

Royal Oak TimeBank



Neighbors Helping Neighbors

# Member Handbook

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# Overview

The Royal Oak TimeBank (ROTB) is an organized exchange system through which members earn TimeBucks (a.k.a TimeDollars) for time spent helping other members. One hour of service earns one TimeBuck, and everyone's time and services are valued equally. The ROTB keeps track of service offers, requests, exchanges, and TimeBucks through an online database called Community Weaver.

Here is an example of how it works: Al fixes Jane's fence, which takes 2 hours. Al earns 2 TimeBucks. With his TimeBucks, Al purchases 2 one-hour guitar lessons from Brad. Brad spends some of his TimeBucks on a massage from Nicole. It's easy: give what you want, get what you need!

Any individual, organization, or business residing in Royal Oak or Huntington Woods can become a member of the ROTB. After completing the application process, the member is granted access to our secure website, where members post service requests and offers. If a member does not have a computer or Internet access, the ROTB will assist in managing his/her account.

## Vision

At the Royal Oak TimeBank, our vision is a city defined not by borders on a map, but by social bonds forged through the reciprocity of neighbors helping their neighbors.

## Mission

The Royal Oak TimeBank seeks to return to the time-honored tradition of neighbors helping neighbors by fostering community interactions that empower members to exchange their time, skills, and talents with one another and, in doing so, build meaningful personal relationships.

## Core Values and Beliefs

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

Assets	Everyone has the capacity to be a contributor to the well-being of others and to the community at large.
Work	Work has to be redefined to value whatever it takes to revitalize neighborhoods, make democracy work, advance social justice, build strong families, and make the planet sustainable. That kind of work must be honored, recorded, and rewarded.
Reciprocity	People need other people. Giving and receiving are the basic building blocks of positive social relationships and healthy communities. We value receiving as much as giving!
Building Community	Belonging to a mutually supportive and secure social network brings more meaning to our lives and creates new opportunities to build trust in one another and resolve conflicts effectively.
Respect	Every human being deserves respect from other individuals as well as from civic institutions. We strive to develop and express our acceptance of individual differences and diversity.

The ROTB is part of TimeBanks USA ([www.timebanks.org](http://www.timebanks.org)) and the Michigan Alliance of Timebanks ([www.mitimebanks.org](http://www.mitimebanks.org)).

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# The Cabinet

The Cabinet is the governing body of the Royal Oak TimeBank. This group of core members manages the day-to-day functioning and development efforts of the TimeBank, including reaching out to new members and media outlets, monitoring exchanges, and resolving disputes. The Cabinet also organizes social gatherings and group service events for members of the TimeBank.

The Cabinet includes several special committees: Membership, Leadership, Outreach, and Social Events. These committees meet on a frequent basis to discuss issues related to their subject areas and draft proposed policies or practices for approval by the full Cabinet.

The Cabinet is also available to moderate disputes or help members navigate the initial exchange process.

The policy of the ROTB Cabinet is that all voices are heard and recognized; we welcome all comments and suggestions from members of the TimeBank. All Cabinet meetings are open to all members of the TimeBank. If you are interested in joining the Cabinet or taking a bigger role in the TimeBank, please speak with any member of the Cabinet about the available opportunities and how you can help the TimeBank. Cabinet and Committee members are appointed by current Cabinet members based on interest and the Cabinet's need. We always welcome new additions!

The Cabinet reserves the right to terminate members at any time for any reason, to block or prevent any exchange before it takes place or to stop an exchange in progress if necessary, and to change or update the TimeBank policies or Membership Handbook at any time and for any reason. The Cabinet will inform members of changes in a timely manner and welcomes all member comments.

## How To Join

### Eligibility and Categories of Membership

Membership in the ROTB is open to people of all ages and abilities who live in Royal Oak or Huntington Woods, Michigan. The ROTB has established three different categories for members:

- **Individual:** open to any individual over the age of eighteen. An individual may not share this account with another person
- **Household:** all persons living at the same address, including spouses, partners, children, parents, roommates, etc., may share an account under a single household name and for a reduced membership rate. However, individuals living together need not share a household account and may join as individual members (with the exception of minors, see below). Household members may request or perform services on an individual or group basis, but all TimeBucks will be awarded and spent on a household basis. As such, household members cannot trade services and hours with each other. The members of the household are responsible for policing the activities of co-account users and may face termination as a unit if a single member is found violating ROTB policies.

Note: Children under 16 must be part of a household account. It is the parent or legal guardian's responsibility to monitor their children for appropriate use and exchanges. Minors are invited to exchange hours individually or as part of family exchanges, at their parent/guardian's discretion.

- **Business/Organization:** A business or organization located or headquartered in Royal Oak or Huntington Woods may join through a representative. This representative will serve as the ROTB contact person for the organization and will maintain the organization's TimeBank account on Community Weaver, share information about the organization, and place requests/offers for services. The representative is responsible for monitoring the activities of its employees, agents, or volunteers working on TimeBank service exchanges.

A business/organization trades services like a household member and receives TimeBucks as a single entity. If individuals within the business or organization wish to receive TimeBucks for individual participation, they must complete the necessary steps to become individual members. However, individuals within the business or organization are encouraged to attend orientation sessions on behalf of the business (and will be credited with TimeBucks for attending these sessions if they later join as individual members).

## **Application Process**

The application process involves three steps: 1) the application form; 2) a suggested annual donation; 3) attendance at an optional orientation session.

### ***Application Form***

All members must complete a paper and online application form. The paper form may be found on the website or by contacting a Cabinet member and represents the formal application to the ROTB. The online application allows members (once approved by the Cabinet) to access the Community Weaver software through which TimeBank exchanges are created. All applicants, including the individual members of a household, must sign an application form and a waiver agreement. However, only one member of a household or organization needs to complete the online application.

The ROTB reserves the right to run confidential background checks on any member and to refuse membership based on the results of this background check.

### ***Suggested Membership Donation***

Operating costs for the ROTB are very high and include such expenses as the annual Community Weaver software license, group project supplies, orientation and group project snacks, advertising materials, social event costs, etc. The ROTB asks applicants to contribute a suggested annual donation of \$25 for individual members and \$40 for household or business members to help ROTB volunteers cover these expenses.

The ROTB may from time to time offer 2-for-1 specials or other discounts. In addition, in lieu of the suggested donation, a member can perform four (4) hours of service for the TimeBank or otherwise help defray operating costs (for example, by providing space or snacks for an orientation or social event, etc). Financial hardship is not necessary. Please see a Cabinet member for more information.

### ***Orientation Session***

All members are encouraged to attend an ROTB orientation session. **The Cabinet or Membership Committee hold public orientation sessions at the Royal Oak Boys & Girls Club, 1545 E. Lincoln Avenue, on the third Saturday of every month at 1:00 p.m.** The session includes an introduction to TimeBanking, overview of member guidelines, interactive tutorial on Community Weaver, and time for questions and answers. Orientation sessions are a great way to meet fellow TimeBank members and discuss potential service exchanges. **Participants will receive 2 TimeBucks for attending an orientation session to use in their personal service exchanges.**

## Termination of Membership

Membership in the ROTB is voluntary. Members may choose to resign at any time and will be reimbursed a pro-rated share of their membership donation. In consideration of the needs of other members and the Cabinet, the ROTB requests one-week's notice.

The ROTB reserves the right to terminate any member or group membership at any time and for any reason, including: one or many violations of the TimeBank policies, procedures, or Handbook terms; frequent complaints from other members (after an investigation by the Cabinet); failure to perform the introductory service hours; or as the Cabinet feels necessary in its discretion.

## Using The TimeBank

### Definitions

TimeBank	An organized exchange network, through which members trade services. The "currency" of an exchange is time and everyone's time & services are valued equally. Timebanking connects people and unmet needs with untapped resources and enables individuals to use their everyday skills to benefit a network of people.
Exchange	Refers to the actual trading of services between members. May include one-to-one services or group activities.
Member	An individual, family or group, who has completed the necessary forms and is eligible to give and receive services. Members may attend training sessions, social events and activities sponsored by ROTB.
Provider	A member who provides service. Upon completion of a service exchange, the provider's account is credited TimeBucks for the hours of service provided.
Receiver	A member who receives service. Upon completion of a service exchange, the provider's account is debited TimeBucks for the hours of service received
Community Weaver	Online software used to keep track of member accounts, service offers, service requests, contact information and communication between members.
TimeBucks (or TimeDollars)	The currency of exchange. One TimeBuck is earned for each hour of service provided. TimeBucks are not considered taxable income.
Transaction	The process of crediting/debiting TimeBucks from members' accounts after a service exchange.

### Responsibilities

#### *Responsibilities of all Members*

- To respect the privacy and confidentiality of other members
- To treat all members considerately
- To treat other members with respect and dignity, without discrimination
- To communicate clearly and have fair expectations of other members
- To read and understand the information in this Handbook before beginning to make exchanges
- To keep their personal or organization's Community Weaver account current (service requests and offers, contact information, etc.)

- To discuss problems and concerns with ROTB Cabinet members
- To carefully choose with whom they will enter into an exchange
- To refuse or discontinue any service in which participants do not feel comfortable working with each other
- To respond in a timely manner to contact from other members

### ***Additional Responsibilities for Providers***

- To provide quality, considerate, prompt service to all TimeBank members (i.e. arriving to exchanges on time, introducing yourself before beginning an exchange, not smoking or drinking during exchanges, etc.)
- To notify the Receiver as soon as possible if the Provider is unable to fulfill the commitment
- To treat the Receiver's property with care and caution
- To not put yourself at risk. If you are not sure if something is safe, DO NOT DO IT!
- To say "no" if you are asked to provide a service for which you do not have the skills or if you are otherwise unable to provide the service reliably.
- To report the completed transaction and exchange hours in Community Weaver in a timely manner. Remember, it is the PROVIDER who is responsible for reporting the exchange.
- To not ask for or accept money or tips from another member, unless it is an agreed reimbursement for expenses (i.e. gasoline, groceries, etc.).
- To ask permission before using or consuming any of the receiver's personal property (i.e. telephone, bathroom, tools, food/beverage, etc.)

### ***Additional Responsibilities for Receivers***

- To schedule with the provider the day and time that the service will be completed
- To clearly define expectations for service requested
- To discuss with provider what materials may be needed to perform the service and who will be responsible for paying for the materials
- To understand that the ROTB is not able to accommodate emergency requests at this time

### ***Additional Responsibilities for Cabinet Members***

- To provide support to all members
- To promptly respond to calls and emails from members
- To assist with communication between members when needed
- To coordinate social events and orientations for members
- To find ways to incorporate interested members into the cabinet

## **TimeBucks Policies**

Note: A "TimeBuck" is the same thing as a "TimeDollar," a term often used by other TimeBanks.

### ***Earning TimeBucks***

Members are strongly encouraged to give and receive services on a regular basis. TimeBucks are the community currency members earn by using their time, energy, skill, and talents to help other members in service exchanges. A member earns 1 TimeBuck for each hour of service. Round up to the quarter-hour for fractions of an hour. For example, 15 minutes of service = 0.25 TimeBucks; 20 minutes of service=0.5 TimeBucks; 1 hour & 10 minutes of service=1.25 TimeBucks.

Note: Immediate family members sharing an account on Community Weaver cannot exchange services with each other for TimeBucks.

### ***Spending TimeBucks***

Prior to setting up a service, exchange partners should come to a mutual agreement on the approximate number of TimeBucks to be used in the transaction.

### ***Group/Agency Rate***

A service exchange can happen between an individual and a group or agency, such as when one member teaches a cooking class for ten members, a team of people paint a member's house, or a member does office work for an agency. Group rates should be negotiated by all exchange participants. When either providing a service as a group/agency or receiving a service from a group/agency, contact the TimeBank Coordinator to discuss how to determine a fair TimeBucks exchange. All parties involved must be members of the TimeBank to earn TimeBucks.

### ***Donating TimeBucks***

Members of the TimeBank can donate TimeBucks in their personal accounts to the ROTB or to other service or charitable organizations in the TimeBank.

### ***Maintaining Your Account***

Each account must maintain at least one open offer and one open request at all times. Members should attempt to respond to Community Weaver messages about their pending offers or requests within three days. It is acceptable and encouraged for members to decline offers or requests for which they are not qualified or feel uncomfortable performing.

Members must update changed contact information in Community Weaver and by e-mailing the Cabinet at [royalovertimebank@gmail.org](mailto:royalovertimebank@gmail.org) within 24 hours. Members may withdraw pending offers and requests when they are on vacation or away from the area for an extended period of time (greater than one week). Alternatively, members may include a comment in their offer/request posting noting upcoming periods of absence.

### ***Negative Account Balance***

When a member's account reaches negative-10 TimeBucks, s/he must begin earning TimeBucks before procuring additional services. Cabinet members may contact a member with a negative account balance to facilitate additional exchanges or offer service projects for the TimeBank.

## **Other Membership Information**

### ***Communication***

The ROTB will communicate with members via e-mail. Service alerts and TimeBank announcements, as well as a monthly newsletter, will be emailed to members' primary email addresses. The Cabinet requests that all members keep their contact information updated with the Cabinet. All members are encouraged to contact a Cabinet member with questions at any time, either by e-mail (preferred) or phone.

### ***Materials and Equipment Used in Service***

Material goods and equipment may be needed during a service exchange (e.g., wood for a deck, ingredients for baking, supplies for an art project). In general, the Receiver is responsible for supplying the materials or equipment needed for the transaction. There are times when it makes sense for the Provider to furnish his/her own materials or equipment, in which case the Receiver may should pay for the materials used. Members should negotiate such arrangements prior to the exchange.

The time earned during a service exchange begins when the driver leaves his or her residence (or wherever he or she may be prior to the exchange) and ends when the driver returns home, excluding any time spent on the driver's personal tasks. The receiver is responsible for paying for the gas costs incurred during the exchange, unless otherwise agreed by the participants to the exchange. If the driver learns that he or she is unable to provide the transportation services, he or she must give the receiver at least 24 hours notice.

### ***Special Events***

The Cabinet will occasionally hold group service projects, social gatherings, and other events for TimeBank members and other members of the local community at various locations in the area. These gatherings present great opportunities to meet other members in the TimeBank and discuss potential service exchanges! Members are encouraged to invite family and friends to these activities. Members also may host a special event in their home or other community location to earn TimeBucks. Notices of special events will be posted on Community Weaver, mentioned in the monthly newsletter, and may be submitted to local newspapers. The Cabinet welcomes assistance from members in planning social events and group projects.

### ***Service Concern Policy***

ROTB achieves its mission by exchanging services that are useful, comfortable and fun in an environment that is free from harm. Any member has the right to refuse or to discontinue a service if s/he feels uncomfortable or believes that the exchange it is not a good match.

### ***Transferring to a New TimeBank***

Unfortunately, the ROTB cannot transfer any TimeBucks you have earned in this TimeBank to another TimeBanks if you move or relocate. The ROTB is in the process of building relationships with other Michigan TimeBanks in the Michigan Alliance, which may permit such transfers in the future.

## **General Policies**

### **Liability of the Royal Oak TimeBank**

The ROTB cannot and does not guarantee the performance or quality of any services rendered by another member of the TimeBank. Although members must complete an application before joining, they have not been prescreened for criminal history, verification of experience, or in any other way. The listing of their information does not imply an endorsement from the ROTB. Members take full responsibility for the services they agree to perform or request from others, and agree to waive all legal and equitable claims against the ROTB for the actions or inactions of any other members (except for intentionally wrongful conduct) arising out of ROTB exchanges or activities.

**All exchanges are made at the member's own risk and members are strongly encouraged to get references or meet the other member to discuss the project ahead of time.** Members may contact the Cabinet for assistance with an initial meeting or reference check, or if the member has any issues or concerns prior to an exchange. A Cabinet representative also can be present during an exchange, at a member's request. All members always have the right to refuse a potential exchange.

The ROTB recognizes that there may be situations where the service provided does not meet the expectations of the Receiver. Appreciation of another's best efforts is part of what makes the TimeBank work. The Cabinet is available to moderate disputes about service performance

## **Confidentiality**

All ROTB members must protect the privacy and confidentiality of other members. Another member's personal information must be kept strictly confidential and may only be shared with the Cabinet, emergency service providers, or with other ROTB members, as appropriate. Contact information may not be used for any type of solicitation, including (but not limited to) solicitation for personal, political, or religious reasons. Violation of this policy may be grounds for termination.

## **Background Checks**

As a standard practice, **the ROTB does not conduct background checks.** However, members agree to submit to a background check at the discretion of the Cabinet. The Cabinet reserves the right to reject or terminate any member for refusing to submit to a background check or based on the results of the background check.

## **Minors and Sensitive Populations**

The ROTB does not permit exchanges involving childcare and follows all federal and state laws and regulations governing minors.

Many members of the ROTB may have special needs, including physical or mental handicaps, linguistic or communicative barriers, or other sensitive personal or familial issues. A member should not agree to perform a service if s/he cannot accommodate these needs. The ROTB encourages all members to discuss special needs related to their request/offer prior to engaging in the exchange.

## **Non-Discrimination & Sexual Harassment Policy**

The ROTB promotes service exchanges that are useful, comfortable, & fun in a safe environment free from physical, sexual, or emotional harm or harassment. Any member has the right to refuse or to discontinue a service if he or she feels uncomfortable or believes the exchange is not a good match.

If you feel that an emotional, physical, or sexual boundary has been crossed during an exchange, please contact any member of the Cabinet. The Cabinet will address the issue after conducting a private information-gathering process involving members connected to the incident.

Note: A sexual boundary violation involves bringing a sexual element into the service exchange or into the relationship between the Provider and Receiver. This can include any range of interactions from flirting to inappropriate touching to taking advantage of another member sexually. In the case of body work, the receiver's consent must be given for working close to a client's breasts or genitals.

## **Insurance Coverage**

The ROTB will be obtaining insurance coverage for its volunteers. However, this coverage is very limited and in many cases is only secondary to an individual's personal home, car, and health insurance. The ROTB strongly encourages all members to maintain insurance protection for themselves and their property.

**The ROTB's insurance will not cover vehicles or childcare services.** Any childcare exchanges CANNOT be part of the TimeBank, may not be solicited through Community Weaver, and cannot be compensated in TimeBucks, except care by a licensed provider under their occupational insurance coverage. In addition, members may not engage in hands-on care of or for another member (ex: bathing) or dispense medication to any other person. The ROTB conforms to all requirements of the federal health and confidentiality laws. For more information, see <http://www.hhs.gov/ocr/hipaa>.

## **Motor Vehicle Usage**

Because the ROTB's volunteer insurance does not cover the use of your personal vehicle in a TimeBank-related service exchange, the ROTB requires all members providing transportation services to maintain insurance that meets the minimum requirements of Michigan law. This includes no-fault coverage for the driver, any occupants of the car, and any pedestrians. Drivers are expected to observe all driving laws and safety procedures and maintain a safe, functional, and dependable vehicle. The ROTB discourages members from providing service exchanges that involve driving or transporting individuals or property outside of the state without the appropriate insurance coverage. If an exchange calls for out-of-state vehicle usage, members should discuss this prior to the exchange.

The ROTB reserves the right to alter this policy at any point and to require drivers to provide proof of insurance, a copy of their driver's license, and their driving record prior to performing any transportation services.

## **Injury to Persons or Damage to Property**

The ROTB is not responsible for any injury to persons or damage to property experienced during a service exchange or other ROTB event, including the injury caused by an animal (the ROTB encourages all members to meet an animal and learn about his or her disposition prior to agreeing to perform animal-related services).

The ROTB has established the following protocol for dealing with emergencies during one-to-one service exchanges:

1. If the emergency is urgent, call 911. If it is not urgent, call the other member's next of kin or other emergency contact.
2. Call a member of the Cabinet to alert the Cabinet to the issue and be prepared to provide full details about the incident.
3. If the accident is not the fault of a TimeBank member, get full details and contact information from the other individuals involved and provide this to the Cabinet member. You and/or the ROTB may have a claim against the individual(s).

The Cabinet will hold semi-annual trainings on safety and emergency issues (e.g., CPR) and strongly encourages all members to attend. TimeBucks are available for these trainings.

## **Drug or Alcohol Use**

Members may not consume drugs or alcohol, or smoke (without the consent of the other member(s) in the exchange), while participating in a service exchange or other ROTB activity.

## **Rental Properties**

A member in a rental property must seek the permission of his or her landlord prior to requesting any services for the rental property (ex: mowing lawn, plumbing, minor construction work, etc.)

## **Changing Policies**

The ROTB Cabinet reserves the right to amend, add, or remove any policies or aspects of this Handbook at any time. The Cabinet appreciates and encourages the input of its members and welcomes members' comments at any time (preferably by e-mail); your ideas and comments are important to help the ROTB become a creative, meaningful, and rewarding program. Thank you for your continued help in building a caring community!

## **Dispute Resolution Procedure**

The ROTB recognizes that disputes will occasionally arise between members of the TimeBank. We have created the following procedures to address conflicts between members:

Discuss the issue personally with the other member(s) involved, in a neutral location and with an aim toward resolving the dispute.

If the members are unable to resolve the dispute amongst themselves, you may contact a member of the Cabinet via e-mail (to avoid confusion from a re-told story). The Cabinet will discuss the issue as a Cabinet and will speak individually with all members involved prior to deciding on an appropriate resolution. The decision of the Cabinet is final.

If the issue cannot be resolved effectively by the Cabinet, the Cabinet may refer the parties involved to the Community Dispute Resolution Center at the Michigan state courts in Bloomfield Hills or Dearborn, or to the Mediation Clinic at the University of Detroit-Mercy Law School (both of these organizations provide free services).

If the members remain unable to resolve their dispute, the ROTB asks that they avoid service exchanges with each other and their close friends or family members. The ROTB reserves the right to terminate any member found to be disruptive or otherwise problematic following an issue with another member.

Version 1.0: October 23, 2010

# APPENDIX A: Community Weaver Software

## Signing in

1. Go to <http://community.timebanks.org>.
2. Enter your full email address and password.
3. Click the Sign In button.

## Viewing Profiles of Other Members

1. Click the Community tab, then on the Member Directory link.
2. Click anywhere in a row to see a Member's Profile.

## Looking up a Community Event

1. Click the Community tab.
2. Click the Events listed on the left to see a full description.

## Locating an Offer or Request

1. Click the Give & Receive tab.
2. Click a specific category to view. When you find an interesting ad, click on the highlighted offer.
3. If you want to reply to the message, go down to the draft reply message that is prebuilt for that ad and contains contact information from your profile. You can use the message as is, edit it to your liking, or telephone the person.
4. Click the Preview Message button to see how your message will appear before sending it.
5. If your message is correct, click the Send Message button or click Edit Message to go back and make some more changes.

## Setting-up an Exchange

1. When someone responds to your ad or you respond to theirs, you will get an email inviting you to come to the website and see their response. Click on the underlined link in the email to get you to the Message Center inbox.
2. Each row in your inbox contains the latest email in a correspondence for a particular exchange. Click "Read & Reply" for the one you want to answer.
3. At the bottom of the Conversation page, the latest response is in the box on the left and you type in your reply in the white box on the right.

## Recording Your Hours

It is generally the responsibility of the service PROVIDER to record the service given to another member. Try to post transactions within a week of the date of service.

1. Click the My Account tab.
2. Click on My Hours.
3. Click on Add Time button. Enter information into given fields. For fractions of hours, round up to the nearest quarter hour.
4. Click Preview button.
5. Click Confirm, which will subtract time from the account of the person who received the service and add time to the person who gave the service.

## **Posting Your Offer or Request**

1. Click the My Services tab.
2. Click the My Offers or the My Requests button.
3. Click the Add Your Offer or Add Your Request.
4. Write your ad.
5. Click the Preview button and then the Submit button.

Note: If you have a time-sensitive request, for example, you need a ride to an emergency medical appointment, contact one of the Coordinators to post an Alert to all members.

## **When you want to Receive a Service**

1. Go to the website, <http://community.timebanks.org> or use the link at [www.royaloaktimebank.org](http://www.royaloaktimebank.org) to sign in. Go to Give & Receive.
2. Contact the member by phone or email and agree upon a time and date for the transaction to take place.
3. If you leave a message and the person does not respond within three days, try contacting them again. If you still fail to contact them, notify the Coordinator.

## **When Asked to Provide a Service**

1. Discuss the details (e.g. date, time, materials needed and who will pay the material costs, how much time the person thinks the service will take).
2. If you are unable to provide the service, thank the person for calling.
3. Always arrive on time or contact the person as soon as possible if you are going to be late or need to change the time.

## **To Edit or Stop Your Offer or Request**

1. Click the My Account tab, then My Services.
2. Choose My Offers or My Requests.
3. Find the ad you want to change, and click the Edit or Stop button.

## **Viewing Your Account Status**

1. Click the My Account tab, then My Hours and View Activity.
2. To change the date range, use the View Transactions pull down menu, and then click on the View button.

## **Updating Your Account Information**

1. Click the My Account tab, then My Profile.
2. Click the Edit Personal Info Button on the right to edit the information, or the Change Picture button on the left to change your picture.

## **Exiting the System**

When you are using a public computer or share your computer with someone else, it is a good idea to sign out so other people can't use your account.

## APPENDIX B: Risk Management Materials for Service Exchanges

*Included in this appendix are documents collected from other TimeBanks to help members engage in risk management when they plan, accept, and enter into exchanges. This appendix will be continually updated.*

### CHECKLIST

Remember, when setting up a service exchange:

- 1) Agreement – assess the needs and expectations of all participants. Have you made a good match? Do all participants know what is involved and acceptable? Have they received adequate training and induction?
- 2) Ask yourself the following questions:
  - a. Is there any likelihood that a child will be left alone with an older person?
  - b. Is there any likelihood that a vulnerable TimeBank member could be left alone with another member on a regular basis or for a lengthy period?
  - c. Can the participant use any equipment involved competently, including any motorized vehicles?

If there is any doubt on any of these questions then the exchange a) should not go ahead, b) should only go ahead with assistance/with another TimeBank member present, or involve a more experienced time bank member.

3) Are there any other hazards that may cause problems – traffic, weather, big events, potentially dangerous areas, unreliability or distractions?

4) Prioritizing the risk: consider a) Significance, b) Likelihood, c) Frequency

5) Do you know what to do if things go wrong?

What do you do first, and what don't you do? (what equipment is needed?)

Who should be informed immediately and who later?

What needs to be recorded first and by whom, and what later?

Support for the person who has been injured.

## Risk Assessment for TimeBank Exchanges

Remember: if you're not sure it's safe to do – don't do it!

### GENERAL

1. **INSURANCE:** All Time Bank members over 16 years of age are bound by the Royal Oak TimeBank's policies and will be covered by our insurance.
2. **SAFE WORKING:** When you are offered a task by the TimeBank Broker, s/he will ask if you wish to carry it out. If you have any health or safety concerns (e.g., if the task involves lifting and you have a bad back), then please SAY NO!
3. **CAN YOU DO IT?** You should only do a TimeBank task for which you are suitable. For example, you must have experience or training (including safety training) to use a tool (even one as germaine as a drill) for a job involving this tool. If you are unsure about a task, or don't know if you have the experience or training to complete the task successfully, please DO NOT DO IT!
4. **BE AWARE OF POSSIBLE DANGERS:** Think about any TimeBank task before you do it. If you are worried about visiting another TimeBank member on your own, in the dark, or in a particular area, talk to a member of the TimeBank Cabinet about it. If you feel uneasy about something, don't stay in that situation or tell someone about it.
5. **VERBAL OR PHYSICAL AGGRESSION:** If anyone is verbally or physically aggressive (a) leave AND (b) report the incident to the Time Bank office.
6. **DO AGREED TIMEBANK TASKS ONLY:** When carrying out a TimeBank task, only do the task you were asked to do by the TimeBank office. Don't do anything you haven't been assigned to do as you will not be covered by our insurance. If you complete a TimeBank task without the permission of the Time Bank, you WILL NOT be covered by our insurance.
7. **WHEN YOU LEAVE:** Make sure you leave any tasks in a safe condition.

### SPECIALIST TASKS

8. **TOOLS OR SAFETY EQUIPMENT:** If tools or safety equipment are needed, TimeBank members are responsible for saying what is needed to do the task safely and either supplying the necessary equipment or asking the other participant(s) in the exchange to provide it. If you do not feel able to make an assessment LET US KNOW and do not carry out the task until it has been properly assessed.
9. **WORKING AT HEIGHT:** Make sure you have a suitable ladder for any tasks. Do not climb on any unstable surfaces.

### WORKING WITH ELECTRICAL APPLIANCES

10. **USING ELECTRICAL APPLIANCES:** Always check the lead and plug on any appliance before using it. If there are any wires showing, DO NOT USE IT.
11. **ONLY IF QUALIFIED:** Don't carry out any electrical repairs unless you are a professional electrician, even things such as rewiring a plug.

### DRIVING

12. **CHECK YOUR INSURANCE:** Our TimeBank insurance does not cover people using their own vehicle to provide another person with transportation. If you are going to be driving people as a member of the TimeBank, you may need to inform your insurance company.

### MANUAL HANDLING

13. **MANUAL HANDLING:** Avoid any heavy lifting or moving if possible. Only do any tasks if you are unlikely to incur or cause injury to yourself or anyone else.

### EMERGENCIES

If there is an emergency while you are carrying out a time exchange:

- Don't hesitate to call 911 if you feel it is urgent.
- If you don't feel it is so urgent and you have the number of a local doctor, poison control center or other emergency health care provider, call their office.
- If something has happened to a TimeBank member and you have the telephone number of a relative, call them.
- If you are not sure what to do, call Jim (248-318-7980) or another TimeBank Cabinet member.
- Any accidents or damage caused while you are performing a service exchange needs to be reported to the TimeBank Cabinet by e-mail and/or phone as soon as possible.