



# **Monadnock Time Exchange (MTX)**

## **Member Handbook**

[www.monadnocktimeexchange.com](http://www.monadnocktimeexchange.com)

**Drafted in Spring/Summer of 2014  
by MTX Steering Committee Members:**

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## Monadnock Time Exchange Membership Handbook

Welcome to the Monadnock Time Exchange (MTX)! We look forward to your active membership in our cooperative community of neighbors helping neighbors. In this guide you will find basic information on how to get started, member policies, and tips on how to have a rewarding MTX experience.

### CONTACT INFO:

Monadnock Time Exchange

380 Water Street

Keene, NH 03431

603-357-2626

Website: <http://monadnocktimeexchange.com/>

Email: [monadnocktimex@gmail.com](mailto:monadnocktimex@gmail.com)

### WHAT EXACTLY IS A TIME EXCHANGE?

A Time Exchange is a cooperative network of people in a regional community exchanging services and using time as currency. Here is how it works: you earn a time credit by doing something for someone else in the network. You can “spend” credits choosing services from others within the network. Everyone’s time is valued equally. For example: an hour of gardening = an hour of child-care = an hour of dentistry = an hour of home repair = 1 hour of teaching someone to play chess. The possibilities are endless. A Time Exchange provides another way to meet people’s needs, building friendships and strengthening communities as we go -- one hour at a time. It uses helpful software and community volunteers to build on the magic of “pay it forward,” one good turn leading to another and another. There are hundreds of time exchanges, or time banks, all over the world.

### ARE MTX ACTIVITIES TAXABLE?

No. The IRS has issued multiple rulings that time-based service exchanges are tax exempt (unlike barter exchanges which count as taxable income). They have given three reasons for this status:

1. *An hour is always an hour. Everyone’s time is equal regardless of the service.*
2. *The purpose is charitable. We are neighbors helping each other enhance the quality of our lives and our communities one hour at a time.*
3. *The hours you earn are backed only by a moral obligation and are not legally binding. For example, we do not guarantee that you will be able to spend the hours you have earned getting the exact services you want. MTX is a cooperative*

*network of neighbors helping each other based on trust and the belief that we can get much of what we need if we share our time and talents in an organized way. The number of services offered on MTX is constantly growing and changing as new members join. The more people who actively participate, the stronger the exchange becomes and the more likely you will get the service you need, so invite your friends, neighbors, and colleagues to join! If you can't find the service you need, go out and recruit someone to join who has the talent you are looking for.*

## **HOW DO I GET INVOLVED?**

### **1. Activate Your Membership**

- a. Apply online or call for assistance
- b. Print and sign the Member Release Form (it's a PDF link on the web site)
- c. Mail to: MTX Membership, 380 Water Street, Keene, NH 03431
- d. Pay Annual Membership Dues: Mail a check for \$10 - \$100 made out to Transition Keene Advocates with MTX Membership in the subject line - or use the soon to be installed "Donate Now" button on our website.
- e. Watch for a "Welcome to MTX!" email in a few days.

### **2. Login**

- a. After you have signed up to join and have been accepted as a member, you can go to the MTX Website and click on "Member Login" in the upper right corner of the screen. Enter the email address and password you used in your online application to gain access to your new membership account. *If you have forgotten your password, you may request to reset it.*

### **3. Build Your Profile**

- a. CREATE BIO: Let everyone know who you are by crafting a personal profile with a photo if possible. Think about what members will most want to know about you, your experience and best times/preferred ways to be contacted. Be sure to include up-to-date contact information so other members can get in touch with you.
- b. ADD OFFERS & REQUESTS: For detailed instructions, click on the "Help" link in the upper right hand section of your Member landing page (after you have logged in) for information on how to start adding services you wish to provide and searching for services you wish to receive. You may also [click here](#) to view instructions.

#### 4. Participate in Exchanges

- a. SEARCH FOR OFFERS & REQUESTS: To see what services other members are offering or seeking, click on the “Offers” and “Requests” links from the main menu. From these pages you can search for specific keywords, or simply browse the directories of Offers and Requests.
  - i. Once you see an Offer or Request that appeals to you, click on “Reply” to send an email to the member who posted it. You may also call the member if a phone number is provided.
  - ii. Refer to this handbook for guidance as you arrange your exchanges. The sections below, such as “GOOD COMMUNICATION = HAPPY EXCHANGES” and “MEMBER COURTESY AND SAFETY” are great places to start!
- b. LOG HOURS: Once the exchange is completed, either you or your exchange partner may log the agreed-upon hours by clicking on the “Hours” link from the main menu. Fill out the form and click “Record Transaction.” All transactions are logged in your Statement, which you can access by clicking on the “Statement” link from your home page.
- c. JOIN/CREATE GROUPS: Groups are a great way to show your affiliations with other MTX members. Click on the “Groups” link from the main menu to browse and/or join existing groups, or to create your own group. Members of groups can post announcements exclusively for other members within that group.
- d. ENDORSE MTX MEMBERS: Did you have a positive experience while exchanging with another MTX member? You can express your good feelings by visiting the member’s Offers or Requests and clicking on the blue “Endorse” icon. You can view who has endorsed another member by hovering your mouse over the red, heart-shaped “Likes” icon.
- e. SHARE THE LOVE: Donate 30 minutes to the MTX member who referred you to us! This keeps our organization growing and allows members to recruit new members.

#### HOW DO I GET HELP WITH MTX SOFTWARE?

If you have any questions about making your first exchange or you do not have access to a computer and will need continuous help making exchanges, please contact the MTX Coordinator, who can be reached at [monadnocktimex@gmail.com](mailto:monadnocktimex@gmail.com) or 603-357-2626. The Coordinator will guide you through the process or assign someone who can.

## **FORGOT YOUR PASSWORD?**

If you have forgotten your password, just click on “Can’t Login” and a new password will be emailed to you. You can then log into your MTX account and reset your password on the “My Profile” page.

## **IS THERE A TIME “CREDIT LINE” FOR MTX MEMBERS?**

Yes. You are allowed to go into “debt” with a negative balance of hours. The most important thing in MTX is making exchanges. However, we recommend that you not go more than 10 hours in debt before you start earning hours back by providing services to others.

Remember, there are plenty of ways to earn hours by offering support services to help the Monadnock Time Exchange directly. If you are having trouble balancing your account, the MTX Coordinator may contact you.

MTX recognizes that some of us may accumulate many hours but not have the opportunity or need to “spend” them. We also recognize that there are instances in our lives when some of us need help, and for medical or other reasons are unable to offer a service to others. To address this eventuality, MTX has established a Time Sharing Fund to which any unneeded hours can be donated at any time. If you have hours to donate or are in need of extra hours to spend, please contact your MTX Coordinator for information on how to access this fund.

## **HOW WILL MY DUES BE USED?**

Research has shown that having paid administrative staff ensures the success and longevity of a Time Exchange. Therefore, at MTX we anticipate having not only paid administrative staff, but also a centrally located and fully accessible office with all of the benefits and overhead that this entails (phone, office equipment and supplies, outreach materials events, web support, etc.). Your dues will help defray the costs of these valuable administrative structures, thus ensuring the vibrancy of MTX and its ability to serve our community in meaningful ways.

## **WHAT ARE OTHER WAYS I CAN GIVE BACK TO MTX?**

Besides becoming an exchanging member of MTX, you may also want to participate in the Steering Committee or various member volunteer teams to help promote and run MTX. (Remember, you can earn time hours credits for directly supporting the MTX!) Below are just some of the kinds of skills and talents that MTX could use as it becomes an ever more vibrant community institution in our region.

### **1. Possible Member Support Team Positions:**

- a. Support Committee – encourage MTX members to be engaged and involved.
- b. Orientation Leader – run orientations for new members, should be comfortable speaking about the program in front of a group once a month.
- c. New Member Mentor – answer new member’s questions and help them get started making their first exchanges. Flexible hours, can be done from home.
- d. Office Helper – data entry, filing, phone calls to schedule orientations, etc.
- e. e-Buddy – offers tech/computer support for those who need help accessing MTX with a computer. Help manage member accounts & provide individual software training.

### **2. Possible Fundraising Team Positions:**

- a. Fundraising Committee – makes sure MTX has funds to support its operations.
- b. Grant Team – research and apply for grants that favor MTX’s mission.
- c. Microenterprise Team – develop alternative revenue sources that use time banking as a tool.
- d. Events Team – Help organize fundraising and other events.

### **3. Possible Outreach Team Positions:**

- a. Outreach Committee – coordinate all outreach and support outreach leaders.
- b. Marketing Team – develop outreach through website, brochures, social media, etc.
- c. MTX Ambassadors – make presentations on the Monadnock Time Exchange at events and to organizations, recruit new members and partners.
- d. Partnership Liaisons – develop collaborations and reciprocity with community organizations such as arts, healthcare, education, business and civic groups.

## **GOOD COMMUNICATION = HAPPY EXCHANGES**

The most important key to a happy exchange is good communication. Both parties should communicate expectations clearly before engaging in the exchange. Here are some things to remember and work out before the exchange:

- You can exchange hours for time spent in the service of making, repairing, maintaining, cleaning, or shopping for an item that you share with someone.
- You can exchange time in increments of a quarter hour.
- If a member is traveling a far distance, they may ask to earn hours for travel time.
- If it takes time to prep or clean up after providing a service, a member may ask to earn hours for this time.

- If the provider incurs expenses (such as gas for a lawn mower), they may wish to be reimbursed. This should be worked out in advance and MTX takes no responsibility for such expenses.
- Members should discuss what may be needed to complete the task and agree how the necessary materials or equipment will be obtained.
- When you communicate clearly before you make an exchange, you are most likely to have a positive outcome!

## **COMMUNITY NETWORKING**

MTX potlucks, orientation sessions, and public events are a great way to meet and get to know members in a safe environment. You may also wish to contact other members through MTX's online software to request recommendations – for example, on the quality of the services received from, and the quality of the interaction with, another member. As mentioned previously, you may also endorse other members within MTX's online software.

## **MTX CORE VALUES**

In order to increase positive outcomes for our members, the Monadnock Time Exchange also expects MTX members to uphold the following five values that guide our cooperative network:

1. **ASSET:** Everyone is an asset. We all have something to give to others that is of great value.
2. **REDEFINING WORK:** Some work is beyond a monetary value. Work can be redefined to value whatever it takes to raise healthy children, build strong families, revitalize neighborhoods, make democracy work, advance social justice, and make the planet sustainable. That kind of work needs to be honored, recorded and rewarded.
3. **RECIPROCITY:** Reciprocity is key. 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?" Social networks are necessary. Networks are stronger than individuals. By connecting and helping each other, we can reweave communities of support, strength, and trust.
4. **EQUALITY:** At the heart of every exchange is equality. An hour is an hour, regardless of the service. All people are valued equally.
5. **RESPECT:** All human beings deserve respect. Respect underlies freedom of speech, freedom of religion, and everything we value. Respect supplies the heart and soul of democracy. When respect is denied to anyone, we all are injured. We must respect where people are in the moment, not where we hope they will be at some future point.

The MTX Steering Committee seeks to embody all five of these values in its work, and encourages MTX members to do the same. We hope that these values will guide all MTX exchanges.

## **MEMBER COURTESY AND SAFETY**

### **1. Thoughtfulness:**

We ask that all MTX members be mindful of MTX's purpose and core values to ensure that we treat each other with respect. Also, please do not solicit other members for personal financial gain or to push your political, religious, or personal beliefs on them. That is not the purpose of MTX. Nor is MTX an emergency service.

### **2. Timeliness:**

It is best to contact members a week or more in advance of when you wish to provide or receive a service. Please phone people within reasonable hours, between the hours of 9 a.m. and 8 p.m., unless they have expressly given you permission to call at a different time. You may wish to enter in your service description the best times to contact you, or when you are available to provide a service. Please be on time to all appointments. If you cannot make an appointment, please give at least 24 hours notice.

We ask every member to try their best to respond to a request within 48 hours, even if it is just to let them know you are unable to provide that service at this time. If you have attempted to contact someone twice and they have not responded within a week, please let the MTX Coordinator know, at [monadnocktimex@gmail.com](mailto:monadnocktimex@gmail.com). The Coordinator will attempt to contact that member and make them inactive if need be. When you search for providers of a service, you can see the members who have logged in most recently and made an exchange most recently (they will be at the top of the list). You may wish to contact them first about making an exchange, as they have recently been active and may be most likely to respond to your request.

### **3. Obligations of Providers:**

We ask that you only offer services that you are able to provide and be clear in your service description what it is you are offering and what you have for experience. If you are a licensed professional you may wish to include your license number. In addition, we ask that you keep your account updated, make sure your contact information is accurate and that you are still able and willing to provide the services you have listed. If for some reason you are too busy or incapable of offering a service, please remove it from your profile. You can always add it back later. If you are going on a long trip or won't be participating for a period



of time, please contact an administrator at [monadnocktimex@gmail.com](mailto:monadnocktimex@gmail.com) and we can make your account temporarily inactive so other members won't try to contact you while you are gone. Your account can be made active again at any time and you will keep any hours you have earned.

#### **4. Obligations of Recipients:**

Be clear about your time expectations, desired outcomes (make a list if necessary), and personal and physical boundaries. Provide safe working conditions. Be clear about conduct in your personal space. At the end of each exchange, agree upon the hours actually spent, and decide who will be posting the hours.

#### **5. Age of Consent:**

Individuals under the age of 18 may only be involved in exchanges with consent of the parent or legal guardian and with adult supervision. It is the parent/guardian's responsibility to be present or have an agreement with another adult to serve as supervisor for an exchange. MTX expects members to adhere to federal and state guidelines governing minors.

*Please contact your coordinator if you wish to activate the MTX "Guardian Angel" function that allows a parent or guardian to follow the posts and communications initiated by those under their care: [monadnocktimex@gmail.com](mailto:monadnocktimex@gmail.com).*

#### **6. Safety and Legal Responsibility:**

Please note that MTX does not verify, guarantee or take legal responsibility for the quality of work performed by its members. It is up to members to verify, ask for and check references. Do not invite anyone with whom you do not feel completely comfortable into your home, your vehicle, or around your children. Similarly, do not enter anyone else's home or vehicle if you do not feel completely comfortable.

If you observe anything that could be interpreted as illegal, please notify the police immediately and then notify the MTX Coordinator as soon as you can. If there is an accident, please contact the appropriate authorities (police, fire, ambulance, etc.) and then notify the MTX Coordinator. Always remember safety first and to err on the side of caution.

## **7. Drugs & Alcohol:**

No MTX member may possess, distribute, sell, or be under the influence of alcohol or illegal drugs during exchanges. The legal use of prescription drugs is permitted during service exchanges only if doing so does not impair the member's ability to provide or receive services safely and effectively. Inappropriate conduct may result in your account being made inactive and forfeiture of all hours earned.

## **DISCONTINUING MEMBERSHIP**

If at any time you wish to discontinue your membership, please contact the MTX Coordinator. MTX reserves the right to discontinue any member who is unable to fulfill the obligations of membership.

**REMEMBER,** good will, good faith, cooperation, sharing and good timing affect all exchanges. Respect for another's best efforts and a "doing your best" attitude are part of what makes exchanges work. **Happy Exchanging!**

If you have any suggestions for additions, edits, or changes to this membership handbook or for MTX in general, please contact the MTX Coordinator by emailing [monadnocktimex@gmail.com](mailto:monadnocktimex@gmail.com) or calling 603-357-2626.