



Provincial Council Policy Manual

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Understanding MGABC

This document contains policies that guide the operation of the MGABC Provincial Council, and also some policies for how affiliated chapters may operate.

MGABC Provincial Council is not a separate entity from the chapters, but rather a forum for the affiliated chapters to come together to set provincial standards for the education of members, exchange information and learn from one another. The Council also serves to manage province-wide initiatives such as the website, charitable donations and liability insurance that would not be practical for chapters to manage individually.

MGABC is the Chapters....and the Chapters are MGABC.

The policies that follow flow from the MGABC Constitution and Bylaws approved by the members at the MGABC Annual General Meeting held on October 20, 2012. It is important that members read the bylaws to have a full understanding of how the members, the chapters and the provincial council work together.

MGABC Provincial Council has ten members. Four officers are elected directly by the members at the AGM. Six directors known as Chapter Representatives are appointed or elected by the affiliated chapters. Together these council members establish minimum educational and membership standards on behalf of and with the affiliated chapters, as well as initiatives that are more easily managed on a province-wide basis.

The vision and goals of MGABC – that of educating its members and the gardening public – are accomplished through the affiliated chapters and their members.

The affiliated chapters are in the best position to determine how members should be educated and who should become a member. The educational and membership standards contained in the bylaws and these policies are minimum standards. Chapters and their members may establish higher standards. Chapters may also establish further policies as long as they do not conflict with these provincial policies.

Master Gardeners Association of BC

Policy Manual

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Other Related and Important Documents:

1. MGABC Constitution and Bylaws (2012)
2. Guidelines for Affiliation with MGABC (2013)
3. Guide to the Basic Training Program: Standards and Requirements (March 2009)

Organizational Overview

The Master Gardeners Association of BC (MGABC) is a non-profit society with registered charity status, incorporated in 2002 under the *Society Act* of British Columbia.

Vision

The MGABC is an affiliation of local chapters of master gardeners working together to support the delivery of quality education to their members and environmentally responsible gardening advice to the public.

Mission Statement

Our mission is to provide information about gardening to the community and to educate people about environmentally responsible gardening practices.

Mandate

Through our affiliated chapters, we will:

- Conduct public clinics in garden centres and other locations to answer gardening questions from the public
- Write articles on gardening for publication in newsletters and on the website
- Speak on horticultural issues at garden club meetings and community events
- Participate in horticulture-related projects for community parks and public spaces
- Participate in horticulture therapy programs in care facilities
- Work with teachers and students in gardening programs in the school system
- Offer training programs to potential members
- Provide on-going education to our members.

Role of the Provincial Council

The Provincial Council of MGABC has a governance role, providing a coordinating function for the affiliated chapters, and setting standards for education and membership.

MGABC carries out this responsibility by:

- Setting standards for the delivery of basic education by affiliated chapters
- Establishing standards and requirements for membership
- Developing and implementing affiliation agreements with chapters, and fulfilling responsibilities as outlined in the agreement
- Providing support and advice for the operation and governance of affiliated chapters, and for groups wishing to become affiliated chapters

- Facilitating and encouraging the exchange of information among affiliated chapters regarding administration and activities
- Providing educational opportunities in addition to those provided by the chapters
- Developing and maintaining the MGABC Website
- Communicating with members through the website
- Coordinating province-wide initiatives and activities.

Governance

The governing body of the MGABC is the Provincial Council consisting of officers and chapter representatives, all of whom are directors under the *Society Act*.

The President, President-Elect, Treasurer, and Secretary are elected by the members at the annual general meeting.

The Chapter Representatives are elected or appointed by the affiliated chapters to serve on the provincial council.

Some positions may be combined at the discretion of the council.

Affiliated chapters elect their own Executive Committee to manage the business of the chapter.

More detailed information on election to the council can be found in the MGABC Bylaws.

Affiliated Chapters

The MGABC is an affiliation of local master gardener chapters.

As of January 2013, the affiliated chapters are:

- Okanagan Master Gardeners
- Prince George Chapter of MGABC
- Thompson Shuswap Master Gardeners
- Vancouver Island Master Gardeners Association
- Vancouver Master Gardeners
- Victoria Master Gardener Association.

The conditions and responsibilities of affiliation for both MGABC and the chapters are outlined in the Guidelines for Affiliation (February 21, 2013). An agreement is executed for each chapter, reviewed on an annual basis and revised if required.

Sample Affiliation Agreements are in the Appendix.

Provincial Council Composition, Duties, Responsibilities

Composition

The officers of the society are the President, President-Elect or Past President, Treasurer, and Secretary, all of whom are directors of the society.

They are elected by the members at an annual general meeting and take office commencing at the close of the meeting.

Each chapter elects or appoints a Chapter Representative to serve on council. The Chapter Representatives are directors of the society and take office commencing at the close of the annual general meeting, or immediately following their election or appointment by the Chapter.

Additional directors may be nominated by the council for specific purposes and requirements. Any additional directors proposed by the council shall be elected by the members at an annual general meeting.

The terms of office shall normally be two years, or from the time of appointment until the close of the next annual general meeting. All directors are eligible for re-election to a second two-year term.

Responsibilities of the Council

- Manage the property and business of the society, and serve as the Board of Directors for the society
- Develop policies and procedures governing the society
- Make decisions in the best interests of the society
- Develop the annual budget and provide annual financial statements for the members
- Establish council committees and terms of reference for those committees
- Hold an annual general meeting each year, and conduct the election of officers if required.

Responsibilities of the President

- Chair council and general meetings
- Serve as the spokesperson for MGABC in accordance with decisions of council
- Facilitate collaborative decision-making at council meetings
- Ensure the council establishes goals and undertakes projects that are consistent with the constitution and bylaws
- Ensure the preparation of agendas, including establishing priority of topics, for council meetings and general meetings

- Appoint committee chairs as needed, in consultation with council members
- Serve as ex-officio member of provincial committees
- Ensure delegation of council tasks to other members of the council and provide supervision and support
- Develop relationships with other gardening or horticultural organizations.

Responsibilities of the Past President

- Provide continuity, experience and historical information for council
- Prepare the annual report or highlights (in alternating years with the President-elect)
- Undertake other duties as required.

Responsibilities of the President-Elect

- Become conversant with the procedures of council, preparing to assume the duties of President
- Assist the President where needed, chair meetings when the President is absent, and perform other duties as assigned by the President
- Prepare the annual report or highlights.

Responsibilities of the Treasurer

- Maintain the financial records, including the books of account necessary to comply with the requirements of MGABC, the *Society Act* and the *Income Tax Act*
- Ensure that signing authorities for cheques of the society are as prescribed by the bylaws and the council
- Ensure that the MGABC membership fee is collected from affiliated chapters each January
- Maintain an up-to-date inventory of MGABC physical assets
- Perform all financial transactions for MGABC, including receiving and banking from all sources of revenue, and issuing payments and receipts in a timely manner, in accordance with decisions of the council
- Prepare the annual budget for approval by council
- Prepare and present financial statements at council meetings
- Prepare and present the annual financial statements at the annual general meeting
- Prepare financial statements for reporting purposes to Canada Revenue that will be a combined report of the financial statements of all affiliated chapters
- Prepare the necessary annual report for the Ministry of Finance in accordance with the *Society Act*
- Chair the Finance Committee
- Provide other information to council as requested.

Responsibilities of the Secretary

- Record the proceedings of council meetings; circulate draft minutes and final copies to all council members; post minutes as determined by council; file copies of approved minutes in MGABC Records Binder
- Keep a record of attendance at council meetings; notify directors who have been absent from two consecutive meetings and inform the President
- Ensure that all supporting documents and reports required for council meetings are distributed to council members in preparation for meetings
- Book meeting rooms as required
- Update the council Action List on a regular basis
- Update other documents as requested by council, including the list of duties and assignments for council members
- Record minutes at general meetings
- Maintain high-resolution electronic files of the MGABC trade-marks and both forms of the dogwood logo for use by approved users upon request.
- Receive copies of chapter membership lists in January and July of each year
- Ensure that Chapter Representatives have consented to serve as such, and have signed the Nomination Form naming them as their Chapter's representative.

Responsibilities of the Chapter Representatives

Chapter Representatives on the provincial council are elected or appointed by their chapters. As members of the MGABC council, Chapter Representatives serve as directors under the *Society Act*, and have the following responsibilities:

- Assume the duties of a council member, participating in discussions and decisions that are in the best interests of the society
- Keep their chapters informed of activities and projects of council, and changes in policies and procedures that affect members
- Inform the provincial council about chapter activities, and raise issues that may be of interest or relevance to other chapters
- Participate in all council activities, contributing their expertise, experience and knowledge
- Chair or serve on at least one council committee.

Desirable Knowledge, Skills and Abilities:

A Chapter Representative should:

- be a qualified/certified MG and member of the chapter for at least three years

- be an active member of the chapter Executive for at least two years, preferably in a senior position such as president, past president or other with a good understanding of chapter activities and business
- demonstrate knowledge of all facets of the chapter, its history, activities and challenges
- demonstrate an enthusiasm for the goals and activities of the chapter
- understand the relationship between the chapters and the provincial council
- has read and understands the constitution, bylaws and policies of the provincial council
- demonstrate a willingness to attend all meetings of the council, sharing information about the activities of their chapter
- commit to report back to their chapter on the activities of the provincial council, sharing information about activities of other chapters
- have the ability to chair a committee, recruit at least two other MGs to the committee, develop a work plan for approval of the provincial council, and complete the tasks of the committee as needed and in a timely fashion
- possess basic computer skills including monitoring and responding to emails in a timely way, writing brief reports.

Alternate Chapter Representatives

In the event that a Chapter Representative is unable to attend a Provincial Council meeting, the Chapter Executive is asked to send an Alternate to the meeting to ensure that the Chapter is properly represented.

Standing Committees Terms of Reference

Communications Committee

Mandate:

The Communications Committee is responsible for oversight of all communications vehicles of the MGABC Council as determined by the council. The Communications Committee makes recommendations for approval by council.

(Please note: Communication vehicles include, but are not limited to, the MGABC Website. This policy is under development, and in the future will include guidelines and suggestions for other ways that our members can communicate with each other and with the council.)

Composition:

- MGABC council member, Chair
- At least two other volunteer members of MGABC
- Website Administrator
- Others as needed or determined to be appropriate for specific projects

MGABC Website Role, Duties and Responsibilities:

- To work with the Website Administrator to ensure that the communication goals of MGABC are reflected in the use of the website
- To work with a representative from each affiliated chapter to ensure that all chapters are represented in the website, and that the website meets the goals of various regions of the province
- To ensure that the website contains information that promotes gardening practices that are environmentally responsible and effective
- To ensure that the website meets the needs of our members and the general public
- To keep the website current, attractive and useful
- To encourage members to submit garden-related information, stories and pictorials for posting on the website
- To provide all members with criteria, information and guidelines on how to submit articles to the Website, including the need for articles to be in Word, photos in jpeg, etc.
- To ensure that stories and articles posted on the website are professional, accurate and grammatically correct
- To develop a strategy that encourages members to use the website
- To confirm that researching and writing articles may qualify as public education or community outreach hours, as determined by each chapter.

Education Committee

Mandate:

The Education Committee makes recommendations to council on the establishment of standards for the Basic Training Program (BTP), and monitors the public education mandate of MGABC.

Composition:

- MGABC council member, Chair
- At least two other volunteer members of MGABC

Responsibilities for the Education of Members:

- Working with the affiliated chapters of MGABC, to develop baseline standards and requirements of the Basic Training Program for all chapters and members of MGABC
- To establish the educational requirements for initial and on-going membership in MGABC
- To ensure that each affiliated chapter is aware of the policy on standards and requirements of the Basic Training Program:
- To work with the affiliated chapters to develop ways for them to monitor the implementation of the Basic Training Program
- To assist the affiliated chapters to share information about educational events, activities, results of monitoring and evaluation of the BTP, new ideas and initiatives
- To participate with the chapters in a review of the content of Sustainable Gardening and the Master Gardener Manual.
- To provide advice on additional reference texts as part of the BTP.

Responsibilities for the Education of the Public:

- From time to time, monitor how well MGABC is fulfilling its mandate to educate the public on sustainable gardening practices
- To assist affiliated chapters to broaden and improve their public education events.

General:

- To ensure that all projects and initiatives of the committee include representation and consultation with all affiliated chapters of MGABC.

Finance Committee

Mandate:

The Finance Committee makes recommendations to council on the establishment of policies governing all financial responsibilities of MGABC.

Composition:

- Treasurer, MGABC, Chair
- Treasurers of the affiliated chapters
- Two other volunteer members of MGABC where chapter Treasurers are not available.

Role and Responsibilities:

- To become knowledgeable and have an understanding of the financial obligations of MGABC and the Treasurer
- To provide advice and support to the Treasurer, as needed, in carrying out the duties
- To assist in the development of the annual budget
- To act as a sounding board, providing feedback to the Treasurer in the identification, development and implementation of new policies
- To carry out tasks and duties at the request of the Treasurer
- To assist the Treasurer in the development of the annual financial report to members.

Fundraising Committee

Mandate:

The Fundraising Committee is responsible for the development and implementation of the fundraising efforts of MGABC Provincial Council as approved by the council.

Fundraising includes making grant applications, direct solicitation, requests for sponsorship of speakers and educational presentations, marketing projects, and other projects during the year that are intended to raise funds for MGABC.

Composition:

- MGABC council member, Chair
- MGABC Treasurer (as needed)
- At least one other volunteer member of MGABC
- Others as needed or determined to be appropriate for specific projects, such as a representative from each chapter, chapter Treasurers, etc.

Role, Duties and Responsibilities:

- To ensure that any fundraising projects of MGABC reflect the needs, philosophy, ethical standards and goals of the organization
- To ensure that fundraising meets with requirements of Canada Revenue Agency
- To apply to funders who espouse environmentally responsible philosophies and practices
- To liaise or collaborate with representatives of the affiliated chapters to ensure that fundraising efforts of the provincial council and local chapters are coordinated
- To seek out fundraising projects that can potentially benefit all chapters of MGABC

Nominating Committee

Mandate:

To develop a slate of nominees for election to the Provincial Council at a general meeting of MGABC

Composition:

- All members of the Provincial Council

Role, Duties and Responsibilities:

- To identify positions that will become vacant and seek out nominees for positions of President, President-elect, Treasurer and Secretary when vacancies occur
- To inform all members of MGABC of the nominating process and invite nominations from the general membership using the Nominations Form on the website; all such nominations will be placed on the nominations slate for consideration at the AGM
- To notify affiliated chapters of the process to elect or appoint their representative
- To determine the skills and knowledge required of nominees to meet the goals and objectives of the organization
- To ensure that nominations and appointments comply with MGABC bylaws
- To communicate to nominees the duties, roles and responsibilities of the position for which they are being nominated
- To seek out nominees that meet the following criteria:
 - Active, qualified master gardeners and members of an affiliated chapter of MGABC, possessing the skills and knowledge needed by council
 - Possess an understanding and commitment to the philosophy, goals and principles of MGABC
 - Ability to attend all meetings of the council, demonstrating a willingness to participate in committees, tasks, discussions and to build consensus

Note: Nominations will not be accepted from the floor of the annual meeting.

Nominating Committee Timeline

Date	Task	Responsibility
December	Identify the positions that will be vacant as of the next AGM and discuss how they might be filled; ideally, the President and President-elect will come from current council members	Council
February	Notify all MGABC members that volunteers are invited to indicate their interest in serving on Council; include information that there will be no nominations accepted from the floor of the AGM	President
March	Review nominations/vacancies at a meeting of the Council	Council
April	Chapter Representatives remind their own chapters if the CR position will be vacant and the need to appoint or elect.	Chapter Representatives
August	Prepare the Slate of Officers and Directors for distribution to all members at least 30 days prior to the AGM.	Provincial Council

Policy and Planning Committee

Mandate:

The Policy and Planning Committee is responsible for the development or revision of by-laws and policies governing MGABC, and for policies and agreements with affiliated chapters of MGABC.

Composition:

- MGABC council member, Chair
- At least two other volunteer members of MGABC.

Role and Responsibilities:

- To identify areas of operation that require new or revised policy development
- To draft policies and procedures for consideration by the council
- To review the bylaws of MGABC from time to time and propose amendments where necessary
- To maintain the Guidelines for Affiliation with MGABC, and review Affiliation Agreements with chapters on a regular basis
- To facilitate support to chapters wishing to affiliate with MGABC
- To maintain the MGABC Policy Manual, keeping material current and identifying changes to members
- To monitor the status of the MGABC trade-marks and ensure that renewal, when required, is processed in a timely manner
- To serve as contact for *Protection of Privacy* legislation
- To prepare project plans and strategic plans as directed by council.

Provincial Policies

Membership Policies

The members of MGABC are those persons who have been accepted as members by an affiliated chapter in accordance with the bylaws and policies of MGABC, and have not ceased to be members.

Every member of an affiliated chapter is a member of MGABC.

The affiliated chapter may determine any further requirements for membership, such as membership in a botanical garden or payment of a membership fee to the chapter.

All membership issues are managed by the affiliated chapters.

Membership Categories (*see MGABC Bylaw 3.2*)

- **Master Gardeners** who have completed the Basic Training Program, the required volunteer hours, been awarded their certificate and continue to complete the required volunteer hours each year
- **Master Gardeners in Training** who have completed the Basic Training Program and who are in the process of completing the volunteer component
- **Student Members** who have been accepted as students in the Basic Training Program
- **Life Members** who have been awarded a Lifetime Membership by an affiliated chapter and who are no longer active as a master gardener
- **Master Gardeners** who have been given **Leave of Absence** or granted **Associate** status by an affiliated chapter
- **Honorary Members** who are people from outside the society or members and have been recognized for their significant contribution to the affairs of the society
- Affiliated chapters may establish additional membership categories as long as they do not conflict with the MGABC bylaws. Such members are non-voting members at meetings of MGABC.

Entitlements

- All members are entitled to receive notice of and attend all general meetings of MGABC
- Only master gardeners who have completed all requirements of membership are entitled to vote at general meetings of MGABC, or hold office
- In addition, affiliated chapters may convey voting privileges to some or all of their members for the purpose of that chapter's business only.

Criteria for Membership

In order to become qualified or certified as a master gardener, students must complete all the standards and requirements as laid out in the Master Gardener Basic Training Program Policy, including:

- Completion of the Basic Training Program course
 - Completion of all homework assignments
 - A grade of at least 80% in the final exam
 - Completion of 65 volunteer hours providing public education at clinics or community projects over the following two years, and five hours of continuing education in the second year as a master gardener-in-training.
 - Any other requirements in addition to the above as determined by the chapter
- Affiliated chapters may vary their application of these minimum required standards to accommodate their local challenges, needs and situations.

Maintaining Membership

Following certification, members must complete at least 15 hours of public education and five hours of continuing education to maintain their membership in the chapter and thus in MGABC.

Membership List

Affiliated chapters must maintain a list of all members and provide this list to the MGABC Secretary in January of each year, and in July if there are any changes.

Annual Dues to MGABC

Each affiliated chapter must remit to MGABC a membership fee on behalf of every member of the chapter by January 31 of each year. The membership fee in MGABC is determined by the members at the MGABC annual general meeting.

Liability Insurance

MGABC may purchase and maintain third party liability insurance against injury to a member of the public, or damage to property caused by a member during their activities as representatives of MGABC, and for which the member or association can be held legally responsible. It does not cover injury or damage to a MGABC member or their property. The insurance policy is in effect while volunteer members of an affiliated chapter are actively representing the association.

Use of the Title ‘Master Gardener’

Master Gardeners provide unbiased information to the public as volunteers.

The title ‘Master Gardener’ may only be used by members when acting in a volunteer capacity for MGABC or for an affiliated chapter.

Members may list their master gardener training and experience as a volunteer qualification when seeking employment. However, once employed, and while serving as a paid employee, members must not display credentials or give the appearance of being a volunteer MG at the place of business.

Members who are self-employed should not display credentials or give the appearance of being a master gardener in their business or advertising.

Members Who Have Left MGABC

Individuals who are no longer members of an affiliated chapter may not identify themselves as master gardeners. Those that do so should be aware that they are violating their original commitment to the association. This title is only valid while they are current members.

Inappropriate Use of the Title “Master Gardener”

Members may not use the title “Master Gardener” in a way that gives or implies endorsement of any commercial product or place of business. Providing information to the public at garden centres, nurseries and other businesses, or writing articles for newsletters or magazines does not constitute an implied endorsement of that business or service.

Affiliated chapters who become aware of current or past members using the title “Master Gardener” while in a paid capacity may use their discretion on how to deal with the situation. Should the situation persist, the affiliated chapter may request advice or assistance from the MGABC council.

The Master Gardeners Basic Training Program Standards and Requirements

A. Glossary of Terms

Community Outreach / Advice Hours / Public Education

- These public education activities done by Master Gardeners on gardening, including, but not limited to: advice clinics, writing articles for newsletters and newspapers, speaking engagements, research for speaking and writing, children's programs, plant information line; whatever the activity, there must be a significant public educational component to qualify for "Advice Hours"

Course

- The Basic Training Course or classroom portion of the program

Course Facilitator / Basic Program Coordinator / Education Coordinator

- the person managing the Basic Training Program

Master Planner/Clinic Planner/Overall Clinic Coordinator

- A member of the local association who oversees the development of clinics and activities, the sign-up process, develops the Clinics Master List and receives the summary of volunteer hours at the end of the year

Program

- Includes all aspects of the Basic Training Program including orientation, screening, classroom component and completion of volunteer hours

Program Management Committee

- The committee comprising members of the local association and the delivering institution who oversee delivery of all aspects of the program

Administration

- Includes participation on the chapter or provincial executive, committee meetings, organizing educational events, mentoring new students in the BTP

Meetings

- Attendance at general meetings and executive meetings of the chapter and the Provincial Council

B. What is the Basic Training Program?

The Basic Training Program consists of at least 78 hours of classroom instruction that addresses a wide range of gardening topics. Course materials include:

- Sustainable Gardening, the Oregon-Washington Master Gardener Handbook, or
- The Master Gardener Manual
- The BC Supplement, modified for local gardening conditions
- The Home and Garden Pest Management Guide for BC or
- Natural Insect, Weed and Disease Control (2013) by Linda A. Gilkeson

Lecturers are experts in their fields, with a solid understanding of local and regional soils, plant materials and growing conditions. Classroom activities include weekly

reading and research assignments that must be completed prior to writing the final exam.

Following successful completion of the classroom portion of the program, including a mark of at least 80% on the final exam, students are required to complete 65 volunteer hours over the next two years, and 5 continuing education hours in the second year prior to becoming a qualified/certified Master Gardener.

C. Guiding Principles and Practices

The Master Gardener Basic Training Program exists to train quality volunteers for the provision of advice to the public on environmentally responsible gardening practices.

This is achieved through:

- adherence to high standards for orientation, screening, education and volunteer activities
- a commitment to external and internal evaluation of the program, instructors and visiting lecturers
- a classroom component based on the approved course material
- attendance by potential students at an orientation session
- a screening process to ensure potential students have the necessary pre-requisites of attitude, experience, commitment and basic gardening knowledge
- incorporation of a Mentorship Program
- admission to the program of only those students who are qualified and intend to become Master Gardeners
- the guidance of a program management committee

In addition to the items above, if the course is provided by a community college, university or botanical garden, there should be a Service Agreement that includes:

- a commitment to a collaborative partnership between the Association and the institution delivering the course
- the program to be overseen by a Program Management Committee with the local association and course provider sitting as equal partners
- restrictions on the use of the term “Master Gardener”

D. Pre-requisites for Being Accepted into the Program

- basic gardening knowledge
- experience in gardening
- an understanding of and commitment to the volunteer aspect of the Master Gardeners movement
- attendance at the Orientation/Screening session

E. Orientation and Screening of Potential Students

Attendance at the orientation session is required for all potential students to ensure that they understand the purpose of the program and the commitment that they are being asked to make, and to determine their suitability to enrol in the program. It is anticipated that unsuitable candidates will decide for themselves to withdraw after hearing the information provided. Candidates who were unable to attend an orientation session may be offered an alternative at the discretion of the chapter.

Orientation

Orientation to the Basic Training Program consists of a number of elements:

- Information from the local MG association about what it means to be a Master Gardener, emphasizing the volunteer nature of the organization, the need to have gardening knowledge and experience prior to entering into the program, the time to meet the volunteer requirements and the ability to approach the public in a confident and respectful manner
- Administrative information about the course schedule, homework, costs, attendance requirements, etc.

Screening Process

- Completion of an information sheet that summarizes each student's personal information, volunteer history, membership in garden clubs, garden journals and books read, etc.
- A quiz consisting of at least 25 multiple choice questions to determine basic gardening knowledge
- An informal interview in a small group with a qualified Master Gardener to hear from the potential students about their knowledge and experience, and ensure a clear understanding of the volunteer commitment required.

F. Determination of Suitability to Enrol in the Program

- All elements of the orientation and screening session are taken into consideration in determining which of the potential students are invited to register in the program.
- No registrations are taken until this determination is made.
- All three components are taken into consideration – the mark on the quiz, stated experience and knowledge, and the understanding and commitment to the volunteer requirements of Master Gardeners.
- Unsuitable candidates may be referred to other general gardening courses.

G. Components of the Basic Training Program

Classroom Instruction

- At least 78 hours of instruction based on the approved course materials
- Instruction is provided by qualified experts in various fields who are guided by the course assignments and the sections of the manual that pertain to their topic.

Attendance

- If a student misses more than one session (6 hours out of the 78 total hours of the BTP) strong consideration should be given to requiring the student to audit missed classes when the BTP is next offered, or complete make-up education during the next year as determined by the chapter.

Homework

- Weekly homework assignments or other special assignments based on approved course material – including homework for classes missed - must be completed prior to writing the final exam and graduating from the course.

Mentorship Program

- Qualified MGs who are members of the local Association provide mentoring during the 12-week course.

Additional or Supplemental Enhancements to the Basic Program

Chapters are encouraged to enhance the educational component of the BTP by assigning a project such as a Plant Identification Project, Genus or Right Plant/Right Place assignment. Such enhancements can be used to increase the students' knowledge of the local cultural conditions and challenges.

Final Exam

- The passing mark for the multiple choice final examination for the course is at least 80%.

H. Requirements for Master Gardeners in Training

MGs in Training must complete the following requirements prior to becoming qualified as a Master Gardener:

- 65 volunteer Community Outreach hours over two years
- 5 Continuing Education hours in the second year
- Documentation of all questions, answers and references used, reviewed by the Clinic Coordinator, and returned with the Record of a Master Gardener Event.
- Documentation and submission of the Record of Volunteer Hours, generally by October 31 in each year
- Completion of any additional projects required by the chapter, such as the Plant ID Project or Right Plant/Right Place.

I. Calculation of Credit for Volunteer Hours Completed by Master Gardeners

Advice Hours:

Activity	Credit Toward Required 15 Hours Minimum
Clinics	Actual time spent at the clinic
Workshops and Demonstrations	Actual time spent delivering the workshop, plus up to three hours research or preparation time for each hour of the workshop*
Public Speaking	Actual time spent speaking, plus up to three hours research for each hour of speaking*
Writing	Actual time spent researching and writing the article; the article must be published in a newsletter or magazine in order for credit to be earned
Community Projects	Actual time spent at the project

Non Advice Hours:

Activity	Credit
Administration	Actual time doing administration
Meetings	Actual time at meetings
Continuing Education	Actual time at the educational event

*Generally 3 hours preparation time for workshops and public speaking is adequate. Should a master gardener find that more hours are necessary, the situation may be discussed with the member's chapter and credit given as determined on a case by case basis by the chapter.

Privacy Policy

MGABC is committed to maintain the security, confidentiality and privacy of members' personal information. This applies to the collection, use and disclosure of personal information relating to its members, volunteers, donors and others.

Use of Personal Contact Information by MGABC

MGABC will use members' personal contact information for the following purposes:

- To conduct the administration and business of the organization, including determining the provision of liability insurance for members each year
- To inform members of activities and garden-related events or other information that will be of interest and use to the members
- MGABC will **not** use members' personal information for other purposes without first obtaining permission
- **Under no circumstances** will the membership list be used to promote, advertise or offer for sale products or services to members, by any means.

Use of Photos of Members Attending MGABC Events

- From time to time, photos may be taken at MGABC events and at activities of its affiliated chapters. Members will be identified only by their first name, and only if appropriate
- These photos may be posted on the MGABC website for the public to view, or may be posted with password protection for members only.
- Members names will not be posted for public viewing without prior consent.

Use of the Email Membership List by MGABC

- The membership list will not be used for sharing non-garden related information
- The membership list will not be shared with non-MGABC organizations.

Accountability

MGABC is responsible and accountable for personal information under its control and has designated a privacy officer who will attempt to resolve all concerns from members regarding the use of their personal information.

Acceptance by Members

Chapters are responsible for informing their members of this policy, and obtaining their approval for use of their personal information as outlined in this policy.

Further Information:

Please see the Appendix for the resource paper, [What are my organization's responsibilities under PIPA?](#)

Financial Policies

MGABC Fiscal Year

The fiscal year end for MGABC is June 30.

Reporting Requirements

The Treasurer will prepare annual reports for CRA and the Ministry of Finance in accordance with the *Society Act* of BC, and present financial statements to members at the annual general meeting. The Treasurer also provides regular updates to council.

Signing Authority

The MGABC council shall authorize signing officers for the purposes of cheque signing and other financial or legal activities.

All cheques of the association require the signatures of two signing officers.

Expense claim forms require approval by the President or Treasurer.

Invoices are approved for payment by the member of council who can verify the receipt of the services or goods provided through such invoice.

Contracts entered into by the association must be approved by the Council. Council shall designate a member of council to execute such contracts.

Signing officers may not approve their own expenses or sign their own reimbursement cheques.

Expenditures

Funds shall be expended in accordance with the approved budget.

The purchase of major equipment may be made after three quotes are obtained and with the approval of the council.

Council shall obtain at least two quotes for the liability insurance policy for members, and obtain quotes every two or three years.

Charitable Donations

MGABC is a registered charity recognized by Canada Revenue Agency, and as such can receive donations and issue numbered receipts for tax purposes for donations intended for the operations of the council or for the affiliated chapters.

Donation money will be received by the Treasurer and transferred to the affiliated chapter as appropriate.

The Treasurer has the responsibility to maintain the necessary record of donations, provide annual reporting to CRA and issue receipts for tax purposes and thank you letters to donors.

Chapters may apply for grants to fund their activities. Such grants may be received directly from the funder to the chapter providing that the charitable tax number of

MGABC is not required. All donations and grants received by chapters must be reported to MGABC.

Donor Relations

MGABC uses Imagine Canada's "Ethical Fundraising and Financial Accountability Code" www.imaginecanada.ca. As such, MGABC commits to being responsible custodians of donated funds, to exercise due care concerning the governance of fundraising and financial reporting, and to adhere to the provisions of the code and to the Association of Fundraising Professionals' (AFP) Donor Bill of Rights. (see Appendix)

Reimbursement for Expenditures

Reimbursement of expenses is subject to the following provisions:

- Expenses must be budgeted for in the fiscal year in which they occurred
- Expenses must be submitted no later than 30 days after the fiscal year end.
- Requests for expenditures that arise during the fiscal year should be submitted to the Treasurer before the close of the fiscal year.

Reimbursement for Travel Expense

Council members and invited guests are entitled to reimbursement for travel expenses for attendance at council meetings in accordance with the following formula:

- for short to medium distance travel (i.e., a return trip of 1,000 km or less), reimbursement will be based on the lesser of vehicle travel expenses or air travel expenses (for example, if a person chooses to fly and driving costs less, the person will be reimbursed for the driving equivalent)
- for long distance travel (i.e., a return trip of over 1,000 km) reimbursement will be for vehicle travel or air travel (regardless of which costs more)
- the actual cost of ferry travel
- actual hotel cost where necessary and approved in advance by the Council

Whenever possible and reasonable, members are encouraged to car pool and/or make flight arrangements early in order to keep costs at a minimum.

Rate of Reimbursement

Reimbursement rates are as follows:

- car mileage at 22 cents per kilometre
- BC Ferry costs for a car and driver or for walk-on passenger and bus fare
- return air fare, and mileage to and from the airport
- unavoidable taxi charges or bus fares at destination.

Travel expenses are to be submitted on the Expense Claim Form (see Appendix) with receipts attached wherever possible.

Pre-Approval Required

Reimbursement for expenses such as:

- meals and accommodation
- travel on behalf of MGABC by people who are not members of the council, or
- expenses by members of the council not described here

must be pre-approved by the Council and recorded in the minutes.

Tax Receipt in Lieu of Cash Reimbursement

In April 2009, the CRA issued a release noting that “where a volunteer has a right to reimbursement from a registered charity for expenses incurred, the charity may treat a reimbursement waiver from the volunteer as a gift in kind and issue a receipt for income tax purposes”.

Based on this directive, MGABC will issue a receipt for all or part of the total amount of the reimbursement entitlement where the volunteer chooses not to accept the money, provides written direction confirming the right to the reimbursement and directs MGABC to provide a receipt rather than reimbursement. (See Appendix for wording of this statement.) MGABC will report the amount of the gift on the Registered Charity Information Return submitted annually.

Use of the MGABC Charitable Tax Number by the Affiliated Chapters

Introduction:

The use of the charitable tax number of MGABC must comply with the association's purposes as laid out in the constitution. MGABC cannot "lend" its tax number to a chapter, but can enter into a three-party agreement to facilitate obtaining funding and undertaking community and province-wide projects that advance the purposes and goals of the organization.

Because MGABC is an affiliation of local master gardener chapters, the purposes of the organization will become a reality in communities through the activities of its affiliated chapters.

In order to facilitate the work of the chapters, the provincial body has laid out the following process in relation to use of the MGABC charitable tax number.

It is important to note that provision of the charitable tax number is for the specific approved project only, and cannot be used in any other situation without specific approval of MGABC.

Procedure:

Should an affiliated chapter wish to make an application to a funding body that requires a charitable tax number, the following process will be followed:

- The chapter notifies MGABC council of the situation, and provides information to council about the project or activity to be undertaken, and purpose and goals of the project
- MGABC council or designate reviews the information and determines whether it fits with the associations' purposes
- MGABC council determines whether it can enter into a three-party agreement with the funder and the affiliated chapter, and notifies the chapter of this decision
- The three-party agreement should include a description of the project, including financial accountability, reporting timelines and procedures, evaluation, etc.
- If the funding body requests the tax number, a letter from MGABC can be provided to the affiliated chapter indicating our support for the project and partnership with the chapter
- Once funding is approved, the funds will need to go to provincial Treasurer for receipting, and then to the local chapter as the project requires
- The relevant Chapter Representative on MGABC council will keep the provincial council informed on progress of the project and use of the funds.

Promoting Plant Health and Integrated Pest Management

MGABC believes in a multi-faceted approach to gardening problems and emphasizes the promotion of plant health, the use of an environmentally responsible approach to gardening and the employment of integrated pest management (IPM). This reflects a philosophy that we are stewards of the land and that we should work with nature, not strive to control it.

Master Gardeners (MGs) focus on healthy and vigorous gardens, giving consideration to environmental and cultural factors as well as the pests and diseases that affect plants. In offering advice to the public, MGs consider a garden's climatic conditions (rain, wind, temperature, light levels) and soil conditions (pH, texture, organic matter). They encourage the selection of plants that are disease and pest resistant whose needs match prevailing garden conditions. MGs promote sound cultural practices in such areas as watering, fertilizing, pruning and mulching.

When pests and/or diseases appear, MGs advocate the use of IPM which is defined as a decision-making process that uses a combination of techniques to suppress pests and diseases and includes five important elements. These elements are:

- Planning and managing the garden environment to prevent organisms from becoming pests
- Identifying potential pest problems
- Monitoring populations of pests and beneficial organisms, pest damage and environmental condition
- Reducing pest populations to acceptable levels using strategies that may include a combination of biological, physical, cultural, mechanical, behavioural and chemical controls
- Evaluating the effects and efficacy of treatments.

In keeping with these principles, MGs recommend methods to encourage the proliferation of beneficial organisms in the garden.

After all non-chemical alternatives have been assessed, MGs may consider the use of the least toxic chemicals available. MGs will advise all clients seeking pesticide information to first consult a licensed pesticide dispenser.

Awards Policy

Introduction

MGABC is committed to recognizing the voluntary services of its members - both to the public and their fellow master gardeners - that support and promote the purposes and goals of the organization.

Chapters are encouraged to establish a means of recognizing their members' contributions through the awarding of pins for years of service and for outstanding service to the chapter and/or MGABC.

At the provincial level, one award is given – **the Golden Trowel Award** - previously the Award of Merit (renamed in 2012).

Golden Trowel Award

The Golden Trowel Award is a provincial recognition and is bestowed upon members of MGABC who have met the following requirements:

- Recognition by their peers as an outstanding master gardener
- Extraordinary voluntary contributions to MGABC and/or the chapters in a leadership role or a key position of responsibility for eight years or more
- Have made a positive impact on the improvement of the association or in service to the public
- Contributions to the well-being of members of the association.

Award Criteria

- At least eight or more years as a certified/qualified master gardener in good standing
- Recognized ability as a master gardener in a voluntary capacity
- Outstanding contributions to the association in a leadership role, and/or a combination of administrative and community/environmental service or stewardship that has benefited the horticultural community or the environment
- Nomination by at least three active members of MGABC, along with a summary of the member's contributions which shall be submitted to the council for consideration
- Serves MGABC and its chapters only in a voluntary capacity

Benefits to Recipients:

- All recipients of the Award of Merit prior to April 2012 will continue to enjoy the benefits bestowed on them at the time of their award.
- Should chapters wish to provide benefits to recipients of the Golden Trowel Award after 2012, they are welcome to do so at their own discretion and at the chapter level.

Applications Should Include the Following:

- Name of the proposed award recipient
- Names of members making the nomination
- Number of years' service
- A list of contributions and activities in which the nominee has participated
- A list of community initiatives and environmental stewardship projects to which the nominee has contributed
- Testimonials from members if desired.

Note: A nomination form is included in the Forms section of this manual.

Procedures

- Information about the award will be provided on the MGABC website and at meetings of chapters and in chapter communications
- Applications may be made via email or regular mail on the nomination form to the MGABC council at least three months prior to the annual general meeting
- A committee consisting of previous winners of the Golden Trowel shall convene upon receipt of all information to consider submissions and make a recommendation to the council
- The Golden Trowel Award will not necessarily be given every year
- More than one award may be given in any year
- The Golden Trowel Award will be presented at the annual general meeting of MGABC
- Further recognition will be given on the MGABC website

Please Note: The terms “certified” and “qualified” are interchangeable and for the purposes of this document, have the same meaning.

Use of MGABC Trade-Marks

MGABC has registered two trade-marks with the Canadian Intellectual Property Office. These trade-marks are for the exclusive use of MGABC and its affiliated chapters. Trade-marks represent not only the actual wares and services provided by an organization, but also the reputation of that organization. The MGABC Trade-marks will need to be renewed in 2025. Below are guidelines for the use of these trade-marks.

Use of Trade-Marks

Affiliated chapters of MGABC may use the trade-marks on material such as letterhead, business cards, brochures, advertisements, publications, articles, signs and posters, websites, presentations and promotional and educational material. This applies to all applications of the logo: print media, online, digital, video, etc.

Obtaining the Trade-Marks

The trademarks should not be downloaded from the MGABC or chapter websites, nor should they be scanned from existing print material.

High resolution image files containing the trademarks can be obtained from the MGABC council upon request to the Secretary.

Colour logos should not be printed in black and white because print quality will be inferior.

Always use the approved black and white versions for black and white printing.

The Trade-marks and logos are in the care and custody of the Secretary, MGABC.

FORMS

Golden Trowel Award Nomination Form

The Golden Trowel Award is a provincial recognition and is bestowed upon members of MGABC who have met the following requirements:

- Recognition by their peers as an outstanding master gardener
- Extraordinary voluntary contributions to MGABC or its Chapters in a leadership role or a key position of responsibility for eight years or more
- Have made a positive impact on the improvement of the association or in service to the public
- Contributions to the well-being of members of the association.

Award Criteria

- At least eight or more years as a certified/qualified master gardener in good standing
- Recognized ability as a master gardener in a voluntary capacity
- Outstanding contributions to the association in a leadership role, and/or a combination of administrative and community/environmental service or stewardship that has benefited the horticultural community or the environment
- Nomination by at least three active members of MGABC, along with a summary of the member's contributions which shall be submitted to the council for consideration
- Serves MGABC and its chapters only in a voluntary capacity.

Nominee: _____ **Date:** _____

Nominators: _____

Please summarize the nominee's record, i.e. positions held in MGABC, years of service, leadership contributions and impact, etc.

State clearly the reasons why this MG should receive the award. This may be done in a covering letter if preferred.

(Continue on back if needed)

Please email this form to the chair of the Golden Trowel Award Committee.

Master Gardeners Association of BC

Nomination Form for Officer Positions on Provincial Council

This form is for use by members of MGABC to nominate an active, voting member of the association for election to the Provincial Council for the positions of President, President-Elect, Secretary or Treasurer.

Chapter Representatives are elected or appointed by the chapters. Please use the form provided in this manual for this purpose.

We, the undersigned, nominate _____ of the
_____ Chapter of the Master Gardeners Association of B.C. for the
position of _____ on the MGABC Provincial Council.

Nominator: _____ Chapter: _____

Nominator: _____ Chapter: _____

Date: _____

By signing this Nomination Form, the Nominee agrees to this nomination, has read the relevant Job Description in this manual, and consents to act as a Director on the MGABC Provincial Council.

Print Name of Nominee: _____

Signature of Nominee: _____

Date: _____

Please note: This form must be completed and signed in accordance with requirements of the Society Act of BC.

Please list the skills, knowledge and experience of the nominee that they bring to this council position:

Master Gardeners Association of BC

**Election or Appointment of Chapter Representative
to the MGABC Provincial Council
Affiliated Chapters**

*Please see the sections on Responsibilities of the Council and
Responsibilities of the Chapter Representatives.*

Date: _____

_____ Chapter, an Affiliated Chapter of MGABC
appoints/elects _____
as our Chapter Representative to the MGABC Provincial Council for the
period _____ to _____.

*(Please note: Chapter Representatives are elected/appointed by the Chapters for a
term of two years starting at the Provincial AGM or whenever the appointment/election
is made. Please state the month and year of beginning and end of the appointment.)*

I, (Print name) _____,
hereby agree to being appointed or elected to the position of Chapter
Representative for the term stated above, and I consent to act as a Director
on the MGABC Provincial Council.

Signature of Nominee: _____

Signature of Chapter President: _____

*By signing this Nomination Form, the Nominee agrees to this nomination, has read the relevant
Job Description in this manual, and consents to act as a Director on the MGABC Provincial
Council.*

*Please note: This form must be completed in accordance with requirements of the
Society Act of BC. Chapters should retain one copy of this signed form and forward a
copy to the Secretary, MGABC. At any time that the Chapter Representative is
changed, please ensure that the incumbent and Chapter President complete this form.*

Incident Report Form

Please note: This form is provided to affiliated chapters of MGABC should there be an incident involving any member that has resulted or may result in injury to anyone at an MGABC activity or event, or damage to property. It is recommended that the chapter member involved record what happened should the information be needed in the future by the venue host or the insurer.

Incident Date: _____ Time: _____

Chapter: _____ Member Reporting: _____

Name of the MG Event: _____

Location of Incident: _____

Describe the incident:

Cause of the incident if known:

Who else was involved?

Names and phone numbers of witnesses:

Injuries sustained to anyone involved:

Property damage:

Was anyone treated by a health care professional? Please record names, treatment, and whether anyone was transported to hospital.

Recorded by: _____ Date: _____

Note: The completed form should be photocopied, with one copy sent to the Affiliated Chapter Executive and one to be retained by the master gardener involved.

Expense Claim Form for MGABC Council Members

Details of Event

Event:	_____
Date:	_____
Location:	_____
Name of Claimant:	_____
Approved by MGABC President or Treasurer:	_____

Travel Expenses

Total kilometres driven (return trip):	_____ km	(A)
Total automobile mileage claim:	\$ _____	(B)
<i>(A) times current mileage allowance (\$0.22)</i>		
Total Ferry Costs:	\$ _____	(C)
Total Airline Costs:	\$ _____	(D)
Transportation Total:	\$ _____	(E)
<i>(Ferry and airline receipts must be attached.)</i>		

Other Costs

Event:	_____	
Other Costs:	_____	_____
	_____	_____
	_____	_____
<i>(Please list details on a separate sheet if needed.)</i>		
	Total Other Costs	\$ _____ (F)
<i>(Pre-approval must be received and receipt(s) must be attached.)</i>		

Request for Reimbursement

	Total Expenses	\$ _____ (G)
	<i>Total (E) plus (F)</i>	
Total amount for which a tax receipt for charitable donation is requested	\$ _____	(H)
Complete Form entitled: Directive from Volunteer to Donate Travel Expense to MGABC		
Total amount for which reimbursement is requested	\$ _____	(I)
	<i>(G) minus (H)</i>	
Date: _____	Signature: _____	
Cheque No. and Date: _____		

**Directive from Volunteer
to Donate Travel Expense to MGABC**

I, (*Print Name*) _____ direct that the funds
totalling \$ _____ to which I am entitled by way of reimbursement for
(*Travel date and activity*) _____

and would otherwise be forwarded to me by cash or cheque, be transferred to MGABC
as my gift.

Signed: _____

Date: _____

*Please note: Form to be completed by the volunteer and forwarded to the MGABC
Treasurer.*

Appendix

- 1. Procedures for Receiving and Recognizing Donations**
- 2. Donor Bill of Rights**
- 3. What are my organization's responsibilities under PIPA?**

Procedures for Receiving and Recognizing Donations

General and Designated Donations

- A general donation is a financial or in-kind contribution that can be used to support any area of the organization. This kind of donation allows the association to address its most urgent needs without precondition
- A designated donation is a gift with an intended purpose. Any interest earned on the funds must also accrue to the gift. Should a balance remain and not be required for the intended purpose, the donor should be contacted and an alternate use proposed for their approval. For accounting purposes, these funds show on the balance sheet and are transferred to income against the intended expense.

Process for Issuance of Numbered Tax Receipts for Charitable Gifts to Affiliated Chapters

- The donor's cheque must be made payable to MGABC and sent to the Treasurer for processing
- The Treasurer deposits the cheque in the MGABC bank account
- The Treasurer issues a tax receipt to the donor
- The Treasurer prepares a cheque in the amount of the donation payable to the affiliated chapter
- The affiliated chapter utilizes the donated funds in accordance with the wishes of the donor, and in accordance with the purposes of MGABC as stated in the constitution.

Guidelines for Donor Relations and Acknowledgement

- The Treasurer is responsible for matters related to donors and donations, and the recognition of donor support
- All donations received by MGABC are recorded and maintained in a comprehensive database of names and addresses. Names and addresses will be held in confidence. The donor database is password protected or held in a secure file with access limited to the Treasurer
- A donor may designate their donation in accordance with the MGABC purpose statement
- MGABC reserves the right to refuse the offer of a gift
- MGABC will seek out partners who are like-minded and align with MGABC purposes and policies
- Gifts may be made in memory of an individual, in honour of an individual, in the donor's own name or anonymously
- Gifts that arise from a donor's estate may be accepted

- The Treasurer is to assure that the fair market value of gifts in kind is established, and that this value determines the level of donor recognition
- Recognition at a particular level is given on the basis of a single-payment gift, a contribution pledged over time, or a documented planned gift to MGABC committed in a fiscal year, including gifts of private benevolence. The signed pledge of the donor, quantifying the contribution determines recognition level
- The naming of facilities and equipment will recognize the value of a gift to fundraising objectives.

Donation Acknowledgements

MGABC issues official receipts for charitable donations within the timelines established by CRA and receipts will reflect the date on which the donation was received. Official receipts for income tax purposes and thank you letters are issued by the Treasurer. When a donation is designated for a specific purpose or affiliated chapter, the Treasurer is responsible for ensuring that the cheque is payable to MGABC, and issues a receipt to the donor.

Receipts are not issued:

- for gifts that meet CRA's definition of private benevolence
- for gifts of less than \$25.00, unless specifically requested by the donor
- for gifts from other registered charities
- for gifts of service
- when the donation is reciprocated with a non-financial contribution of equal value to the donation (i.e., promotional benefits for sponsorship of an event).

A receipt may be issued for most gifts in kind (except for used clothing and items that have no real value), subject to the following:

- Prior to issuing an official tax receipt, the association must receive formal, written appraisals confirming the value of the goods
- If the item is unusual or it is difficult to reasonably determine a fair market value, the item must be assessed by a knowledgeable source who will subsequently issue a written estimate of the item's fair market value. At least two independent estimates must be obtained to confirm the value of the goods. The fair market value used for purposes of issuing a donation receipt will be the mid-point of the two estimates
- The written appraisal documents are to be used as the supporting documents for the official tax receipt
- A receipt is issued for the fair market value of the goods.

Unless specifically allocated to a designed fund, donations are to be recorded as donations to the association.

Donor Bill of Rights

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 ensure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the non-profit organizations and causes they are asked to support, we declare that all donors have these rights:

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

What are my organization's responsibilities under PIPA?

The *Personal Information Protection Act* (PIPA) sets out requirements for how organizations may collect, use, disclose and secure personal information. The following briefly describes your organization's responsibilities under PIPA.

Consent to Collect Personal Information

Get consent for collecting, using and disclosing an individual's personal information, except where PIPA excuses consent (such as employee personal information reasonably needed for the employment relationship; in an emergency; for an investigation where consent would compromise the availability or accuracy of the information). Get consent in a form appropriate to the sensitivity of the personal information. If an individual modifies or withdraws consent, comply with the change. If an individual wants to withdraw consent, explain the consequences of withdrawal.

Collection of Personal Information

Collect personal information only for reasonable purposes and collect only as much as is reasonable for those purposes. Unless PIPA permits otherwise, collect personal information directly from the individual concerned and tell the individual how you will use and disclose the information at the time you collect it or before.

Use and Disclosure of Personal Information

Use and disclose personal information only for the purpose for which it was collected unless the individual consents, or if PIPA permits the new use or disclosure without consent.

Access to Personal Information

On request, provide an individual with information about the existence, use and disclosure of the individual's personal information and provide access to that information unless PIPA excuses you from giving access in whole or in part. On request, and where satisfied on reasonable grounds, correct information that is inaccurate or incomplete. You may charge a minimal fee for responding to a request, but the fee should not be a barrier to access.

Accurate and Complete Personal Information

Ensure that personal information you have is as accurate and complete as necessary for the purpose you use it for. Ensure it is secure. Keep it for only as long as reasonable for business or legal reasons.

Designate a Privacy Officer

Designate someone in your organization who is responsible to ensure your organization complies with PIPA. PIPA requires this.

Policy and Procedures

Develop policies and procedures that are necessary for your organization to meet its obligations under PIPA, as well as a complaint process respecting the application of PIPA, and make these available to individuals upon request. PIPA requires this.

Resolution of Complaints

If someone complains about your organization's management of personal information, attempt to resolve the complaint in good faith and quickly.