



# **MEMBER'S MANUAL**

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## 1. NAME, MISSION AND CORE VALUES

Only the Board of Directors is authorized to make changes to the Foundation's Mission, Vision or Core Values.

### 1.1. Name of the Quilts of Valor Foundation

“Quilts of Valor Foundation” is the name of this non-profit charitable organization, established and organized in accordance with section 501(c)(3) of the United States Internal Revenue Code, and that name belongs to the organization. The name cannot be used to create any separate entity, either for-profit or non-profit. Throughout this document, the Quilts of Valor Foundation, as an organization or the administrative offices of the organization, may be referred to as “the Foundation.”

### 1.2. Mission

The mission of the Quilts of Valor Foundation is to cover members and veterans of the U.S. armed services who have been touched by war with comforting and healing Quilts of Valor.

### 1.3. Vision

The vision of the Quilts of Valor Foundation is awarding Quilts of Valor as tangible expressions of gratitude for service members and veterans.

## 1.4. Core Values

Our core values establish standards of conduct for all associated with the Foundation. The Foundation's core values are:

Treating people with respect. We honor all faiths and beliefs, striving for inclusivity.

Promoting excellence. We put the best possible workmanship and materials into every quilt we make so it will be a lasting award for the person it is meant to comfort.

Valuing service over self. Valuing service and the interests of those we serve over our own self interests. We understand that rules exist for a reason and that our compliance is necessary for the good of the veterans, service members and the Foundation. Our members place the welfare of veterans and service members ahead of our own benefits or interests. Doing something that benefits one's self or serves the interests of a member or member's social group at the expense of a veteran or service member violates the core value of service over self.

Being Accountable. We are accountable for our actions to our recipients, our supporters, our donors, and our fellow volunteers.

Anti-Discrimination Policy. The Quilts of Valor Foundation does not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.

## 2. USE OF THE QUILTS OF VALOR NAME AND LOGO

### 2.1. Property of the Quilts of Valor Foundation

Trademarks and copyrights are among the Foundation's most valuable assets. They must be used in a manner that furthers the Foundation's mission and with permission of the Foundation. This includes:

- A. The name "Quilts of Valor® Foundation."
- B. All forms of the name "Quilts of Valor," "QOV," and "Under Our Wings." All of these are registered trademarks at the United States Patent and Trademark Office.
- C. Foundation slogans, product names, designs, the website and domain name

### 2.2. Trademark Infringement

Trademark infringement is the unauthorized use of a trademark or service mark on goods or in connection with goods and/or services in a manner that is likely to cause confusion, deception, or mistake about the source of the goods and/or services. This includes, but is not limited to, alteration of the trademark or logo and use of the trademark for goods or services contrary to the best interests of the Foundation or unrelated to the Foundation. Trademark infringement may result in termination of

membership and/or legal action. Only the Board of Directors may change a trademark or logo.

### 2.3. Permissible Use of Name and Logo

- A. Members, including groups, may use the following trademarked/registered phrases: “Quilts of Valor,” “Quilt of Valor,” “QOV,” “QOVs” and “Under Our Wings” if the use is in accordance with the policies and procedures set forth in this manual.
- B. Non-members may not use the logos. The logos for Quilts of Valor and Under Our Wings may be used by members, including groups, without express permission on letterheads, business cards and ceremonial documents. The logos may also be used by embroidery, silk screening, applique etc. on personal items, such as shirts, jackets, tote bags and handbags with advance written approval from the Foundation if those items are for personal use or gifts, but not for sale.
- C. Use of the name Quilt of Valor, Quilts of Valor, QOV or Quilts of Valor Foundation is not allowed for items listed for sale on online retail sites (etail) without written permission from the Foundation.
- D. Use of the name Quilt of Valor on a quilt for sale is strictly prohibited.



- E. Any use of the logos for Quilts of Valor or Under Our Wings not clearly within sections “A” or “B” above requires prior authorization from the Executive Director.
- F. Trademark symbols are to be used at least the first time that the trademarked material appears in a written document. Examples of correct use of trademark symbols are: Quilts of Valor® Foundation, Quilt of Valor®, QOV® and Under Our Wings®.

#### 2.4. Alteration of the Logo

Logos may not be altered or changed in any way. Only the Board of Directors may change a trademark or logo.

### 3. PRIVACY AND CONFIDENTIALITY

Information received, collected and maintained by the Foundation or by groups or members acting on behalf of the Foundation is private information. This includes information about Foundation employees, volunteers, members, donors, veterans and those who nominate veterans.

#### 3.1. Use of Information by the Foundation

The Foundation may use information about members and donors to provide updated information on the Foundation’s plans and activities or to understand members’ and donors’ interest in the Foundation mission.

This information is shared with the Board of Directors, executive staff, state

coordinators, group leaders and Foundation consultants only on a “need-to-know” basis.

### 3.2. Disclosure of Information to Third Parties

Information gathered from members and donors may not be shared with third parties. This includes:

- A. Contact information (name, address, telephone number, e-mail address);
- B. Information identifying events attended, publications received and special requests for program information; and
- C. Information provided by members or donors in the form of comments and suggestions.

Confidentiality. Confidentiality refers to the preservation of private, non – public information, as well as restriction on its use only for business purposes. Confidential information includes non-public information maintained or made available (whether orally or by written, printed or electronic means) by the Foundation, including financial information, award nominee data, military service data, volunteer data (including names, addresses, and contact information), or any other information by which the identity of a person can be determined, either directly or indirectly (collectively, “Confidential Information”). Confidential Information is subject

to the obligation by each Member to: (a) safeguard and retain the confidentiality of the Confidential Information (including properly disposing of printed materials containing Confidential Information), (b) not divulge, disclose, copy, disseminate, or make available to third parties any Confidential Information, except on a need to know basis to other Members and persons similarly bound by confidentiality obligations, or as otherwise authorized by QOVF, (c) only access and use the Confidential Information on a need-to-know basis and for business purposes related to QOVF, and (d) not use Confidential Information for personal (including personal financial) reasons, unless there are written, specific limited use exceptions permitted by QOVF.

#### 4. NEUTRALITY

The Foundation maintains at all times a neutral position on political and religious issues. For example, the Foundation does not display preference for any political party, political issue or religious belief. Members and groups, when acting as representatives of the Foundation, shall not solicit, accept support or express support for any political party, political issue, religion or controversial issue, either by word or by deed such as in quilt design or the label on a quilt. Nor shall members and groups, when acting as representatives of the Foundation, advocate or indicate a preference on a controversial issue. Elected officials may attend the

award of a Quilt of Valor in their official capacity but not as part of an election campaign or promotion for a controversial issue and no member shall endorse them as a candidate at the award ceremony. Members are deemed to be acting as representatives of the Foundation, and not as individuals, when awarding a Quilt of Valor, participating in fundraising for the Quilts of Valor Foundation or appearing at any public function on behalf of the Quilts of Valor Foundation. Members acting as representatives of the Foundation, such as when they award Quilts of Valor or engage in fundraising, may not attend or participate in political meetings. Alliances and partnerships may be formed with other organizations compatible with the Foundation's Mission and only upon approval by the Executive Director.

## 5. MEMBERSHIP

### 5.1. Becoming a Member

Individuals may become members by submitting an application through the Foundation website and paying a nominal fee for a year's membership. By submitting an application, the applicant declares that he or she agrees to abide by the Foundation's policies and procedures. Membership fees are subject to periodic change.

### 5.2. Benefits of Membership

Members are entitled to the following benefits:

- A. Use of Trademark and Name: Members have permission to publicly represent the Quilts of Valor Foundation (i.e. at display booths at public events, fundraising, accepting donations, awarding quilts) and to use the trademarked names “Quilts of Valor Foundation” and “Quilts of Valor” and the logo in accordance with the policy guidelines.
- B. Services: Members have access to a network of volunteer long armers, and contact information for veterans who have been nominated for award of a quilt.
- C. Information: Members have access to the online newsletter QOV THREADS and periodic training via the internet and conferences.
- D. Goods: Members have access to patterns, templates for Quilts of Valor Foundation stationery and appreciation certificates and sample scripts for Quilt of Valor awards and appreciation certificates.
- E. Vendor Discounts and Special Offers. From time to time, companies, vendors, or retailers within the quilting industry may wish to cooperate, partner, or create special programs or special offers for the Foundation or the Foundation’s members. Special offers are available exclusively for the construction of Quilts of

Valor. Materials acquired via such special offers may not be used for other community or not-for-profit programs. Members who participate in such programs or offers are prohibited from advertising or reselling material made available through such programs or offers.

F. Fundraising Support: Members act on behalf of the Foundation when they engage in fundraising, representing the Foundation and accepting donations and property and raising funds on behalf of the Foundation. Membership enables groups to participate in fundraising, as the Foundation maintains the legal registration required by state law. The Foundation also supports the fundraising efforts of group members by providing marketing materials such as color brochures (shipping covered by the Foundation), Foundation-produced videos, posters and other printed material.

G. Liability insurance: Liability insurance coverage when representing the Foundation at public events may also be available upon request.

### 5.3. Obligations of Membership

All members must, as a condition of continued membership, adhere to the following obligations:

- A. Safeguarding of Foundation Property. Members must safeguard Foundation property in their possession or under their control. This includes cash donations and funds received or raised as representatives of the Foundation, property donated to the Foundation or created with property donated to the Foundation. It also includes appropriate use of the Foundation's name, trademarks and logos.
  
- B. Representing the Mission, Vision and Core Values of the Foundation. The reputation of the Foundation is of crucial importance and a vital element of its Mission. A significant portion of a Quilt of Valor's value to the veteran derives from the reputation of the Foundation. Members shall, to the best of their ability, do nothing to tarnish the Foundation's reputation and shall adhere to Foundation's policies and Core Values.
  
- C. Adherence to Foundation Policies and Procedures. The Foundation's policies and procedures ensure compliance with the law, maintenance of the Foundation's 501(c)(3) tax status and focus on the Foundation's mission. Failure to adhere to

Foundation policies and procedures may have serious negative consequences for the Foundation. Members shall adhere to Foundation policies and procedures, whether they act as individual members or as members of a group.

#### 5.4. Renewal of Membership

Membership must be renewed annually. Renewal must be accompanied by payment of the annual membership fee. Failure to renew membership results in automatic termination of membership.

#### 5.5. Termination of Membership

Only the Executive Director may terminate a membership for a reason other than failure to renew the annual membership or request of the member.

A. Reasons for Termination. Reasons for termination of membership includes, without limitation:

- (1) Failure to renew the annual membership;
- (2) Action, including public statements, that is inconsistent with the Mission and Vision, in violation of the Foundation's policy or law, and detrimental to the Foundation or the Foundation's reputation or interests; or



(3) Conduct that is inconsistent with the Core Values that is, or may be, detrimental to the Foundation or the Foundation's reputation or interests.

B. Effective date of involuntary termination.

(1) Termination for failure to pay dues or renew membership. When an individual member's membership status is terminated for failure to pay dues or to renew the membership, the termination is effective at the end of the last month of the membership.

(2) Other involuntary terminations. Involuntary termination for any reason other than failure to pay dues or to renew membership, is effective upon written notice of the termination.

C. Effects of Termination of Individual Membership

(1) Termination of an individual's membership status mandates termination of any other relationship between the terminated member and the Foundation, such as a position on the Board of Directors, executive staff, or as a state or regional coordinator or group leader.

(2) Immediately upon termination, the terminated member shall immediately cease any and all representations of affiliation with the Foundation. This includes awarding quilts, soliciting funds or

donations and use of the Quilts of Valor name, trademarks and logos.

- (3) Within 14 days of termination, the terminated member shall deliver to the Foundation any and all funds and property specifically including all quilts made with donated fabric or fabric purchased with donated funds.

D. Termination of a Group Leader

- (1) Upon termination or resignation of the group leader, either as a member of the Foundation or as the group leader, the group leader shall:
  - (i) Collect from the members and inventory all Foundation property, specifically including but not limited to funds received on behalf of the Foundation, donated fabric and fabric purchased with donated funds, and all quilts made with donated fabric or fabric purchased with donated funds. The inventory shall be submitted to the Treasurer and the new group leader.
  - (ii) Contact the Treasurer to determine the amount, if any, of the balance in the group's account.
  - (iii) Update the group account to indicate that no distributions or reimbursement of funds are to be made until the Group Financial

Responsibilities Form signed by the new group leader has been received.

- (iv) If the group leader's membership is terminated, voluntarily or involuntarily, the group leader shall cease any and all representations of affiliation with the Foundation, including awarding quilts, soliciting funds or donations, and use of the name, trademarks and logos.

E. Termination of a Group

- (1) Whether a group terminates voluntarily or involuntarily, the group leader shall, within 60 days of the effective date of termination, collect and inventory all Foundation property received on behalf of the Foundation and in possession of the group and/or members of the group. This specifically includes fabric or supplies donated to the Foundation or purchased with funds donated to the Foundation, quilts donated to the Foundation or made with fabric donated to the Foundation, equipment donated to the Foundation and funds donated to the Foundation. The inventory shall be submitted to the Treasurer.
- (2) Comply with any and all directives from the Treasurer regarding disposition or distribution of all Foundation property and funds in the group's account.

- (i) Disposition of Property. The group leader shall comply with any all directives from the Treasurer regarding disposition or distribution of all Foundation property and funds in the group's account. Group funds on account with the Foundation are frozen at the effective date of termination. If the group membership is reinstated within six months of termination, the account will be unfrozen and the full amount will be available to the reinstated group for reimbursement purposes. If the group is not reinstated within six months, the group account will be closed and the funds will be transferred to the Foundation account.
- (ii) Cease Representation of Affiliation. Immediately upon termination of the group, the group shall cease any and all representations of affiliation with the Foundation, including awarding quilts, soliciting funds or donations, and use of the name, trademarks and logos.

F. Termination or Resignation of a State or Regional Coordinator

- (1) If a State or Regional Coordinator is terminated or resigns, the Coordinator shall:
  - (a) Update the account to indicate no distribution or reimbursement of funds are to be made after the effective resignation or termination date.
  - (b) Contact the Treasurer for a possible balance in the account. If there is a positive balance, those funds are to be held until a new Coordinator has been established and the funds are transferred to the new

Coordinator's account. If the state has multiple Coordinators, the funds shall be distributed equally.

- (2) Termination of membership in a group results in immediate termination of the member's right to take any action indicating affiliation with the group. Termination of membership in a group does not affect the individual membership rights of the terminating member, nor does it entitle the terminated member to Foundation property in the possession of the group whether the terminated member forms a new group or joins another existing group.

#### 5.6. 501(c) Organizations

501(c) organizations that wish to become members of the Foundation are not required to submit funds raised or provide records of expenses for their supplies to make Quilts of Valor. Such 501(c) organizations must sign a letter of agreement acknowledging compliance with all non-financial policies and procedures of the Foundation and must provide a copy of their 501(c) status. Member 501(c) organizations are responsible for filing a year-end report to the IRS.

## 6. ORGANIZATIONAL STRUCTURE

Quilts of Valor Foundation is made up of primarily of volunteer members acting in accordance with the policies established by the Board of Directors.

## 6.1. Board of Directors

The Board of Directors governs the Quilts of Valor Foundation. It is made up of volunteer members who have been elected in accordance with the By-Laws. The Board of Directors establishes the policies and procedures, raises funds for the Foundation, maintains the stability of the Foundation and its compliance with all applicable laws and ensures that the Foundation stays focused on its mission.

## 6.2. Executive Director

The Executive Director is hired by the Board of Directors to implement the goals and policies of the Foundation. The Executive Director may hire, appoint or terminate employees or volunteers, including directors, coordinators and liaisons depending on the needs of the Foundation. The Executive Director may hire an Assistant Executive Director, subject to approval by the Board of Directors, for assistance in fulfilling any of the duties of the Executive Director. The Assistant Executive Director may serve as Acting Executive Director during any temporary absence of the Executive Director.

### 6.3. Coordinators

Coordinators must be members, whether as an individual or as a member of group. They must abide by all Foundation policies and procedures and must submit a signed Financial Responsibility Form.

- A. State Coordinators. State Coordinators oversee the activities of local groups and members within a single state.
- B. District Coordinators. A District Coordinator oversees the activities of groups and members for a geographic area within state. If needed, a state (for example, a large state) may have multiple District Coordinators serving the members of that state.
- C. Regional Coordinators.

### 6.4. Group Leaders

A group leader is designated by a group consisting of two or more members.

- A. Responsibilities of Group Leader. The group leader must ensure that the group is registered through the website, that the group membership is maintained and that the group abides by the standards, policies and procedures of the Foundation. Specific responsibilities of the leader includes:

- (1) Registering the group at [www.QOVF.org/membership](http://www.QOVF.org/membership).

- (2) Maintaining a list of group members.
- (3) Communicating information to group members about activities of the group.
- (4) Serving as the contact person for the group.
- (5) Completing, signing, and submitting the “Group Financial Responsibilities” form stating she/he understands the financial responsibilities of the group and the importance of the Foundation’s financial accountability. A sample of the form is available on the Members Only page at [ww.qovf.org](http://ww.qovf.org).
- (6) Receiving and keeping a record of the local group’s recorded name or account number.
- (7) Communicating the financial requirements and fundraising policies and procedures of the Foundation to other members of the group.
- (8) Submitting all financial donations, including local donations such as those received at a quilting event or in exchange for marketing items, to the Foundation’s Accounting Office.
- (9) Submitting other information as needed or requested by the Foundation’s Accounting Office.



- (10) Coordinating reimbursement requests to the Foundation's Accounting Office for reimbursement to the group and receiving reimbursements for the group.
- (11) Verifying monthly/quarterly reports from the Foundation Treasurer or Accounting Office of the group's funds available on account.
- (12) Acknowledging donors for local donations as described in the Financial Policy Manual.
- (13) Complying with state and local laws concerning activities that may invoke gaming rules (e.g. raffles).
- (14) Working with State Coordinators and appropriate Executive Staff to help fulfill requests for Quilts of Valor in their local area as needed and when possible. The Quilts of Valor Foundation is a national organization and groups are expected to help contribute to the nation-wide effort. Therefore, requests to supply quilts outside of the local area or state may be made and offering completed quilts to meet these needs is expected.
- (15) Setting the example of fiscal responsibility and professional behavior at all times.

B. Responsibilities upon Resignation of Group Leader or Termination of Group

Upon resignation as group leader, the group leader shall deliver to the Foundation or the Foundation's designated recipient either (i) all funds and property in the possession of the group that was received by the group as a donation to the Foundation or (ii) The name, contact information and "Group Financial Responsibilities Form" completed by a successor to the position of group leader.

#### 6.5. Members and Non-members

Members and non-members have authorization to use the Quilts of Valor names and logos and to make Quilts of Valor so long as they abide by the Standard of Excellence for Quilts. Non-members are not entitled to the benefits of membership such as access to member services or the right to use the Foundation's name or logo for fundraising. Non-members may award quilts only if no representative of the Foundation is able to do so. Non-members who award quilts must clearly indicate that they do not represent the Foundation and they shall follow the direction of the member arranging for the award as to the content of the presentation speech.

#### 6.6. Emeritus Status

Officers who have completed their term of office with particular distinction, making a unique contribution to the Foundation that will last for years, may retain their title upon the written nomination by a member of the Board of Directors within one year of termination of their term of office and

majority vote of the Board of Directors. Such an officer shall then be known as “Board Member Emeritus” or “Director Emeritus,” consistent with the last-held office. An emeritus officer shall not be included in counting if a quorum is present at a meeting of the Board of Directors, nor shall an emeritus officer be entitled to vote.

## 7. ELIGIBILITY FOR AWARD OF A QUILT OF VALOR

Quilts of Valor are awarded only to living individuals who satisfy the eligibility standards in section 7.1 below and have been touched by war.

### 7.1. Eligible Individuals

- A. Active duty members of the United States armed forces (to include National Guard members or activated or active duty-special work (ADSW) reservists) of the United States Army, Marines, Navy, Air Force, Space Force and Coast Guard.
- B. Living Veterans of the Armed Forces of the United States during declared war, conflicts, police actions, peacekeeping missions, counter terrorism operations. This would include, but not necessarily be limited to: WWII, Korea, Vietnam, Panama, Beirut, Granada, Bosnia, Desert Storm, Desert Shield, Iraq, Afghanistan, anti-terrorism operations, and terrorism attacks against Armed Forces personnel.

- C. Any class of personnel determined by the Board of Directors. As of 2019, this only applies to the non-uniformed personnel receiving and processing deceased service members at Air Force Mortuary Affairs Operations (AFMAO), known as the Dover Mortuary, Dover, DE.
- D. Only veterans who have received an Honorable or General Discharge

#### 7.2. Ineligible Individuals

The following individuals are ineligible, unless they also meet the criterion in “7.1” above:

- A. Firefighters
- B. Police Officers/Law Enforcement Officers
- C. Civilian Security personnel
- D. Family members, including parents, spouse, children, etc., of Armed Forces service members or veterans (living or deceased)
- E. Other uniformed services, (e.g., Public Health Service, National Oceanic and Atmospheric Administration (NOAA))
- F. Military or Service Animals

#### 7.3. Touched By War

While only service members or veterans know what “touched by war” means to them and whether they have been “touched by war,” the Foundation’s intended meaning includes the following. Notwithstanding, these examples are not all-inclusive.

- A. Serving while in harm’s way delivering support, supplies, etc., to those engaged in preventing conflicts or engaged in battle or combat.
- B. Engaging in direct combat, no matter when or where, declared or undeclared war or conflicts.
- C. Caring for the casualties, injured, and ill service members or veterans on the frontlines or in hospitals and medical centers overseas or stateside.
- D. Providing casualty assistance to families of the fallen, escorting the fallen or remains, and/or participating in honor guards.
- E. Being wounded or injured in training for combat or direct support of combat.
- F. Being there to listen, to minister, and to support others struggling with the demons of being in a war zone.

7.4. Continuing Destinations, Other Organizations and Facilities

The Foundation does not provide quilts to organizations for public display or to serve as bed covers for beds in hospitals, nursing homes or other facilities except as approved by the Executive Director. Military facilities and programs for veterans may, with approval by the Foundation, receive a set number of quilts each month, which will be awarded only to eligible individuals.

Life Award. Persons receiving an award of a Quilt of Valor shall be eligible for only a single such award during his or her lifetime, except in the case of hardship, such as damage, loss or destruction of a quilt previously awarded.

#### 8. STANDARDS OF EXCELLENCE FOR QUILTS

All members, specifically including the piecer, long-armer and presenter, have the responsibility to ensure that Quilts of Valor presented to veterans or service members reflect the best possible workmanship and quality materials that is consistent with the Foundation's core value of promoting excellence. Use of the Quilt of Valor name and logo on the label not only shows that the quilt is a true Quilt of Valor but also indicates that the quilt satisfies the standards adopted by the Foundation. If a quilt does not meet the Foundation's standards of excellence, no label indicating that it is a Quilt of Valor shall be affixed to it and it shall not be presented as a Quilt of

Valor. The good intentions of the quilt-maker should be respected in kindly suggesting and considering donation of the quilt to another purpose.

### 8.1. Fabric

Fabric used should be high quality 100% “shirt-weight” or “quilt-weight” cotton fabric appropriate for adults. While Quilts of Valor do not have to be red, white, and blue, most recipients, given a choice, choose fabrics that are patriotic in theme. Use of military-branch-specific fabrics (Army, Navy, etc.) or non-“patriotic” fabric (overly floral), unless the recipient is known in advance, may create difficulty in identifying a recipient.

### 8.2. Patterns and design

Patterns and blocks can be of any design suitable for a patriotic theme EXCEPT a quilt should not be a replica of a U.S. flag. Smaller or discrete images of a U.S. flag included within a larger quilt design are not, however, unsuitable for a Quilt of Valor.

### 8.3. Size

A Quilt of Valor is to be large enough to cover an average-sized adult, with an ideal size approximately 60” x 80.” Finished size can be no smaller than 55” x 65” and no larger than 72” x 90.”

#### 8.4. Quilting

A Quilt of Valor consists of a top, batting, and backing, and must be machine quilted or hand quilted. A tied quilt is not acceptable for a Quilt of Valor. Only members are eligible for free-of-charge quilting of their tops by longarm volunteer. Backings provided to the longarmer must be 4” larger than the quilt top on all sides (8” wider in width and 8” longer in length than the top). Some long armers may have different requirements. All participants in the pairing process must be members in good standing. It is important to note that all tops submitted through the pairing process are considered the property of the Quilts of Valor Foundation.

#### 8.5. Batting

Batting should be quality, low-loft batting. Quilting should be appropriate for the quilt and not overly dense, which can reduce the loft of the quilt.

#### 8.6. Binding

Binding strips should be joined with diagonal seams. Binding should be double-fold (“French fold”), attached by machine and finished by hand or machine.

#### 8.7. Laundering

Before awarding, a Quilt of Valor must be machine laundered (gently, using mild detergent) so any bleeding of fabric dyes has occurred prior to



awarding, and because some facilities where quilts are awarded require pre- laundering. Use of a “color catcher” that attracts loose dye during washing is recommended.

#### 8.8. Presentation case

A presentation case is recommended for quilts going to overseas destinations and medical facilities. They may not be needed for local individual or small group awards.

#### 8.9. Notes, Cards and Journals

A note, card, letter, or journal documenting the creation of a Quilt of Valor may be presented to the recipient along with the quilt.

#### 8.10. Label

The quilt must be labeled as a Quilt of Valor and include a space for the recipient’s name and the names of the person who prepared the top (“piecer”), the quilter and the binder. The date and location of the award and laundering instructions may also be included. The label must not include any religious or political message.

### 9. REQUESTING A QUILT OF VALOR (NOMINATIONS)

Every request for a Quilt of Valor, sometimes called a “nomination,” must be entered on the Foundation website regardless of the location of requester and

recipient. Anyone may request a Quilt of Valor for a service member or veteran touched by war. An individual may request a Quilt of Valor for himself or herself.

## 10. IDENTIFYING A VETERAN FOR AWARD OF A QUILT

### 10.1. Personal Knowledge

Completed Quilts of Valor may be awarded locally to awardees known by the quilt maker or brought to the attention of the quilt maker by someone in the quilt maker's community.

### 10.2. Registry of Nominees

If no eligible recipient is identified, or can be identified within a reasonable time, by the quilt maker, the quilt maker or a member shall identify the recipient through the Foundation's registry of nominee. Quilts of Valor Foundation is a national organization and it would be detrimental to the Foundation and its reputation to indefinitely delay identification of the recipient or award of a quilt. This is especially so if the quilt has been created in part or in whole with donated funds or fabric. The quilt should be promptly delivered to the contact person for the recipient after identification of the nominee. If shipping is required, tracking is recommended and the package should not be insured if it is shipped to an Army Post Office ("APO") or Fleet Post Office ("FPO").

## 11. AWARDING QUILTS OF VALOR

### 11.1. Presentation of the Quilt

Whenever possible, a Quilt of Valor should be personally awarded, rather than mailed to the recipient. A Quilt of Valor is a civilian award to our active duty service members and veterans. The recipient earned the Quilt of Valor through selfless service and sacrifice in defense of our nation, not merely because the nominee may have affectionate feelings towards the recipient, the recipient has requested the quilt or any other reason. Recipients are nominated based on their military service and the award should focus on that service. A Quilt of Valor should not be presented as a gift or a present (e.g. for birthdays, retirements, or other celebrations). Instead, the award of a Quilt of Valor is similar to a personal award bestowed upon an individual by the military. Active duty service members are subject to Department of Defense policy limiting the monetary value of items that veterans may accept. As a Quilt of Valor is priceless, it is deemed to have no monetary value.

### 11.2. Venue for Presentation

Quilts of Valor can be awarded privately, at an event or special venue. Appropriate locations include, without limitation, the recipient's home or church or a veteran's meeting place. A political meeting, rally, demonstration or other political event is not an appropriate venue. Every

attempt should be made to see that the award of a Quilt of Valor is a personal and memorable experience for the recipient.

### 11.3. Surprise Awards

The Foundation does not allow surprise awards out of respect for service members and veterans. There also is the potential for a negative impact such as an unexpected emotional event or medical issue. Some individuals do not like surprises of any kind.

### 11.4. Large Group Awards

Group awards for 20 or more veterans requires prior written approval from the Foundation, requested at least 6 months in advance. Individual requests may be grouped together in smaller numbers (e.g., less than 20) for an award ceremony. Quilts shall not be shipped to other organizations for award without Foundation representatives present, absent prior written approval from the Foundation.

### 11.5. Awards to a Distant Recipient

To award a quilt to someone who is geographically distant, contact the State Coordinator in the state where the awardee lives. Often, a representative of the Foundation can be found in the area who will be glad to make the award in person or will find an appropriate person to do the

presentation. Examples of appropriate persons are a recipient's pastor or a person who has previously been awarded a Quilt of Valor.

#### 11.6. Awards by Non-members

If no member is available to make the presentation of a Quilt of Valor, a member may authorize a non-member to make the presentation. If the non-member making the presentation is also the maker of the quilt, before giving such authorization a member must ascertain if all Standards for Quilts of Valor have been met. The non-member authorized to present the Quilt of Valor must clearly state during the presentation that he or she does not represent the Foundation.

#### 11.7. Reporting the Award

After the Quilt of Valor is awarded, the award must be reported to the Foundation.

### 12. FUND RAISING

#### 12.1. Principles for Support and Donations

The Foundation, both on the national level and as represented by its groups, solicits and accepts support only for activities that are consistent with its mission. The Foundation retains control of all donations provided by corporations, companies, organizations and individuals consistent with

IRS requirements, generally acceptable accounting practices, and donor restrictions.

#### 12.2. Expenditures and Obligation of Foundation Funds

Except for the use of funds on deposit in a group's account through the reimbursement process, all expenditures and commitments or obligations of Foundation funds must be pursuant to prior written authorization from the Foundation.

#### 12.3. Registration for Fundraising

The Foundation maintains registrations in all U.S. states that require registration for non-profit fundraising.

#### 12.4. Fundraising by Groups

Local fundraising is encouraged. Alliances and partnerships with national corporations and national civilian or military organizations for the purposes of fundraising, however, are the exclusive responsibility of the Foundation. Local groups may contact the local outlets of such entities in order to participate in local fundraising opportunities. To maintain the Foundation's continuing compliance with the Internal Revenue Service (IRS) and to ensure transparency, all of the following requirements must be satisfied:

- A. The fundraising group must be registered with the Foundation as a group;
- B. The group leader, acting on behalf of the group, must submit a “Group Financial Responsibilities & Requirements” form;
- C. The group must request and receive written authorization from the Foundation to use the name of the Foundation in the fundraising activity; and
- D. All funds and/or donations received in the name of the Foundation must be submitted to the Foundation within ten business days of receipt. No individual member or group leader may open or maintain bank accounts using the name of the Foundation or under the auspices of the Quilts of Valor Foundation’s 501(c)(3) status unless the account is established in cooperation with the Foundation for the mutual convenience of the group and the Foundation. No group may obtain a Employee Identification Number (EIN) for the group without written permission from the Foundation, which may be granted only in special circumstances. Funds and donations received in fundraising activities are the property of the Foundation and not the group or any member, but 100% of the funds will be credited to an internal account for the

group and will be available to the group for reimbursement of authorized expenses, including allowable business expenses and training expenses.

#### 12.5. Receipts for Cash Contributions

Cash contributions include any contributions made in cash, by check, electronic funds transfer, debit card, credit card, gift card, or payroll deduction by a donor. The donor cannot claim a tax deduction for the contribution to the Foundation without a bank record or receipt showing the date of contribution, the amount of contribution and that the contribution went to the Quilts of Valor Foundation. If the cash contribution is less than \$250, bank records acceptable to IRS include a cancelled check made out to Quilts of Valor Foundation, a credit card statement or a gift card receipt. If the contribution is more than \$250, the donor needs a written acknowledgment (such as a letter) from the Foundation.

#### 12.6. Acknowledging Donations

Members are encouraged to acknowledge local donations via personalized or hand-written thank you notes (preferable) or email. Group Leaders are encouraged to write thank you notes for donations made to the local group. Donations for specific states should also be acknowledged by the State Coordinator whenever possible. The



Foundation will also acknowledge the donation when it is received by the Foundation.

### 13. REIMBURSEMENT FOR EXPENSES

Reimbursement is available for expenses incurred for creating quilts up to the total amount in the group's account containing fundraising proceeds submitted to the Foundation. Receipts more than 12 months old are not reimbursable. Receipts should detail purchases for Foundation purposes and not personal purchases. Whenever possible, reimbursable purchases and personal purchases should not appear on the same receipt.

#### 13.1. Reimbursable Expenses

Examples of reimbursable expenses include, but are not limited to:

- A. Fabric for tops, backing, binding, labels and presentation cases;
- B. Batting;
- C. Labels purchased;
- D. Shipping expenses for shipping quilts to and from longarmers and to destinations when necessary;
- E. Quilt construction consumables (i.e.. Thread, rotary cutter blades, cutting mats, rulers, needles);
- F. Office supplies (i.e. Paper, ink, envelopes, stamps);

- G. Fundraising expenses;
- H. Supplies for local/state/national quilt show booth. This includes skirting, banner and handouts. It does not include candy for handing out or prizes for donations;
- I. Printing as needed for talks, quilt shows and quilt shops;
- J. Donation boxes to distribute to quilt shops;
- K. Business cards made using template provided by the Foundation;
- L. Lodging and registration for volunteer Annual Meeting. This is conditioned upon funds being raised specifically for this purpose and the donor knows that their donation will be used for the continuing education of Foundation leadership;
- M. Lodging when requested to travel overnight by the Executive Director or Assistant Executive Director. Prior written approval is necessary and must be attached to the reimbursement request;
- N. (a) Toll fees/toll roads for travel and (b) mileage reimbursement in accordance with IRS guidelines for not-for-profit organizations for vehicular travel by (I) State Coordinators in performance of their responsibilities as such, and (II) any other Member for purpose of officiating (or assisting with officiating) at an award ceremony; and

- O. Booth rental fees and fees to rent award venues for awarding quilts or holding group events, including sew ins or retreats, but only if (1) the fee is paid for with money donated expressly for that purpose or (2) all attempts to negotiate free use were exhausted before the fee was incurred.

### 13.2. Non-reimbursable Expenses

The following expenses are not reimbursable from group funds:

- A. Refreshments;
- B. Meals;
- C. Specialty printing (other than business cards);
- D. Clothing;
- E. (I) Mileage, other than mileage reimbursement in accordance with IRS guidelines for not-for-profit organizations for vehicular travel =by (A) State Coordinators in performance of their responsibilities as such, and (B) any other Member for purpose of officiating (or assisting with officiating) at an award ceremony, and (II) any other vehicular related expenses, including but not limited to expenses for gasoline, oil, or any maintenance or repair of automobile(s) used for travel;

- F. Rent for a booth or award venue for awarding quilts or holding group events, including sew ins or retreats, if the rent was not paid for with funds donated expressly for that purpose and attempts to negotiate free use were not exhausted before the rent was incurred.
- G. Donations or gifts to charities or other organizations, except with the prior written approval of the Executive Director.

## 14. GIFTS-IN-KIND AND GIFT CARDS

### 14.1. What are Gifts-in-Kind

Gifts-in-kind are equipment, software, products or items with a value greater than \$250 which a donor voluntarily transfers to the Foundation without charge and without receiving any goods, services or favors in return. Once accepted, such gifts become the property of the Foundation even if they are physically in the possession of the member or group that received the gift on behalf of the Foundation.

### 14.2. Reporting Gifts-in-Kind

All gifts-in-kind must be reported with a GIFTS-IN-KIND MONETARY DONATION form, completed by the donor and submitted to the Foundation by the member or group accepting the donation on behalf of the

Foundation. The donor, not the Foundation, must determine the value of the gift.

#### 14.3. Use of Gifts-in-kind

If the group keeps physical possession of the donated equipment, it is considered “on lease” to the group and must be transferred to the Foundation if the group disbands. If the equipment becomes non-functional, the Foundation must be notified. The Foundation retains the right to dispose of the equipment as it sees fit unless specific prior arrangements have been made with the donor.

#### 14.4. Gift Cards

Gift cards may be used for the purchase of items used in the making of Quilts of Valor. The list of approved items is the same as for reimbursable expenses listed in section 13.1 above. The value of the card, and the items purchased must be reported to the Foundation as if it was cash, using the monthly financial statement form. Gift cards that cannot be used for preapproved quilt-making items (such as airfare, restaurants, hotels) may coordinate with the Foundation to trade the value of the card for a credit to their account if the item can be used for administrative/operational purposes.

### 15. COMMUNICATIONS

## 15.1. Newsletter Submissions

The Foundation newsletter, Quilts of Valor Foundation Threads, is an official publication of the Foundation, published regularly online. Members may submit articles and photographs for publication, but the editor has exclusive discretion to determine what will be published. Members may not submit copyrighted materials. If photographs are submitted, they can be included in the newsletter only with permission from the photographer and the people in the photograph or if they are public domain images. The submission must include signed release forms for the individuals in the photographs. A photograph release form is available on the website. If possible, or if requested by the photographer, the name of the photographer must also be included so that the photographer may be credited.

## 15.2. E-Mails

Members who are assigned a QOVF.org e-mail are required to use the QOVF e-mail address provided to them for all Foundation-related activities. The content of all e-mails using the QOVF.org address represents the Foundation and is the property of the Foundation. Content that is racist, sexist, political, religious, offensive or contrary to the core values of the Foundation is detrimental to the Foundation and its mission and cannot be

tolerated. Sending or forwarding an e-mail with such content using a QOVF.org address may result in loss of membership.

### 15.3. Social Media

The Foundation encourages and promotes participation in social media in an ethical manner that increases public awareness of the Foundation and accurately and positively represents the brand while protecting the name and trademarks.

- A. Definition of Social Media. Social media includes internet-based electronic communications, websites, social media accounts, blogs and other current and future forms of electronic communications. This includes, but is not limited to, e-mail, websites, messaging systems, Facebook, Twitter, YouTube, Instagram, Pinterest, LinkedIn, internet-based tools and mobile device applications.
  
- B. Permissions. Initial permission to use the name, logo and trademarks of the Quilts of Valor Foundation must be obtained from the Foundation. Members may then use the name, logo, and trademarks to establish a presence on the Internet, and in social media.

- C. Identification. Only the Foundation may use a name that implies a national presence. All social media accounts or tools must clearly, accurately, and completely identify the entity represented and its relationship to the Foundation; e.g. Quilts of Valor – Iowa, Quilts of Valor Groups – South Carolina, Quilts of Valor – SW Texas.
- D. Administrative Rights. All national-level social media accounts that utilize the name and/or trademarks of the Quilts of Valor Foundation must have shared administrative rights with the National Headquarters and must obey the Terms of Service of any social media platform employed. Such national accounts include those established and administered by national executive staff. The Executive Director appoints the administrators for the above. State or group social media accounts that use the name or trademarks of the Quilts of Valor Foundation are advised to have more than one representative of the Foundation with administrative rights and/or login information.
- E. Permissible Content. Information posted or conveyed via social media accounts must be relevant to the Foundation and its mission and must safeguard the integrity of the Foundation and the privacy of individuals in keeping with all applicable federal, state, and local laws and regulations. Content considered



relevant includes proper and suitable postings about awards, the Foundation, Foundation meeting, events and fundraising activities related to the Foundation's mission and events or fundraisers that benefit the Foundation.

F. Content that Is Prohibited.

- (1) Private information. Content divulging private information about an individual, including a person's contact information or medical information is prohibited. Posting private information about others may be a criminal offense. Therefore, it is important to procure and retain a photo/video release form whenever a photograph or video is posted.
- (2) Charity Gaming. The promotion or conducting of charity gaming via social media is prohibited in many states. Members are responsible for knowing and abiding by all applicable charity gaming laws, including state, county and municipal statutes, regulations and laws.
- (3) Selling or Requesting Quilts of Valor. Selling items or requesting Quilts of Valor is not permitted on Foundation social media accounts or any social media representing or purporting to act on behalf of the Quilts of Valor Foundation.

- (4) Political and Religious Support. Foundation social media accounts must not be used to convey information in support of political parties, political candidates, or religious viewpoints because the Foundation is non-partisan and non-sectarian.
- (5) Promotion of Personal Projects, Businesses or Interests. Foundation social media accounts must not be used to promote personal projects, businesses or interests outside of the Foundation's mission.
- (6) Threatening, Defamatory or Dangerous Content. Threatening, defamatory or dangerous content is contrary to the core values of the Foundation and is posting such content is detrimental to the reputation of the Foundation. It is therefore strictly prohibited.

G. Responsibility for Content.

Any member communicating about the Quilts of Valor Foundation or anything pertaining to the Foundation via social media must obey all relevant laws and regulations, including copyright and defamation laws. The member is personally responsible for any content so published, regardless of whether or not the message was posted with the intention of anonymity. Once published, content is immediately public and considered permanently available to others. The member may be civilly and criminally liable for any consequences resulting from the communication of inappropriate content. The Foundation will reasonably

monitor communications and reserves the right and authority to remove postings that violate laws, regulations, or QOVF policy. Any cost for enforcement of laws or judgments relative to this policy shall be sought from the offending member or group.

## 16. QUILT SHOWS AND OTHER PUBLIC EVENTS

Public events such as quilt shows, veteran's event, and other suitable events, are opportunities for the Foundation to inform and educate the public about the mission of the Quilts of Valor Foundation. If the organization hosting the event is a national event, the invitation to participate should be referred to the Foundation if it is received by a member or a group. Otherwise, a member or group may request permission to represent the Foundation. Blanket permission for multiple events may also be requested.

### 16.1. Obtaining Booth Space

Members of registered local groups are encouraged to look for opportunities to staff booths at quilt shows and other public events. Event organizers will often provide booth space to non-profit organizations like the Foundation without charge. Donations made to a local group may not be used to pay for booth rent at an event unless a donation for that specific purpose has been made.

### 16.2. Member Responsibilities in Participating

Members participating in, or fundraising at, quilt shows and other public events, are acting as representatives of the Foundation. They are expected to conduct themselves in a professional manner in keeping with the Foundation's mission and core values and must:

- A. Obtain any permits specifically required by the event's organizers;
- B. Comply with state fundraising laws;
- C. Obtain a copy the Foundation's Certificate of Insurance from the website;
- D. Report all funds and donations received; and
- E. Use and distribute only Foundation materials in the fundraising activity. Informational color brochures may be requested via e-mail to [brochures@QOVF.org](mailto:brochures@QOVF.org). Full color "Thank you" posters are available to order from the QOV Store on the website. A Quilts of Valor Foundation post card is also available. Approved Foundation items may be offered for a donation to the Foundation but may not be sold. A Quilt of Valor or a patriotic quilt that might be mistaken for a Quilt of Valor must not be offered or provided for raffle.

## 17. WHISTLEBLOWERS

This Whistleblower Policy of Quilts of Valor Foundation: ( 1) encourages staff and volunteers to come forward with credible information on illegal practices or serious violations of adopted policies of the Organization; (2) specifies that the Foundation will protect the person from retaliation; and (3) identifies where such information can be reported.

#### 17.1. Encouragement of reporting

The Foundation encourages complaints, reports or inquiries about illegal practices or serious violations of the Organization's policies, including illegal or improper conduct by the Foundation itself, by its leadership, or by others on its behalf. Appropriate subjects to raise under this policy would include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which the Foundation has existing complaint mechanisms should be addressed under those mechanisms, such as raising matters of alleged discrimination or harassment via the Foundation's human resources channels, unless those channels are themselves implicated in the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.

#### 17.2. Protection from retaliation

The Foundation prohibits retaliation by or on behalf of the Foundation against staff or volunteers for making good faith complaints, reports or inquiries under this policy or for participating in a review or investigation under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. The Foundation reserves the right to discipline persons who make bad faith, knowingly false, or vexatious complaints, reports or inquiries or who otherwise abuse this policy.

### 17.3. Where to report

Complaints, reports or inquiries may be made under this policy on a confidential or anonymous basis. They should describe in detail the specific facts demonstrating the bases for the complaints, reports or inquiries. They should be directed to the Executive Director; if the Executive Director is implicated in the complaint, report or inquiry, it should be directed to the Secretary of the Board of Directors. The Foundation will conduct a prompt, discreet, and objective review or investigation. Staff or volunteers must recognize that the Foundation may be unable to fully evaluate a vague or general complaint, report or inquiry that is made anonymously.

Revisions:

-February 2023: Section 7.5 added.

-April 2023: multiple revisions approved at the April 27, 2023 Board meeting