

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

When you want to receive a service

Log into Community Weaver at: <http://mendonoma.timebanks.org/welcome>

Instructions for using CW are on the site at:

<http://mendonoma.timebanks.org/page/member-manual>

Contacting a member for service

- Contact the member and agree upon a time and place for the transaction to take place
- If the member does not return your call within a few days, try calling again
- Be very clear about: Date, time, and location of service to be provided
- 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
- Parts, supplies, or ingredients needed. The receiving member is responsible for paying for parts, supplies or ingredients and tools required for completing service. You and the other member must decide which of you will provide the tools.
- When you have completed the service report the number of time credits earned or spent. Either party can record a transaction.

When asked to provide a service

- Discuss the details (for example the date, time, travel time, materials needed and their cost) and ask how much time the person thinks the service should take
- If you are unable to provide the service, thank the person for calling and suggest another member if you know of anyone.
- 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
- When you have completed the service, report the number of time credits earned or spent. Either party can record a transaction

Service Requests and Offers

Give plenty of information about your needs and what you can provide in your requests/offers

Examples

Offer-Cooking: I will do organic, vegetarian, sugar-free cooking. I will prepare and deliver a meal for 1 to 8 people. I'd like to have 2 days notice.

Offer-Carpentry: I have experience with carpentry and home remodeling/repair. I have tools and can work alone or assist with your projects.

Request-Garden and yard work: I need someone to help me prepare my flowerbed for winter and rake leaves.

Request-Diet and nutrition: I need to reduce my cholesterol. Will you work with me to suggest recipes and plan menus 2 or 3 times over the next month?

Welcome to Mendonoma Time Bank

Mendonoma Time Bank (MTB) is an interconnected community of people who help each other by sharing our abilities, talents and experiences. Through both giving and receiving, we learn to appreciate the value of each member and come to believe in the value of our own contributions. When you provide a service for another member you earn one time dollar for each hour you spend providing the service. You can then exchange each time dollar you earn for an hour of service from someone else. Should you wish to, you can designate your time credits to go toward a service agency in the community or to a specific individual who may need support. Instead of separating our community into those who need and those who provide, we recognize that we all have needs and gifts to share.

Mission Statement

The mission of The Mendonoma TimeBank is to strengthen the well being of our rural community, sharing our resources of equal value and equal access through the exchange of time.

Dues and Fees

Per member:

\$12 payable at web registration, prorated monthly, based on the calendar year.
2 time credits payable within the first 6 months and annually thereafter.

Core Principals

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

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

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 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 (re)build our trust in one another.

Respect: Respect demands accountability. The voice of all must be heard and heeded to promote social justice and compel accountability.

Policies and Procedures

>Reporting Hours

It is the responsibility of the PROVIDER OF THE SERVICE to report the service (s)he gave to another member once the service is completed. Services should be reported within one week of the date of service. Report them online by going to the "My Hours" tab and clicking on the "Add Time" button. If you do not have internet access, you can report them by phone, mail or in person to the MTB. If reporting by mail, please make sure to include your name, the service you provided, the name of the person who received the service, the date of the service and the hours of the service.

Remember to record your hours! Reporting your hours helps us keep track of how many exchanges are conducted in order to evaluate our progress.

>Confidentiality: All members must protect the privacy and confidentiality of other members. Member info should not be shared outside of the TimeBank. In addition, member's emails cannot be added to mailing lists without their express permission.

>Earning Time Credits: One hour of service always earns one time dollar and one time dollar always buys one hour of service. For Fractions of hours, round up to the nearest quarter hour. (For example, fifty two minutes of service earns one time dollar, One hour and ten minutes of service equals 1.25 time credits.) Time credits are not redeemable for cash. Please be aware that it is as important to receive services as it is to give them. Without equal participation the system doesn't work.

>Milage: In our rural setting, we often consider their travel time to and from the service location. This should be addressed when an exchange is arranged.

>Tools and Materials: Arrangements for required materials and tools should be worked out between the transaction participants, prior to the exchange

References: Members are encouraged to list two references on their profile page and exchange participants are strongly encouraged to follow up and check references.

>Transportation: If you are getting a ride from another member, you need to know that MTB does not do background checks or check driving records on any of it's members. MEMBERS ARE RESPONSIBLE FOR SCREENING DRIVERS IF THERE ARE ANY CONCERNS.

>Liability: MTB does not guarantee the performance of any of its members, nor will MTB be held responsible for any injury to persons or damage to property experienced while involved in transactions.

>Limitations: Appreciation of another's best efforts is part of what makes the TimeBank 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. There are mechanisms in place to allow for transparency in the transactions. Both parties have a platform to communicate about their mutual experience.

>Classes Instructors would for example collect 1 hour for class preparation and 1 hour (or however long the class goes for) for the class.

Groups would translate into hours per person. For example, 6 students for a 2 hour class would earn the instructor 2 hours (plus prep time) with the balance going to the Community TimeBank Fund.

Do's and Don'ts

Do...

- 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
- Agree on the amount of time the transaction will take before hand
- Try to be patient and open minded rather than critical
- Respect each others religions, beliefs and political viewpoints
- if you are requesting a service by sure to pay for any parts, ingredients or materials that are used. For instance, if someone gives you a ride, offer to pay for gas.
- If using your personal car to transport a member, have car insurance and seat belts
- Be courteous in other member's homes
- Dial 911 in the event of an emergency

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

Members Rights and Responsibilities

Every member of MTB 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 credits on services offered by other members
- To save time credits in a personal account for later use
- To donate time credits to other members
- To have privacy and confidentiality maintained
- To be valued
- To be treated fairly

Every member of MTB 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

Questions, comments, urgent requests, or for assistance call

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