

Member Handbook



TimeBank Of Warren County

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WELCOME!

**PLEASE READ THIS ENTIRE HANDBOOK
BEFORE PROVIDING OR RECEIVING ANY SERVICES.*

We would like to welcome you as a new member of TimeBank of Warren County, and we look forward to your participation in providing and receiving services with other members of our group. This document was created to fully explain the policies and procedures used by the TimeBank of Warren County network.

TimeBank of Warren County is a member of the national network representing community TimeBanks across the country and around the world. To learn more about Time Banks and its founder Edgar Cahn visit www.timebanks.org/

THANK YOU FOR JOINING!

What is a Member? A member is an individual, organization, or group who is eligible to **provide (offer) and receive (request)** services, and who has attended an orientation session. TimeBank of Warren County is a "**member driven program.**"

Members are participants in the TimeBank of Warren County program and may attend ongoing training sessions, social events and all activities of the TimeBank of Warren County including planning and development meetings.

Your ideas and comments are important in helping TimeBank of Warren County become a creative, meaningful and rewarding program in your community.

Member input and leadership is vital to the network.

As part of TimeBanks USA, we follow the five core values of Time Banks USA:

1. ASSETS: Everyone has the capacity to be a contributor to the well-being of others in their community.

2. WORK: Those who carry out the really essential activities, (such as bringing up healthy children, helping to keep their communities safe and caring for those around them who are more vulnerable), need to be validated and rewarded in some way for the vital work that they do.

3. RECIPROCITY: We need each other. Giving and receiving are the basic building blocks of positive social relationships and healthy communities.

4. REBUILDING COMMUNITY: Belonging to a mutually supportive and secure social network brings more meaning to our lives and new opportunities to rebuild our trust in one another.

5. RESPECT: Every human being matters. When respect is denied to anyone, we are all injured. We must respect where people are in the moment, not where we hope they will be at some future point.

CE TIME DOLLAR POLICIES

All TimeBank of Warren County members give **and** receive services.

Time Dollars:

One hour of any type of service = one Time Dollar. (“TD,” “T\$”)

Earning TBWC Time Dollars:

- One TBWC Time Dollar (service credit) is earned for each hour of service.
- Always round up to a quarter hour for fractions of an hour.

For Example:

52 minutes of service = 1 TD (or T\$)

1 hour & 20 minutes = 1 ½ TD's

15 minutes = ¼ T\$

Spending TBWC Time Dollars:

Every hour earned gives a member the ability to receive an hour of service from another member.

Members can go into debt up to three hours or two services before they must provide a service to TBWC or another member.

Transfer/Donation of Time Dollars:

Time Dollars may be transferred or donated to another TimeBank of Warren County member or to the TimeBank of Warren County Credit Bank. Be sure to include this information on the Transaction Agreement form when you send it in each month. You may split your donation in any manner you choose. Time Dollars can also be donated to any participating TBWC organization, including Family Promise/WCIHN, and Oxford Second Presbyterian Church.

TimeBank of Warren County Time Dollar Credit Bank:

This is a pool of donated credits to be used by those TimeBank of Warren County members who are unable to earn enough credits due to illness or disability or to offset hours used to administer programs. Designation of the TBWC credits to be based on need is determined by the Program Director.

Reporting Hours:

It is the responsibility of the PROVIDER to report the hours of service given to another member. All hours need to be reported as soon as possible, preferably within a week of the date of service. Every transaction report needs to contain these five items:

Your name (provider)	Receiver name
Type of service provided	Date of service
Length of service	

Reporting your hours is **EXTREMELY important** to the health of the program and the empowerment of all the TimeBank of Warren County members.

Report your hours using the web system at:
<http://wc.timebanks.org/> or to the address, phone number, or email address listed on your transaction form.

Classes:

TimeBank of Warren County plans to hold many types of classes for members. Many of the classes are also open to non-members on a fee basis. TBWC members pay for these classes with Time Dollars. Each member attending a class will be charged the length of the class in Time Dollars, that is, for a one-hour class you will be charged one Time Dollar. For a two-hour class, you will be charged two Time Dollars.

Social Events:

When you attend a social event such as a potluck dinner, a picnic, "lunch bunch" monthly gathering, or a game night, we track who attends for the purpose of accounting for the hours people are getting connected.

The way we track these hours, we give you an hour or two for coming to socialize and we subtract the same number for receiving the socialization from others.

Therefore, when coming to a social event, you neither gain nor lose Time Dollars. You may hear this referred to as a "wash" as far as your credits are concerned.

If members do any of the work to set up the social event, they earn credits for the hours they provide planning, setting the event up or running the event, or cleaning up after the event.

PARTICIPANT ORIENTATION

All prospective TBWC members or a contact person from the family group or agency **must** attend an orientation session. This orientation handbook is reviewed, as well as the forms to be used. The TimeBank of Warren County system is explained and participants can complete the Enrollment Form and other forms at this session.

After all the relevant forms have been completed and received by the office, including forms from your references, you become an active member of TimeBank of Warren County. You will be sent a welcome packet containing:

- A membership list
- The latest newsletter
- A list of current services and the members that provide them (we call it a “providers list”)
- Access to our TB website at <http://wc.timebanks.org/>
- TBWC coordinators and terminology introductions
- Copies of your enrollment form and service list

Your information will be contained in the membership and provider list that you receive. However, other members will first receive your information (address, email, telephone, services) in the next monthly newsletter. You also need to retain future newsletters to keep your membership list up-to-date.

As a member:

- Please keep the TBWC coordinators informed about changes in your status **especially if you move**.
- If you will be inactive for a few weeks, inform the office so we will not give out a referral to you.
- Send us changes in your name, address, phone number, email address, services, etc.
- If you decide to become inactive, please provide at least a week’s notice.

ACCESS TO TBWC WEB SYSTEM

All new and current members may use the TBWC web system to make service offers, make service requests and record their hours. A training document and video is provided to help members learn the TBWC web system. Individual training can be set up with our coordinators.

With computer access (in-home, library, senior centers, hospital or friend or other TBWC member...) you will be able to match online using our website. When using the TBWC web system for either seeking a provider for a need you have or to see if you can satisfy a request, members may complete the entire transaction through the online system, although the preferred and quicker method will continue to be phone calls between members arranging the service. The web system will initially only contain voluntary members’ transactions, and will not be a complete source for finding services.

When using the TBWC web system, either the provider or receiver may report the hours used. The other member (provider or receiver) will receive an email detailing the number of hours reported. Members should agree on the service hours before reporting them

ADMINISTRATION

Limitations

The TimeBank of Warren County is a Time Dollar program serving the Warren County Community. At present Time Dollars (service credits) earned have no expiration date. This may be subject to change. If there needs to be a change, you will receive advanced notice.

All TBWC earned TD's (Time Dollars) are to be honored by all members. They have no cash value and are not redeemable for cash or credit. Time Dollars (service credits) are only valid within the CE system at this time.

There is an element of risk involved in all transactions that occur in the TBWC. No work is guaranteed and there is no receipt for services received. There may be situations when the work done does not meet the expectations of the Receiver. Also, sometimes projects take longer to complete than originally estimated during the transaction agreement phase. TBWC transactions are based on a shared value system among members that acknowledges and accepts service exchange as an economic alternative. Elements of goodwill, good faith, cooperation, sharing, luck and timing affect all transactions.

Appreciation of another's best efforts and a "**doing your best**" attitude are also part of what makes TBWC work. Evaluation is built into all the activities and processes of the TB. The TimeBank of Warren County volunteer coordinators and Advisory Committee review comments, suggestions and complaints. Everyone strives for continuous quality improvement. The available services are based on the skills, talents, abilities and availability of the current TBWC members.

The Matching Process:

The matching process, connecting Providers and Receivers, can be accomplished in several ways. A current provider list is sent to all members with their initial membership packet. New members may contact any member on this list (using the membership list also sent in the packet) for a service they need. Members may also use the web system to find a member offering the service needed.

Members are encouraged to find their own matches, if possible. An alternate method of making a match is to email or call the office and request a service. You will be given anywhere from one to three referrals (if that service is currently available). You can call one of the referrals to arrange a transaction. Or, you can call the TBWC office to ask if there is any member who needs your service you wish to provide. You can also meet other members at orientation, training, social events or just by knowing other people in your cluster or in TBWC.

Periodically all members are sent a listing of the services provided and the members that provide them. In addition, a current up-to-date providers list and directory are available via links from the community homepage, and as more offers and requests are added to the web system, the web system itself will become the primary method of finding matches.

Materials and Equipment Used in Services:

There may be situations when material goods and equipment are needed during a service exchange (paint for the house, gasoline for a lawn mower, or tools for carpentry work). In general, the Receiver is responsible for supplying the needed materials or equipment to be used in the transaction or to reimburse any expense incurred by the Provider. There are times when it makes sense for the Provider to furnish his/her own materials or equipment (like when transporting another member in your car).

Both parties discuss what may be needed to complete the task and agree on who will provide the necessary materials and equipment. It is hoped, that if a member offers to provide a service requiring special materials or equipment, the member knows how to use them and can also provide them if needed. If you are a Receiver, you should discuss these details with your Provider. Remember: **safety comes first!**

If the proper equipment or materials are unavailable to either party in the transaction, the TBWC coordinators may be contacted for ideas or other resources. The members involved in the transaction need to work out the details themselves. If equipment needs to be rented, the Receiver is responsible for the rental fee.

Members are encouraged to ask for references if they wish. Also, it is okay to change your mind about either providing or receiving a service.

OUR VISION

TimeBank of Warren County is a caring and interconnected community of people who, by exchanging services, help each other as we share our abilities, talents, dreams and stories.

We are committed to rebuilding the concept of community where ordinary people can work together to meet each other's needs. By mobilizing the abundant resources within our membership, we increase our options beyond simply buying services to solve our problems and discover that we already have what we need to build a thriving community.

The friendships we build by exchanging services go far beyond fulfilling our basic needs. By both giving and receiving, we change ourselves. We learn to appreciate the value of each and every member's talents and abilities, and challenge ourselves to accept each other's differences, differences that previously have kept us apart.

We also come to believe in the value of our own contributions, and in the context of trusting friendships, and find that we can express our vulnerabilities without abdicating our strengths. We do not separate our community into those who need and those who provide – we recognize that we all have needs and we all have gifts to share.

We are committed to changing the way society defines power and privilege, moving away from a system that separates the “haves” and “have-nots” to a network of people who know and care for each other and can assure that we all feel supported, capable and valued.

As our community grows, we are creating an environment that encourages collaboration not just between members, but with our neighbors, and not just between individuals but also among service agencies and community institutions.

Our local TimeBank of Warren County is making change one neighbor at a time, yet we are aware that we are part of a global TimeBank movement building communities that help each other all over the world. Together we are shaping a better world, a legacy for generations to come.

OUR MISSION

Our Mission is to invite all people in the community to join in a supportive, reciprocal network where all members are respected and valued for their time and talents. Through the sharing of our needs and gifts, we sustain a member-driven TBWC where everyone can be a contributor, turning “**You need me**” into “**we need each other.**”

We highlight four core principles:



Inclusivity: We invite all members of our larger community to join and participate in the TBWC. We thrive on diversity within our group because we know that everyone has assets to share and we all learn by working with people with different life experiences.

Member-driven: Responsibility for the group's success lies with each member. We all have what it takes to make our community strong and vibrant. We encourage each other to stretch ourselves to our fullest potential; usually beyond what we imagined was possible.

Respect: People with different abilities, backgrounds and training all participate equally, as all work has the same value. An hour is an hour. All participants contribute to the best of their ability, and respect contributions they receive.

Reciprocity: TBWC members exchange services with each other, both giving and receiving. It is through this reciprocity that we develop trust, and build lasting relationships. At the same time, it is through this give and take that we challenge ourselves to build a different kind of community with room for all to contribute. By exchanging services, everyone is both giving and receiving, and everyone is valued in the process.

RIGHTS AND RESPONSIBILITIES OF TIMEBANK OF WARREN COUNTY MEMBERS

RIGHTS

1. **TO BE TREATED WITH DIGNITY, CARE AND RESPECT** - When you receive service under a TBWC program, you are not receiving charity. Someone along the line, you yourself, a friend, an anonymous donor, or a loved one worked hard for the Time Dollar you are now spending for important services.
2. **TO LEARN** - To attend ongoing training opportunities, social events and other TBWC activities.
3. **TO BE VALUED** - For their service to the community.
4. **TO HAVE ALL FORMS KEPT CONFIDENTIAL** - Information will not be shared with others except for the purpose of matching CE members and evaluation of the program by the CE coordinators.

RESPONSIBILITIES

1. **TO RESPECT CONFIDENTIALITY** - Respect the privacy of others, and do not share personal information without permission.
2. **TO BE ETHICAL** - All members in the TimeBank of Warren County program are held to a strict Code of Ethics. A member can be dismissed from the program for violating this Code. Members are prohibited from disclosing information about the people they serve except to their immediate supervisor.

3. Be prompt and keep scheduled commitments if you are unable to complete the transaction notify the person as soon as possible.
4. Be accepting of guidance and instructions.
5. Report Time Dollar activities as directed (transaction agreement).
6. Have fun! And share your experiences with all.
7. Call in advance when you need a service (2-3 days notice). You are responsible for scheduling your own provider, day and time of service to be completed and discussing what materials may be needed to perform the service.
8. Keep the circle of giving and receiving going by helping another Exchange member with a service. Everyone has some skill or talent to share.
9. Return recipient evaluations as often as possible. We want to hear about your experiences, stories you have to share, relationships made.
10. Read and understand all materials in this handbook and orientation packet before beginning transactions as a provider or recipient.

Transportation Policy

1. Members transporting other TBWC members must arrange ahead of time with the person they are transporting for any reimbursement they will require. i.e.: money for gas or tolls
2. **Anyone transporting any CE member should check with their own automobile insurance to be sure you are covered at the state minimum for guest passengers.**

Grievance Policy

The following steps shall be taken if there is a violation of the policies, procedures, or Code of Ethics as stated in the TBWC Handbook or forms. All problems shall be resolved within one month after being formally communicated to the TBWC coordinators. Whenever possible, the **Provider** and **Receiver** should try to work out an agreement among them when there is a conflict during the service exchange.

1. A member with a complaint or problem discusses it with the TBWC coordinators within five (5) working days of the problem's occurrence. If possible, complaints should be put in written form and mailed to the Project Coordinator. The TBWC coordinators will attempt to resolve the issue within five (5) working days after receiving the letter. A response will be given to all parties involved in the complaint. If necessary, a grievance committee will be formed to assist the TBWC coordinators in the resolution of the complaint.
2. If either party is not satisfied with the TBWC coordinators' response, a written grievance letter must be filed within five (5) working days after receiving communication from the CE coordinators. Use the form entitled: "Grievance Letter."

3. After receiving the written grievance letter, the TBWC coordinators will document the facts of the complaint or problem as reported by all parties. The TBWC coordinators and grievance committee will review the facts of the complaints and shall decide the merit of the complaint. They will respond within ten (10) working days after receiving the grievance letter.

4. If the problem is decided to not have merit, it shall be dropped and a written record of the complaint will be filed in the TBWC member's personal file. TBWC coordinators shall contact all parties and review the Orientation Handbook to clarify policies, procedures and Code of Ethics to prevent further complaints or problems.

5. If the problem is found to have merit, the TBWC coordinators and grievance committee shall determine the severity of the problem. If the complaint involves a violation of the law or threatens personal safety, the TBWC coordinators have the authority to dismiss the offending member and if appropriate, report the member to the local law enforcement. If the problem is less serious, the TBWC coordinators will issue a written warning and explanation as to why the member is in violation. The same procedure will be followed for all members who are in violation. Further warnings, beyond an initial warning, may be cause for dismissal from TBWC.

Any person dismissed from TBWC may reapply after one year. Restrictions may be placed on level of participation.

***Review the CE Code of Ethics
and follow these guidelines
whenever you are doing a service exchange.***

NOTES:

HELPFUL HINTS

1. When accepting an assignment, write down the name, place, date, and period of time that the assignment is expected to last.
2. Be prompt, or call if you are running late.
3. Know the service recipient's name and be sure he or she knows yours.
4. Request information you feel is necessary while in the recipient's home (location of telephone, emergency phone numbers, any safety risks).
5. Follow all directions regarding the assignment explicitly.

CHECKLIST FOR CE MEMBERS

When negotiating a service exchange...

- If smoking is an issue for you, discuss this up front.
- You may ask for references, or ask for examples from other jobs.
- Clearly explain your expectations or requirements for the job.
- Discuss the amount of time you think the job might take, agree upon the estimated time and the number of service credits for the transaction (remember: one hour of service equals one Time Dollar).
- Discuss what happens if the job takes longer or shorter than expected.
- Discuss the need for any materials or equipment and who will pay for them or provide them.
- Accurately record the name, phone number, and location of the Receiver as well as the time, date and the number of hours of service.