

# Lathrup Village Timebank Membership Handbook



## **Our Mission:**

*Lathrup Village Timebank is designed to nurture, inspire, and motivate a network of neighbors to come together to create a caring and sharing community.*

## **For more info contact:**

Kim Hodge  
[hodgekim@sbcglobal.net](mailto:hodgekim@sbcglobal.net)  
248 424 7455

Richard Reeves  
[medetroit@hotmail.com](mailto:medetroit@hotmail.com)  
248 569 5610

## **WELCOME TO THE LATHRUP VILLAGE TIMEBANK!**

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 Time Dollar for each hour you spent providing the service. You can then exchange each Time Dollar you earn for an hour of service from someone else.

## **CORE PRINCIPLES**

We are a member of the national network *Timebanks USA*, which is based on four fundamental tenets:

Assets: Everyone has 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 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.

## **Mission Statement:**

*Lathrup Village Timebank is designed to nurture, inspire, and motivate a network of neighbors to come together to create a caring and sharing community.*

## **WHEN YOU WANT TO RECEIVE A SERVICE**

1. . Go to [www.lathrupvillage.timebank.org](http://www.lathrupvillage.timebank.org) and click on "Member Login...SPEND YOUR TIME BUCKS." Then login with your email address and password.\*
2. Contact the member by phone or email as soon as possible 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 a few days, try contacting them again. If you still fail to contact them, notify a coordinator.

\* *If having have problems with the website or need additional assistance contact one of the Lathrup Village coordinators listed on the cover of this handbook.*

## **WHEN ASKED TO PROVIDE A SERVICE**

1. If you agree to provide a service, discuss the details (e.g. date, time, materials needed and their cost) and ask how much time the person thinks the service will take.
2. If you are unable to provide the service, thank the person for calling and suggest that they call the TimeBank coordinator for assistance. Remember, it is ok to say no, if the exchange does not work for you.
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.

## **SERVICE REQUESTS & OFFERS**

Give plenty of information about your needs and what you can provide in your requests/offers. This will allow the coordinator to make the best possible matches and avoid confusion.

*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 my prepare my flower bed 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 two or three times over the next month?

## **DEFINITIONS**

Coordinator: The person responsible for interviewing potential members, facilitating transactions between members, and overseeing daily operations of Timebank.

Kitchen Cabinet: The group responsible for making decisions and developing policies to maintain and enhance the Lathrup Village TimeBank.

Member: An individual, organization, or group who is eligible to provide and receive services, has attended an orientation session and is current on annual dues.

Transaction: An exchange of services between two or more Timebank members.

Time Dollars: One Time Dollar is earned for each hour of service provided to other TimeBank members. Services can be posted in ¼ hour increments. Time Dollars are not redeemable for cash.

## DOs and DON'Ts

### **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.

Please share both positive and negative feedback to your coordinators in order to help them improve our TimeBank.

### **DON'Ts**

- Do not provide any "hands-on" care such as giving medicine, baths, lifting, or cutting nails.
- Do not ask for or accept money or tips.
- Do not provide medical, business, or legal advice unless you are professionally authorized 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**

Lathrup Village Timebank refers members who state that they are able to perform services. Lathrup Village Timebank cannot guarantee the performance of anyone who is referred. Lathrup Village Timebank or its staff or members will not 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.

### **REMEMBER:**

In the event of an emergency, it is better to call someone that you need help from as opposed to contacting them through the software system. Many people have quicker access to their phone as opposed to email.

You get the greatest value if you actively seek ways to make exchanges. Don't be afraid to ask for help or to call someone whose request you can fill.

Asking for help and giving help are both ways to build a better community. In order for our TimeBank to work, everyone must be willing to be both givers and receivers.

## Earning Time Dollars

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, 52 minutes of service earns 1 time dollar. 1 hour and 10 minutes of service equals 1.25 time dollars). Time Dollars are not redeemable for cash.

It is expected that at times members may temporarily go into debt. However, this should not discourage any member with a need from using the TimeBank. Feel free to contact the coordinator for assistance.

## Reporting 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. This should be done online. If you do not have access to a computer or need help contact a coordinator.

Report your name, the service you provided, name of the person who received the service, date of the service, and hours of the service. Remember that transportation counts; your time begins when you leave your home and ends when you return.



## MEMBERS' RIGHTS AND RESPONSIBILITIES

**Every member of the Lathrup Village Timebank 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 dollars on services offered by other members.
- To save time dollars in a personal account for later use.
- To donate time dollars to other members.
- To have privacy and confidentiality maintained.
- To be valued.
- To be treated fairly.

**Every member of the Lathrup Village 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!

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

***Thank you for helping build a caring community!***