

# DOLLAR & SENSE

www.nelsoncu.com

a newsletter of Nelson &amp; District Credit Union

Pg 1. CEO Report | Pg 1. Call For Nominations | Pg 1. Holiday Hours | Pg 2. Member Appreciation | Pg 2. WKD

## The Holiday Edition

### From The Desk Of The CEO - Tom Murray



Greetings NDCU family,

Your Credit Union continues to strive to be the financial service provider of choice in your community. Following is a summary of some of the ways we have been working towards that goal.

During September, we engaged in a focused process to develop a collective vision for the future, as well as foundation statements such as Mission, Vision, Commitment to Members and Goals. Every employee of the Credit Union helped shape these statements, which were approved by your board of directors. These are our commitments to you:

- Be membership driven
- Be responsible with our members' resources
- Make decisions locally
- Practice co-operative values
- Give back to our members and communities

We will live these commitments every day. If you feel we are not, I encourage you to let me know.

An example of how we live these commitments came on World Kindness Day in November. In honour of World Kindness day, employees of NDCU made donations to local charities in the names of volunteers who they feel stand out – it was our way of recognizing their efforts. For example, \$100 was donated to the Lions Forest Path Project in Rossland in the name of Bill Profili, and \$100 to Habitat for Humanity in Nelson in the name of Kathy Fair. Both have been tireless volunteers for these initiatives. The World Kindness Day donations are an example of practicing co-operative values (social responsibility and caring for others) and giving back to our members and communities, two of our five commitments to you.

Over the past several months, we have embarked on an enhanced strategic planning process, including developing operating initiatives and related budgets. This will help us to be more responsible with our members' resources, and deliver to you the best products and services we possibly can.

We completed an employee engagement survey in November, and 51 of 52 employees completed the survey, an incredibly

continued on next page

### Nelson & District

CREDIT UNION  *Logically. Locally.*



### Build your Credit Union & your Community

A position on your board of directors allows you to represent the membership's collective values concerning social, environmental and corporate responsibility while setting strategy and direction for your financial co-operative. This ensures a local, strong and viable credit union and community.

### Join your Board of Directors

Three opportunities are available for the following positions:

|   |             |
|---|-------------|
| One Director - Nelson Representative Area   | 3 year term |
| One Director - Rossland Representative Area | 2 year term |
| One Director at Large                       | 3 year term |

Eligible applications must be received by **Friday, January 27, 2017.**

Please direct your inquiries to:  
 VIRGINIA MAKAROFF, Executive Assistant  
 Attn: Nominating Committee  
 Nelson & District Credit Union  
 PO Box 350 Nelson, BC V1L 5R2  
 p. 250.352.7207  
 e. vmakaroff@nelsoncu.com  
 w. nelsoncu.com/CallForNominations



nelsoncu.com

NDCU's **Nominations Committee** will be visiting the Rossland Branch on Wednesday, January 11, 2017 between 3:00 pm & 5:00 pm. Please come and meet the committee members for coffee in order to learn more about the role of a Director and the vacant Rossland Representative Area Director position.



### HOLIDAY OFFICE HOURS

Dec. 23 - regular office hours

**Dec. 24 - 27 - CLOSED**

Dec. 28 - 30 - regular office hours

**Dec. 31 - Jan. 2, 2017 - CLOSED**

Jan. 3, 2017 - regular office hours

## From The Desk of The CEO - continued

high percentage. It's extremely important for us to understand how our employees think we are doing and what we can do to improve our workplace. We are already an employer of choice in our communities, and we want to ensure we remain that way.

In August, we completed negotiations for a new collective agreement with our employees. Thanks to the collective efforts of both negotiating committees, who worked hard to understand each side's respective points of view, we were able to conclude negotiations in less than three months without a strike vote being taken and without going to mediation. This is the first time in 40 years that has happened. We are looking forward to working collaboratively over the next four years to make your Credit Union the financial service provider of choice in our communities.

In closing I would like to thank all members for their commitment to Nelson & District Credit Union. It is with your membership that we will continue to offer competitive products and personalized service in the communities we serve. I hope each and every one of you is able to enjoy some time with friends and family during the holiday season.

**Friday January 6, 2017 is NDCU Member Appreciation Night at the Nelson Leafs game. Present your MemberCard at the door and receive a discounted admission. PLUS, get to the game early for some give-aways, sign-up for some great prizes and get your puck for a chance to win a wild card puck toss entry for one \$1000 term deposit from NDCU.**

## Join the Board of Directors: Help Build NDCU

More than 5 million Canadians and business owners are members of credit unions. Their financial security and success depend on the commitment and capabilities of the board of directors they elect.

That's why it's surprising how many credit union members are unaware of what their directors do and how important it is to be an educated participant in the electoral process. As in any democracy, the people elected to represent member interests are responsible for and accountable to the economic well-being of the people who voted them into office. So, here's some information to bring you up to speed on the duties of a board of directors, your role in the decision-making process and what you should know if you want to run for a position.

A credit union is a business and must be run accordingly. Your board of directors sets the policies and procedures affecting everything from business operations, to community involvement, to dividends. Your board also represents the membership's collective values concerning social, environmental and corporate responsibility.

A director's position is voluntary, although expenses are covered and an honorarium is provided. Directors devote a significant number of hours preparing for and attending regular monthly board meetings. Additional time is also spent preparing for and serving on various advisory committees with specific responsibilities such as credit union policy, governance, leadership and so forth.

A number of director positions are up for nomination each year. Elections are held in-branch and by mail-in ballot in April, with

the successful candidates announced at the Credit Union's Annual General Meeting.

While a good heart and clear mind are important attributes, prospective directors should also possess pertinent experience and skill sets. Are they passionate about the well-being of the community at large?

Strong governance, leadership, communications and technology skills are assets, and previous board or committee experience is a definite plus.

A credit union is only as good as its board of directors. That's why it is so important for well-informed members to show up when election time comes around.

Are you interested in learning more about your board of directors or becoming a director? Speak with a current director or contact Virginia Makaroff, Executive Assistant, at 250.352.7207. Also, visit our website for more information, [www.nelsoncu.com/CallForNominations](http://www.nelsoncu.com/CallForNominations).



## Four Thousand One Hundred Dollars Gets Shared With Community Champions

As a way of celebrating kindness, community, co-operation and the contribution volunteers make to their communities, the Credit Union distributed a total of \$4,100 to the areas we serve in Nelson, Rossland and the East Shore.

Tom Atkins, Manager of Marketing and Relationship Development indicated, "This is the third year we have recognized volunteers in this way. Employees select a volunteer who should receive this honour and the organization the volunteer represents receives the \$100 cheque. The funds came out of our Community Investment Program (CIP)."

"As members continue to support us with their deposit and borrowing needs we will continue to put our profits back into these vital community programs in the name of community volunteers. I also think something like this shows how our Credit Union is different and plays a leading role in supporting the communities we serve," indicated Tom Murray, CEO.

The CIP program began sixteen years ago and along with the \$4,100 we just handed out on November 25, we have donated around \$3.25 million in that time period! And the timing for our event fit in well with the observance of World Kindness Day on Sunday, November 13.