

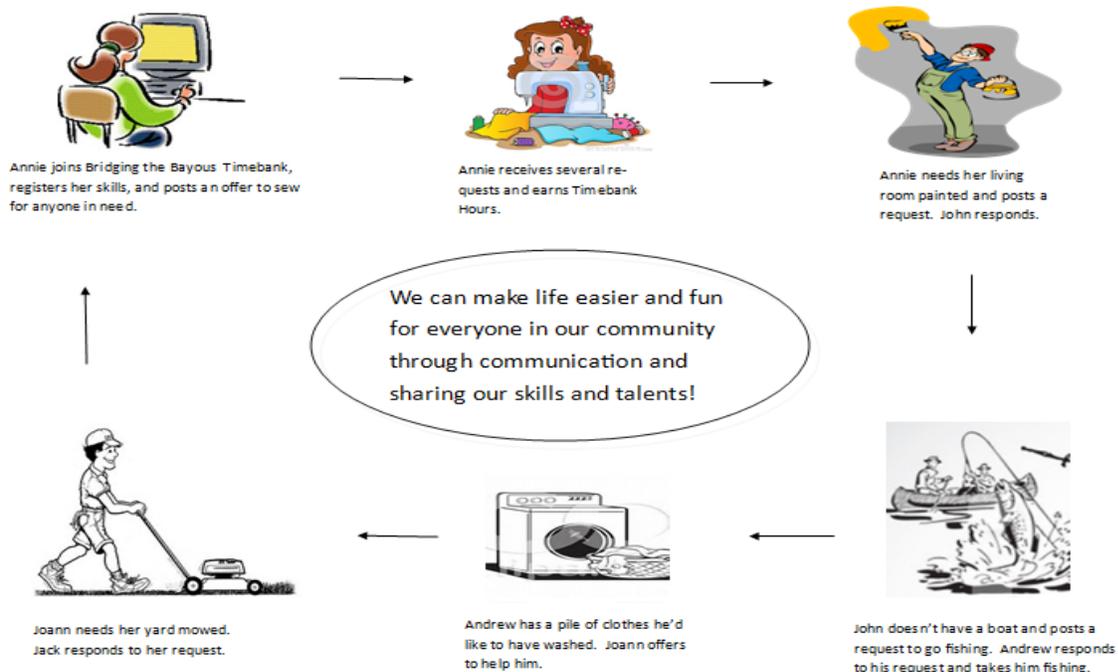
Orientation

Welcome to Bridging the Bayous Timebank! We look forward to you becoming an active member in our community of neighbors helping neighbors. In this video, we will provide you with information on how Bridging the Bayous Timebank works. Every effort has been made to keep Bridging the Bayous Timebank a simple, user-friendly program; however, understanding the expectations & guidelines will help you to get the most out of this rewarding experience!

Bridging the Bayous Timebank membership is open to anyone age 18 or older, regardless of faith, living within The Diocese of Houma Thibodaux which encompasses all of Lafourche/Terrebonne Parishes, Grand Isle and up to Morgan City. Parents can also allow their minor children to participate under their accounts as long as one parent remains with the minor child during the entire time the child is participating in a Bridging the Bayous Timebank service exchange.

Bridging the Bayous Timebank helps to build relationships & strengthen communities **ONE HOUR AT A TIME!** Here's how it works: For every hour you spend doing something for someone in your community, you earn one Timebank Hour. You then have a Timebank Hour to spend on someone doing something for you. It's that simple!

Let us look at this chart for an easy explanation:



All Bridging the Bayous Timebank members **give & receive** services. An important principle is that all services are equal no matter what service is being provided. For example, an hour of

preparing federal and state income tax returns is equal to an hour of raking leaves. The hours earned are backed only by a moral obligation & are not legally binding. We do not guarantee a member will be able to spend the hours they have earned obtaining the **specific services** they want. However, there are many services available & Bridging the Bayous Timebank is constantly growing & changing as new members join. The more members actively participate in Bridging the Bayous Timebank, the more likely its members will receive the services they are seeking.

In addition, if a member cannot find the service they need, we encourage him/her to seek out someone who has the talent/skills that are being sought & ask him/her to become a member of Bridging the Bayous Timebank.

Let me explain more about how Bridging the Bayous Timebank accounting works:

When responding to another Timebank member's request for help, one Timebank Hour will be deposited into your account for each hour of service you provide. What happens if you don't work a full hour? Timebank Hours are rounded up to the nearest quarter hour. For example: 52 minutes of service would be rounded up to the nearest hour so that it will equal one Timebank Hour or 1 hour and 20 minutes of service would equal to one hour and thirty minutes or 1 ½ Timebank Hours.

Timebank Hours are withdrawn from your account for every hour of service received from another member that has helped you.

You may decide at some point that you will not need all of the Timebank Hours you have deposited into your account. Any amount of Timebank Hours you decide upon can be donated to another member you know that needs extra hours or to a Share Bank that will assist elderly/disabled members who are unable to earn Timebank Hours on their own.

Now that we understand how the accounting will work, let us talk more about how our exchanges of time will operate. Bridging the Bayous Timebank members are encouraged to both give of themselves and **RECEIVE** the help of others.

Let me start off with explaining how you can offer yourself to others to earn your Timebank Hours:

Timebank Hours can be earned in one of two ways:

The first way Timebank Hours can be earned is by posting an offer of a job or skill you would like to offer to the membership in hopes of getting responses back from members that would need your assistance.

Posted: May 8, 2017

Expires in 2 Weeks

Garden/Yard: Lawn Mowing

Radius of Service Within 5 Miles

I am willing to mow your lawn. I am available on weekends only. Please let me know if you could use my help by responding to this offer.

Depending on how many Timebank Hours you would like to earn, you would then read through the responses you received from members that need your help and choose which responses you would like to work with and make arrangements for your exchange of time to take place.

The second way Timebank Hours can be earned is to attend classes or functions put on by other Timebank members or through Organizations that are registered with the Timebank. Classes on wellness, personal finance, etc. can only help those in attendance and we provide Timebank Hours to encourage personal growth.

Now let us look at how your Timebank Hours can be **SPENT**: let's say you have volunteered 5 hours and now have 5 Timebank Hours available to spend in your account. You decide you would like to have someone come in and mow your lawn which would take 2 of your Timebank Hours. You would then log in to your Bridging the Bayous Timebank hOurworld account, post a request asking for assistance with grass cutting and wait for someone to respond back to you. You may also have a desire to learn how to play Tennis and want to see if you are coordinated enough to learn the sport. You may have learned that Tennis lessons are taught in 45 minute segments and you want to give yourself at least 4 lessons before deciding if you like the sport or not. You still have 3 Timebank Hours left in your account. Place another request for help with tennis lessons and wait for your responses. You can then choose the person you would like to help you learn the sport. For every 45 minute lesson you take, your account will be withdrawn for that same amount.

When asking for assistance, remember that Bridging the Bayous Timebank is not the place to ask for help with tasks that need to be done right away. We encourage you to allow for a sufficient amount of time to arrange an exchange; at least 2-3 days for small requests & at least 1 week for larger requests. We also ask that when posting your request to set a time limit as to when you need to the work done – this allows the software to automatically delete the request after the set date has past.

When posting your request, be as detailed as possible so members who you may be interested in helping you will understand what they are committing to. For example, instead of posting “I need help to mow my lawn. Please respond to this request or call me at 985.....” it would be better to say “I need help with mowing my front and back lawns. The front lawn is much smaller

than the back lawn and due to trees planted between the street and the house, there is not enough room for a riding mower to mow it. There are no trees to go around in the back yard. People have cut both lawns with a push mower in the past within 2 hours. If you can help, please respond to this request or call me at 985....”

How should we respond to requests from other members?

When responding to a request, please respond as soon as possible. Be prepared to introduce yourself and be willing to give references for the skills you are offering to perform. Be clear about what service the person needs & how you can help meet that need. Don't forget to include your name & contact information! Be pleasant and to the point in your communications. For example: Let's say you are responding to the previous scenario for your lawn to get cut. You would respond back on the software by writing: “Hello, my name is Johnny Gros. I am responding to your request for your front and back lawns to be mowed. I would be available to help mow your lawn on Saturday morning at 9am. Would that be a good time for you? I can be reached at 985.....”

When the exchange is made and you are ready to perform a service, please:

- Be patient and make sure you understand everything involved before the exchange takes place. Here are some things to think about before making an exchange:
- Ask for references before agreeing to any exchange,
- Discuss the service in detail before it is performed. Clearly explain your expectations or requirements, thereby allowing the member to determine if he/she can meet your expectations.
- Discuss the need for any equipment, materials, & supplies that must be obtained to perform the service. Keep in mind that the member asking for the service is responsible for providing all equipment, materials, & supplies.
- In some instances, you may be asked to use your own equipment to perform the service in the event that the requesting member does not have access to the equipment needed. Use of your equipment should be discussed & agreed upon prior to the service exchange. The person needing assistance is responsible for any costs associated with the operation of your equipment such as motor oil or gasoline.
- After agreeing to help someone, you should follow all directions given to you by the member asking for the service. Do your best to be open to instructions, guidance, & feedback.
- Discuss the amount of time you think the job might take (including the amount of time it will take for the responding Timebank member to get from their home to yours and back) & agree upon the estimated time/number of Timebank Hours required for the transaction. Discuss what will happen if the job takes less or more time than anticipated.

- When accepting a service assignment, be sure to write down the name, place, date, & period of time the assignment is expected to last. Be sure to know the service recipient's name & that he/she have your contact information.
- Clarify whether or not the member will be home during the exchange.
- Be sure to request any additional information you feel is necessary for you to do the work safely and responsibly.
- Do not bring anyone else with you, including children or other non- member adults unless the other party has agreed to your doing so.
- Arrive on time & call if you are running late. The member you are working for may decide to reschedule the exchange if you are running over 15 minutes late.
- It is okay to change your mind about providing or receiving a service; but, always let the member know you have changed your mind as soon as possible.
- If a change in your schedule is required and you are no longer able to do the exchange, please let the other person know that you need to cancel as soon as possible. That way, the person needing your service can try to find someone else to help them. Be patient in the event that a member has to reschedule since there may be times when a member's family, work, or personal responsibilities may cause them to back out of their Timebanking commitments.
- Remember to thank members for their work!

You may be wondering how the exchange of your time should be reported onto the software:



Report My Hours - Hint: Work Top Down!

Did you provide or receive?	<input type="text" value="I Provided this Service"/>
Select the exchange date:	<input type="text" value="."/> (mm/dd/yyyy)
To/from how many members?	<input type="text" value="2"/>
Enter the preparation hours:	<input type="text"/>
Enter the face to face hours:	<input type="text"/>
Lookup the member's name:	<input type="text"/>
Lookup the member's name:	<input type="text"/>
Select the category AND service!:	<input type="text" value="Select Category"/> <input type="text"/>
Leave a comment:	<input type="text" value="Optional Comment (up to 500 characters)"/>
	<input type="button" value="Record Transaction"/>

In reporting exchanges it is the responsibility of the receiving member to report the Timebank Hours of service provided by another member; however, in the event the receiving member does not have computer/internet access, the provider can self-report the hours of service. The software will ask if you provided or received a service, the date the service exchange took place, how many people were involved in the exchange, the names of the people involved in the exchange, the category and type of service that was performed, as well as a section to place a note on if you liked the service that was provided or not.

Once the exchange is recorded, both the receiving member & the provider will receive an email outlining the details of the exchange. It is important for members to report time quickly for the successful operation of the Timebank. Timebank Hours must be reported within 24 hours.

Requests/offers posted on the Bridging the Bayous Timebank website should be deleted once the service has been performed, if the service is no longer needed, or if the offer to provide a service is no longer available.

Questions may pop up in your mind when you first receive a response to your request, especially if you get more than one member who is willing to do the work. Who should you pick if you get multiple responses? How will you know if they have the knowledge/skills necessary to do a good job?

As with any program, there is a certain degree of risk as Bridging the Bayous members exchange services with one another. No work/exchange performed through Bridging the Bayous Timebank is guaranteed & there is no receipt for services rendered. In addition, there may be instances in which the work performed does not meet member expectations. However, finding a person to assist you with a particular need is similar to what you already do when seeking a repairman to fix your washing machine. Either you already know someone that does good repair work or you ask your family & friends for recommendations; the same would be true for Bridging the Bayous Timebank. Ask each person who responded for references and follow up on those references. You can also ask friends and relatives if they know the people that have responded and get their viewpoint on them. The software also allows you to view any members who may have endorsed the responding member for the good work they did for them. Email those members and ask them directly about a particular member's work performance. You can then make the decision on who you would like to work with.

All Bridging the Bayous Timebank transactions are based on a shared value system among its members. Elements of goodwill, good faith, cooperation, and timing have the potential to impact transactions. Available services are based on the skills, talents, abilities and availability of the current Bridging the Bayous Timebank members. However, there is an element of risk involved in all transactions that occur. Members may be either be amateurs or experienced professionals, so don't feel shy asking a member for his/her credentials, experience, or references.

Bridging the Bayous Timebank strongly believes every human being matters & should expect to be treated with courtesy & respect. Here are some reminders that will make your time with Bridging the Bayous Timebank more enjoyable:

- Reply to requests within 48 hours;
- Do not misrepresent your abilities. Only accept requests within your skill range. If a request is one that requires the skill of a licensed professional (for example: electrician or plumber), do not provide the service unless you are certified in that field;
- Fully discuss, understand, and accept the details/conditions of the exchange before it takes place;
- Behave respectfully and courteously;
- Dress neatly & appropriately based on the nature of the exchange;
- Wear your Bridging the Bayous Timebank ID badge when performing exchanges & participating in Bridging the Bayous Timebank activities. Your badge can be printed from your Bridging the Bayous Timebank hOurworld account when you join;
- Arrive on time & perform service exchanges in the agreed-upon amount of time established;
- Be accepting to the guidance and instructions from the Bridging the Bayous Timebank member that requested the service;
- Do not accept money, gifts, or tips from other members;
- Respect members' homes, property, valuables, & expressed service requests;
- Respect the sensitivities of others by not smoking while providing/receiving services;
- Keep all private and/or personal information about other members confidential;
- Do not share member contact information with non-members;
- Avoid sharing non-Bridging the Bayous Timebank emails with members;
- Report service hours performed the same day as the exchange or no longer than 24 hours afterward.
- Avoid relationships developed through Bridging the Bayous Timebank for the promotion of for-profit businesses or for the promotion of personal agendas;
- Remember that other members may not share your political and/or religious beliefs;
- Value the contributions of all community members;
- Always remember that Bridging the Bayous Timebank does not discriminate on the basis of race, color, religion, gender, sexual orientation, national origin, ethnicity, age, or disability.
- Remember...providing and receiving services is how each member can help make Bridging the Bayous Timebank successful for years to come!

Thank you for your interest in Bridging the Bayous Timebank. I know I have provided you with a lot of information. All of these guidelines and tips can be found in the Bridging the Bayous Member Handbook This concludes our presentation. We look forward to working with you soon!