

# Member Guide

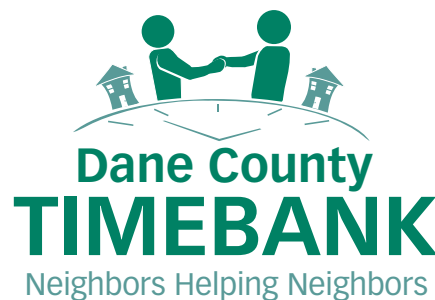
---

## Every member of the Dane County TimeBank has the right:

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

## Every member of the Dane County 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!



## Dane County TimeBank

# Welcome!

**Mission Statement:** *To create community and self-reliance through TimeBank Hour exchange.*

We are a caring and interconnected community of people who help each other by sharing our abilities, talents, and experiences. By both giving and receiving, we learn to appreciate the value of each and every member and also come to believe in the value of our own contributions. Instead of separating our community into those who need and those who provide, we recognize that we all have needs and gifts to share. When you provide a service for another member, you earn one TimeBank Hour for each hour you spent providing the service – everyone's time and talents are valued equally. You can exchange each TimeBank Hour you earn for an hour of service from someone else.

## Core Values

We are a member of the national network TimeBanks USA, which is based on five fundamental tenets:

### Assets

Everyone has something to contribute to the well-being of others in their community.

### Work

Some work is beyond price. 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.

### Reciprocity

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

### Social Capital

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.

### Respect

Every human being matters. Everyone deserves respect from individuals and civic institutions.

## TimeBank Structure

### Coordinators:

The people responsible for interviewing potential members, facilitating transactions between members, and overseeing daily operations of the TimeBank.

### Kitchen Cabinets:

Neighborhood-based steering teams responsible for making decisions, developing policies and conducting outreach to maintain and enhance TimeBanking in their communities.

### Member:

An individual, organization, or group who is eligible to provide and receive services and has attended an interview/orientation session.

## Definitions

### Transaction:

An exchange of services between two or more TimeBank members.

### TimeBank Hours:

One TimeBank Hour is earned for each hour of service provided to other TimeBank members. TimeBank Hours are not redeemable for cash.

## Webistes:

### [danecountytimebank.org](http://danecountytimebank.org)

Dane County TimeBank official website

### [facebook.com/DaneCountyTimebank](https://facebook.com/DaneCountyTimebank)

Dane County TimeBank page on Facebook.

### [community.timebanks.org](http://community.timebanks.org)

Give and receive services online and manage your account

### [timebanks.org](http://timebanks.org)

TimeBanks USA website



# Using Your Account

<http://community.timebanks.org>

log on to <http://community.timebanks.org>

## 1 Sign In

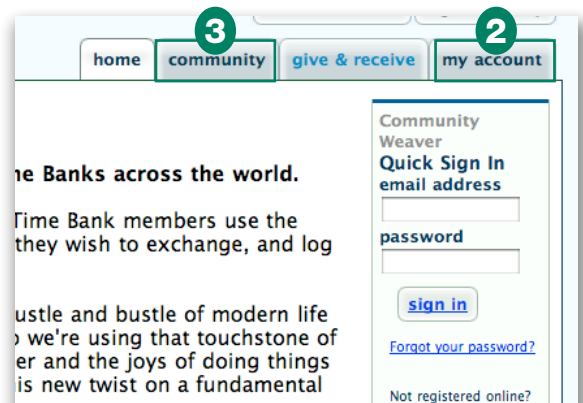
1. Enter your whole **email address** (name@email.com) and **password** under **Quick Sign In**
2. Click the **sign in** button.

## 2 Set Up/Edit your Profile

1. Click the **my account tab** (upper right).
2. Click the My Profile button in the row of buttons that show up under the my account tab.
3. Under **My Profile**, you will see three additional selections: **Personal Info**, **Change Picture** and **Change Password**. Click on the corresponding link to edit that portion of your profile.

## 3 View Other Members' Profiles

1. Click the **community tab** (upper right) and then **Member Directory** (upper right and lower left).
2. You can browse the member list a few different ways:
  - Click anywhere in a row to see a specific member's profile.
  - Click a letter in the alphabet row to display only those with first names beginning with that letter.
  - Click on the column headers (Member, Neighborhood or Contact) to sort by those values (in ascending or descending alphabetical order).



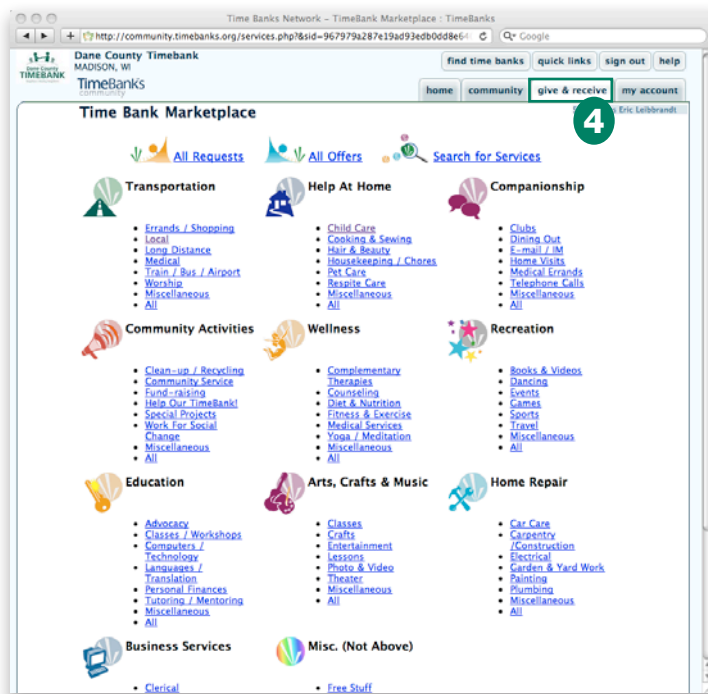
### TIP: Advanced search



Click the magnifying glass at the top of the **Member Directory** page to access the **Advanced Member Search**. Type the name or attribute you're looking for.

## 4 Locate an Offer or Request

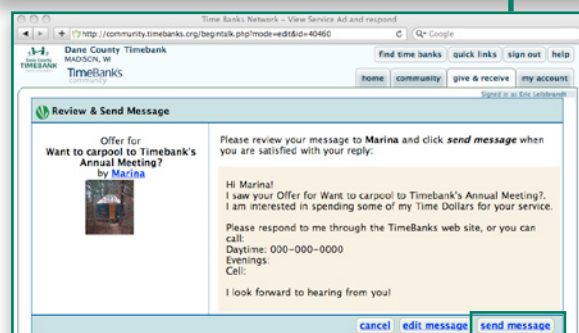
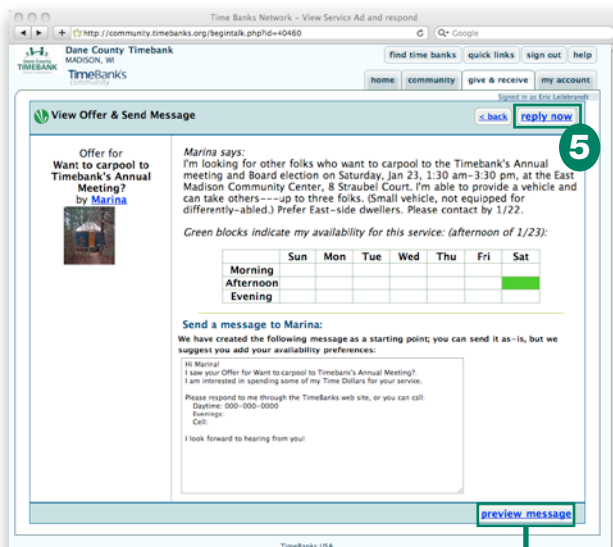
1. Click on the **give & receive** tab to get to the TimeBank Marketplace.
2. You can locate a service offer or request three different ways:
  - Click a specific category link to view those listings (i.e. Child Care, Events, Lessons, etc.).
  - Click the Search for Services link (upper right) to use a keyword search for service ads.
  - To search offers/requests by neighborhood or other category, click the Search for Services link (upper right), select the category or keyword, then select the neighborhood you want to search from the pulldown menu. For other categories click Advanced Search (bottom left) and scroll down to select the category you'd like to search by (zip code, affiliation, language, etc.)
3. When you find an interesting ad, click the **more...** link for a fuller description.



## 5 Reply to an Offer

1. Click on the **reply now** button (upper right). That takes you to a draft reply message that is pre-built for that specific ad and contains contact information from your profile. You can use the message as-is or edit it to fit your request.
2. Click the **preview message** button (lower right) to see how your message will appear.
3. Click **send message** to send or edit message to go back and make changes.

*When you reply to an ad, the other person gets an email inviting him/her to visit the TimeBank website to read the message. When he/she responds to your initial response, you'll get a notice via email as well. This will go back-and-forth until the two of you settle on a date and time for the service (see step 7: Set Up an Exchange).*



## 6 Place an Offer or Request

1. Click the **my account tab**.
2. Click on **My Services** to add an offer or **My Requests** (under the My Services tab) to add a request.
3. Click on the **add new request** or **add new offer** button (*The example shown is for a new offer but it works the same way for a new request*)
4. Fill in the information:
  - Service Category** (Select from list)
  - Type** (Offer or Request),
  - Title** (short and meaningful)
  - In Detail**
  - Availability** (visual and in words)
5. Click the **preview service ad** button (lower right) to see how your ad will appear.
6. Click **submit service ad**

Once you submit an ad, the screen displays a message indicating your ad is live. You can click on view your new service request/offer link to see it.

### REMEMBER:

- **TimeBanking is not designed to meet emergency needs.**
- While the Dane County TimeBank conducts a basic background check with WI Circuit court and the National Sex Offender Registry, **each member is responsible for his/her own safety and comfort.** Feel free to ask for references and meet members in public places for your first meeting.

The screenshots illustrate the following steps:

- Step 1:** The user is logged into the TimeBanks Network. The 'my account' tab is highlighted in the top navigation bar.
- Step 2:** The user navigates to the 'My Services' tab. The 'add new offer' button is highlighted.
- Step 3:** The 'Add a Service Ad' form is shown. The user has selected 'Home Repair > Carpentry /Construction' as the Service Category, 'Offer' as the Type, and 'Sample Carpentry Offer' as the Title. The 'In Detail' field contains the text: 'I have 6 years experience with Carpentry and home remodeling/repair. I have tools and can work alone or assist others.' The 'Availability' section shows a calendar grid with 'Morning' slots selected for Saturday and Sunday.
- Step 4:** The 'Submit Your Service Ad' confirmation screen is shown. The user has selected 'submit service ad'.

## 7 Set Up an Exchange

All emails are sent and received via the TimeBank website. When someone responds to your ad, you will get an email inviting you to go to the TimeBank website for the response.

1. Click the link in the email to go directly to your Message Center Inbox (or go to <http://community.timebanks.org> and sign in). Click the **my account tab** and then the **Messages** button.
2. Each row in your Inbox contains a summary of the emails pertaining to a specific ad. Click on the **read & reply button** (far right) to see all the emails about a particular service exchange.
3. On the conversation page, you'll see a copy of the original ad, all the emails you have exchanged about the ad, and a white box labeled "Your reply" (bottom right of page). Type your reply in the box.
4. There are two additional fields below the reply box:
  - **Change Status to:**
    - o Keep the **Yellow Pending** setting if you are still negotiating a date and time.
    - o Click on the **Green Agree** setting if you can do the proposed date and time.
    - o Click the **Red Can't Do** setting if you cannot or do not want to do the service at that time.

*TimeBank communities are voluntary; so don't be shy about using the Can't Do setting.*

- **Projected Date:**

Click the calendar icon to the right of the Projected Date field to choose a date.

5. When both members click the Green Agree setting, you are ready to go forward with the exchange.

## 8 Record your Hours

*It is the responsibility of the provider of the service to report the service given to another member. All services need to be reported as soon as possible, preferably within a week of the date of service.*

*The easiest way to record hours is to find the old message summary for the exchange:*

1. Click on the **my account tab**, then the **Messages** button and Inbox.
2. Click the **log hours** button inside the appropriate message summary.
3. On the Record Hours screen, enter the **Date of Service** and **Time Spent** in hours (as "2.5" not 2 1/2). Then, click the **preview** button. *Remember that transportation counts; your time begins when you leave your home and ends when you return.*
4. You will see a confirmation screen for the entire exchange. Click **edit**, **cancel** or **confirm**.

*Once you confirm, it will subtract the TimeBank Hours from the person who received the service and add them to the person who gave the service. The math will work correctly regardless of who records the hours.*

**If you get billed incorrectly**, first contact the other member to resolve the issue. If you are unable to resolve the dispute, send a message to the TimeBank Coordinator for help.

## ONGOING PROJECTS

Dane County TimeBank has the goal to use the TimeBank structure to create and support projects that accomplish what people want for their own communities. At any given time we may have more informal projects that you can learn about at our website. The following projects are ongoing programs within our TimeBank.

### TimeBank Youth Court/Restorative Justice

The mission of the TimeBank Youth Court/Restorative Justice program is to provide an alternative to the juvenile justice system so youth can willingly take responsibility for their actions, make amends and build healthy and productive relationships to create a safer, more caring community.

This program gives young people an opportunity to go to a jury of their peers rather than through the municipal court system. Rather than issuing a ticket, police refer qualified youth to a Restorative Justice or Youth Court session. The peer jurors sentence youth to take part in activities that can help them succeed in the long run. These activities can include: writing letters of apology to victims or other restorative justice activities, participating in life skills or mentoring programs, tutoring younger kids, serving on the jury, and more. When the sentence is complete participants have the option to continue serving, earning TimeBank Hours. Our goal is to keep kids in programs that they enjoy and are benefiting from, helping them to maintain a strong social network and build their skills, capacity, and

work experience. We modeled this program on Washington DC's Time Dollar Youth Court (<http://danecountytimebank.org/documents/YC2004AnnualReport10.6.05v3.pdf>).

Our program is underway in Madison's North and East sides, LaFollette High School, and South Madison. If you would like to get involved please call Lorrie at (608) 663-0400 or send an email [lorriehurckes@gmail.com](mailto:lorriehurckes@gmail.com).

### Prison Reentry

Several organizations have teamed up to use the TimeBank structure to assist people coming out of prison in re-integrating with their communities. In addition to teaching Non-Violent Communication and meditation classes in prisons, TimeBank members are also providing Circles of Support for formerly incarcerated people, helping to connect them with other TimeBank members to build references, skills, trust and access to resources. If you would like to get involved please call (608) 663-0400 or email Cheri Maples at [cheri@mindfulnessandjustice.org](mailto:cheri@mindfulnessandjustice.org).

### Maxine's TimeBank Store

Dane County TimeBank operates a store where members can get donated goods using TimeBank Hours they've earned helping in the community. The store is located at 2225 Allied Drive.

To learn more or to help staff the store please contact Gary at [gary@danecountytimebank.org](mailto:gary@danecountytimebank.org) or (608) 663-0400.

#### TimeBank DOs

- ✓ Make sure the other person understands what you are going to do before you start doing it.
- ✓ Contact the other member in advance if you must cancel.
- ✓ Be patient and open, rather than critical.
- ✓ Respect others' religions, beliefs, and political viewpoints.
- ✓ If you are requesting a service, be sure to pay for any parts, supplies, ingredients, or materials that are used.
- ✓ If renting, check with landlord before doing home repairs.
- ✓ If using your personal car to transport a member, have liability insurance and wear seat belts.
- ✓ Dial 911 in the event of an emergency.

#### TimeBank DON'Ts

- ✗ Do not provide any "hands-on" care such as giving medicine, baths, or lifting.
- ✗ Do not ask for or accept money or tips.
- ✗ Do not provide medical, business, or legal advice unless you are certified to do so.
- ✗ Do not smoke in a member's home without permission.
- ✗ Do not use alcohol or illegal drugs while performing services.

## POLICIES

### Liability

Dane County TimeBank refers members who state that they are able to perform services. Dane County TimeBank cannot guarantee the performance of anyone who is referred, nor will Dane County TimeBank or its staff or members be held responsible for any injury to persons or damage to property experienced while involved with the transaction.

### Limitations

No service is guaranteed, and there may be situations when the service provided does not meet the expectations of the receiver. Therefore, appreciation of another's best efforts is part of what makes the TimeBank work.

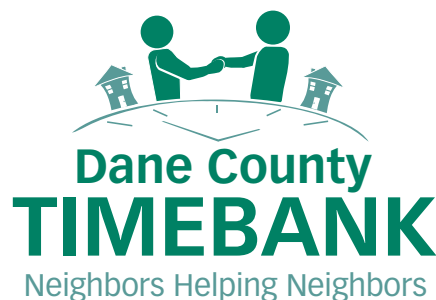
### Confidentiality

All members must protect the privacy and confidentiality of other members. A member can be dismissed from the program for violating this rule. The only exception for sharing information is when a member feels that the health and/or safety of another member is in danger.

### Earning TimeBank Hours

One hour of service always earns one TimeBank Hour, and one TimeBank Hour always buys one hour of service. For fractions of hours, round up to the nearest quarter hour. (For example, 52 minutes of service earns 1 TimeBank Hour. 1 hour and 10 minutes of service equals 1.25 TimeBank Hours). TimeBank Hours are not redeemable for cash.

When a member accrues a debt of 10 TimeBank Hours, she or he must begin earning TimeBank Hours before going further into debt. Contact the coordinator for assistance.



The content of this handbook may change over time as members make suggestions for improvement. Your ideas and comments are important in helping Dane County TimeBank become a creative, meaningful and rewarding program.