



Together we can achieve a society where
no person's life is limited by epilepsy

Guidelines for on-street fundraising and cash handling

Conduct of Fundraisers

Epilepsy Ireland fundraisers are the face of the charity and will be viewed as such by the public. Therefore, we ask all fundraisers to dutifully and in good faith act in the best interests of the charity when engaging in fundraising activities. Any act by a fundraiser which might reflect adversely on Epilepsy Ireland could have consequences for our ability to secure funding in future. Failure to adhere to the below guidelines may result in being restricted from participating in future Epilepsy Ireland events.

Specifically, fundraisers should:

- Act professionally, honestly, and courteously to all members of the public.
- Ensure correct authorisation, permissions, permits, and insurance are in place before commencing the fundraising activity.
- Arrive at the designated location punctually.
- Dress appropriately and wear an Epilepsy Ireland branded t-shirt or hoodie as provided.
- Smile and make eye contact with potential donors, using a phrase such as "Please support Epilepsy Ireland".
- Thank members of the public for their support.
- Accept any voluntary donations above and beyond the purchase price of the tokens on sale. Likewise, tokens should be offered to people who donations of less than the purchase price into the box.
- Use the full correct name of the charity, "Epilepsy Ireland".
- Answer basic questions about the charity posed by members of the public to the best of their ability. Members of the public who have questions about epilepsy or questions on the work of Epilepsy Ireland should be encouraged to contact Epilepsy Ireland's head office or local office or our website www.epilepsy.ie. Under no circumstances should fundraisers offer medical or lifestyle advice to members of the public.
- If asked about the use of funds collected, fundraisers should indicate that the funds raised are to help run and fund our wide range of services and epilepsy research. Members of the public requiring further information should be directed to contact Epilepsy Ireland's Communications Manager at 01 455 7500.
- Show, if asked, their letter of authorisation to concerned members of the public and encourage them to contact Epilepsy Ireland if they require any further information on the collections.
- Members of the public wishing to make a complaint about the collection should also be directed to contact Epilepsy Ireland's head office on 01 455 7500.

- When working on private property (e.g. a shopping centre), fundraisers should follow all instructions given by the management of the premises e.g. times, locations to collect etc.
- Please maintain a neat appearance at all times while collecting and minimise the use of mobile phones while manning a collection location.
- The safety of collectors is of paramount importance. In the interests of safety, money should be removed from the collection site by at least 2 people acting together. Money should not be accumulated in large quantities at the collection site. In the unlikely event of a robbery, fundraisers should hand over collected money without hesitation. Then immediately contact the Gardai, followed by Epilepsy Ireland.

Fundraisers should not:

- Cause unreasonable nuisance or disruption to members of the public or to businesses or other charities fundraising in the vicinity. This includes excessive noise from shaking buckets.
- Block entrances or exits or make members of the public feel like they have no option but to make a donation.
- Offer medical or lifestyle advice to the public or answer any questions about epilepsy as a condition.
- Act in a threatening or intimidating way towards potential donors.
- Collectors should not smoke while collecting.

Cash handling procedures

Please ensure that:

- The name of the charity and the Registered Charity Number are clearly visible on collection boxes.
- Collection boxes remain sealed throughout the duration of the collection activity.
- Donations are placed in the collection box by either the donor or in the presence of the donor.
- Cash is collected, counted, and recorded by two unrelated individuals nominated by Epilepsy Ireland.
- Cash is kept in a secure environment until it is possible to bank the money. Where possible cash should be banked immediately and by two people where practical.
- Cash is never left unattended.
- There are no deductions of any kind made from cash collected.
- Epilepsy Ireland is informed of the amount of money being banked by SMS or email.

Use of QR codes

People who do not have cash can make a donation by scanning the QR code on the donation bucket using the camera on a smartphone. This will direct the donor to a website where they can make an online donation using their credit card or bank details.

Fundraisers should help donors scan the QR code and enter their details if asked but please respect the donor's privacy when they are entering personal information such as contact details and banking information.

Thank you for your support and best of luck with your fundraising!