



# *Member Handbook*

"A Time Dollar Exchange works best when people who need help get the help they need from the people who like to provide that kind of help."

*-Edgar Cahn, founder*



**Our Vision:**

*We envision an integrated community in which individuals invest in each other's well being through reciprocity, exchanging time and service.*

**Our Mission:**

*Cville Timebank is designed to nurture, inspire, and motivate a network of neighbors to come together to create a caring and sharing community.*

**What it is:**

Cville TimeBank (CTB) is an organized exchange system through which members earn Time Dollars for time spent helping other members. One hour of service earns one Time Dollar. Members can "buy" hours of service they want or need with Time Dollars. **Everyone's time and service are valued equally.** Cville TimeBank keeps track of service offers, requests, exchanges and Time Dollars through an online database called *Time and Talents*, a software platform developed and maintained by *hOurworld.org*.

**How can I get involved?**

Anyone in the community can sign up to be a member of the Cville TimeBank. Non-profit organizations and businesses are also invited to become members. Each potential member is required to attend an orientation and sign a member agreement. Once the applicant is granted access to log on to our secure website, they can begin posting service requests and offers. Each member's TimeDollar balance is tracked online.

## Our Core Values

**1. Assets:**

The real wealth of a society is its people. Every human being can be a builder and a contributor, and everyone has something to contribute.

**2. Redefining Work:**

Work must be redefined to include whatever it takes to rear healthy children, preserve families, make neighborhoods safe and vibrant, care for the frail and vulnerable, attack injustice, and make democracy work.

**3. Reciprocity:**

The impulse to give back is universal. Wherever possible, we must replace all forms of one-way helping with two-way transactions, so that "you need me" becomes "we need each other."

**4. Social Capital:**

Human beings require a social infrastructure as strong as our roads, bridges, and utility lines. Social networks require ongoing investments of social capital generated by trust, reciprocity, and civic engagement.

**Kitchen Cabinet:** The group responsible for making decisions and developing policies to maintain and enhance the Cville TimeBank. The Kitchen Cabinet meets in quarterly, and welcomes member input and attendance at our meetings. Please contact the coordinators if you'd like to come, or if you would like to initiate a discussion.

**Member:** An individual, organization, or group who is eligible to provide and receive services, has attended an orientation session, has member access to the *Time and Talents* software, and who has completed their profile in the software.

**Transaction:** An exchange of services between two or more Timebank members.

**Time Dollar:** One Time Dollar is earned for each hour of service provided to other TimeBank members. Services can be posted in ¼ hour increments. Time Dollars are not redeemable for cash.

**Coordinator:** The person responsible for interviewing potential members, facilitating transactions between members, and overseeing daily operations of the Timebank.

## Definitions

[Cvilletimebank.com](http://Cvilletimebank.com)

*TimeBanks build and strengthen communities through member-to-member relationships.*

## Online Resources

### Our Blog: [www.cvilletimebank.com](http://www.cvilletimebank.com)

Here you can find general information about the Cville TimeBank, information about upcoming events, and contributions from members. The link "Members Sign in Here" will take you to "Time and Talents", our member site.

### "Time and Talents" [www.hourworld.org](http://www.hourworld.org)

"Time and Talents" is the software that allows members to create a profile, post service offers and requests, browse service listings, message other members, record transactions, and more. Requires username and password login, and access is allowed only after orientation is complete.

### Facebook Page: [facebook.com/cvilletimebank](https://facebook.com/cvilletimebank)

This is our public facebook page for members and non-members alike. Here, we share information about events, updates about our timebank and others. No personal member information is shared.

### Facebook Group: [facebook.com/groups/cvilletimebank](https://facebook.com/groups/cvilletimebank)

This is a private group for the members of the Cville TimeBank only, and the group is curated by Admins. Here, members can ask questions, share ideas, or notify members of urgent service requests.

### How to Post your Service Offer or Request

Login to the member site. See additional handout for step-by-step instructions, but please use these general guidelines when posting service ads:

- Give clear and concise information - this will help make the best matches
- date, time and location of service should be clearly stated
- The amount of time the member will spend providing the service as well as time spent traveling to and from where the service will be provided
- The receiving member is responsible for paying for parts, supplies or ingredients required for completing service.
- If you are unable to complete the transaction, thank the person and suggest they find another member to help. It's ok to say no if the exchange doesn't work for you.

### How to Connect with another Member:

Each week, you'll receive an email snapshot of new service listings and member announcements. Browse through the service listings periodically, too. If you're interested in providing or receiving a service, contact the member to set up a transaction and figure out the details. Please respond to all messages promptly, even if it's to say "No thank you".

### Earning Time Dollars

Remember to record your hours! Reporting your hours helps us keep track of how many exchanges are conducted and evaluate our progress. Once the transaction is completed, the provider of the service should report the number of time dollars earned:

- **One hour of service always earns one time dollar. One time dollar always buys one hour of service.**
- For fractions of hours, round up to the nearest quarter hour.
- Remember that transportation time should be included in the transaction; your time begins when you leave your home and ends when you return. (Please remember to double-check travel time with new exchange partners so you each understand the travel time included in the exchange.)
- Time Dollars are not redeemable for cash.
- It is expected that at times members may temporarily go into debt. This should not discourage any member with a need from using the TimeBank! Message the coordinator for assistance.

### Next Steps!

- 1. Complete your profile!** A bio and photo are required in order to help other members get to know you and build trust in exchanges with you.
- 2. Browse requests & offers!** Get ideas of what others need and are offering by browsing the listings
- 3. Brainstorm!** Write down all the tasks and errands you're not fond of and invite someone to do them with or for you. Add things you'd like to learn or experience.
- 4. POST!** Write up your requests and offers in hOurworld.org by Thursday night in order for them to appear in the Friday email. (NOTE: only new posts appear each week in the email, but they're still active!)
- 5. Set a date!** Each week, set aside 15 minutes to think through what you need to get done. How can a TimeBanker help? Use the search box in hOurworld to find them, or post a request. Remember, asking for help is the point! We need requests just as much as offers to make it work

***In TimeBank Transactions******Please DO:***

- Agree on the amount of time the transaction will take *beforehand*
- Contact the other member in advance if you must cancel
- Be courteous in other members' homes
- Respect others' religions, beliefs, and political viewpoints
- Make sure the other person understands exactly what you are going to do
- Try to be patient and open rather than critical
- If you are requesting a service, pay for any necessary ingredients or materials
- Have car insurance and wear seatbelts if using your car to transport a member
- Dial 9-1-1 in the event of an emergency

***Please DON'T:***

- Do not smoke in a member's home without permission
- Do not use alcohol or illegal drugs while performing services
- Do not over-commit yourself
- Do not misrepresent your abilities
- Do not make inappropriate advances on any member
- Do not participate in illegal activities

***Every member of the Cville Timebank has the right:***

- To be treated with dignity, care and respect.
- To earn one time dollar for every hour of service provided.
- To spend time dollars on services offered by other members.
- To save time dollars in a personal account for later use.
- To donate time dollars to other members.
- To have privacy and confidentiality maintained.
- To be valued.

***Every member of the Cville Timebank has the responsibility:***

- To respect the privacy and confidentiality of other members.
- To be prompt and keep scheduled commitments.
- To be accepting of guidance and instructions.
- To have fun and share your experiences!
- To keep their Time and Talents member account current (request/service offers and contact information.).
- To be valued.

**Kindness Clause**

Our members will provide a considerate, welcome and secure sense of belonging to other members in conversations, within all electronic communications and at social gatherings. Members will not intentionally or unintentionally exclude or be impolite towards other members. Finding the courage to choose the kinder option in all decision-making processes will ensure we act with integrity, seeking compassion, patience and understanding.

Violation of any of these principals and policies will result in a conversation with the coordinators. Continued violation may result in canceled membership.

The content of this handbook may change over time as members make suggestions for improvement. Your ideas and comments are important in helping Cville Timebank become a creative, meaningful and rewarding program. Thank you for helping build a caring community!

**Limitations**

Appreciation of another's best efforts is part of what makes the Time Bank work. No service is guaranteed and there may be situations when the service provided does not meet the expectations of the receiver. In these cases please attempt to be flexible and understanding.

**Confidentiality**

All members must respect the privacy and confidentiality of other members. Member info should not be shared outside of the time bank, and member's emails cannot be added to mailing lists without their express permission.

**Transportation**

If you are a Cville TimeBank member who wants to get a ride from another member, you need to know that the Cville TimeBank does not do background checks or check driving records on any of its members. Members are responsible for screening drivers if there are any concerns.

**Insurance**

The Cville TimeBank maintains an insurance policy covering automobile accidents and medical expenses resulting from volunteer activities. These are secondary coverages to members' own health and auto insurance policies.

**Membership dues:**

In 2014, the Kitchen cabinet discontinued annual member fees, effective January 2015. Because the timebank does have modest expenses that require payment in actual currency (not timedollars!) contributions are always welcomed. A link for online payments can be found at [www.cvilletimebank.com](http://www.cvilletimebank.com), or a check, **payable to Cville TimeBank**, can be mailed to our treasurer, Charlotte Drummond, 312 7th Street SW, Charlottesville, VA 22903.

Contact Us!

**CvilleTimeBank** (general administrative inquiries):  
[timebankcville@gmail.com](mailto:timebankcville@gmail.com)

**Kitchen Cabinet:**

Kathy Kildea, President	<a href="mailto:kmkildea@gmail.com">kmkildea@gmail.com</a>
Kelly Ceppa, Vice President	<a href="mailto:kellyceppa@gmail.com">kellyceppa@gmail.com</a>
Arthur Rashap, Secretary	<a href="mailto:arthur.rashap@gmail.com">arthur.rashap@gmail.com</a>
Charlotte Drummond, Treasurer	<a href="mailto:charlottedrummond@gmail.com">charlottedrummond@gmail.com</a>

## **AGREEMENT OF UNDERSTANDING AND NON-LIABILITY**

As a Cville TimeBank member, I agree to:

- Respect the privacy and confidentiality of other TimeBank members and staff.
- Recognize that my service is voluntary and not accept money as compensation for a service from an exchange partner.
- Refrain from smoking in or bringing pets or another person into my exchange partner's home, unless agreed upon beforehand.
- Respect my exchange partner's home, property, valuables and beliefs.
- Ask permission of my exchange partner to use or consume any of their personal property (telephone, bathroom, tools, food/beverage, etc).
- Respect my exchange partner's religious and political beliefs.
- Keep my online member account current (request/service offers and contact information).
- Respond in a timely manner to contact from other TimeBank members or coordinators.

Cville TimeBank brings together those requesting a service with those willing and able to provide the service. I understand that the TimeBank is not an agent of any party (Provider or Receiver). The TimeBank structure provides an opportunity for the parties involved to come together and work out a mutually acceptable transaction. All services I give or receive as a member are on a voluntary basis. I do not expect to receive or give any money for those services, except if related material fees are agreed upon in advance (e.g. ingredients, supplies, agreed upon expenses, etc).

I agree to abide by the content of the Member Handbook as well as follow other guidelines required by the TimeBank. I understand that failure to abide by the contents of the TimeBank Member Handbook and forms could be cause for the suspension or discontinuation of my membership.

I understand that if I use my personal automobile in the course of my service for the TimeBank, I have a current driver's license and I will keep in effect automobile insurance of an amount at least equal to the minimum limit required by law.

I assume all responsibility for my actions in providing and receiving services. I will respect the privacy of all matters relating to TimeBank members.

Members who have no logged activity in their account for more than 12 months will be contacted by coordinators to determine their intention to continue membership, and their account deactivated if no response is received.

*(Please detach this page from the packet, and give to orientation leader)*

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I have read, understand and agree with the above statements.

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Print	Name	Address	City/State/Zip
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Email Address (PLEASE print clearly)	Phone number
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Signature / Signature of Parent/Guardian if member is under 18 years of age	Date
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Date orientation completed: _____		
Facilitator/trainer: _____		
Account activated?:	Yes	No

<b>Coordinator notes:</b>
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