KINDNESS & GENEROSITY

the power to change lives

2023 DONOR JOURNAL

UnityPoint Health
Grinnell Regional Medical Center Foundation
MISSION

The purpose of UnityPoint Health® - Grinnell Regional Medical Center Foundation is to enhance philanthropic activities to ensure the UnityPoint Health – Grinnell Regional Medical Center (GRMC) mission of improving the health of the people and communities it serves.

VISION

The UnityPoint Health - Grinnell Regional Medical Center Foundation will inform and educate donors and the local communities regarding the work of GRMC while providing encouragement and opportunities to support the medical center’s mission.

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Dear Friends,

Within these pages, you’ll see the tangible impact your gifts had at UnityPoint Health - Grinnell Regional Medical Center (GRMC) in 2023. Your donations to the GRMC Foundation directly benefited patient care by funding new equipment and technology, supporting vital programs and services, and providing specialized training for our team members. Read through this Donor Journal with a sense of pride.

We know that change is inevitable, and at GRMC we embrace it! Whether it’s new leadership or updates to our facilities, our team approaches change as an opportunity and navigates change together to emerge stronger on the other side.

You are a key part of the positive change happening at GRMC, and you take an active role in making that positive change possible! For example, the expansion and renovation of our obstetrics (OB) unit is only possible because many of you chose to put your philanthropic support behind the project - and by the summer of 2024, we expect to start work turning this vision into a reality!

We are deeply grateful for each and every one of you - our thoughtful donors, dedicated board members, and passionate healthcare providers and team members. Thank you for sharing our vision and supporting our mission with such generosity and compassion.

Believe what you do makes a difference because it does.

Donna Fischer
Director of Development
UnityPoint Health - Grinnell Regional Medical Center Foundation

Debby Pohlson
Board Chair
UnityPoint Health - Grinnell Regional Medical Center Foundation

The GRMC Foundation is honored to help you make a meaningful impact on the programs and services GRMC provides. With your donation, you partner with GRMC in fulfilling our mission to improve the health of the people and communities we serve.

In 2023, donations to the GRMC Foundation provided almost $550,000 in philanthropic support to GRMC. Listed below are some of the many areas impacted by the generosity of you, our donors.

- Emergency Department
- Hospice
- Obstetrics (OB)
- Occupational Medicine
- Operating Room
- Physical Therapy
- Radiology

100% of your gift stays local to benefit the health care programs and needs in all the communities we serve.
Delivering Our Future

Your support of the Delivering Our Future campaign is making the renovation and expansion of the obstetrics unit possible. With the design planning stage underway, we expect to begin construction this summer. The GRMC Foundation is very grateful for our donors who are partnering with us to make this improvement a reality.

Funds for this project are coming from a variety of sources. Almost $252,000 has been donated by individuals and businesses in communities served by GRMC. Those generous donors, as of February 29, 2024, are listed to the right. Additionally, the hospital was awarded a $600,000 Community Facilities Block Grant in December 2023, and a portion of the 2023-2024 Centers of Excellence Grant for Maternal Health will be used for this project. The GRMC Foundation Board has also designated more than $450,000 to the project from the GRMC Endowment’s 2021, 2022 and 2023 spendable distribution. Altogether, more than $1.6 million has been committed to the expansion and renovation of our obstetrics unit as of February 29, 2024, bringing us to more than 65% of our $2.5 million goal.

The GRMC Foundation thanks the donors listed for their early support of the Delivering Our Future campaign for the expansion and renovation of GRMC’s obstetrics unit.

DONOR LIST

Gerald and Sara Adams
Roger and Nancy Allen
Jonathan Anderson and Karen Stein
David and Rachel Arsenault
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Sheryl Barba
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In memory of Mazen Brown
Brian and Melinda Drees
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Kevin Dubin
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Diana Fenner
Donna Fischer

To make a gift or for more information about this project, contact Donna Fischer at (641) 236-2079 or Donna.Fischer@unipoint.org or visit unhk.link/DeliveringOurFuture.

Grinnell College

The GRMC Foundation thanks Grinnell College for their pledge of $100,000 toward our Delivering Our Future capital campaign.

“Grinnell College is pleased to support UnityPoint Health – Grinnell’s efforts to improve the obstetric facilities here in Grinnell,” says Monica Chavez Silva, vice president of Community Engagement and Strategic Planning. “Recognizing that more hospitals are eliminating these services, we’re proud to be part of a community that is committed to keeping these important services local, while also always working to improve the experience for families. UnityPoint Health – Grinnell has been a longstanding partner in making Grinnell a welcoming community for young families and we’re glad to be able to partner this way.”

For several decades, Grinnell College has supported GRMC as a key contributor in multiple projects including the urgent care clinic and emergency and trauma center. In addition to Grinnell College’s philanthropic support of GRMC, the two organizations have a long history of collaboration between the college’s student population and the hospital’s nursing and medical staff through internships, work-study, shadowing programs and participation in Grinnell College faculty research projects. This affiliation underscores the importance of GRMC to the College’s student population, teaching and administration staff and their families.

“Grinnell College’s generous pledge supporting the growth of GRMC’s OB department shows an admirable and inspiring level of dedication to the community and the hospital,” says Donna Fischer, GRMC Foundation’s Director of Development. “We are fortunate to have Grinnell College’s support for this vital project.”

Grinnell College, a private liberal arts college founded in 1846, enrolls 1,700 students from around the world, who earn bachelor’s degrees in a range of disciplines across the humanities, arts and sciences. The College’s rigorous academic program and campus life emphasize excellence in education through free inquiry and the open exchange of ideas, a diverse community and social responsibility and action.
OBSTETRICS ROAMING CART

Thanks to contributions from our donors, a new roaming cart used by GRMC’s obstetrics team was purchased to replace a broken one. A roaming cart holds a fetal monitor, has drawers for supplies and can travel to various locations within the hospital while remaining connected by telemetry to the fetal heart rate surveillance system.

AUDIO METER FOR OCCUPATIONAL MEDICINE

Thanks, in part, to a donation from Kent Corp. Charitable Foundation, an audiometer has been purchased for use by our Occupational Medicine team. An audiometer is an instrument used to measure hearing ability and can identify hearing loss and the underlying causes for the hearing loss. GRMC’s Occupational Medicine team assists several local businesses with pre-employment screening. This equipment allows the team to provide an additional service to these businesses.

Pictured demonstrating the audiometer is Abby Allen, human resources assistant.

PEDIATRIC CRIB

Thanks to a grant from the Poweshiek County Alliance Endowment Fund in partnership with the Greater Poweshiek Community Foundation, a new pediatric crib has been purchased for GRMC. This pediatric crib has many features designed for ease of care, safety and comfort such as quiet swing-open access doors to allow convenient patient care without disturbing a sleeping child.

Pictured with the crib are, left to right, Kim Sears, RN, clinical educator-staff development; Sheenna Bachman, RN, manager of Nursing Services and Intensive Care Unit; and Laura Juel, RN, vice president of Nursing.

BEHIND THE SCENES UPGRADES

Because of your support, there have been a couple of behind-the-scenes upgrades to help our team members as they provide care to our patients. Thanks to your philanthropic dollars, the Emergency Department was able to upgrade LIFENET, a comprehensive cloud-based platform that intelligently manages and delivers patient information and device data EMS and hospital teams need to work together seamlessly. Also, thanks to your donations, work has begun to upgrade GRMC’s nurse call system using software specifically designed to streamline communication, promote responsiveness and boost workflow efficiency.

GRINNELL MUTUAL GROUP (GMG) FOUNDATION GRANT PROVIDES ULTRASOUND TABLE

GRMC’s Radiology Department thanks the GMG Foundation for the grant to purchase an ultrasound table. This new table has an ergonomic design for the comfort of the patient and the sonographer. In addition to having adjustable and hideaway stirrups, the table can be lowered to provide easier access for shorter patients then raised to an effective height for the exam, has movable arm pads for performing extremity work, and has a back that raises to help patients sit up after their exam is completed.

Pictured, left to right, with the new ultrasound table are GRMC sonographers Gretchen Rozenboom, RDMS, RVT, BS and Torri Nath, RDMS, RVT.

C-ARM MACHINE FOR GRMC’S RADIOLOGY AND SURGERY DEPARTMENTS

Thanks to your donations, the GRMC Foundation was able to provide the funds to purchase a new C-Arm machine. A C-Arm is an advanced medical imaging device based on X-ray technology and primarily used for fluoroscopy capabilities. This allows the surgeon to see real-time imaging of the target area during procedures.

Pictured with the C-Arm machine are members of GRMC’s Radiology team, left to right, Ashley Jensen, MRI technologist; LeAnn Avery, radiology technologist specialist-mammography; Alexis Wilson, radiology technologist; Kathy McNulty, radiology technologist specialist-mammography; Hannah Morrison, R.T(R) (MR) (CT), radiology technologist specialist-CT scan; and Elise Snyder, R.T(R), radiology technologist.
**GIRL SCOUT COOKIES DONATED TO GRMC TEAM**

In April 2023, Grinnell Mutual Reinsurance teamed up with local Girl Scout Troop 882 to donate 18 cases of Girl Scout cookies to the team members at GRMC. That’s a total of 216 boxes of cookies. GRMC was one of several local businesses to receive a donation of cookies. Pictured with the cookies is Girl Scout Camrynn Fisher, who shared, “Girl Scouts is fun!” Thanks, Camrynn, Troop 882 and Grinnell Mutual for the delicious cookies!

**MONTEZUMA PIECEMAKERS QUILT GUILD DONATES QUILTS**

The Montezuma Piecemakers Quilt Guild donated 17 handcrafted quilts to GRMC to hand out to chemotherapy and obstetric patients in need of a little extra comfort. Each quilt is a one-of-a-kind creation.

**BIKE HELMETS**

Thanks to your donations, GRMC distributed free bike helmets to 474 third graders in eleven area schools in the spring of 2023. This continues a program begun 28 years ago by one of GRMC’s physicians. In addition to providing a helmet, this program ensures the helmet is properly fitted on each child who receives one. Pictured are just a few of the many notes GRMC Foundation received expressing appreciation for the gift of a bike helmet.

**EKGs FOR MONTEZUMA MEDICAL AND GRINNELL FAMILY PRACTICE CLINICS**

Because of your support, new EKGs were recently purchased for use in the UnityPoint Health - Grinnell Montezuma Medical Clinic and the UnityPoint Health - Grinnell Family Practice Clinic. An electrocardiogram (EKG) records the electrical signal from the heart and is a quick and pain-free test to check heart rhythm and evaluate a patient’s heart.

**EMPLOYEE GIVING PROVIDES VEIN FINDER**

Thanks to the generosity of our team members, the GRMC Foundation was able to purchase a vein finder in 2023. The AccuVein AV500 is a portable, hand-held instrument that helps medical professionals locate superficial veins. It operates using infrared light to detect veins beneath the skin, then projecting the position of the veins on the skin surface directly above the veins. This assists team members in finding a vein of the right size and position while providing greater comfort for the patient.

**PHYSICAL THERAPY STAFF RECEIVES CONTINUING EDUCATION**

Thanks to donations from our family of donors, two members of GRMC’s Physical Therapy team completed training to benefit our patients and communities. Thomas Laar, PT, DPT, OCS, attended a Physical Therapy Management of Concussion course which provided in-depth training for the evaluation and treatment of concussion by a physical therapist. KayLynn Osborn, PT, DPT, continued her training in pelvic health, attending a Level 3 course which provided education on evaluation of pelvic floor of males, pediatric and neurological patients.

**Pictured with the quilts is Rae Schuman, a member of the guild.**

**Pictured are just a few of the many notes GRMC Foundation received expressing appreciation for the gift of a bike helmet.**
Two Grinnell nurses were named to the 2023 Great Iowa Nurses List. This prestigious award annually recognizes nurses at healthcare organizations across the state for their outstanding contributions to their patients, team members and the nursing profession.

Elizabeth (Liz) Bos, RN, a UnityPoint at Home nurse, was nominated by the family of a pediatric patient whom she has cared for twice a week for over a year. The family wrote in their nomination, “Liz's level of care and compassion sets her apart from others. She’s one of those nurses that you will never forget.”

Kami Walters, RN, CLC, is a nurse in GRMC’s OB unit. Sheryl Baarda, RNC, obstetrics nurse manager at GRMC (now retired), stated, “Kami goes the extra mile for both her patients and her team. She demonstrated this last year by creating a new remembrance event in Grinnell for those who have experienced stillbirths, miscarriages or other types of infant loss. She also continuously champions breastfeeding.”

Several GRMC team members and board members were present at the Grinnell Chamber of Commerce’s annual dinner in March 2023 when GRMC was announced as the recipient of the Chamber Business of the Year Award for 2022. Jennifer Havens, CEO of GRMC, accepted the award on behalf of the entire GRMC team.

UnityPoint Health - Grinnell received a third round of grant funding in 2023 from the Iowa Department of Health and Human Services (previously Iowa Department of Public Health) as a Center of Excellence in rural maternal health care. GRMC was awarded $215,500 to continue establishing Iowa’s framework for access to high quality obstetric services for rural populations.

Nekiah Halsted received the 2023 DAISY Award® during Nurses’ Week in May 2023. The DAISY Award is a recognition program to celebrate and recognize nurses by collecting nominations from patients, families, and co-workers as a way to thank nurses for the care and kindness they provide.

An excerpt from the patient nomination read, “During my stay at GRMC, you were my caregiver, voice of reason, communicator and patient advisor. You were one of the best around-the-clock, finest nurses I had by my bedside, giving complete comfort and wonderful kindness. To me you were a guardian angel.”
2023 ROSE AWARD WINNER

Erick Fuerte, PCT, was recognized as the 2023 ROSE Award recipient in June 2023. Erick is part of GRMC’s Emergency Department team and was nominated by a patient’s wife for the “exceptional care when [her husband] was in the ER for 2 days… What a difference he made!” Standing for Recognizing Outstanding Service Excellence, the ROSE Award honors patient care technicians (PCT) who consistently demonstrate excellence through clinical expertise, extraordinary service and compassionate care.

GRINNELL’S BARIATRIC TEAM CELEBRATED QUALITY RE-ACCREDITATION

Our bariatric surgery center was re-accredited as a Comprehensive Center by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP®), a joint Quality Program of the American College of Surgeons (ACS) and the American Society for Metabolic and Bariatric Surgery (ASMBRS).

New Providers

- April Forsythe, MD
  Grinnell Family Practice Clinic
- Brittney Jansen, MSN, ARNP, FNP-C
  General Surgery and Weight Loss Surgery Clinic
- Anna Mensing, MD
  General Surgery and Weight Loss Surgery Clinic
- Anna Mensing, MD
  General Surgery and Weight Loss Surgery Clinic

Leadership Transitions

During 2023, GRMC experienced leadership transitions in three executive positions. In August, Michael Line, MD, chief medical officer, resigned to return to private practice. In October, Jennifer Havens, RN, MHA, president and CEO, transitioned to her new position as market president at UnityPoint Health – Dubuque. And in December, Kyle Wilcox, MHA, FACHE, FHFMA, vice president of finance and operations, resigned to take a new position outside of UnityPoint Health. Kyle’s last day was March 1, 2024.

We are grateful to Michael, Jennifer, and Kyle for their leadership and wish them well in the next chapters of their careers.

Laura Juel, RN, MSN, vice president of nursing and clinical services, continues in her leadership role. Joining her are Gene Gessner, MD, medical director, as of January 15, 2024, and Proctor Lureman, vice president of operations at UnityPoint Health – Des Moines, as interim president as of March 1, 2024. Dr. Gessner will continue seeing patients in the UnityPoint Health – Grinnell Pain Clinic while working with medical staff and administration in this new leadership role. Proctor will split his time between Grinnell and Des Moines while GRMC awaits the arrival of its new Rural President, David-Paul Cavazos.
A few months after moving to Grinnell from Waukee to care for her aunt, Lisa found herself in a frightening medical predicament. Struggling to breathe, even experiencing moments of breathlessness during sleep, she made her way to UnityPoint Health – Grinnell’s Manatt Walk-In Clinic, expecting a routine visit for what she assumed was a viral illness.

Upon arrival, Lisa encountered Angelique Deright, ARNP, FNP-BC, a nurse practitioner known for her expertise and compassion. Recognizing the severity of Lisa’s condition, Angelique wasted no time in guiding her to an examination room.

Lisa’s distress was evident as she battled for each breath, drenched in sweat. Yet, Angelique’s soothing demeanor provided much-needed comfort. With care and thoroughness, Angelique conducted an examination, ordering crucial tests including chest x-rays and bloodwork. Throughout, Lisa’s oxygen saturation levels remained dangerously low, hovering around 90%.

Interpreting the results, Angelique urged Lisa to proceed to the Emergency Department, to which Lisa consented, placing her trust wholeheartedly in Angelique’s guidance. Subsequent CT scans revealed pneumonia in both lungs compounded by asthma, necessitating immediate hospitalization.

During her ten-day stay at UnityPoint Health – Grinnell Regional Medical Center, Lisa was deeply touched by the unwavering support of the medical staff. From respiratory specialists to nurses and technicians to the case manager who facilitated her transition back home, each person contributed to her recovery journey, offering not just medical expertise but also emotional solace during her darkest hours. Lisa shared as she teared up, “I still get emotional about it. They would sit and talk with me when I was up in the middle of the night. They would pray for me.”

Lisa’s gratitude extended to the attentive monitoring of her oxygen levels, ensuring swift intervention whenever needed. Reflecting on her experience, she expressed profound appreciation for all the hospital team members she encountered, and specifically Angelique, whom she credited with saving her life. “If I had been home asleep when that happened, I would not have received help in time,” Lisa asserts.

“When you’re that sick, it’s scary. Being new to town I didn’t know people and had never been in this hospital before,” Lisa shared. “But now I know them. They were all so kind. Top to bottom, it has been wonderful. I can’t say enough about everyone.” She then added with a laugh, “I fell in love with Shasta Diet Cola while a patient! The food was fantastic. I was amazed at the quality and amount of food I received.”

Though her road to full recovery stretches ahead, Lisa remains determined, eager to be strong enough to give back to her newfound community by volunteering to combat food insecurity, a cause close to her heart.

Supported by her devoted wife, Deb, and with her family nearby, Lisa’s journey through illness reaffirmed the power of compassion and resilience. Through the ordeal, she discovered not just the exceptional care of UnityPoint Health – Grinnell but also the strength of community and the bonds forged in adversity.
Legacy Partners

The GRMC Foundation Legacy Partners is a recognition program for donors, patients, team members and providers who have included the GRMC Foundation in their estate plan or other type of future gift in support of the mission of GRMC.

Claude and Dolly Ahrens*
Paul Ahrens*
N. Dennis Anderson*
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Dr. Robert* and Minam Bauman
Gerald Bell*
Kenneth and Lucille Bendz* 
Isadore and Ida Berman*
Frank R. and Lois M. Brownell II*
Frank R. and Nancy E.* Brownell III
Dale and Eylene Brush* 
Joanne M. Burge*
Ruth Carmichael*
Myrtle Cass*
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S. Mabel Coats*
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Monte* and Betty Hammond
James and Janice Hansen
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Merle W. Zirkle*
* Deceased

If your name has been misspelled, listed incorrectly or unintentionally omitted, we apologize. Please notify Donna Fischer at (641) 236-2079, Donna.Fischer@unitypoint.org, or by mail at 210 4th Avenue, Grinnell, Iowa 50112.

Choosing to add a philanthropic component to your estate plan or any other type of future gift is a process that requires purposeful reflection of the impact you want your gift to have on the organization(s) you desire to support, among many other factors.

If you decide to include a gift to the GRMC Foundation in your will, trust or by beneficiarv designation, please let us know. Notifying us is the best way to ensure we receive the gift you intend for us and that your wishes for the use of your gift are honored when we receive it in the future. Your gift can be designated to general funds or for any project or program at UnityPoint Health – Grinnell. Please seek the advice of your financial and/or legal advisor while planning a legacy gift.

Donors who make a planned gift to the Foundation become one of our Legacy Partners. As a member, you will:

• Make a personal investment in GRMC’s future and support local, quality health care for generations to come.
• Be recognized in print and on our donor wall. Donors can remain anonymous, if preferred.
• Be invited to special Foundation events.
• Help advance healing, caring and teaching at GRMC.

If you desire to make a gift by will or trust to GRMC Foundation, we recommend that you use the following language:

“I give, devise and bequeath the sum of $____ (or property herein described or percentage of the estate or residue) to Grinnell Regional Medical Center Foundation or its successor, an Iowa nonprofit corporation, to be used for ____________.”

You may also need the following information when including the Foundation in your plans:

LEGAL NAME: Grinnell Regional Medical Center Foundation
ADDRESS: 210 4TH Avenue, Grinnell, IA 50112
FEDERAL TAX ID NUMBER: 42-1454737

To request more information or let us know you have made a gift by will or other type of future gift, please email Donna.Fischer@unitypoint.org. Because the Foundation is a nonprofit organization your donation will qualify as a tax deduction to the fullest extent of the law. One hundred percent of your gift remains local to support the mission of GRMC.

Visit the GRMC Foundation’s planned giving website, grmcfoundationlegacy.org, to access resources to help with your gift planning. This includes a FREE will planner, other valuable tools and information about gifts of stock, IRA Qualified Charitable Deductions, bequests and more.

GIFT PLANNING FOR THE FUTURE
Each donor listed below is a critical partner to GRMC in the fulfillment of our mission to improve the health of the community and each donor can be corrected. Contact Donna Fischer at (641) 236-2079, Donna.Fischer@unitypoint.org, or by mail at 210 4th Avenue, Grinnell, Iowa 50112.
WAYS TO SUPPORT THE GRMC FOUNDATION

• Checks
• Credit card donations
• Pledges
• Monthly recurring gifts
• Memorials and tributes
• Securities
• Matching gift programs
• Gifts-In-Kind
• Real estate gifts
• Gifts of grain
• Retirement plan gifts
• Stock transfers
• Automatic withdrawal
• Planned gift, such as bequest or life insurance benefit
• Charitable remainder annuity trusts
• Charitable gift trusts
• Charitable gift annuities
• Charitable lead trusts

All donations to the GRMC Foundation may be designated to a specific service, department or program at GRMC or may be designated for the hospital’s general use. The GRMC Foundation also welcomes gifts to the GRMC Endowment Fund, which is an investment for the future of the hospital. One hundred percent of every dollar donated to the GRMC Foundation stays local to benefit the health care programs and needs in the GRMC service area.

HONORARIUMS
In honor of Doctors and Nurses at UPH-Grinnell
James V. Fallon
In honor of Jenny P. Erickson
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In honor of Donna Fischer
Don C. Ireland-Schunicht
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Donna Fischer
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Paul and Debby Pohlsom
Sarah White and Henry Ruetz
David Stark
In honor of Denise Lamphier
Ron and Cindy Deppe
In honor of Debby Pohlsom for her service as a GRMC Foundation Board member
Christine and Dennis Day
Steve and Dawn Bruggeman
Donna Fischer

MEMORIALS
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In memory of Harry G. Bolton
Joanne Bolton
In memory of Mason Brown
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In memory of Patricia Cushing
Anonymous
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Ruby DeYoung
In memory of Luther Erickson
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In memory of Christopher Ferguson
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In memory of Stanley Greenwald
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Louis and Joan Terlouw
Kathy Versendaal
* Deceased

Believe what you do makes a difference.

MEMORIALS

HONORARIUMS

2023

MEMORIALS

HONORARIUMS

Believe what you do makes a difference.

2023

IF YOUR NAME HAS BEEN MISSPELLED, LISTED INCORRECTLY OR UNINTENTIONALLY OMITTED, WE APOLOGIZE. PLEASE NOTIFY DONNA FISCHER OF THE ERROR SO OUR RECORDS CAN BE CORRECTED. CONTACT DONNA FISCHER AT (641) 236-2079, DONNA.FISCHER@UNITYPOINT.ORG, OR BY MAIL AT 210 4TH AVENUE, GRINNELL, IOWA 50112.
Philanthropy is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To assure philanthropy merits the respect and trust of the general public, and donors and prospective donors can have full confidence in the not-for-profit organizations and causes they are asked to support, we declare that all donors have these rights:

1. 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 intended purposes.
2. To be informed of the identity of those serving on the organization’s governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
3. To have access to the organization’s most recent financial statements.
4. To be assured that their gifts will be used for the purposes for which they were given.
5. To receive appropriate acknowledgment and recognition.
6. To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.
7. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
8. To be informed whether those seeking donations are volunteers, employees of the organization, or hired solicitors.
9. To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.
10. To feel free to ask questions when making a donation and to receive prompt, truthful, and forthright answers.

Developed by the American Association of Fundraising Counsel (AAFRC), Association for Healthcare Philanthropy (AHP), Council for Advancement and Support of Education (CASE), and Association of Financial Professionals (AFP)