

OPERATING PROCEDURES

Chapter Office Staff

The office staff may consist of the Executive Director, Office Manager, Sports and Recreation/ Advocacy Director and other personnel, full-time or part-time as deemed necessary to accomplish the mission of PVACF. Upon recommendation of the President or the Executive Director, the Chapter Board of Directors shall approve all expansion or reduction of office staff. Any person who accepts a position on the Board of Directors or with the Chapter as a volunteer or staff must attend any mandatory training required by the Board of Directors.

Office Hours

All officers and staff, as necessary will have keys to the office with a spare key kept in the office.

Regular office hours for PVACF shall be Monday through Friday, 8 a.m. to 5 p.m. unless otherwise specified; all chapter full-time employees are required to work during those hours. Employees are required to inform the President or the Executive Director anytime they are going to be away from the office during normal work hours.

All employees are required to call in when they will be late or absent from work. Tardiness will be deducted in 15-minute increments, unless excused by the President or the Executive Director or unless annual leave or sick leave is used for the absence.

Unexcused absence or tardiness four times in any twelve month period may be cause for consideration for involuntary termination.

Unexcused late arrival, early leave or absence without justification will be dealt with as follows:

A verbal warning;

A written warning;

If employees do not correct the problem after a written warning, an employee shall be subject to probation, suspension, or termination.

PVACF EXECUTIVE DIRECTOR

The Chapter Executive Director is responsible for overseeing all programs within PVACF.

EMPLOYEES

All employees (other than the Executive Director) report directly to the Executive Director.

PROGRAM DIRECTORS

Program Directors are responsible to the President and/or the ED. They must keep the President and/or the Executive Director informed of the activity within their program. The Executive Director or the President will keep the Board informed of all program activities.

APPOINTEES AND VOLUNTEERS

Will be directly responsible to the Program Directors. However, the President/Executive Director/Board can change this line of authority on a case by case, basis depending upon the nature of the assigned task.

CORRESPONDENCE

All incoming mail is to be opened by the Office Manager or other designee. He/she Will date stamp all mail and then forward a copy to the President and/or the Executive Director for his/her review and then forward to the appropriate person.

A copy of all outgoing correspondence concerning PVACF will be provided to the President and/or the Executive Director.

Letters by the President and/or the Executive Director will be copied for the Board and Program Directors when applicable.

The President and/or the Executive Director must preapprove a copy of all outgoing correspondence (electronic or hard copy) by board members. Mail marked personal or confidential will be opened by addressee.

OFFICE APPEARANCE

All personnel will keep his/her work area in a neat and tidy manner. All material from bookcase or file drawers should be returned prior to leaving the office. No material or equipment will be removed from the office without the knowledge of the President and/or Executive Director.

EQUIPMENT

All Presidential appointees and active volunteers may have complementary access to office equipment providing the Executive Director, A Board member or an officer is notified. This privilege will be revoked if abused.

No one is allowed to remove or add computer programs to any computer without approval from the President and/or the Executive Director.

When equipment is determined by the Board to be no longer needed or usable by the chapter, it will be disposed of by the President and/or the Executive Director.

FISCAL POLICY

All requests for funds/assistance must be directed to the chapter office. All original requests will be on file in the chapter office, available to Program Directors for review/action.

All check request forms must include the following:

To whom the check is to be made payable (on checks that are being requested for the first time, please include a contact, mailing address).

To which account this expense is to be charged.

To which program this expense is to be charged.

The Director of the charged program must approve the request for payment. If the Director is originating the request, it must be approved by the Executive Director. A receipt or invoice must be attached to the request form with the exception of travel reimbursement.

If the request is for reimbursement, the back of the form must have a description of the activities covered.

Non-budgeted program expenditures of more than \$ 500.00 must have prior board approval.

Any non-budgeted expenditure approved by the Board must have an approximate dollar amount included.

Grants/Awards or funds for assistance will be in accordance with the mission of the chapter as set forth in the PVACF by-laws.

Anyone receiving prizes in cash or goods of more than \$600.00 at PVACF tournaments/events will be issued a Form 1099.

REIMBURSEMENT POLICY GUIDELINES

The scope of this policy is to cover those programs for which PVACF provides reimbursement when expenses are incurred.

Reasonable and necessary expenses of Officers, Directors, Employees or appointees traveling, working, or taking part in any activity to accomplish the purposes of PVACF will be reimbursed with the approval of the Executive Director and/or President.

All questionable expenses must be brought to the President and/or the Executive Director for approval.

Activities of personnel performed outside the greater Orlando Metro area must be submitted to the Board in a written report in order to receive reimbursement.

Officers, Directors, Employees, and appointees who require the assistance of a personal aide for the time they are working to accomplish the purposes of PVACF may be entitled to reimbursement. This aide may be a family member. Determination will be made on a case-by-case basis and approved by the Board

Prepayment can only be authorized by the Board. Upon completion of travel, a final accounting and all unused funds must be turned into the Chapter within seven (7) days.

AIR FARE

Advance approval is required by the board. Purchases should be made as soon as possible.

LAND TRAVEL

Those wishing to travel by private automobile will be paid up to the rate set by the Board. Land travel may not exceed the posted air coach fare.

All expenses must be properly submitted on the appropriate expense voucher with all receipts attached. Vouchers without receipts will only be paid subject to Board approval.

Local travel (up to 75 miles one way) will be reimbursed at the rate set by the board. Exceptions will be made on a case to case basis by the Board and/or the President and/or the Executive Director.

Tolls will be paid on a case to case basis.

TAXI & PARKING

All fares & parking require a receipt for reimbursement.

STANDARDS OF CONDUCT

PVACF Directors, Officers, or Employees shall avoid any action which results in or creates the appearance of:

Giving inappropriate preferential treatment to any person.

Losing independence or impartiality.

Adversely affecting the public's confidence in the integrity of the Paralyzed Veterans of America and/or the Central Florida Chapter.

When a potential conflict occurs, the President/Executive Director shall be informed of the details. At that time, the President/Executive Director and a Board Member shall evaluate the details of the conflict and determine a course of action. The President/Executive Director will respond to the person(s) in writing with the determination of the committee. Copies of all materials (including any emails or correspondence on social media) will be placed in the files.

GIFTS, ENTERTAINMENT, FAVORS

PVACF Directors, Officers, or Employees shall not solicit or accept any personal gift, gratuity, favor, entertainment, loan or any other thing of monetary value for themselves personally, from a person who:

Has or is seeking to obtain contractual or other business or financial relations with PVACF;

Has interests that may be substantially affected by the performance or nonperformance of their duties.

Gifts to supervisors are prohibited except for voluntary gifts or donations of nominal value made on a special occasion, such as a birthday, marriage, illness, or retirement.

EXCEPTIONS TO THE PROHIBITING OF GIFTS

PVACF directors, officers, or employees may accept:

Gifts received as a result of an obvious personal relationship.

Food and drink served in a nominal amount at a business meeting on infrequent occasions.

Promotional items of nominal value.

FINANCIAL INTEREST

Directors, Officers, or Employees shall have no financial interest that conflicts or appears to conflict with PVACF duties, and may not engage in personal financial transactions which rely on information gained in their official capacity.

MISUSE OF INFORMATION

Directors, Officers, or Employees shall not use official information that has not been made available to the general public for the purpose of furthering a private interest.

USE OF PVACF FUNDS AND REAL PROPERTY

Directors, Officers, or Employees shall not use or allow the use of PVACF funds for other than official activities. The Board/President/Executive Director has the authority to rent or loan the use of the chapter meeting room on a case by case basis.

USE OF TITLE OR POSITION

PVACF Directors, Officers, or Employees are prohibited from using their titles or positions in connection with any unofficial commercial enterprise or from endorsing any commercial product. This does not preclude author identification for materials published.

NEPOTISM

PVACF Directors, Officers, or Employees may not show favor by giving a job on the basis of relationship. Known as nepotism, such favor also includes acting as an advocate for individual's appointment or advancement in PVACF.

The hiring of closely related employees is generally not done. For the purpose of this policy "relative" is defined as a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, first cousin or corresponding in-law or step relation. "Significant others" shall also be considered related.

The Board may make an exception to this policy if it is in the best interest of the chapter.

EMPLOYMENT/VOLUNTEER RECRUITMENT

Priority Considerations

As a veteran's service organization, it is our policy to give the chapter's members, veterans and other disabled individuals priority consideration in employment decisions. This policy only applies when members and other individuals meet requirements established in the job description. Priority is established based on the following criteria:

Veterans with spinal cord injury or disease Service Connected or Non-Service Connected.
Veterans with other service connected conditions.
Non-veterans with a spinal cord injury or disease.
The President and/or the Executive Director will announce any job openings in the

Chapter newsletter or the National Paraplegia News

When this procedure does not produce qualified candidates, an effective outside recruitment effort will be made.

Whenever circumstance dictates, the above procedures may be waived by the President or the Executive Director with concurrence of the Board.

When making employment decisions PVACF Executive Director will review each candidate's application and conduct interviews. Afterwards the Executive Director will recommend the selected candidate for employment to the Board of Directors for ratification.

EMPLOYMENT STATUS POLICY

Full-Time Salaried Employees are required to work a minimum of thirty-seven and one-half (37-1/2) hours per week. Business hours will be from 8:00 to 4:00 or 9:00 to 5:00 with ½ hour for lunch. Business hours shall be designated by the President and or the Executive Director. Part-time Employee's work schedules should be flexible hours or days to vary with the work load and the need to have someone to cover vacation or sick leave.

Part-time employees will accrue leave on a pro-rata basis.

ABSENCES

All employees are required to inform the Executive Director or the President if the Executive Director is not available, when they expect to be out of the office during business hours and keep the office informed of their location.

All employees must inform the office by 10:00 A.M. when they will be absent or tardy.

Part-time employees will accrue all benefits on a pro-rata basis.

SALARIED EMPLOYEES

Salaried positions are not subject to the overtime provisions of the federal and state wage and hour laws. The following positions are examples; Executive Director, Sports Director, Government Relations, and Office Manager.

SALARIED EMPLOYEES OVERTIME POLICY

Overtime worked by full-time salaried employees exempt from the provisions of the federal and state wage and hour laws will be compensated by providing time off.

Salaried employees will accrue compensatory time when they are required to work on a weekend or holiday. Compensatory time must be taken within two months of accrual.

The Board has the authority to approve any exceptions to this policy.

OVERTIME

The Executive Director and/or the President should approve, in advance, any overtime to be worked by any salaried employee.

Employees must give the President and/or the ED advance notice when compensatory time is needed by making a verbal request for their approval.

Hourly employees will turn in a report of their hours to the Executive Director bi-monthly.

Failure to comply may result in the delay of employee's paycheck.
Hourly employees must note compensatory time off on his/her bi-monthly status report under "comp time".

HOURLY EMPLOYEES OVERTIME POLICY

Hourly employees will be paid for work in excess of 40 hour week with prior approval from the Executive Director and/or the President. All overtime requires prior approval from the Executive Director and/or the President.

The hourly rate is paid up to forty (40) hours a week. Hourly employees will be paid at the premium rate 1-1/2 times the hourly rate for work exceeding 40 hours in any given week.

All overtime will be paid in the pay period in which it is earned.

EMPLOYMENT RECORD

An individual employment record will be kept for each employee in a secure location.

LENGTH OF EMPLOYMENT

Length of employment will not be broken and lost time will be added to the length of employment record in the following instances:

1. Sick Leave up to the number of hours accrued.
2. Time lost due to accidents that occur on the job.
3. Leave of absence as a result of the Family and Medical Leave Act.
4. Service of the United States Military, if called to active duty.

Length of employment will be broken by:

1. Termination
2. Exceeding the time allowed by the Family and Medical Leave Act.
3. Absence for a period of two (2) consecutive working days without permission or without notice to the chapter.

COMPENSATION

PVACF shall comply with the Workers Compensation laws of The State of Florida. This coverage will provide payment for medical expenses and for partial salary continuation in the event of a work related accident or illness, as stated in the applicable workers' compensation policy.

SMOKING

PVACF is dedicated to providing a healthy, comfortable, and productive work environment for employees and volunteers who work at the PVACF office. This policy also applies to members and guests who attend meetings.

Smoking will be restricted to the outside only. There shall be absolutely NO SMOKING inside the office complex.

ALCOHOL AND DRUG FREE WORKPLACE

It is the policy of PVACF to create an alcohol and drug-free workplace. The excessive use of alcohol or the use of illegal drugs is inconsistent with the behavior expected of employees. This usage subjects all employees, clients and visitors to unacceptable safety risks and undermines PVACF'S ability to operate effectively and efficiently.

The unlawful manufacture, distribution, dispensation, possession, sale, or use of controlled substance (unless prescribed by a physician) in the work place or while engaged in PVACF'S business off PVACF'S premises is strictly prohibited. Such conduct is also prohibited during non-working time to the extent that it is the opinion of PVACF that it impairs an employee's ability to perform on the job and threatens the reputation and integrity of the Chapter.

DISCLOSURE

Employees convicted of controlled substance or alcohol related violations (including no contest) must inform PVACF within five (5) days of such conviction.

Employees who violate any aspect of this policy may have their employment terminated.

HARASSMENT/GRIEVANCE

Every individual is entitled to a work environment conducive to effective job performance. PVACF expressly prohibits any form of harassment, which affects the performance of the employee/volunteer or others in the office. Verbal, physical or written communication which is reasonably viewed as offensive to the individual(s) involved is prohibited.

PVACF expressly prohibits any form of unlawful harassment based on race, color, sex, religion, national origin, age or disability. Improper interference with the ability of PVACF'S employees or volunteers to perform their expected job duties will not be tolerated

SEXUAL HARASSMENT

With respect to sexual harassment, PVACF prohibits unwelcome sexual advances; requests for sexual favors; and all other verbal or physical conduct of a sexual or otherwise offensive nature, especially where:

Submission to such conduct is made either explicitly or implicitly as a term or condition of employment;

Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment or such conduct has the purpose or effect of creating a hostile, intimidating, or offensive working environment.

Offensive comments, jokes, innuendos, and any sexually oriented statements or material.

Procedure

Any individual believing that he or she has been subjected to any form of harassment by another should bring the matter to the immediate attention of the President/ED in an attempt to resolve the issue.

With respect to grievances, individuals are to adhere to the following procedure until a resolution is achieved. During the conduct of PVA business, should an incident occur or condition arise which the individual believes unjust, inequitable, or improper, the individual is to utilize the internal procedures set forth below to bring the situation to PVACF's attention for resolution. No individual need neither fear nor be subjected to any form of reprisal as a result.

1. Speak to the President and or the Executive Director, if this is to no avail, then:
2. Speak to the Board with a grievance submitted in writing and placed on the meeting agenda prior to the Board meeting.

All complaints will be promptly and thoroughly investigated and appropriate action will be taken.

PERSONAL APPEARANCE AND DRESS CODE

All employees and PVACF Chapter representatives are required to wear appropriate business attire when conducting business for the organization. These individuals are expected to maintain an appropriate professional appearance during office hours and when attending functions as a representative of PVACF. Common sense will dictate what is appropriate.

EMPLOYEE/VOLUNTEER COMMUNICATIONS

All media contact should be through the President and/or the Executive Director unless otherwise designated by the President and/or the Executive Director.

The use of PVACF stationary and employee's titles or the inference that PVA supports any statement is expressly prohibited without express consent of the President and/or the Executive Director.

Employees who violate this policy will have their employment terminated.

Chapter letterhead may not be used to express opinions, etc. of a personal nature, nor may they give the appearance that they are speaking on behalf of the chapter without the express consent of the President, the Executive Director and/or the Board of Directors.

VOLUNTARY SEPERATION

An employee who resigns voluntarily is required to give written notice of resignation to the President or Executive Director at least ten working days prior to the employee's last day of employment, stating the last day of employment. The employee must fulfill the normal duty schedule during the period in which final notice is given. The ten working day period begins with the date of receipt by the organization. In all cases, the President or Executive Director will acknowledge in writing receipt of the employee's written notice of resignation.

At the discretion of the Board of Directors, failure to comply with the above requirements may

result in the loss of monetary payment for accrued annual leave credited to that employee.

Employees may be given two weeks' severance pay in lieu of a ten day working notice at the discretion of the President and/or Executive Director.

INVOLUNTARY SEPERATION

The Executive Director must notify the Board of Directors when an employee has been involuntarily separated

The Executive Director will provide a letter indicating the reason for separation to be retained in the individual's personnel file.

After an oral warning, documentation of counseling, and documentation of probation period, employees can be dismissed for the following reasons.

1. Excessive absence or tardiness.
2. Failure to perform ones duties as established by their job description.
3. Failure to comply with established policies and procedures of PVACF.
4. Failure to adhere to performance requests established by the President and Executive Director.

All documentation will be maintained in the employee's personnel file and a copy provided to the employee of any documents signed by the employee.

EMPLOYEE PERFORMANCE EVALUATION

All employees will be evaluated after 90 days of employment. Thereafter every six months through the 2nd year, then annually not later than September 30 or sooner.

Evaluations will be conducted by at least two PVACF Officers using established performance guidelines.

BEREAVEMENT LEAVE

Employees bereaved by the death of an immediate family member may be granted administrative leave with pay up to a maximum of 5 days per occurrence.

ELECTION DAY LEAVE

PVACF encourages employees to exercise their right to vote. For National, State, County and City elections. President and/or the Executive Director will grant the time necessary for an employee to vote.

JURY DUTY POLICY

Employees performing jury duty will be granted uncharged leave providing notification has

been made to the President and/or the Executive Director. Any funds received for performing jury duty must be deducted from PVACF compensation paid.

MILITARY LEAVE OF ABSENCE POLICY

PVACF will grant leave without pay to regular employees who are called to active duty. While they are on active duty employee benefits follow federal law.

PVACF employees who are Military Reservists or members of the National Guard will be granted leave in order to fulfill their annual commitments. The employee will not accrue any type of leave (sick or annual) for this time.

VACATION TIME

There is a paid vacation program for both full-time (37.5) and part-time (less than 37.5 hours per week) predicted upon length of service. Part-Time employees will earn vacation leave on a pro-rated basis. All accrued vacation time must be used within six (6) months after the end of the fiscal year in which it was awarded. Employee may receive a pay out 80% for unused vacation time. Accrual begins the first day of employment as follows;

During the first 2 years vacation time accrues at a rate of 1 day per each month worked.

During the 3rd and 4th years vacation accrues at a rate of 1 ½ days per month worked.

During the 5th thru 10th years vacation accrues at a rate of 2 days per month worked.

After the 10th year employees will accrue 2 ½ days for every month worked.

VACATION TIME REQUEST

The PVACF request for leave form (or a request via email) must be submitted to the employee's supervisor for approval five (5) business days in advance of the start of vacation. Exceptions can be made with the approval of the President and/or the Executive Director.

LEAVE WITHOUT PAY FOR VACATION PURPOSES

Generally vacation time will not be advanced to employees. Employees who do not have the necessary leave time to cover the vacation may request it without pay up to five (5) days through their supervisor on the standard leave form (or a request via email).

Employees may not use accrued sick leave for vacation purposes except by approval by the President and/or the Executive Director.

EMPLOYEE BONUSES

All full-time employees are eligible to receive annual holiday bonuses if they have been employed by PVACF for the previous twelve-month period. If the employee has been employed by PVACF for less than a full year, but has completed the probationary period, he or she shall be eligible to receive a bonus. Annual employee holiday bonuses will be determined by the following formula: One day's pay

x number of completed years' service, not to exceed one weeks' pay.

Employees shall be eligible to receive bonuses on extraordinary work performance at the discretion of the Board of Directors and upon recommendation by the President or Executive Director.

PAID HOLIDAYS

PVACF recognizes the following paid holidays per year for regular full-time employees. The recognized paid holidays are:

- New Year's Day (plus one additional day)
- Martin Luther King Jr.'s Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans' Day
- Thanksgiving (Wednesday, Thursday and Friday)
- Christmas Day (We close the entire week of Christmas)

Special consideration may be given for specific religious holidays on an individual basis. Requests for such consideration shall be submitted to the Executive Director or the Chapter President.

PVACF encourages all employees to participate in Chapter approved functions on holidays or weekends. All employees who participate in official ceremonies on those days may be authorized appropriate compensatory time.

SICK LEAVE

Sick leave will be provided to its salaried, hourly and part-time employees as follow
At an accrual rate of 1 day per month worked beginning at the first month of employment.
Up to 60 days sick leave may be accrued.

Notification

Employees are required to notify their supervisor/designee if they will be absent due to illness or have medical appointments. Employees need to speak directly with their supervisor. If the supervisor is not available, they should tell the Office Manager so he/she may tell the proper supervisor upon their return.

Verification

A physician's certificate may be required of an employee who is out on sick leave for 5 consecutive days or 3 consecutive business days immediately preceding or following a weekend or holiday.

Expiration of sick leave hours

Employees who have exhausted their sick leave may then use their accrued vacation time for sick leave.

Return from extended sick leave

Upon the return from an extended illness, the employee will provide a letter from their physician stating that the employee is able to resume normal, full time duties (see Extended Leave of Absence).

EXPIRATION OF ACCRUED LEAVE

Employees who have been ill and are unable to return to work upon expiration of all accrued leave (sick or vacation) may request from the Board, in writing, **for** an extended leave of absence. Failure to apply for a leave of absence after expiration of all leave may result in termination.

TERMINATION (Sick and Vacation time)

Upon employment termination employees will be paid for all accrued vacation and sick time as follows;

Accrued vacation will be paid at a rate of 100%

Accrued sick time will be paid at a rate of 100%

New employees will not be eligible to take vacation during introductory period (90 days).

EXTENDED LEAVE OF ABSENCE

PVACF will follow the Family Medical Leave Act concerning extended leave of absence. While on extended Leave of Absence, vacation and sick leave benefits are not to be accrued.

EXPIRATION OF EXTENDED LEAVE

CFPVA will guarantee an individual's position or equivalent job and salary up to the end of the approved time provided them by the Family Medical Leave Act. After that time the employee's employment may be terminated. Benefits will terminate and a break in service occurs.

EQUAL OPPORTUNITY EMPLOYER

As a Congressionally chartered corporation under Public Law 92-93, PVACF provides equal employment opportunity to all employees and applicants without regard to race, color, religion, sex, national origin, age or disability in accordance with applicable federal laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including but not limited to hiring, placement, promotion, termination, and layoff, and recall, leaves of absence, compensation, and training.

As a veterans' service organization, it is PVACF's policy to give employment preference to the organization's members, veterans and other disabled individuals if they are equally qualified.

ADDITIONAL POLICIES RELATED TO THE ORGANIZATION:

USE OF FACILITIES BY OTHER GROUPS OR INDIVIDUALS

The use of the chapter office complex for meetings or functions by groups or organizations shall only occur if a Board member is present at said meetings or functions or the function has been previously approved by the Executive Director and/or President.

EFFECTIVENESS ASSESSMENT POLICY

A self-assessment, using the Self-Assessment Tool for Non-Profits developed by the Nonprofit Association of Oregon (attached to this document), should be completed by the Board of Directors of the organization a minimum of every two years appraising the performance and effectiveness of the organization and determining any actions required to assure that the organization is meeting its mission's objectives.

PRIVACY POLICY

Our commitment to privacy

Paralyzed Veterans of America Central Florida deeply respects the privacy of its visitors. You are not required to register or to provide any personal information in order to access information on our site.

Paralyzed Veterans of America Central Florida may collect and store the information you choose to provide us to send you information about Paralyzed Veterans of America Central Florida and Paralyzed Veterans of America partners and third parties from time to time. Paralyzed Veterans of America Central Florida collects and stores some information the user chooses to provide, including name, address and email address, to send users information about Paralyzed Veterans of America Central Florida and Paralyzed Veterans of America partners and third parties from time to time. If you do not wish for your information to be shared, please let us know by sending us an e-mail, calling, or writing to us at the above address.

Information we collect

We collect only the domain name, the e-mail addresses of those who communicate with us via e-mail, aggregate information on what pages visitors' access, and information volunteered by our visitors, such as survey information and/or site registrations.

If you do not wish to receive e-mail from Paralyzed Veterans of America Central Florida in the future, please let us know by sending us an e-mail, calling, or writing to us at the above address.

For each visitor to our Web page, our Web server automatically recognizes only the visitor's domain name, but not the e-mail address.

Please note that when you shop or visit one of our partner web sites even though you may have started your visit at Paralyzed Veterans of America Central Florida's site you are interacting directly with a separate organization, not Paralyzed Veterans of America Central Florida. This means that information you choose to share with that organization will fall under their own privacy policies, which we encourage you to review.

Information we use

The information we collect is used to better understand general site usage patterns, improve site usability, improve the content of our webpage, and add merchants and services which will better serve our visitors' needs and interests. We may use volunteered information to send updated information on our programs and develop promotions based on general user preferences.

Site visitors who supply us with their postal address on-line may receive periodic mailings from us with information on products and services or upcoming events. If you do not wish to receive such mailings from Paralyzed Veterans of America Central Florida in the future, please let us know by sending us an e-mail, calling, or writing to us at the above address. Please provide us with your exact name and address. We will be sure your name is promptly removed from our mailing list.

Persons who supply us with their telephone numbers on-line will only receive telephone contact from us with information regarding orders they have placed on-line.

With respect to ad servers: We do not partner with or have special relationships with any ad server companies. We do not, however, make any representations concerning ad servers on any other site to which you may have access through this site.

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. We will post any policy changes to our Web site. We will only use data collected from the time of the policy change forward. We urge you to check this privacy policy periodically if you are concerned about how your information is used. If you do not wish to have your information used, please let us know by sending us an e-mail, calling, or writing to us at the above address. Please provide us with your exact name and address. We will be sure your name is promptly removed from our data.

Our commitment to data security

Paralyzed Veterans of America always uses industry-standard encryption technologies when transferring and receiving consumer data exchanged with our site. When we transfer and receive certain types of sensitive information such as financial or health information, we redirect visitors to a secure server and will notify visitors through a pop-up screen on our site. We have security measures in place to protect against the loss, misuse or alteration of information that we have collected from you at our site.

For any additional information on Paralyzed Veterans of America Central Florida and/or its policies, please contact us at the address or telephone number listed above or e-mail us at: Admin@PVACF.org

State registration information

The information you read online describes one or more of Paralyzed Veterans of America Central Florida's activities. Your gift is very much appreciated and fully deductible as a charitable contribution. A copy or summary of the latest financial statement, annual report, and registration filed by Paralyzed Veterans of America Central Florida, and a description of its charitable mission and programs may be obtained by contacting Paralyzed Veterans of America Central Florida, 2711 South Design Court Sanford, Florida 32773. Some states require that special notices be included with each solicitation. If you are a resident of one of these states, you may obtain financial information, solicitation, and annual reports, and/or registration directly from the state agency: FLORIDA – CH1149@: a copy of the official

registration and financial information may be obtained from the Division of Consumer Services by calling toll free 1-800-435-7352 within the state. Registration does not imply endorsement, approval, or recommendation by the state. Registration does not imply endorsement.

POLICY AND PROCEDURES REVISIONS

All policy revisions, additions or deletions to the Policies and Procedures approved by the Board of Directors of Paralyzed Veterans of America Central Florida will become effective immediately. The Board of Directors reserves the right to revise these Policies & Procedures whenever deemed necessary to do so.