

# Member Handbook



**Champaign County TimeBank**

***BANKING ON PEOPLE***

*Proud Member of the TimeBank USA*

*In Partnership with Champaign -Urbana Area Project and ACCESS Initiative*



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## One hour at a time

Champaign County Timebank is collaboration between ACCESS Initiative and Champaign Urbana Area Project who were looking for ways to bring value to work that is beyond price. Timebank is a service exchange system through which members earn Time Dollar (TD\$) for time spent helping other members. One hour of exchange earns one Time Dollar. Members can use the earned Time Dollar to request exchanges that they may need help with. Everyone's time and service are valued equally. CCTB will keep track of service offers, requests, exchanges and TD\$ through an online database called Community Weaver 2.0™.

## Here is how it works



*“Neighbors helping neighbors”*

Timebank member Linda wants her fence painted, which will take 2 hours. She will provide the supplies and put in a request for help on Community Weaver 2.0. John wants to attend a local concert but it will take 4 TD\$ to attend, but he only has 2TD\$. He search for request and see Linda would like her fence painted. John thinks this is perfect way to earn his extra TD\$, so he answers Linda ad requesting help.

Linda wants to build her TD\$ account up again, so she offers to teach a class on baking a pie. Linda earned 4 TD\$ when two Timebank members attended her 2 hour class.

## Vision

Provide a sustainability program which will promote a caring community and a system of support. Currently CCTB will only be taking membership through ACCESS partners and their families, and staff members. However our long term goal is to open this program up to the entire community.

## Mission

Provide a structured network to:

- Connect people and unmet needs with untapped resources
- Provide economic relief through access to alternative resources
- Encourage increased community interaction, wherein people help themselves and others
- Foster mutual respect for all individuals in a community and bridge gaps between existing barriers.
- Promote equality, recognizing that all services are necessary to society and equally valuable.

## Core Values and Beliefs

**Assets:** We all have something to give. Everyone can make positive contributions to society.

**Reciprocity:** Helping works better as a two-way street. We want to promote mutual giving and receiving.

**Networks:** Networks are stronger than individuals. Helping each other reweaves communities of support, strength and trust.

**Mutual Respect:** Everyone deserves to be treated with respect.

**Valuing Work:** Some work is beyond price: we want to encourage people to value everyone's hard work.

TimeBanks build and strengthen communities through member-to-member relationships. CCTB is part of TimeBanks USA, a growing network of TimeBanks across the country. (See [www.timebanks.org](http://www.timebanks.org) for more information.)

TimeBanks USA, founded by Edgar Cahn, has provided written materials, computer software and research on other national and international TimeBank programs. Other TimeBanks were helpful with sharing their technical expertise with CCTB, as well as brochures, forms and manuals.

# DEFINITIONS

## ***TimeBank***

A TimeBank is an organized exchange network through which members trade services and the “currency” everyone’s time in service are valued equally. Timebanking connects people with unmet needs with untapped resources by enabling individuals to use their everyday skills to benefit a network of people.

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## ***Member***

An individual, family or group who has completed orientation session and necessary forms, and is eligible to give and receive services. Members are participants of CCTB and may attend training sessions, social events and activities sponsored by the TimeBank.

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## ***Time Dollars (TD\$\$)***

The currency of exchange. One TD\$\$ is earned for each hour of service.

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## ***Online Member***

A member who manages his/her online account via regular access to a computer and the Internet.

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## ***Off-line Member***

A member who does not have regular access to a computer and/or Internet in order to manage an account. When possible, another member (deemed an “online buddy”) will be assigned to assist in managing the off-line member’s CCTB account. Online buddies earn TD\$\$ for their assistance. When an online buddy is not available, off-line member will work with the TimeBank

	Coordinator to manage their account and set up exchanges.
<b><i>Provider</i></b>	A member who provides service. Upon completion of a service exchange, the provider's account is credited TD\$\$ for the hours of service.
<b><i>Receiver</i></b>	A member who receives service. Upon completion of a service exchange, the provider's account is debited TD\$\$ for the hours of service.
<b><i>Exchange</i></b>	Refers to the actual trading of services between Timebank members. May include one-to-one service, one-to-many or many-to-one.
<b><i>Transaction</i></b>	The process of crediting/debiting TD\$\$ from members accounts after a service exchange.
<b><i>Exchange Partners</i></b>	Two members entering into a service exchange together.
<b><i>TimeBank Buddy</i></b>	A member who earns TD\$\$ while being a mentor for new members.
<b><i>Community Weaver 2.0</i></b>	Online software program used to keep track of member accounts, service offers, service request, contact information and communication between members.
<b><i>Community Fund</i></b>	A pool of donated TD\$\$ to be used by those members who are unable to earn TD\$\$ due to illness or disability. It is also intended for TD\$\$ donated by a Timebank member who does not wish to accumulate extra TD\$\$ to their own account. Designation of community funds TD\$\$ is based

on that need a determined by the Champaign County Timebank staff.

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***Community Fund Receiver***

A member who is unable to provide service due to illness or disability. CCTB staff if determine this designation. The account of the Community Fund Receiver is balanced with donated TD\$\$ from the Community Fund.

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***Donor***

A member who donates TD\$\$ to another member or to the Community Fund. Members may also donate money or goods to Champaign County Timebank.

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***Timebank Coordinator***

The Champaign-Urbana Area Project staff person responsible for overseeing the CCTB membership in operations.

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***Committee/Kitchen Cabinet***

Persons from the community coordinating agencies and members of the CCTB who will assist Timebank staff with development and expansion of the program. The committee meets to discuss program issues marketing publicity plans and other activities related to CCTB. The committee members earn TD\$\$ for their work as committee members.

## Member Rights

- To be treated with respect and dignity without discrimination.
- To receive equal consideration based on their skills and talents and abilities.
- To give and receive quality inconsiderate service periods
- To receive support from the CCTB staff.
- To participate in one or more Timebank area (provider, receiver, donor, committee, or partner.)
- To attend social events, trainings and other activities sponsored by CCTB.
- To have staff and other members maintain confidentiality.
- To choose with whom we will enter into an exchange.
- To reconsider providing or receiving a service, with adequate warning to the exchange partner.
- To spend one earned TD\$\$ for every hour of service received.
- To earn one TD\$\$ for every hour of service performed.
- To request references of a service provider
- To donate TD\$\$ to the Community Fund or other members.

## Member Responsibilities

All CCTB members have the following responsibilities:

- To maintain the confidentiality (privacy) of other TimeBank members
- To respect diversity and treat all members considerately
- To be available to provide and/or receive services on a regular basis
- To communicate clearly and have fair expectations of other members
- To accept support from CCTB staff

- To attend a TimeBank orientation session and complete necessary forms.
- To read and understand the information in this handbook before beginning transactions
- To keep contact information current in Community Weaver 2.0 and/or with the TimeBank Coordinator
- To acknowledge other members' messages regarding service offers/requests in Community Weaver 2.0 in a timely manner
- To discuss problems and concerns with CCTB staff.

## **Additional Responsibilities**

### **Providers**

To provide quality, considerate, prompt service to all TimeBank members

To notify the receiver as soon as possible if unable to fulfill commitment

To treat receiver's property with care and caution

To complete the transaction in Community Weaver 2.0 (for off-line users, work with TimeBank staff)

### **Receiver**

To schedule with the provider the day and time of service to be completed

To clearly define expectations for service requested

To discuss with provider what materials may be needed to perform the service.

To understand that CCTB is not able to accommodate emergency or crisis request

### **CCTB Staff**

To provide support to all CCTB members

To promptly respond to calls and emails from members

To assist with communication between members when needed  
To coordinate social events and training for members

## Time Dollar Policy

As a member of CCTB, it is strongly encouraged to give and receive services on a regular basis.

### Earning TD\$\$

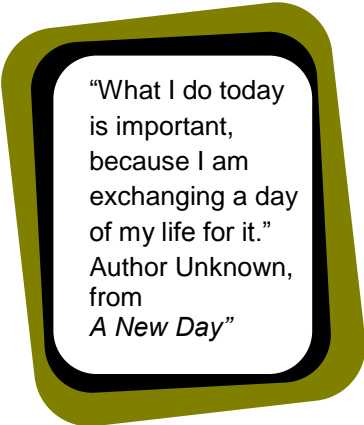
One TD\$\$ is earned for each hour of service. Round up to the half-four for fractions of an hour. For example, 20 minutes of service=.5 TD\$. 1 hour 40 minutes of service = 2 TD\$.

### Spending TD\$\$

Prior to setting up a service, exchange partners should come to a mutual agreement on the approximate number of TD\$\$ to be used in the transaction. (One hour of service equals one TD\$.)

### Transfer/Donation of TD\$\$

TD\$\$ may be transferred or donated to another TimeBank member or the Community Fund. The transaction can be completed in Community Weaver 2.0 or by contacting the TimeBank Coordinator.



“What I do today  
is important,  
because I am  
exchanging a day  
of my life for it.”  
Author Unknown,  
from  
*A New Day*”

### Community Fund Receiver

The Community Fund is a pool of donated TD\$\$ to be used by those TimeBank members who are unable to earn TD\$\$ due to illness or disability. Timebank members who do not wish to accumulate TD\$\$ to their own account can donate TD\$\$ to the Community Fund. Those members who are unable to provide a service due to illness or disability are referred to a “Community Fund Receiver.” Timebank staff

determines this designation.

## **Group/Agency Rate**

A service exchange can happen between an individual and a group/agency, such as someone instructing a class, a team of people painting a member's house or a member doing office work for an agency. Group rates should be negotiated by all exchange participants. When either providing service as a group /agency or receiving service from a group/agency, contact the TimeBank Coordinator to discuss how to determine a fair TD\$\$ exchange. All parties involved must be members of the TimeBank.

## **Off-line Member Transaction**

Offline members completing service requests are responsible to either 1) call the Time Bank Coordinator to complete the TD\$\$ transactions, 2) have the receiver of the service submit the transaction on their behalf, or 3) have their Online Buddy complete the transaction for them.

## **Negative Account Balance**

When a member's account is -5 TD\$\$ balance, she/he must begin earning TD\$\$ before procuring additional services. The CCTB will contact the member to discuss possibilities for earning TD\$\$.

## **General Policy**

### **Eligibility**

Membership in CCTB is open to all ACCESS Initiative Partners, (See ACCESS Initiative Partners). The TimeBank would like to serve people of all ages and abilities. Timebanks honors the rich diversity of our members' backgrounds, understanding, skills and services. All members must attend an orientation, complete necessary enrollment forms and sign required agreements. Age restriction may apply with some services, but children are invited to join with their parent's written permission. Failure to follow the policies, procedures and Code of Ethics can be grounds for loss of membership.

## **Criminal Background Checks**

This program was put into place to engage youth and families in our community, by creating a trusting and caring environment. CCTB is serious about the safety of its members and those whom they may come in contact with. It will be CCTB policy to adopt the Illinois Department of Human Service guidelines for background check for individuals working with children, elderly and the disable. Detail guidelines can be found [here](#).

<http://www.dhs.state.il.us/>

Champaign Urbana Area Project will hold an account in escrow with the Illinois State Police. Champaign County TimeBank will keep membership account open until all funds have been depleted from the escrow account; in which time CCTB will close membership until funds are available. The escrow account will be maintained through donations, sponsorship and by individual payment into the escrow account. Go to [cuapweb.org](http://cuapweb.org) to [donate](#).

Any youth between the ages of 10-18 who have had some issues with the law will be considered for membership. CCTB staff will review the individual applications to determine the level of participation.

Decisions will be based on the type of offense, date of last offense and age at the time of the offense. In some cases, a TimeBank Buddy may be assigned to help with relationship building skills, and assist with commitment issues. It is our goal to help our members build trust and accountability from their TimeBank experience. Detail policy is on file for levels of participation.

## **Confidentiality**

As respect is a core value of CCTB, members' personal information may only be shared appropriately with other CCTB members. Contact information may not be used for any type of solicitation.

## **Orientation Session**

All members or contact person from group/agencies must attend a Timebank orientation. In our orientation session includes an introduction to Timebanking, an overview of member guidelines, and a tutorial of Community Weaver 2.0 in time for questions and answers.

## **Family Participants**

Families are able to become members individually or as a family unit. If a family chooses to join as a family, each family member over the age of 12 must complete necessary enrollment forms, attend an orientation session and sign required agreements. Family members may provide and receive services like other members, but will not have separate accounts with their names. Records of the family will be on one account, in the family's last name.

## **Group/Agency Participants**

One person from a group/agency may join the TimeBank and sign up the group/agency as participants. This individual will be the contact person. The contact person will be responsible for sharing information and materials from the orientation session with other group/agency participants, listing participant on the appropriate enrollment forms (including background information) and indicating which services they can provide and would like to receive.

Group or agency member earn TD\$\$ as a group; one hour of service equals one TD\$\$\$. If the group/wishes to receive TD\$\$ for individual participation, they need to complete necessary enrollment forms, attend an orientation session and sign required forms in order to become an individual member. Otherwise, the records of the group/agency will be one account, in the name of the group or contact person listed on the enrollment form. They may provide and receive services like other members, but will not have a separate account in their name. Records of a

group/agency member will appear on the account statement of group or the contact person.

Group/agency member are encourage to attend an orientation session and join the CCTB as individual members.

## **Off-line Members**

It is not necessary for person to have a computer or regular Internet access to become a CCTB member. When possible, the Coordinator will pair an off-line member with an “online buddy,” who will assist with managing the online account. If circumstances do not permit for an online buddy or if the online buddy is not available at the moment of need, the Coordinator will assist with managing off-line accounts.

## **Communication**

Champaign County TimeBank will communicate with all members via newsletters. For on-line members, service alerts and TimeBank announcement will be emailed to members’ primary email address. Online members are able to access the list of series offered and requested at will, and need not receive printout of services listed. On-line members are also able to access their own TD\$\$ account balances of TD\$\$ spent/earned.

Off-line members will receive a printed list of the current services offered and requests it periodically via mail, along with an account balance statement showing their total TD\$ remaining, spent/earned. The Timebank coordinator will contact all find members via telephone to manage their account as needed (i.e. when someone is requesting a service offered by off-line member or offering to provide a service requested).

All members are encouraged to contact the coordinator with questions at any time.

## **Materials and equipment used in service**

Material goods and equipment to may be needed during a service exchange (e.g. Wood for a deck, ingredients for baking, supplies for our project). Members should negotiate such arrangements prior to the exchange happening in general the receiver is responsible for supplying the materials needed or equipment to be used during 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 should pay for the materials used.

If proper equipment all materials are unavailable for either member in the transaction, the Timebank coordinator may be contacted for ideals or additional resources.

## **Special events**

Gatherings and other events for Timebank members will be held at least quarterly. These activities will be held at a CCTB partner location or other locations in the community. Members can invite family and friends to attend Timebank activities. Members can offer to host a special event in their home, CCTB or other community locations earn TD\$\$\$. Notices will be put in newsletters, posted on Community Weaver 2.0 and sent via mail to offer nine members. These gatherings are great opportunities to meet with other members in the Timebank and discuss potential service exchanges.

## **Termination of Membership**

Membership in CCTB is voluntary. Members can choose to resign at any time. In consideration of the needs of other members and TimeBank staff, we ask the member give at least one-week notice before ending membership.

Under certain situations, a member's status may be suspended or discontinued. These include, but are not limited to the following:

1. If there is a violation of the policies, procedures, Code of Ethics or Non-Liability Agreement;

2. If there is a continuous negative account balance.

Violations will be reviewed and determination regarding membership status will be made by CCTB.

## Conflict Resolution Procedure

We recognize that one of the most important ways to achieve our goals is through peaceful, non-violent relationships among Champaign County TimeBank (CCTB) members and the community it serves. We also recognize that conflict is an inevitable part of growth and development, so we strive to practice peaceful conflict resolution with focus on repair of the harm and the community relationships, to use non-violent communication, and to work together to make the conflict that does arise an important part of the work we do and part of our learning and growing process as a group of community members.

**Confidentiality:** In matters of conflict, it is vital that all parties respect one another by maintaining confidentiality surrounding any reported conflict. This includes the Members, the CCTB staff, and the assigned *Committee*, keeping the reported incidents confidential and not disclosing information about the involved parties to others.

*Note: There may be exceptions to this policy if the conflict involves illegal behavior or behavior that poses a direct threat to the physical safety of the person(s) involved. It is assumed that Members, CCTB Staff, and Committee or Board members will report concerns to the appropriate authority.*

### Reporting a conflict

It is important that all violations or complaints be reported as soon as possible to the CCTB Coordinator.

1. If a CCTB Member (s) feels there has been a violation of the *policies, procedures or Code of Ethics* as stated in the Handbook by one or more other CCTB members, a Conflict Report shall be filed (written or electronic).
2. Conflict Reports should be filed within 10 business days of any perceived violation through the CCTB Coordinators office.

3. The CCTB Coordinator and the *Committee* will investigate the report by contacting all involved parties and setting up a mutually convenient meeting for all included within 30 days of the initial report.

### **Resolving a reported conflict**

It is important to the CCTB that all conflicts get resolved in a manner satisfying to all parties and in the best interest of the CCTB and its community.

1. The members involved in the reported conflict will meet within 30 days of the filed report at the mutually agreed-upon time, date, and place, with enough time set aside to discuss all of the issues associated with the conflict. The CCTB Coordinator and/or other Committee members will be present at this meeting.
2. During the first meeting, the CCTB Coordinator or other representative will assist all present parties in determining the meeting's ground rules, including:
  - a. Confidentiality (regarding entire procedure, including report, meetings, and resolution)
  - b. Use of non-violent communication, active listening, open inquiry, and other methods that show respect to all involved parties.
  - c. Use of traditional restorative practices, including, but not limited to, utilizing a talking piece, or other methods to ensure every participant has the opportunity to listen and to speak.
  - d. All parties agree to work towards a resolution that is satisfying to all involved parties and in the best interest of the community, the CCTB organization, and others who may be affected.
  - e. Agreement to continue with resolution methods until all affected parties feel the reported conflict has been resolved.

3. If the conflict cannot be resolved during the first meeting, then each party agrees to a second meeting with a neutral third-party facilitator within 15 business days of the first meeting.
  - a. The CCTB Coordinator and/or *Committee* will assume the responsibility of acquiring the facilitator (*from a previously established list...*)
4. If these attempts to resolve the conflict prove unsuccessful, then the issue should be brought to the attention of the Committee for further investigation and resolution attempts.
5. The *Committee* will determine a resolution based on previous meetings and investigations in the best interest of the CCTB and its community.
6. Members involved in the report may appeal the *Committee* decision through the Board of Directors. The Board reserves the right to make a final decision for each filed violation or *complaint*.

## Code of Ethics

As a Champaign County Timebank Member, I agree to

1. Respect the privacy and confidentiality of other Timebank members and staff.
2. Recognize that my service is voluntary and not accept money, gifts or tips from my exchange partner.
3. Refrain from smoking and or bringing pets or other persons into my exchange partner home, unless previously agreed upon.
4. Respect my exchange partner's home, property and valuables.

5. Ask permission of my exchange partner to use or console any other personal property (telephone, bathroom, tools, food/beverage, etc.).
6. Respect my exchange partner's religious and political beliefs.
7. Keep my community weaver account current (request/service offers and contact information).
8. Responds in a timely manner to my contacts from other Timebank members or staff.

## **Agreement of Understanding and Non-Liability**

Timebank members bring together goals requesting services with those willing to be able to provide the service. I understand that the Timebank is not an agent of another party (provider or receiver). The TimeBank staff 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 there is related material fees agreed upon in advance (e.g. ingredients, woodworking supplies, agreed upon expenses, etc.)

Since any agreement shall be made by and between parties involved in the transaction, the TimeBank staff, members, committee or family services of ACCESS Initiative will not be held responsible and will not assume any liability for claims, damages or any other occurrences which may arise from this agreement. Nor are any TD\$ guaranteed beyond the members' good faith.

I have participated in a CCTB Orientation "Potluck". I have read and understand the policies, procedures and Code of Ethics as stated in the Member Handbook. I agree to abide by its content as well as follow other guidelines required by the TimeBank. I understand that failure to abide by the contents of the TimeBank Handbook and forms would 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 equal to the minimum limit required by law. (Copy on file) \_\_\_\_\_

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

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

Signature:

Date:

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Signature of Parent/Guardian if member is under 18 years of age

Signature on File  
**Signature on File**



Join in three easy steps:

- Attend a potluck
- Fill out and sign application form
- Create an ad for exchange

## Champaign Urbana Area Project

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