



TimeBank FAQs for Employees

1. Who can join TimeBank by Healthfirst?

TimeBank by Healthfirst is free and open to all Healthfirst employees.

2. Why should I join TimeBank?

There are so many reasons. Meet new people, including colleagues you've not yet met, find a new hobby, find a way to give to others that fits into your life, tap into a large support network, and so much more.

3. Who are our current TimeBank members?

TimeBank has over 2,000 members of all backgrounds. Many were born in another country and speak multiple languages with Spanish, Cantonese, and Mandarin being the most prevalent.

4. What are the requirements to join TimeBank by Healthfirst?

You must participate in an orientation session and complete an application and agreement form.

5. I'm really busy. I don't know if I have time to participate.

We understand! We want you to join when the time is right for you. Plus, there is no minimum time commitment you have to make—exchange what you can, when you can, even if it's just a few hours. Plus, all orientation sessions are via Zoom and offered at different times to accommodate busy schedules: weekday Lunch and Learns and after 5pm.

6. What if I am not sure what I can offer?

TimeBank by Healthfirst has many ways members can help; we will help you find something that works for you.

7. When can I start?

After you've attended the orientation and submitted the application, we'll contact you to help you get started.

8. Can I request services before I provide a service?

Yes. You can request services immediately after your membership is activated.

9. Can I exchange services face-to-face?

Not just yet. Due to COVID-19, all TimeBank activities are currently virtual, but there are many things you can do from home. Members give 1-to-1 tech and other lessons, make friendly calls to people who are homebound or socially isolated, knit blankets for babies and nursing home residents, and make greeting and birthday cards. We welcome all ideas!

10. Might I be matched with Healthfirst health plan members?

No. Healthfirst Employees will not be matched with Healthfirst health plan members.

11. As a Healthfirst employee, do I need to have a background check?

No. As a Healthfirst employee you are already vetted by HR..

12. When can I do TimeBank exchanges?

Healthfirst employees engage in TimeBank activities any time during non-work hours.

13. Where does TimeBank stand in relation to Healthfirst's embrace of social justice engagement?

Both Healthfirst and TimeBank strive to help make our communities stronger by addressing disparities and inequities, and improving outcomes for those living at risk. TimeBank brings people of all walks of life together to foster relationships, share talents, and support one another's needs.