

Hour Exchange Portland



Member Handbook

Summer/Fall 2009

470 Forest Avenue, Suite 300
Portland, ME 04101

(207)874-9868
Fax: (207)773-4701

www.HourExchangePortland.org

Immediate Opportunities

Remember to check the Weekly E-blast for new chances to exchange!

Hour Exchange Portland Holiday Auction 2009

Where: HEP Office

When: Ongoing through December 2009

Details: HEP is gearing up for another record-breaking fundraising auction starting in November, and here's how you can help! We are seeking donated gift certificates or items from local businesses to put in our auction. If you own a business or have connections to one, we would love your help in working with us to solicit items for this important fundraiser. The auction takes place online from Thanksgiving week to shortly before Christmas. It reaches thousands of people in our database. Not only is this an opportunity to support a valuable community non-profit, it's a way for local businesses to gain positive exposure in a crowded holiday marketplace.

The process of soliciting items will begin in the next few weeks. We are creating a database with merchant names, contacts and solicitors. It is important that we coordinate the "asks" so that merchants are not approached by more than one person. Thus, if you would like to be part of the fundraising team, and earn Time Dollars while doing this, please let us know so we can organize our list effectively. We are also seeking one or two professional-level photographers to photograph the auction items that will be posted online. The photographing of items occurs in October and November.

Member: Abby Laplante for Hour Exchange Portland

Contact: 874-9868, abby@hourexchangeportland.org

Shoppes : Market Days : Artist Guild : Planning Session

Where: HEP Office

When: August 26 from 6-7:30pm

Details: HEP artists, crafts people and Shoppe participants are invited to attend a planning session for the Shoppe and Market Days events planned for this coming November and December's First Friday Art Walks. Also discuss how Hour Exchange Artist Guild can help increase opportunities for artists and crafts people through marketing, additional venues, group discounts, growing community, having fun, sharing resources and ideas.

Member: Lesley Jones or Orion Braen, Microenterprise and Social Ventures with Hour Exchange Portland

Contact Info: Lesley@HourExchangePortland.org , Orion@HourExchangePortland.org

Join us for 9/11 National Day of Service and Remembrance, seeking member involvement during Service Awareness Week

Where: Deering Oaks Park and the HEP office

When: Friday September 11th, starting at 11am

Details: HEP is coordinating an effort of several non-profits for Service Awareness Week. We are organizing small service projects during the week and a Deering Oaks Clean-up on Friday. Members will be able to earn \$TD at every event. After the day at the park we will host an open house at our office. Attendees will be able to eat and make merry, as well as find out about our exciting new programs: Hour Weatherization Co-op & our budding partnership with Turning the Tide, a health care collaborative. More details will follow in the coming weeks.

We need members to help plan and run the event on 9/11

...to paint steel trash receptacles that will be distributed throughout the city

...to clean up Deering Oaks

...to flyer for the event around town

...to attend the smaller service projects during the week

...to make cards to send to troops

...to cook/bring beverages for the open house

...to transport elderly members

Time is of the essence, so if you want to get involved please contact us soon!

Check us out on the 9/11 Day of Service Website!

<http://911day.org/en/My-Page/?userId=31>

Member: Hour Exchange Portland

Contact: Marena@hourexchangeportland.org, 874-9868

Dear New Member,

Welcome!

We look forward to getting to know you and helping you to craft a meaningful experience at Hour Exchange Portland (HEP). As a member, you will be welcomed into a community of shared core values. We help each other in ways that family and neighbors have traditionally. This handbook is your guide to the procedures and policies of HEP. Of course, you are encouraged to contact the office with any questions you may have. Member feedback is very important to us. Your ideas and comments are crucial in maintaining a creative atmosphere and a rewarding network. The contents of this handbook will change over time as we integrate your suggestions.



Thanks for joining!

Sincerely,
HEP

Our Mission Statement

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

Core Values

Assets: We are all assets. Every human being has something of value to contribute.

Equality: At the heart of every time exchange is equality. One hour of service equals one time credit, regardless of the service. All people are valued equally.

Reciprocity: Helping works better as a two way street. The question, How can I help you? needs to be changed to, How can we help each other build the world we both want to live in?

Redefining Work: Work is beyond price. Work must be redefined to include all of the activities it takes to sustain families, neighborhoods and communities, to help democracy work and to advance social justice. This kind of work needs to be honored and rewarded.

Respect: Everyone matters. We must respect where people are in the moment, not where we hope they will be at some future point.

Contact Information

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

Monique Bidwell
Membership Maven
Monique@hourexchangeportland.edu

Monique became a HEPster in 2001. Famous for having the first "time dollar baby," Monique is now the Facilitator and Membership Maven. Current projects include updating Membership files and developing exciting new opportunities for member engagement.

Marena Blanchard
Americorps VISTA, Member Care
Marena@hourexchangeportland.org

Marena began her Americorps VISTA term in June 2009. She will focus on Member Care initiatives.

Orion Bream
Americorps VISTA
Orion@hourexchangeportland.org

Orion began his Americorps VISTA term in June 2009. He will focus on Social Ventures and Microenterprise Development. He will also work on media projects.

Ana Vollmar
Americorps VISTA
Ana@hourexchangeportland.org

Ana began her Americorps VISTA term in August 2009. She will focus on building a network for Healthcare providers and receivers. She will also work on the HEP garden.

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.

Abby Laplante
Americorps VISTA Leader
Abby@hourexchangeportland.org

Abby began her Americorps VISTA term in August 2008. She is now in her second term. Her projects include the Time Gallery, the Holiday Auction, and providing support for the regional VISTA Volunteer Program.

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.

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

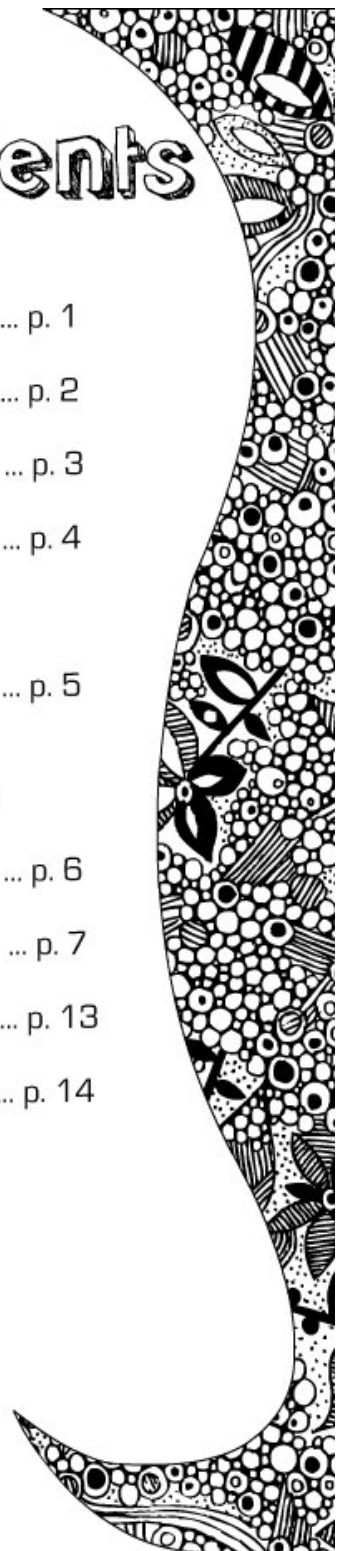
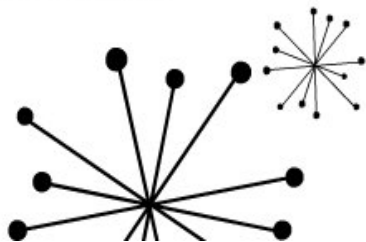
Kennedy was an Americorps VISTA from November 2006 to December 2008. During his service, he worked on member projects such as creating a social justice library, member orientations and updating member information. Today, he is still involved with HEP, co-owner of HEP's Weatherization Co-Op.

Rob Ellis
Americorps VISTA, Hour Weatherization Co-op
Rob@hourexchangeportland.org

Rob began his Americorps VISTA term in July 2009. He will focus on building capacity for the Hour Weatherization Co-op.

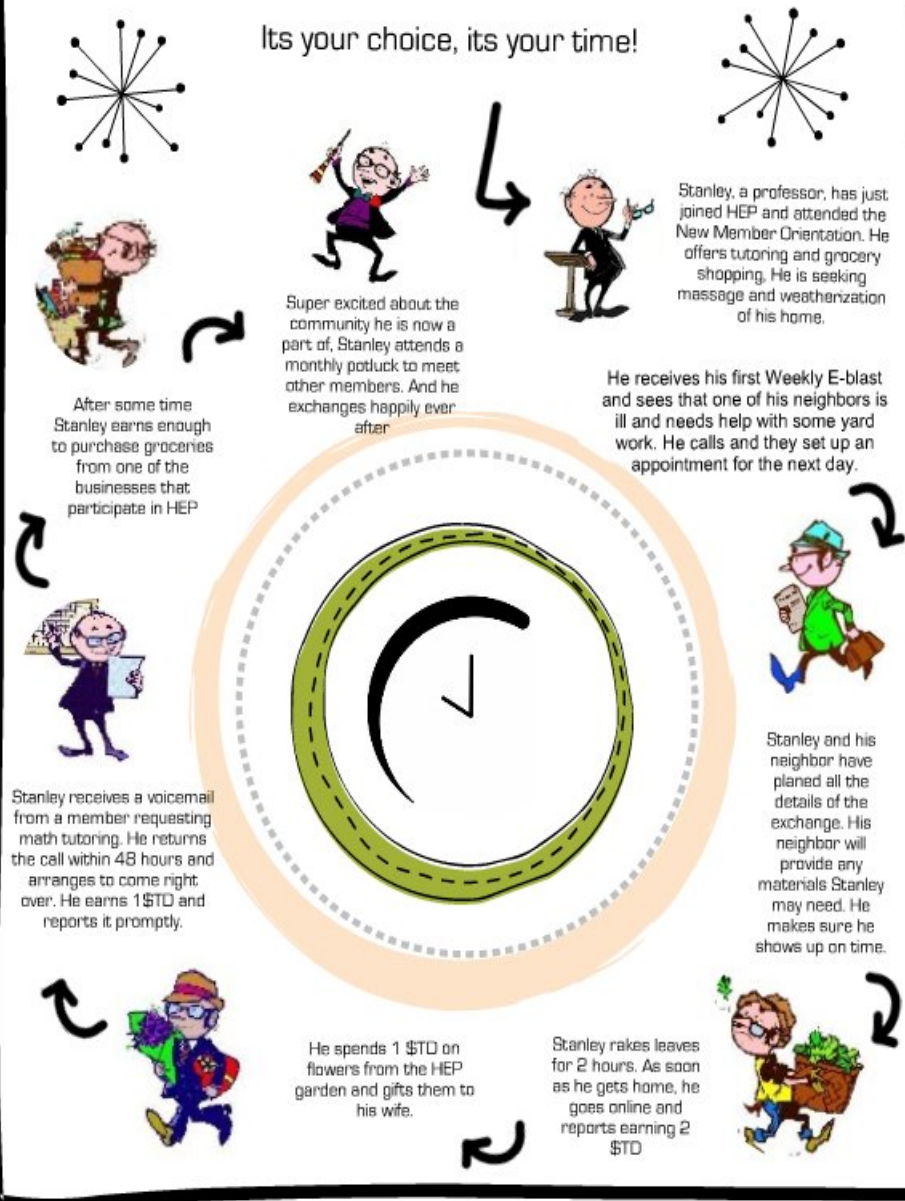
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Here's How it Works

The concept is simple: for every hour of service provided to another member, you earn a Time Dollar. You can spend your Time Dollars on any service/product listed in Time & Talents or the Weekly E-blast. Or you can even save some for future use!



Social Events

- 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

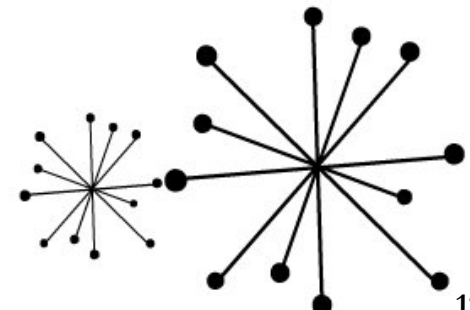
Classes

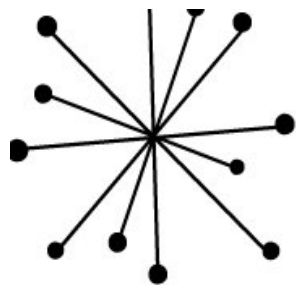
-Hour Exchange holds many types of classes for members. Many of these classes are open to other non-members on a fee basis. Hour Exchange members pay for these classes with Time Credits. Each member attending a class will be charged the length of the class in Time Credits, that is, for a class one-hour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

Using your Personal Vehicle for an exchange

-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.

Rejoining after an Extended Period of Inactivity....





Participation of minor children
-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/guardians 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.

Drugs

-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 members ability to perform or receive services safely and effectively.

Conduct

-Members may be dismissed for unacceptable conduct. Members should bring serious concerns to the attention of the Hour Exchange Coordinator.

Financial Gain

-Soliciting HEP members for personal financial gain is grounds for termination.

Promoting Beliefs

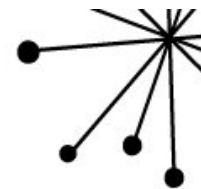
-Hour Exchange Portland is not to be used as a vehicle for promoting political, religious, or other personal beliefs. Doing so is strictly prohibited.

Neighboring Time Banks

-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.



Member Rights & Responsibilities



Members have a right to be valued for service to the network and community.

Members have a right to learn. You may attend ongoing training opportunities, classes, social events, and other HEP activities that enrich your professional and social life.

Members have a right to confidentiality. Information will not be shared with others (except for directory content) and for the purpose of evaluation of the program for funders.

Hour Exchange Portland does not discriminate on the basis of age, gender, race, ethnicity, religion, sexual orientation, or disability.

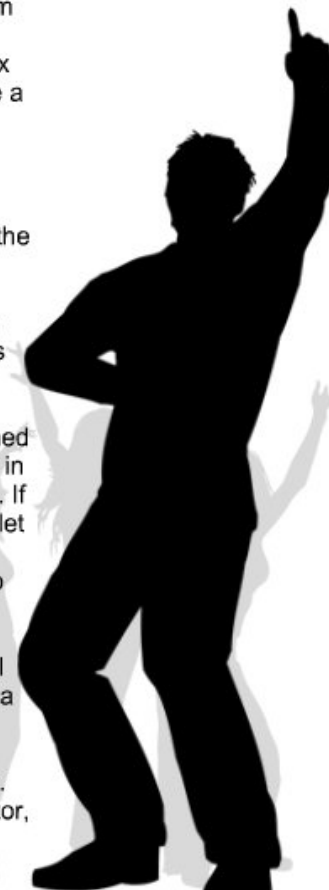
Members are responsible for participating in a minimum of six hours of exchange per year. We ask you to participate in HEP programming for two out of these six hours. Contact us and we will work with you to arrange a mutually beneficial exchange.

Members are responsible for maintaining an accurate account. Please check your balance periodically and make sure every exchange has been recorded. Note: the burden of reporting belongs to the member earning dollars. In other words, if you provide a service or a product to another member, you must report the hours online. Please report any discrepancies to the office as soon as possible.

Members are responsible for keeping HEP staff informed about changes in status. Please send us any changes in name, address, phone number, email, and/or services. If for any reason you decide to become inactive, please let us know. Updated files are imperative for effectively facilitating exchanges; we dont want to refer anyone to an inactive member!

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 our facilitator, Monique Bidwell.



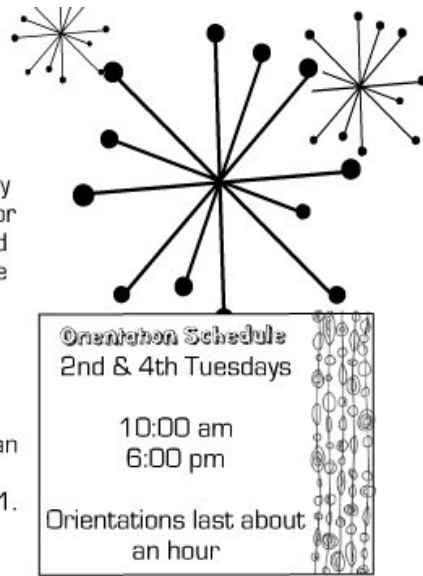
How to Become a Member

The process is quick & easy!

Step 1. You can join Hour Exchange Portland by downloading the application from our website or you can call the office and have a packet mailed to you. Note: Businesses and Organizations use a separate application from individuals.

Step 2. Complete the application and have two people fill out a Reference Form. Fax to 207-773-4701, email to Monique@HourExchangePortland.org or you can mail them to Hour Exchange Portland, 470 Forest Avenue, Suite 300, Portland, ME 04101. We also encourage office visits, we just love to meet smiling new faces!

Step 3. After we check your references, we will contact you to schedule an orientation.



Member Orientation

Orientations are a great way to learn the inner workings of HEP and connect with other new members. Once you attend an orientation, you are free to step into the exchange cycle. Your account will reflect the time dollar you earned by attending. At orientation, you will meet the facilitator, examine the handbook, learn about ways to jump right in and get involved, review the process of reporting hours, and have any questions answered. Also, you will receive your member ID. And as a new member, you will be introduced to the rest of the membership in an e-blast.

Member Benefits

Social Capital: joining HEP connects you to a network of neighbors supporting one another.

10% off at Silly's Restaurant

10% off at the True Norht Store

Discounted membership to BJ's wholesale club

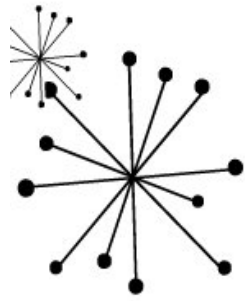
If the problem is found to have merit, the HEP staff and grievance committee shall determine the severity of the problem. If the complaint involves a violation of the law or threatens personal safety, the HEP staff has the authority to dismiss the offending member and if appropriate, report the member 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.

Confidentiality

-Members are prohibited from disclosing information about the people they serve except to the HEP Facilitator or Executive Director.

Risks

-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.



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.

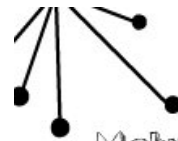
Volunteer Insurance Coverage

-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 for i.e., 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.

Grievance

-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.



Making an Exchange

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, trainings, or social events.

Using Your Online "Time & Talents" Account

All members, upon the completion of orientation, will have online access to their Time & Talents accounts.

To log-in, simply go to hourexchangeportland.org, click on "member log-in" and enter your username and password

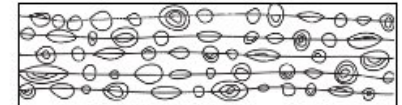
Once logged into your account you can:

- Report hours
- See your statement
- Change the services you offer or want to receive
- Update contact information

Reporting Hours

1. Once logged into your account click on "REPORT MY HOURS"
2. Enter the numbers of \$TD earned and date of service then click "NEXT STEP"
3. Type either the first or last name of the member you provided for and click on "GET MEMBER'S NAME"
5. Type the service provided and click "GET SERVICE CATEGORIES"
6. Select service category from list and click on "NEXT SERVICE"
7. Find specific service in list then click "RECORD TRANSACTION"
8. Done!

Please do not wait to report, do it ASAP!!



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 seatbelt and require that your passenger wear one. Obey the rules of the road.

Maintain member confidentiality- treat members with respect and courtesy, just as you would like to be treated.

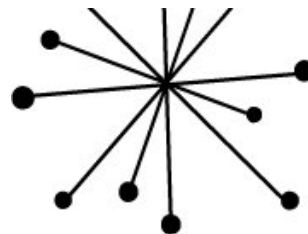
Hour Exchange is not designed to meet emergency needs.

Remember, you can always contact the office if you have any issues making an exchange or with your online account. Contact: Monique Bidwell 207-874-9868





HEP Policies



Gift Certificates

- Members may give a one time gift certificate to a non-member worth 1 TD. After that the person needs to join HEP. See also transfer and donation policy

Courtesy Rules

- 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.
- Return phone calls within 48 hours
- 24 hour cancellation

Member Initiative

-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, trainings, or social events.

Materials and Equipment:

- 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 one 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.

Eblast

- Items must pertain to membership as a whole. The E-blast may include general items that help our members with their bottom line. Nothing political may be posted. ¼ TD charged for advertising anything that doesnt involve an exchange of \$TD.

Debt

-We understand that sometimes members may go into debt for various reasons. Its OK! Members can go into debt up to 25 Time Dollars. If you have a situation where you will be going into debt by more than 25 Time Dollars, please contact the office to discuss this with the facilitator. 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 \$TD 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.

Family Exchanges

-Sorry, immediate family members are not eligible to exchange services with each other for Time Dollars. However, you can give a gift certificate of 1 \$TD to a family member or non-member.

Donations

-Time Dollars may be transferred or donated to another Hour Exchange Member or to Hour Exchanges Social Capital Fund. You can call the office to do this. You may split your donation in any manner you choose. Time Dollars can also be donated to any participating Hour Exchange organization or business.

-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.