

HOurBank Exchange Guidelines

These guidelines have been developed with HOurBank members to create a **safe environment** where people feel respected and supported. We encourage you to maintain these values and help others do so whilst exchanging or representing the HOurBank. Please speak to a staff member if you don't feel safe or respected and leave the situation.

Arranging an Exchange

When you accept an exchange, either giving or receiving the skill, it is your responsibility to be **clear** what is involved. Please make sure you talk about;



- 1) The time and date of the exchange
- 2) Contact details (In case you need to change arrangements due to an emergency)
- 3) What you both expect and what commitment you want to make
- 4) Please give **clear** instructions so there is no misunderstanding
- 5) Any particular information that you should know about the other person, for example if they use a wheelchair or are visually impaired?
- 6) Let us know the good things you are doing, and keep a record on hOurworld



Also make sure;

- The person is comfortable in your home.
- You provide help that is comfortable and satisfying to the other member (i.e. help that you would like to receive)
- Please respect their home and rules, e.g. wearing shoes inside.
- Provide feedback about the exchange. This helps us to credit your account, know about any problems and monitor the HOurBank's impact for our funders.

The HOurBank is funded by how many HOURS we exchange, so **please let us know**.

Confidentiality and Respect

- Always treat other members **respectfully**, their;
 - privacy and confidentiality
 - property
 - beliefs and views
- Respect another's privacy if someone tells you something in confidence
- Please don't ask for or accept money, gifts or tips from other members

Punctuality and Reliability

When you have arranged an exchange please be punctual and reliable. If however, you can't attend for whatever reason, please contact the member you are exchanging with as soon as possible so that other plans can be made.

People are relying on you.



Safety

HOurBank does not do DBS checks on members. It is your responsibility to decide if you want to go ahead with an exchange or not. Do feel free to back out of an arrangement at any time if you feel unsafe and tell a staff member.

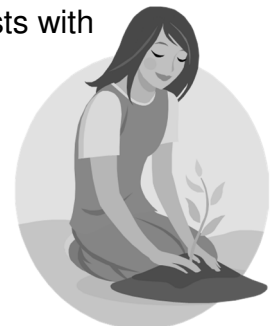
Here are some tips to keeping safe with people that you have not met.

- Try to meet the person before your exchange in a public space like a Coffee Morning, an event, a library or café.
- If it is not possible to meet beforehand:
 - Agree a password, so you know it's the right person
 - Invite another friend or family to be there with you.
 - Let the HOurBank broker know you are exchanging and agree to phone them when the exchange starts and finishes.
- If you are driving someone, make sure you have the correct insurance
- When you go to a new place, be aware of any safety risks or dangers
- Make sure any equipment you use is safe and reliable



Costs

- All costs to be met by the person receiving the help e.g. paint or seeds.
- If you are buying something for the other person, make sure you have agreed the costs beforehand.
- Be clear before the exchange who is paying what, don't make any assumptions. This avoids later embarrassment.
- When driving regularly for someone, discuss petrol costs with HOurBank.



When things don't work out

There will be times when the exchange just doesn't work out. This is ok – you don't have to get on with everyone! If things become difficult:

- Talk to the other person first to see if you can solve the issue together. You may need to agree to disagree. Let the broker know if you have concerns.
- If asked to do something you don't want to, just say 'No thank you'. Be firm, but polite.
- If you feel unsafe, threatened or exploited, let your broker know as soon as possible.

Notes

- When you join the HOurBank we pay you 1 HOur for your time.
- For every new member you introduce we will pay you 2 HOURS.
- Members can owe HOURS or be owed HOURS, be in credit or debit.
- You can donate your spare HOURS to another member.
- We encourage you to regularly exchange. If this is difficult, talk to us.
- If you want to leave please let us know why, so that we can improve.

I have read and agreed to these Guidelines

.....

Date

Signature of Parent or Guardian (if under 18).....

This information will be stored on the Time Bank database for the exclusive use of the Time Bank.