



MINNESOTA COUNCIL  
ON FOUNDATIONS

## 2020 MCF Continuity of Operations Plan (COOP) General and Event-Related FAQs

### **When will the COOP Plan go into effect?**

On Monday, March 16, 2020 the Minnesota Council on Foundations will activate its Continuity of Operations Plan (COOP) to prioritize the health and well-being of MCF members, board and staff in response to the Coronavirus (COVID-19) outbreak.

### **Will the MCF office be open?**

During the time that the Continuity of Operations Plan (COOP) is activated, MCF's physical offices will be closed, while MCF staff will continue to work between the business hours of 8:30 a.m. – 4:30 p.m. remotely. MCF staff will not be answering the main MCF phone line, but all staff will continue to answer their direct dial lines.

### **How to I find MCF staff contacts online?**

To find MCF staff contacts, please visit [www.mcf.org/staff](http://www.mcf.org/staff).

### **Who do I contact with general questions during this time?**

Existing MCF members may continue to communicate directly with any MCF staff, or with their [foundation type liaison](#). For general questions please email [info@mcf.org](mailto:info@mcf.org).

### **How will MCF in-person meetings be held?**

MCF staff will host meetings through remote technology such as GoToMeeting, Zoom or Free Conference Call. If you are registered for an MCF meeting or event you will receive information directly about the remote method of participation.

### **How will in-person peer networks and workshops be held?**

Most MCF peer networks and workshops held during the month of March 2020 will be hosted virtually. Equity in Action (3/26) and Beyond the Basics (3/26-3/27) will be postponed. An MCF representative will communicate directly with registrants, to provide additional updates.

### **What happens if an MCF event is cancelled due to the coronavirus?**

MCF values the opportunity to connect you to programs that mobilize and strengthen your organization. If an event is cancelled due to unforeseeable circumstances, such as the coronavirus, MCF will reach out to you directly to inform you of a re-scheduled date.

Please be sure to visit our website to view the [Calendar of Events](#) for the most up-to-date event information, cancellations or adjustments.

**What if an event is cancelled that required a fee to attend?**

If an in-person event is cancelled that required a fee to attend, MCF will hold a credit on your account that can be applied to future events. Registrants who are unable to attend re-scheduled events and wish to receive a refund may contact MCF directly by emailing Kristen Cullen, Member Engagement Manager at [kcullen@mcf.org](mailto:kcullen@mcf.org).

**How do I use the credit in my account from cancelled events?**

To use your account credit, select “Bill Me Later” at checkout and MCF will apply the balance of your credit before sending an invoice to you or your organization.

**What if I have questions about MCF event cancellations?**

Visit the MCF [Calendar of Events](#) page for the most up-to-date event information, cancellations or adjustments. Please email [info@mcf.org](mailto:info@mcf.org) with additional questions or concerns.

The Minnesota Council on Foundations connects, strengthens and mobilizes Minnesota’s vibrant philanthropic community to advance prosperity and equity. Learn more at [mcf.org](http://mcf.org) **#WeAreMCF**