



WILLIAMS LAKE
AND DISTRICT
CREDIT UNION

NEWS

SUMMER 2020



STUDENT BURSARIES AWARDED

Despite COVID-19 pandemic restrictions sending students home in March, and graduation ceremonies falling short of what the Class of 2020 might have been anticipating, Williams Lake and District Credit Union is pleased to award bursaries to graduating students as per normal practice. This year's bursary recipients include:

LAKE CITY SECONDARY

Devyn Baerg, Wyatt Jacobson, Alex Landry

PETER SKENE OGDEN SECONDARY

Joshua Hutchins, Sally Miller-Davis

Congratulations to our bursary recipients and to all 2020 graduates! If your next step is a post-secondary education, we are here to support you every step of the way.

Your Credit Union has specially designed products to support your journey towards achieving your education goals while easing the financial burden caused by ever-increasing tuition and other costs. From student-focused accounts and loans, to electronic services that allow you to access your accounts while you are away at school, our knowledgeable staff can answer all your questions and put you on the path to success. Call for an appointment today.

ADAPTING DURING A PANDEMIC

We would like to acknowledge the incredible efforts of our members and our staff as adaptations were made due to restrictions brought on by the COVID-19 pandemic. From working at home, to fielding unprecedented numbers of telephone calls, to utilizing electronic services and night depository services, we have all had to do things differently. We cannot thank you enough for your patience and understanding! We were pleased to welcome members back into our Williams Lake and 100 Mile House branches at the beginning of June. Management is continually reviewing branch operations and the latest advice from Dr. Henry and will make further adjustments over time as warranted.



CREDIT UNION FOUNDATION OF BC BURSARIES

The Credit Union Foundation of British Columbia has provided assistance for students in need of a financial hand up for over sixty years. The foundation is founded and funded by British Columbia credit union members. Award selection is based on financial need and covers programs in academic, technological, or vocational streams at accredited institutions in BC. Award details and the online application can be found at www.cufoundation.org. Applications are accepted three times per year. Don't delay — the next application period runs from September 1 to October 15.



▲ Looking across the lobby to our new member service area.

WE'VE RENOVATED!

Regular visitors to our Williams Lake Branch will have noticed that phase two of our branch renovations have been undertaken. Our teller line up has moved! You will no longer see the smiling faces of our member service representatives in front of you when you enter the Credit Union, but a glance to your right will allow you to recognize familiar faces.

And what of the new wall that has been installed where the member service representatives once worked? Office space will be developed for our centralized support staff, allowing them to work together to increase operational efficiency.



CO-OPERATIVE PRINCIPLE 5: EDUCATION, TRAINING, AND INFORMATION

According to the 7 *Co-operative Principles*, "Cooperatives provide education and training for their members, elected representatives, managers, and employees so they can contribute effectively to the development of their co-operatives." Your Credit Union follows this principle by ensuring that ongoing educational opportunities are provided for all employees, managers, and directors.

Each year staff members are assigned training relating to anti-money laundering and privacy to ensure they have the up-to-date knowledge required to keep our members' personal information and financial assets safe. Many staff have formal development plans and are actively pursuing training offered through Cusource (an initiative of the Canadian Credit Union Association). This year, several employees have been provided with the opportunity to complete a leadership training course

offered through the e-Leadership Academy, and professional development for management is supported and encouraged.

Many members of the Board of Directors have taken advantage of the time freed up by pandemic-related travel restrictions to supplement their knowledge and skills through the Credit Union Director Achievement program and offerings from other agencies. Directors are required to complete some training each year, with several exceeding the minimum requirement.

It was reported at the annual general meeting that Credit Union staff in Williams Lake continued to provide education seminars through the *Each One, Teach One* program in 2019, including two well-attended sessions offered through the *Cariboo Chilcotin Elder College*.

CREDIT UNION AGM MOVED TO VIRTUAL FORMAT

The prohibition of gatherings of more than fifty individuals in one place resulted in your Credit Union moving to a virtual format for this year's annual general meeting. Thirty-eight voting members joined our May 7, 2020 meeting via webinar software or telephone, and we are aware that some spouses were sitting in as well. For the first time, members from the 100 Mile House and Bella Coola Valley branches were able to attend the AGM without having to travel to Williams Lake, and local members could attend from the comfort of home.

We would like to take a moment to thank those members who took the time to attend. The annual general meeting provides all members with the opportunity to exercise their right, under *Cooperative Principle 2 — Democratic Member Control*, to participate in the operation of the Credit Union. The business of the meeting proceeded smoothly, with only the guest speaker missing from the proceedings. We apologize to Beth Veenkamp — Economic Development Officer, City of Williams Lake for this lost opportunity, but hope to be able to call on her in future.

We received a request from the membership to explore the possibility of having future meetings include an option for remote attendance, and we will be examining the legality and logistics in the coming months.

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