



CASS

CASS Donor Bill of Rights

At Calgary Alternative Support Services (CASS), we believe that trust is the foundation of every relationship with our donors. We are committed to the highest standards of transparency, accountability, and ethical conduct.

To ensure that your generosity is always respected and valued, CASS affirms the following rights for every donor:

1. The Right to Information

- To be informed of CASS's mission, values, and purpose, and to understand how CASS supports individuals with disabilities and their families.
- To know how donations are used and the impact they make in advancing inclusion, accessibility, and community support.
- To have access to CASS's most recent financial statements, annual reports, and program updates.

2. The Right to Accountability

- To have your gifts used for the purposes for which they were given.
- To receive clear and timely communication if CASS must redirect funds due to unforeseen circumstances, always respecting donor intent wherever possible.

3. The Right to Privacy and Confidentiality

- To have your personal information kept strictly confidential, in compliance with Canadian privacy laws and CASS's internal safeguards.
- To determine how your name and gift are recognized publicly, or to remain anonymous.
- To be assured that your information will never be shared, rented, or sold to third parties.

4. The Right to Respectful Engagement

- To be treated with dignity, professionalism, and gratitude by everyone representing CASS.
- To have your contributions acknowledged promptly and appropriately.

5. The Right to Transparency and Accountability

- To expect that CASS will manage donations with efficiency, integrity, and transparency.
- To be informed of the measurable outcomes achieved through your support.
- To know that CASS adheres to ethical fundraising practices established by the Association of Fundraising Professionals (AFP) and other recognized standards in Canada.

6. The Right to Ask Questions

- To ask questions about CASS's fundraising practices, governance, programs, or finances and receive timely, truthful, and forthright answers.
- To have opportunities to provide input and feedback about your giving experience with CASS.

Our Commitment to You

Your trust makes our work possible. CASS commits to honoring these rights in every donor relationship and to continuously building a culture of transparency, respect, and accountability. Together, we create communities where all people, regardless of ability, are valued and supported.