



2009



**Hour  
Exchange  
Portland**

**MEMBER HANDBOOK  
and  
DIRECTORY**

**HOUR EXCHANGE PORTLAND  
516 Congress Street  
Portland, Maine 04101  
(207) 874-9868**

**[www.hourexchangeportland.org](http://www.hourexchangeportland.org)**

**PLEASE READ THIS  
ENTIRE HANDBOOK  
BEFORE PROVIDING OR  
RECEIVING ANY  
SERVICES.**



## **TABLE OF CONTENTS**

<b>PAGE 3</b>	WELCOME/Mission/Core Values
<b>PAGE 4</b>	Vision Statement
<b>PAGE 5</b>	<b>Here's How it Works</b>
<b>PAGE 6</b>	What is a Member What is a Time Credit Earning Time Credits Orientation
<b>PAGE 7</b>	Spending Time Credits Going into Debt Transfer/Donation of Time Credits Hour Exchange Portland's Social Capital Fund HEP'S SERVICE EXCHANGE REPORT
<b>PAGE 8</b>	Classes Social Events Making an Exchange
<b>PAGE 9</b>	Helpful Hints Materials and Equipment Used in Services
<b>PAGE 10</b>	Exchanging Products Spending Time Credits Donation Policy In Case of Emergency
<b>PAGE 11</b>	Volunteer Insurance Coverage Confidentiality Policy Grievance Policy
<b>PAGE 12</b>	Rights of Hour Exchange Members
<b>PAGE 13</b>	Staff Contact Info
<b>PAGE 14</b>	Agreement to Participate

# WELCOME!

We look forward to your participation in providing to and receiving services from other members of the Hour Exchange Portland. This handbook was created to fully explain the policies and procedures used and to help answer any questions you might have after your orientation. The content of this handbook may change over time as members make suggestions for improvement. Your ideas and comments are important in helping Hour Exchange be a creative, meaningful and rewarding network in your community.

## Thank you for joining!

### **Our Mission Statement**

Hour Exchange is a service exchange based on Time Credits, the currency of equality that empowers individuals to utilize their assets, to enhance their lives, neighborhood and community.

### **Our Core Values**

**Assets:** *We are all assets.*

Every human being has something of value to contribute.

**Equality:** *The heart of a Time Credit is equality.*

One hour of service equals one credit, regardless of the service and all people are valued equally.

**Reciprocity:** *Helping works better as a two way street.*

The question: "How can I help you?" needs to change so we ask: "How can we help each other build the world we both will live in?"

**Redefining Work:** *Some work is beyond price.*

Work must be redefined to include whatever it takes to revitalize neighborhoods and families, to make democracy work and to advance social justice. This kind of work needs to be honored, recorded and rewarded.

## **VISION STATEMENT**

*GENEROUSLY WRITTEN AND SHARED BY  
LEHIGH VALLEY COMMUNITY EXCHANGE*

Our Time Bank is a caring and interconnected community of people who, by exchanging services, help each other as we share our abilities, talents, dreams and stories.

We are committed to rebuilding the concept of community where ordinary people can work together to meet each other's needs. By mobilizing the abundant resources within our membership, we increase our options beyond simply buying services to solve our problems and discover that we already have what we need to build a thriving community.

The friendships we build by exchanging services go far beyond fulfilling our basic needs. By both giving and receiving, we change ourselves. We learn to appreciate the value of each and every member's talents and abilities, and challenge ourselves to accept each other's differences, differences that previously have kept us apart. We also come to believe in the value of our own contributions, and in the context of trusting friendships, and find that we can express our vulnerabilities without abdicating our strengths. We do not separate our community into those who need and those who provide – we recognize that we all have needs and we all have gifts to share.

We are committed to changing the way society defines power and privilege, moving away from a system that separates the "haves" and "have-nots" to a network of people who know and care for each other and can assure that we all feel supported, capable and valued. As our community grows, we are creating an environment that encourages collaboration not just between members, but with our neighbors, and not just between individuals but also among service agencies and community institutions.

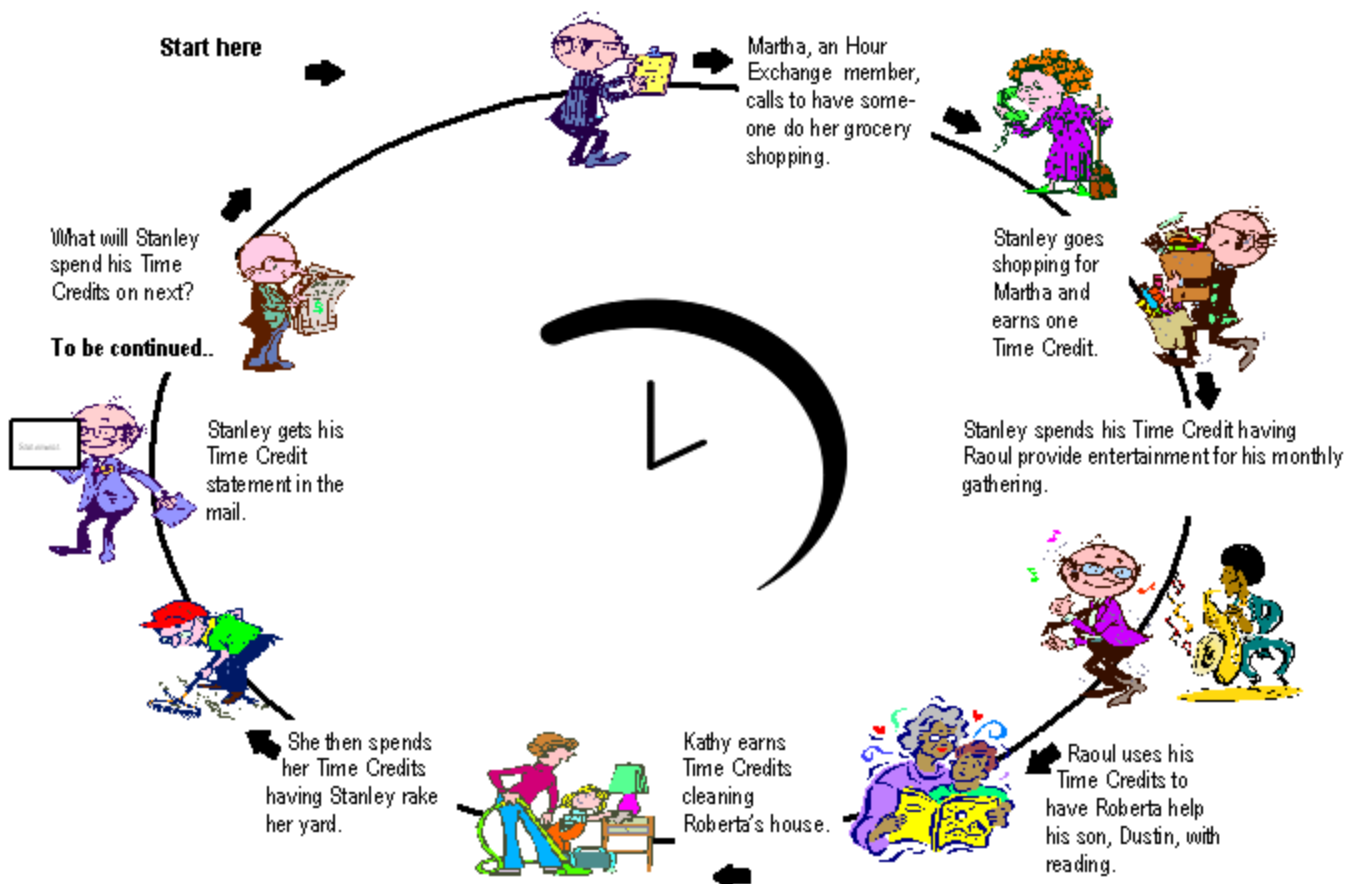
## Here's How it Works:

The concept is simple. For every hour of service provided to another Hour Exchange member you earn one Time Credit. Time Credits are a community currency that members earn by using their time, energy, skills and talents to help others. Hour Exchanging is about local individuals, organizations or businesses helping each other in one-to-one exchanges or in group projects. Members help rebuild neighborhood networks and strengthen communities.

You, the Member, can spend your Time Credits on any number of services such as tickets to events, minor home repair, health care, computer assistance, music lessons, voice lessons, transportation, haircuts and English tutoring. You can even save them up for future use. Members of HEP help each other in ways that family and neighbors have traditionally done.

It's your choice, it's your time!

## Life of a Time Credit



## What is a Member?

A member is an individual, organization, business or group who would like to **provide (offer) and receive (request)** services and has attended an orientation session. Members are participants of the **Hour Exchange** and are encouraged to attend ongoing training sessions, social events and activities of the HEP including planning and development meetings. To be considered an active member you must exchange a minimum of six hours of service per year. *Please Note:* Members of neighboring Time Banks cannot exchange services with Portland members unless they also join Hour Exchange. Caretakers, Coaches, Mentors and Caseworkers are welcome and expected to assist members who are their clients.

## What is a Time Credit?

One hour of any type of service = one Time Credit.

All HEP-earned TC's are to be honored by all members. They have no cash value and are not redeemable for cash or credit. Time Credits (service credits) are only valid within the HEP network at this time.

## Earning Time Credits

One Time Credit is earned for each hour of service. Always round up to a quarter hour for fractions of an hour. At present Time Credits earned have no expiration date. This may be subject to change. If there needs to be a change, you will receive advanced notice. Sorry, immediate family members are not eligible to exchange services with each other for Time Credits. *However*, if you can give a gift certificate of 1 Time Credit to a family member or non-member.

For example:

60 minutes of service = 1 TC

1 hour & 30 minutes = 1 ½ TCs

1 hour & 15 minutes = 1 ¼ TCs

### **Gift Certificate Policy:**

Members may give a one time gift certificate to a non-member worth 1 TD. After that the person needs to join HEP. See Transfer and Donation Policy on the next page.

## Member Orientation

All prospective members must attend an orientation session. At orientation you will learn in more detail how the Hour Exchange system works. This handbook and other updates are reviewed and you will meet other new members. After all your forms have been complete and received by the office, including forms from your references, you will be considered an active member. Existing members will receive your information (email, telephone, services) in the next **E-Blast**. These updates are mailed out monthly by email or snail mail to keep everyone's directory up-to-date. Due to the high cost of printing and the ever-changing statuses of our members, printed directories are available by request only and cost either \$3 if picking up at the office or \$10 if it must be mailed. We encourage all members to access the directory online as it is easier to use and much more up-to-date than the printed directory.

Please keep the HEP staff informed about changes in your status especially if you move or become inactive for several weeks, months etc., so we can update your account here and not refer you to active members. Send us changes in your name, address, phone number, e-mail address and or services. If you decide to become inactive, please let us know.

**Going into Debt:**

We understand that sometimes members may go into debt for various reasons. It's OK! Members can go into debt up to 25 Time Credits. If you have a situation where you will be going into debt by more than 25 Time Credits, please contact the office to discuss this with the coordinator. There are options available. There are 25 maximum hours of debt allowed before members must earn again. Members must then earn 50% of maximum (12-13) before they can spend again. We will provide gentle reminders about spending AND receiving at the 15 TC marker. Once again, in order to make Hour Exchange work in a healthy way, there needs to be reciprocity. All members must be providers and receivers.

**Transfer/Donation of Time Credits**

Time Credits may be transferred or donated to another Hour Exchange Member or to the Hour Exchange's Social Capital Fund. You can use the exchange report or call the office. You may split your donation in any manner you choose. Time Credits can also be donated to any participating Hour Exchange organization or business.

**Hour Exchange's Social Capital Fund:**

This is a pool of donated credits to be used by Hour Exchange members who are unable to earn enough credits due to illness or disability or to offset hours used to administer programs. Designation of the credits to be based on need is determined by the Coordinator.

**Reporting Hours:**

It is the responsibility of the **provider** to report the hours of service given to another member. All hours need to be reported as soon as possible, preferably within a week of the date of service. Every service exchange report needs to contain these five items.

**TIME BANK SERVICE EXCHANGE REPORT**

Name of Person Reporting: \_\_\_\_\_

Service Provided: \_\_\_\_\_

Who Received Service: \_\_\_\_\_

Date of Service: \_\_\_\_\_

Time Earned: \_\_\_\_\_

Reporting your hours is **EXTREMELY IMPORTANT** to the health of the program and the empowerment of all Hour Exchange members.

**You can report your hours to the address, phone number, or email address listed on the front of the member handbook.**

## **Classes**

Hour Exchange holds many types of classes for members. Many of these classes are open to other non-members on a fee basis. Hour Exchange members pay for these classes with Time Credits. Each member attending a class will be charged the length of the class in Time Credits, that is, for a class one-hour long you will be charged one Time Credit. For a two-hour class, you will be charged two Time Credits.

## **Social Events**

When you come to a social event like a potluck monthly gathering, we keep track of who attends for the purpose of accounting for those hours while people are getting connected. The way the database is set up, it gives you an hour or two for coming to socialize and it subtracts the same number for receiving the socialization from others. Therefore, when coming to a social event, you neither gain nor lose Time Credits. You may hear this referred to as a “wash” as far as your credits are concerned. If members do any of the work to set up the social event, they earn credits for the hours they provide planning, setting the event up, running the event, cleaning up after the event or providing food.

## **Making an Exchange**

Connecting members can be accomplished in several ways. A directory of all members is given in their initial membership packet. New members may contact any member on this list for a service they need. *Members are encouraged to find their own matches. If you need help making your first exchange, please feel free to call the office.* You can meet other members at orientation, training, social events or just by already knowing them.

*When negotiating a service exchange please...*

- be clear about your expectations or requirements for the job.
- discuss the amount of time you think the job might take, agree upon the estimated time and the number of service credits for the transaction (remember: *one hour of service equals one Time Credit*).
- if smoking is an issue for you, discuss this up front.
- ask for references if you want them, or ask for examples from other jobs.
- talk about what happens if the job takes longer or shorter than expected.
- discuss the need for any materials or equipment and who will pay for them or provide them.
- accurately record the name, phone number and location of the Receiver as well as the time, date and the number of hours of service.
- Report your hours to the office in a timely manner (within one week)
- Be prompt and keep scheduled commitments, or notify the person as soon as possible.
- Have fun! Share your experiences with others!
- Keep the circle of giving and receiving going by helping another HEP member with a service. Everyone has a skill or talent to share.



## Helpful Hints

- Be on time. If you are going to be late, notify the member immediately.
- Please keep the scheduled appointment. If you cannot make it, call the member and make other arrangements, or let the member know he/she needs to find someone else.
- If you use your personal car to transport a member, maintain the required liability insurance. Wear your seat belt and require that your passenger wear one. Obey all the rules of the road. If you are providing transportation services, give the member 24 hours notice if the ride is canceled.
- Maintain member confidentiality- treat members with respect and courtesy, just as you would like to be treated.
- Be patient. Sometimes busy schedules make it difficult to get in touch with one another.
- Hour Exchange is not designed to meet emergency needs.

There is an element of risk involved in all transactions that occur in the HEP. No work is guaranteed and there is no receipt for services received. There may be situations when the work done does not meet the expectations of the Receiver. Sometimes projects take longer to complete than originally estimated during the transaction agreement phase. HEP transactions are based on a shared value system among members that acknowledges and accepts service exchange as an economic alternative. Elements of good will, good faith, cooperation, sharing, luck and timing affect all transactions. Appreciation of another's best efforts and a "**doing your best**" attitude are a big part of what makes the HEP work. Hour Exchange staff and Advisory Committees review comments, suggestions and complaints. Everyone strives for continuous quality improvement. The available services are based on the skills, talents, abilities and availability of the current HEP members.

## Materials and Equipment Used in Services

There may be situations when material goods and equipment are needed during a service exchange (paint for the house, gasoline for a lawn mower, or tools for carpentry work). In general, the member receiving is responsible for supplying the needed materials or equipment to be used in the transaction or to reimburse any expense incurred by the Provider. There are times when it makes sense for the Provider to furnish his/her own materials or equipment (such as the provider using his/her own paintbrushes).

Both parties should discuss what may be needed to complete the task and agree on who will provide the necessary materials and equipment. It is hoped that if a member offers to provide a service requiring special materials or equipment, (power tools) the member knows how to use them and will provide them if needed. If you are a Receiver, you should discuss these details with your Provider. Remember: safety comes first!

If the proper equipment or materials are unavailable to either party in the transaction, the members involved need to work out the details themselves. If equipment needs to be rented, the Receiver is responsible for the rental fee.

## Exchanging Products

HEP does not participate in the negotiation of the exchange of products among members. Members may opt to make exchanges among themselves, at their discretion.

## Spending Time Credits

Every hour earned gives a member the ability to receive an hour of service from another member. In order to make Hour Exchange work in a healthy way, there needs to be reciprocity. We require 6 hours of service exchanges per year to be considered an active member. We ask that two of the 6 hours go towards a fundraising activity for HEP.

## Donation Policy

Hour Exchange Portland does not charge fees for membership; however, to help support the organization we do ask members to consider an annual donation of \$25.00 per individual or \$35.00 family/ \$50-\$100 for businesses/Organizations.

**Options:** For members who cannot or choose not to make a cash donation, we ask that they provide 2 to 4 hours of service annually to help with fundraising activities for Hour Exchange Portland. This gives everyone an equal opportunity to nurture and sustain Hour Exchange.

## In Case of Emergency

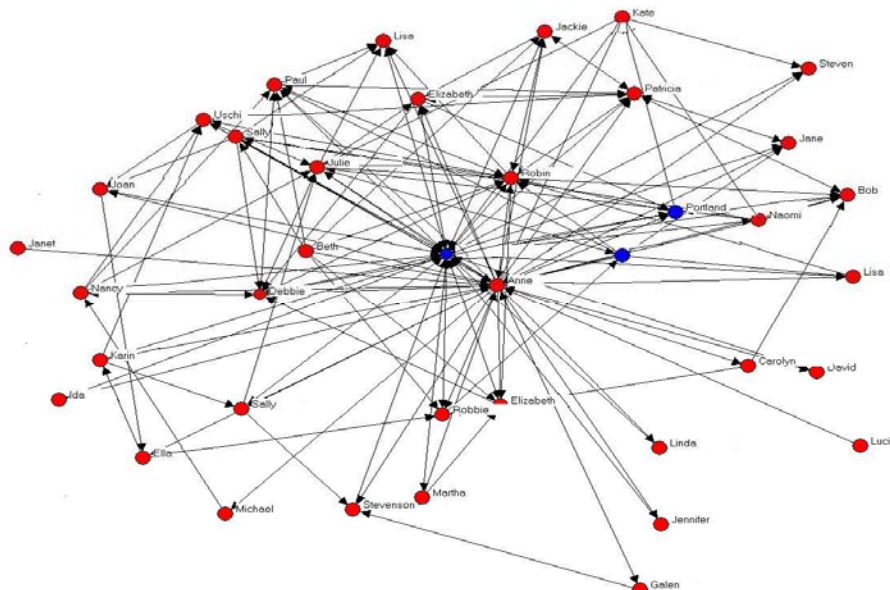
Although the chance of a serious medical emergency while you are visiting with a member is unlikely, we prefer that you are prepared to deal with any emergency calmly and competently. If an emergency does occur, please be sure to call 911 (or other appropriate number), and stay with the member until help arrives.

### **Below is a Diagram of Members Connecting**

Who have you connected with lately?

Graph by Ed Collom

**Red are members exchanging services with each other. Blue are organizations.**



## **Volunteer Insurance Coverage**

Hour Exchange Portland has a policy of volunteer accident insurance which provides coverage for certain types of personal injury liability and property damage. Certain exclusions apply including an exclusion for an individual who is providing professional services without compensation. An example of this is a doctor who is providing health care services. In this case, the doctor's medical insurance takes precedent. More details and a copy of the policy will be provided on request.

## **Confidentiality**

All members of Hour Exchange Portland are held to Courtesy Rules. A member can be dismissed from the program for not honoring the Courtesy Rules. Members are prohibited from disclosing information about the people they serve except to the HEP Coordinator or Director.

## **Grievance Policy**

If there is a dispute about work completed, we recommend that the **Provider** and **Receiver** make every attempt to work out an agreement among themselves. If they are unable to reach a resolution, the following steps shall be taken:

The member with the dispute will discuss it with a member of the HEP staff within five (5) working days of the occurrence. If possible, disputes should be put in written form and mailed or dropped off to the Coordinator. The HEP staff will work with both parties to resolve the issue within five (5) working days after receiving the complaint. Mediation is available if necessary.

If the problem is found to have merit, the HEP staff and grievance committee shall determine the severity of the problem. If the complaint involves a violation of the law or threatens personal safety, the HEP staff has the authority to dismiss the offending member and if appropriate, report the member to the local law enforcement. If the problem is less serious, the HEP staff will issue a written warning and explanation as to why the member is in violation. The same procedure will be followed for all members who are in violation. Further warnings, beyond an initial warning, may be cause for dismissal from HEP.

## **Rights of Hour Exchange Portland Members**

- TO BE TREATED WITH DIGNITY, CARE AND RESPECT - When you receive service under Hour Exchange, you are not receiving charity. Somewhere along the line, you, a friend, an anonymous donor, or a loved one worked hard for the Time Credit you are now spending for important services.
- TO LEARN - You may attend ongoing training opportunities, social events and other Hour Exchange Portland activities that enrich your professional and social life.
- TO BE VALUED - for their service to the network and community.
- TO HAVE ALL FORMS KEPT CONFIDENTIAL – Information will not be shared with others (except for directory content) and for the purpose of evaluation of the program for funders. For example: statistical data is provided to the Americorps VISTA to ensure our participation in the program.
- Hour Exchange Portland does not discriminate on the basis of age, gender, race, ethnicity, religion, sexual orientation, or disability.
- No Hour Exchange member may possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescription drugs is permitted during service only if doing so does not impair the member's ability to perform or receive services safely and effectively.
- Individuals under the age of 18 may provide and receive services; however, consent of parent or legal guardian is required to participate and adult supervision is required. It is the parent/guardian's responsibility to be present or have an agreement with another adult to serve as supervisor for an exchange. Hour Exchange adheres to Federal and State guidelines governing minors.
- Hour Exchange members are expected to maintain confidentiality of all members. Discussing inappropriate information about a member with others is prohibited.
- Members may be dismissed for unacceptable conduct. Members should bring serious concerns to the attention of the Hour Exchange Coordinator.
- Soliciting HEP members for personal financial gain is grounds for termination.
- Hour Exchange Portland is not to be used as a vehicle for promoting political, religious, or other personal beliefs. Doing so is strictly prohibited.
- Each service given presents a different set of circumstances. If something arises that is not covered in this handbook, that you have questions or concerns about, please call the Hour Exchange office for information or explanation.

**Hour Exchange Portland Contact Information**  
**85 Grant Street, Portland, Maine 04101**  
**207-874-9868**

**Linda Hogan**  
**Executive Director**  
**Linda@hourexchangeportland.org**

Linda is a Social Architect, original member and Executive Director of HEP. She has thirty years experience working for non-profit organizations as a community organizer, development officer, trainer and consultant. She is responsible for financial oversight, fundraising, program design, and happily serves as a Trainer for the Hour Exchange Portland Training Center.

**Lesley M. Jones**  
**Creative Director and AmeriCorps\*VISTA Coordinator**  
**lesley@mainetimebanks.org**

Lesley became a member of Hour Exchange in 1999 after hearing about this wonderful program from a friend. In 2005, she became Creative Director of HEP. She now manages the AmeriCorps\*VISTA Volunteer Program, directs public relations and publicity, coordinates events and curates the Time Gallery.

**Cynthia Fitzgerald**  
**Americorps VISTA, Senior Programs**  
**Cynthia@hourexchangeportland.org**

Cynthia has been with Portland Time Bank since its inception in 1996. She worked in the office earning Time Credits performing administrative tasks until becoming an Americorps VISTA in 2007. Cynthia was an original member of the Kitchen Cabinet and helped guide the program in its first crucial years.

**Nicole Hill**  
**Americorps VISTA, Regional Development**  
**Nicole@hourexchangeportland.org**

Nicole has been an Americorps VISTA since July 2008. Her concentration is regional development for the Americorps VISTA program. At HEP, she administers the Access to the Arts program and assists in member services such as the E-Blast and Time and Talents program.

**Abby Laplante**  
**Americorps VISTA, Resource Development**  
**Abby@hourexchangeportland.org**

Abby has been an Americorps VISTA since August 2008. Her concentration is resource development, writing grants, assisting with fundraising events and writing press materials. Abby coordinated the online auction in 2008 and is available for member services as well.

**Kennedy Barteaux**  
**Hour Weatherization Co-Op Owner/Worker**  
**Kennedy@hourexchangeportland.org**

Kennedy was an Americorps VISTA from November 2006 to December 2008. During his service, he worked on member projects such as creating a social justice library, member orientations and updating member information. Today, he is still involved with HEP, co-owner of HEP's Weatherization Co-Op.

**Terry Daniels**  
**Hour Exchange Community Co-Op Developer**  
**Terry@hourexchangeportland.org**

Terry became a volunteer with HEP in March 2008. In September 2008, he formally became HEP's Community Co-Op Developer, overseeing the creation of our Weatherization program. Terry primarily performs publicity and fundraising functions for the program.

*Thank you  
for helping build  
a caring community!*

# Hour Exchange Portland

## AGREEMENT TO PARTICIPATE AT MY OWN RISK AND HOLD HOUR EXCHANGE PORTLAND HARMLESS

As a member of the Hour Exchange Portland I understand; that Hour Exchange does not guarantee or warrant the fitness, safety or the quality of work of any of its members;

As a member of the Hour Exchange I agree to undertake and request neighborly acts of kindness, caring and assistance with other members of Hour Exchange; assume the risk of injury, harm or damage in connection with my providing or receiving Hour Exchange services;

hold Hour Exchange harmless from any and all liability, actions, claims and damages of any kind, including those caused by or arising from negligence, for injury to person or property.

As such, I will try to the best of my ability to respond to a member's request of services of me within 72 hours; be polite and helpful, but clear about the amount of the services requested I can provide; perform quality services to the best of my ability; and, perform my services in a safe and careful manner.

As a member of Hour Exchange, I consent to the following actions that the references I am providing may be contacted; and, that the Hour Exchange may release relevant information concerning my ability and fitness to work as an Hour Exchange member to those seeking to utilize my services.

By signing below, I certify that I have read this document carefully, that I understand its terms, that I recognize that it constitutes a waiver of legal rights, and that it is enforceable to the extent allowed by law.

Date:

Sign here:

Full Name (printed) :

Your Copy

**Thank You!**

*Please return the entire Membership Information Form to*  
Hour Exchange Portland, 85 Grant Street, Portland, Maine 04101  
For more information, call 207 874-9848 or visit: [www.hourexchangeportland.org](http://www.hourexchangeportland.org)

## **ADDITIONAL MEMBER BENEFITS**

Besides the marvelous benefit of being more connected to your neighbors in Greater Portland, below are some additional opportunities for you and your family.

### **HOUR EXCHANGE VIDEO AND AUDIO RENTAL LIBRARY**

Want to see a video, or hear a tape on audio? Now you can!

For the price of 1/2 Time Credit, you can choose from a video collection featuring new releases and old favorites located in our office. Video Rentals are good for three days and audio tapes are good for two weeks.

### **SOCIAL JUSTICE LIBRARY**

Come browse our bookshelves! We have a collection of books available for rent for 1 Time Credit on topics about social capital, alternative currencies, health care, art and other subjects of interest.

### **ACCESS TO THE ARTS**

Hour Exchange Portland partners with many theaters and performing art centers in our community. Tickets are provided for various shows, which can be paid with Time Credits. We request you call the office 2 weeks prior to a show. There is a limit of two tickets per show and a three show limit per year.

### **BJ's WHOLESALE CLUB**

Once a year members have the option of a buying a reduced cost membership for \$20 (regular \$45) to BJ's Wholesale Club.

## **PROGRAMS OF THE PORTLAND TIME BANK**

### **AMERICORPS\*VISTA**

HEP partners with the Corporation for National and Community Service to offer recruitment, placement and supervision of Americorps\*VISTA members in the Atlantic cluster. VISTAs can offer up to three years of service and in return earn money for college or a year end stipend. Many Time Banks utilize VISTAs as staff support.

### **MAINE HOUR EXCHANGE TRAINING CENTER**

Portland is pleased to host the Hour Exchange Training Center at 85 Grant Street. We are a national training center that offers comprehensive training including Immersion Training (Startup); Ambassador; Fundraising; Marketing and Business Liaison.

### **TIME GALLERY**

Come enjoy the diverse artwork of fellow members at our gallery at 538 Congress Street, housed in the Community Television Network building. We participate in the city's First Friday Art Walk which is held the first Friday of every month except January. Art lovers tour the city guided by a map that lists every studio, business and non-profit organization that participates in this popular event. Members are invited to submit an application, pay a small fee for marketing and use the gallery space to showcase their work. Hour Exchange Portland receives 30% commission for all art sold, which helps support HEP. Private Showings/Parties can be arranged. If you are interested in helping the Time Gallery, participating in the First Friday Art Walk or scheduling a show for your own work, please contact Lesley Jones.

# HOUR EXCHANGE PORTLAND MEMBER DIRECTORY

**Please look through the final pages of the directory to see all the businesses who participate in Hour Exchange. Please BUY LOCAL and support these businesses and others in our shared community.**



**Hour  
Exchange  
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