

Welcome to



a community service exchange
of neighbors helping neighbors
where everyone's time is equal



Share your story

Why do you want to be a member?

What would you like to offer?

What would you like to receive?



Overview

- HEP is one of the oldest and most successful time banks in the country.
- We currently have over 500 members.
- HEP continues to evolve as the membership grows.
- How can you utilize HEP to help yourself and the community?



It's your exchange

- Hour Exchange Portland is a largely member-led organization.
- Over the years, members have started recycling programs, garden swaps, a taxi service, educational workshops, etc.
- Sign up for one of our Member Leader positions to earn Hours while helping HEP grow!



Our core values

- **Equality:** Everyone's time is valued equally.
- **Redefining Work:** 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.
- **Assets:** We all have something of value to contribute.
- **Reciprocity:** Giving and receiving are both equally important.
- **Respect:** Everyone matters. We must respect and meet people where they are.



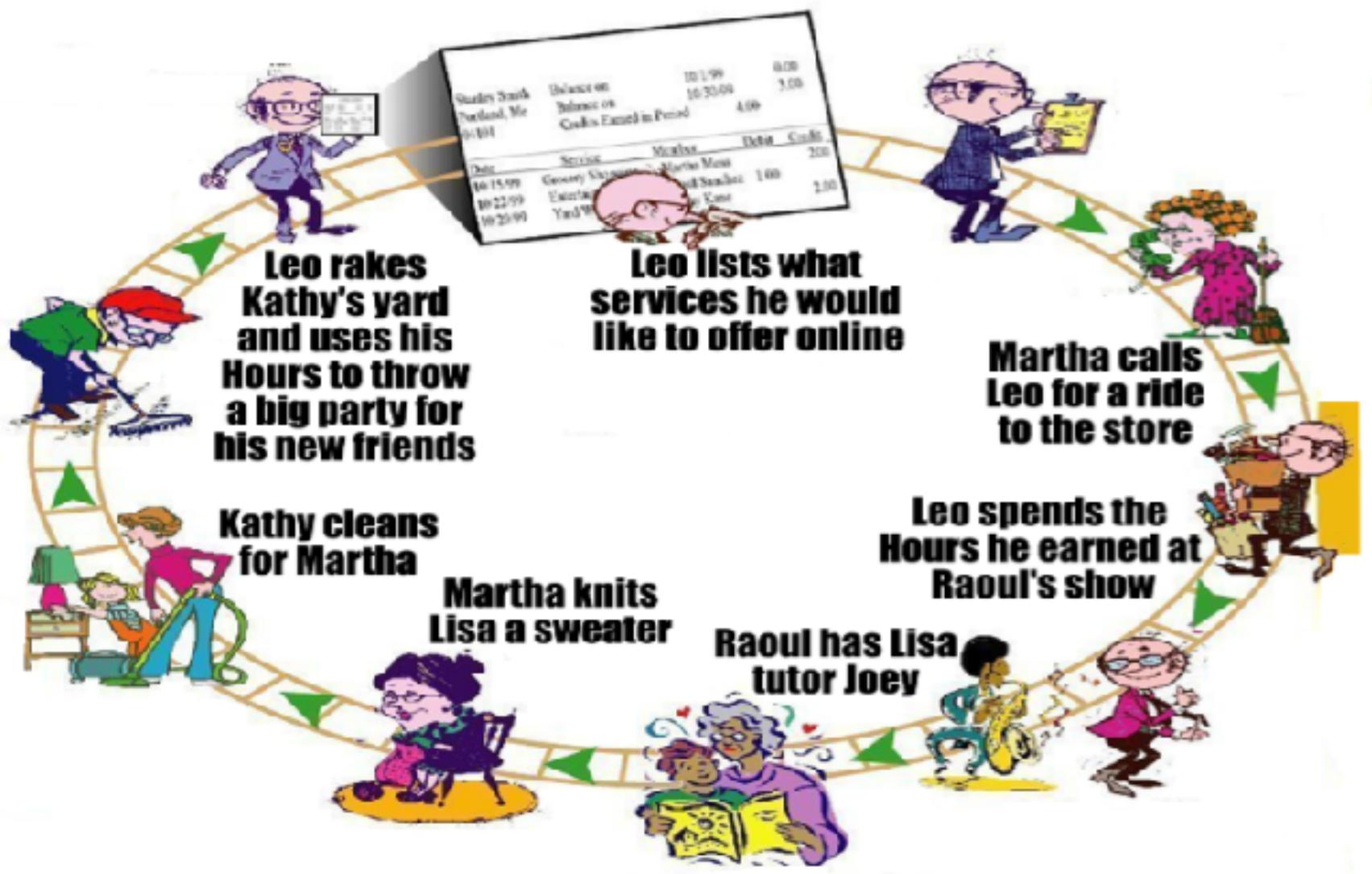
Courtesy

- Keep your account updated with contact info and services.
- Respond to requests within 48 hours.
- Be on time and give 24 hr. cancellation notice.
- HEP is not an emergency service.
- Members are expected to exchange at least once every 6 months to keep our database updated. Inactive members can become active again at any point by contacting the office.



Have fun, get active

- Be proactive, don't wait for someone to call you, start exchanging now, it's okay to go a little in debt.
- Be social, go to potlucks and events or connect to those with like interests online.
- Recruit everyone you know, the more people and services available the better.
- Get comfortable with the online directory.



Stanley Bank	Balance on	10/1/99	0.00
Portland, Me	Balance as	10/30/99	3.00
10/01	Credits Earned in Period	4.00	

Date	Service	Hours	Debit	Credit
10/15/99	Grocery Shopping	1	2.00	
10/22/99	Extraordinary Teacher	1.00		2.00
10/29/99	Yard Work	1		2.00

**Leo rakes
Kathy's yard
and uses his
Hours to throw
a big party for
his new friends**

**Leo lists what
services he would
like to offer online**

**Martha calls
Leo for a ride
to the store**

**Leo spends the
Hours he earned at
Raoul's show**

**Raoul has Lisa
tutor Joey**

**Martha knits
Lisa a sweater**

**Kathy cleans
for Martha**



Communicate

- Agree upon the who, what, where, when, and how **before** the exchange including materials needed, location etc.
- Utilize service descriptions online to clarify your skills and experience.
- Usually the provider of a service reports the hours earned online.
- The receiver can give kudos to the exchange so others can know about the positive experience.



Be safe

- Don't exchange with anyone you don't feel comfortable can provide a service in the manner you wish.
- HEP does not guarantee the quality of work of its members. Members may be licensed professionals or amateurs, so don't feel shy asking about experience and references.



Need Help?

- Check the Member Handbook and Software Guide.
- Member Mentors are available to answer your questions.
- E-buddies assist those who don't have access to a computer.
- Remember, you can sign up to help other members and keep the exchange going. Want to become a member mentor or E-buddy?



Giving back

- HEP relies annual member donations to operate
- Make a tax deductible donation, just \$25 or \$2 a month
- Help on a fundraiser
- Join a leadership team
- Help in the office
- Recruit your friends or local businesses