

Timebanking Introduction and Orientation Agenda

Welcome

Show Timebank video

Explain basics of Timebanking:

People in a community or organization catalog their skills, availability and willingness to help others

When one member performs a service for another, the provider claims one time dollar per hour which comes from the recipient's timebank account. The recipient is notified when the hours are transferred.

Timebanks started in the US in the 1980's. Are currently in over 200 US communities and more than 36 countries worldwide.

Dane Co. Timebank - Started in October 2005 on Madison's Northside

Spreading County-wide

members, # exchanges (look at 'find timebanks' on the website for member numbers. Coordinators can view activity to see how many hours have been exchanged)

Application process:

fill out application
schedule interview, create online account

FAQs:

liability: the Timebank provides volunteer liability for all its members. In the decades of Timebanking, no claim has yet been filed.

quality of service: Timebank members provide neighborly services. We understand that members serve to the best of their ability. It is each member's responsibility to learn about the provider's qualifications and to be sure that both parties understand the service that is to be provided and share a general idea of how much time it will take.

notice: the Timebank is not designed to provide emergency services, although it may occasionally come up. We ask for at least 2 - 3 days' notice when any service request is made.

ORIENTATION:

hand out and go through member handbook.

important points to cover:

Communication is key. Discuss exactly what service is needed during your first contact. Be sure you both have the same understanding before the service is provided. Discuss the number of time dollars that will be reported; sign off on the Service Exchange Report form when the service is completed.

Monetary expenses for materials are the responsibility of the recipient. Both parties should discuss costs ahead of time so no one is caught by surprise.

The service provider generally reports the service, unless both parties agree to do it differently. The service can be reported online or, if that is not possible, may be reported by phone to the coordinator.

The service provider should round up to the nearest quarter hour and include transportation time in the total. Naturally, the provider should not report any extra transportation time not related to the service (stopping for errands, etc.)

Each member is expected to be respectful of other members':

varying abilities

confidentiality - if a member is experiencing a difficult situation please don't share confidential information with other members. If there's a reason to believe that that member's situation may impact other members, please notify the coordinator.

Please notify the coordinator if you experience any difficulties with the timebank system, including:

members who do not return calls or respond to emails

if you are not receiving as many requests as you would like

if you are receiving too many requests

Have fun!

Q&A

MATCHING GAME:

you can try lots of variations. The common one we use is:

pass out slips of paper to all attendees.

ask them to write three things they need or want.

have attendees volunteer to read their requests.

Ask attendees to raise their hand if the request is something they would be able to fulfill.

show how this demonstrates the ease with which you can find people to help once you ask a large group. This becomes even easier when there is a coordinator to catalog people's skills and suggest matches.

Collect applications, schedule interviews, invite to next event.