

Nevada County Time Bank Member Handbook

WELCOME!

In our community, you'll encounter two kinds of helpful folks: **Contact Persons**, who are members with some experience and can help you navigate the time bank or troubleshoot questions, and **Peer Supporters**, who can offer guidance if conflicts or challenges arise. Neither role holds authority—they're simply here to walk alongside you.

Welcome to the Nevada County Time Bank (NCTB)! We're glad you're here. In these pages, you'll find helpful information on how to get started and how to have the most rewarding experience as a member. If you have questions, you can email info@nevadacountytimebank.com or check our website for orientation events.

GETTING STARTED

Once you've completed orientation, you can access your online account by visiting nevadacountytimebank.com and clicking "Member Login" in the upper left corner. Log in with the email you used during registration and your password. If you've forgotten it, click "Forgot password?" to get a reset link.

Visit the "Member Help Guide" for step-by-step instructions on how to list the services you'd like to offer and how to search for services you need.

SUPPORT & COMMUNITY

If you have questions or need help making your first exchange, contact a Contact Person. If you're not computer-savvy and need help with online exchanges, you can sign up for an Contact Person. Both roles are filled by NCTB members who earn hours helping others. As you get more familiar with how things work, you're welcome to support others too!

If you're interested in helping with orientations, organizing community events, or contributing in other ways, please let us know! Nevada County Time Bank is a community-led, non-hierarchical organization. While we strive to avoid dysfunctional power dynamics, avoiding the idea of power altogether doesn't make it disappear. The four individuals who helped start NCTB are not leaders, but due to their ongoing involvement, they may be perceived that way. That doesn't negate anyone else's contributions—and no one holds authority over anyone else. We are all our own masters, showing up to build stronger lives, relationships, and communities together.

We also strive to make this community accessible across lines of income, ability, age, neurodivergence, language, and technology access. If something is creating a barrier for you, we want to hear about it.

WHAT IS A SERVICE EXCHANGE?

A time bank is a mutual support network where time—not money—is the currency. Everyone's time is valued equally, and members exchange services with each other based on trust, reciprocity, and mutual aid.

NCTB is tax-exempt (unlike bartering) because:

1. An hour is always an hour, no matter what service is provided.
 2. Time credits are moral obligations, not legally binding.
 3. Our purpose is charitable: neighbors helping neighbors.
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COMMUNITY AGREEMENTS

- Please only offer services you're confident in providing safely and clearly describe your skills or experience.
- Do your best to respond to messages within a couple of days.
- Communicate in advance about any materials, transportation, or prep time needed for an exchange.
- If you can't follow through on a service, just let the other person know—life happens.
- Don't request urgent or high-pressure tasks (like expecting someone to show up the same day for a big project). You're welcome to note urgency, but respect each other's capacity.
- Do not request or offer services that typically require professional liability insurance (e.g., tree removal, construction, sewage). An ongoing, community-managed list will help clarify which services fall outside our scope. This list will be maintained by members and available through our online platform and orientation materials. If you'd like to contribute to this list or ask questions about a specific task, reach out to a Contact Person.

- You are welcome to offer support and consultation in these fields (e.g., a tree worker may advise someone seeking tree work).
 - If you don't feel safe or comfortable with a request, you can decline at any time.
 - We support all individual's right to self-determination, and we are not in the business of curbing people's liberties. If concerns arise about anyone's ability to safely perform or receive services, they should be treated like any other safety concern: with care, context, and common sense. For example, if someone had poor balance, you likely wouldn't ask them to climb a ladder—but you also wouldn't shame them for it. Let's extend that same courtesy to all our members.
 - Children under 18 must be supervised by a parent or guardian.
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SAFETY, LIABILITY & CONSENT

By participating in the Nevada County Time Bank, you agree to:

- Participate at your own risk.
 - Hold NCTB and fellow members harmless for any injury, damages, or disagreements that may occur.
 - Respect others' time, bodies, and boundaries.
 - Not misuse member contact information.
 - Allow your contact info to be shared with members for arranging exchanges.
 - Understand that emotional labor is real and valuable—just like physical labor. We invite one another to share generously, but never under pressure.
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DISPUTES & CONFLICT RESOLUTION

If a disagreement arises:

1. Start by communicating directly with the other members.
2. If needed, ask another member to ask a Peer Supporter to help mediate.

3. If the issue remains unresolved, we encourage use of sliding-scale mediation services based in Nevada City.

We commit to resolving issues with honesty, compassion, and collaboration.

COMMUNITY STANDARDS & INCLUSION

These standards guide how we show up in the community and with one another:

- It's 2025, and we believe we each have a responsibility to share what we know about the world with each other.
 - Democracy is a muscle, politics is its exercise, and conversation with our neighbors is the fuel that keeps it alive. We welcome respectful differences in thought.
 - A free society does not tolerate Nazis, white supremacists, self-proclaimed homophobes or transphobes, or anyone who targets or punches down on marginalized communities.
 - If you want to sincerely and respectfully explore what that means today, talk to your neighbors in the time bank.
 - If someone doesn't want to discuss these topics with you in that moment, please respect their timing and boundaries. Not everyone has the capacity to engage deeply at all times, and that's okay.
 - That said, we believe that you're worth the time it takes to learn something new—and we all owe each other the effort to teach, listen, and grow together when the opportunity is right.
 - Everyone is encouraged to learn, teach, and grow together.
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THE TENETS THAT GUIDE US

1. It is our responsibility to teach and learn from one another about the world as we understand it today.
2. Strive to act with empathy and care for others, guided by thoughtful reflection.
3. Justice is a living pursuit—when it conflicts with institutions, we choose justice.

4. Your body is yours alone. No one else has authority over it.
5. Respect the freedoms of others, even when you disagree. Oppressing others diminishes your own freedom.
6. Shape your beliefs using the best available understanding of reality. Don't force the facts to fit your narrative.
7. Mistakes are human. When they happen, own them, repair harm where you can, and grow.
8. These commitments are meant to inspire, not constrain. Let kindness, clarity, and fairness be your compass.

EXCHANGE GUIDELINES & ENCOURAGEMENT

NCTB is a place to build friendships, learn new things, and support one another. Keep your profile up to date, communicate clearly, and show up with good intentions.

Let's co-create a culture of care, curiosity, and collaboration.

Welcome to the community.