor either by mail and/or by phone, per the specific request of the donor. The donor's database file will be marked "do not contact" and deleted from mailing lists and/or phoning campaigns.

Limitation

This policy does not prohibit contact with The Arc Minnesota solicited by donor or donor's representative, even if donor or his/her representative has requested to be placed on the "no solicitation" and/or "do not contact" list(s). Contact with The Arc Minnesota initiated by donor whose name appears on the "no solicitation" list shall be limited to providing a direct response to the donor's inquiry and shall not cause the donor's name to be removed from the "no solicitation" and/or "do not contact" list(s).

This policy does not protect donors from solicitations from other Arc chapters or The Arc United States, which are separately incorporated 501c3s, and do not share mailing lists or "no solicitation" and/or "do not contact" information.

Permanent Record

The Arc Minnesota will maintain a record of all requests for "no solicitation" and/or "discontinue contact" effective with the adoption of this policy by The Arc Minnesota's board of directors. All "no solicitation" and/or "discontinue contact" requests will be documented in the donor database file.

The records of donors who have made these request will be maintained by The Arc Minnesota to the extent necessary for legal or liability purposes.

What information we collect

The Arc Minnesota collects and uses various information from persons donating to The Arc (donors) that includes: name, amount donated, address, telephone number, donor comments, notes from meetings and e-mail address. Tax laws in the United States and the State of Minnesota require The Arc to keep contact information and the contribution level of donors on file.

How we use that information

The Arc Minnesota will never publish, sell or trade names (unless shared as previously stated), e-mail or mail addresses, or telephone numbers of donors. The Arc Minnesota will use contact information (e-mail, telephone number and address) of donors for these purposes only:

- Distribute receipts for donations
- Thank donors for their donation
- Solicit support
- Inform donors about upcoming fundraising and other activities of The Arc Minnesota
- Internal analysis and record keeping
- Contact donors about changes to this policy

Staff and volunteers assume that all donations from persons are to be publicly announced unless the donor explicitly indicates otherwise. Comments given in donor forms are published in public lists and may be used in promotional materials, while comments sent to us via email, fax or telephone are kept strictly confidential unless donor permission is granted prior to publication. However, properly anonymized donor information may be used by The Arc for its promotional and fundraising activities.

Financial information

All access to donor financial information is strictly limited to professional staff and trained volunteers, who need to process this data. No such data are given to any person, organization or group who does not need to access this data.

The Arc Minnesota only uses online payment processing services with world class security and strong reputations. The Arc Minnesota does not store, nor does it have access to, credit card information, bank account numbers, or other account data sent to those processing services.

Contact us

If you have questions about our Membership & Donor Policies or if you wish to be removed from our e-mail/postal contact lists, then please email giving@arcminnesota.org or write to: The Minnesota, 2446 University Avenue West, Suite 110, St. Paul, Minnesota 55114.