



# Check It Out!

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CUCBC Information Centre newsletter

October 2005

## Happy CU Day!

**Credit Union Day** is the time to celebrate the connections that credit unions have to their communities year-round. Starting more than 60 years ago, credit unions have been an important part of the lives of British Columbians.

From a high of 328 in 1961, there are currently 53 credit unions in B.C. The **Hot Topics** listing on page 3 features books from the Information Centre collection on the development and history of credit unions in British Columbia.

Continuing our review of services provided by other departments at Central, this issue looks at the variety of services and responsibilities handled by **Government Relations**, on page 2.

Though we all work in the co-operative system, sometimes it is hard to co-operate at work. Some suggestions on page 4 can help lessen the inevitable **disagreements** which do arise.

Happy reading!

## Credit Union Day & Co-op Week

Each year, Credit Union Day and Co-op week provide the perfect opportunity for Canadian co-operatives and credit unions to celebrate the fact that they – and their members -- have collectively helped to build Canada and to recognize their continuing contributions at home and abroad.

Credit Union Day is designated as the third Thursday of October each year. Co-op Week is celebrated during the week in which Credit Union Day falls. This year Co-op Week is October 16-22, with Credit Union Day being on October 20.

The theme for Co-op Week 2005 is *The Power of Co-operation... Innovation \* Community \* Commitment \* Success*. The Canadian Co-operative Association website features a section on the impact that co-operatives have had on the Canadian economy in the 2005 Co-op Week section at <http://www.coopscanada.coop/>.



The World Council of Credit Unions Inc. (WOCCU) sponsors International Credit Union Day (ICU), which is also celebrated on the third Thursday in October. The theme for this year's ICU is *Credit unions: members make it happen*. Read more about it in the Get Involved section of the WOCCU website at [www.woccu.org](http://www.woccu.org).

### INSIDE THIS ISSUE

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# Spotlight on ... Government Relations

The Corporate Secretary and Government Relations Department is part of the Trade Services and Corporate Secretary Group. It is headed by **Vice-President, Richard J. Thomas**, who is the Secretary of Credit Union Central of British Columbia and all of its subsidiary corporations. The Corporate Secretary of Central is appointed by the Board of Directors. The **Corporate Secretary's** responsibilities include:

- maintenance of Central's corporate records, its seal and those of its subsidiaries and their application, administration and safeguarding of trademarks belonging to Central and its subsidiaries, and adherence to corporate policies and procedures;
- co-ordination of legal advice and support for the effective operation of Central by liaising with, and directing internal and external legal resources to Central, its subsidiary companies, and the credit union and co-operative movement in British Columbia;
- co-ordination, notices, agendas, minute preparation, and subsequent follow-up for all Executive Committee, Board of Directors and general membership meetings. The Administrator, Corporate Relations co-ordinates general membership meetings. She also acts as Delegate Credentials and Registration Supervisor;
- co-ordination of activities related to system strategic planning and Central's organizational planning. Organizational planning for Central concerns itself with both the identification and execution of strategic initiatives noted above and the effective work flow and culture of the organization.



**Government Relations** is responsible for the establishment and maintenance of the B.C. credit union system's legal and government relations programs. This entails undertaking public sector research relative to credit unions in British Columbia.

Department staff members provide assistance to member credit unions through written and oral response to inquiries relative to the *Credit Union Incorporation Act*, the *Financial Institutions Act*, and other legislation impacting upon credit unions.

Government Relations staff also liaise with appointed officials, particularly within the Ministry of Finance, FICOM, and the Credit Union Deposit Insurance Corporation of British Columbia.



Specifically, Government Relations staff is involved in:

- ✓ Assisting the Corporate Secretary in meeting the requirements of both provincial and federal legislation, including the *Cooperative Credit Associations Act* and Regulations and federal Anti-Money Laundering legislation, and the Constitution and Rules of Central in relation to the corporate governance of Central.
- ✓ Participating in presentation of credit union positions to federal, provincial, and regional and municipal government officials.

The Government Relations group includes:

**Charlene Loui-Ying** -- General Counsel & Government Relations Officer

**Darren Kozol** -- Assistant General Counsel

**Edythe van Wallegem** -- Administrator, Corporate Relations

**Tanya Petterson** -- Executive Assistant, Corporate Relations

**Jill Janzen** -- Government Relations Assistant

# Hot topics: Credit union history

From their modest beginnings in the 1930s, credit unions and co-operatives in British Columbia have become prominent in the everyday life of the province. B.C. credit unions have chosen different ways of remembering their past. Here are a few resources, which chronicle some of our system's past.

Any of the books listed here can be requested by e-mailing [infocentre@cucbc.com](mailto:infocentre@cucbc.com) or through the InfoCentre Online electronic catalog at <http://infocentre.cucbc.com>.

- Co-operation, conflict and consensus, Dr. Ian MacPherson, 1995. Traces the development of B.C. Central Credit Union and the B.C. credit union movement from its inception to 1994, Central's 50<sup>th</sup> anniversary.
- Excelsior!, Patrick A. Dunae, 1996 – A history of Nanaimo Credit Union, a forerunner of Coastal Community Credit Union, from 1946 to 1996.
- A History of Greater Vancouver Community Credit Union, Philip Moore and Clarence Morin, 1990.
- A History of V.P Credit Union, Clarence Morin, 1994. – Details the history of the credit union serving the Vancouver Police community on the occasion of its 50<sup>th</sup> anniversary
- Safe haven, Jan DeGrass, 1990. – A history of Gulf & Fraser Fishermen's Credit Union's 50 years of service, from 1940 to 1990.
- Working dollars: the VanCity Story, Herschel Hardin, 1995. – An overview of the development and growth of Vancouver City Savings Credit Union, starting with the October 1946 day when Mr. C.P. Grad came in to deposit his life savings, \$300, before the new credit union's charter had even arrived from Victoria.
- Where credit is due, Jurgen Hesse, 1993. – A celebration of 50 years of Edelweiss Credit Union, now part of Prospera.

B.C. credit union history available online includes:

- Credit Union Central of British Columbia's history overview at <http://www.cucbc.com/aboutus/history.html>
- Envision Credit Union's History page at <http://www.envisionfinancial.ca/page323.aspx>
- North Shore Credit Union's "Who we are" page at <https://www.nscu.com/Personal/AboutUs/WhoWeAre/>
- Vantel / Safeway Credit Union highlights some of their history at <http://www.vantelsafeway.com/index.php?area=16>.
- The website of the University of Victoria's B.C. Institute of Co-operative Studies features stories and photos from B.C. credit unions and co-operatives in webpages for their "Galleria Project." This repository highlights aspects and organizations from B.C.'s co-op system arranged by region, sector, and theme, and including 18 B.C. credit union histories. The Galleria Project homepage is at [http://bcics.uvic.ca/galleria/about\\_us.html](http://bcics.uvic.ca/galleria/about_us.html).

## \* Co-operating in co-operatives \*

No matter how co-operative we all try to be at work, dissension and disagreement in the workplace do happen. Here are some suggestions for ways to make necessary disagreements less disagreeable...

- Never disagree about a problem without having a suggestion for a solution.
- Pick your battles carefully. Complainers are often seen as those who disagree with everything. Choose to agree if you don't feel strongly about something.
- Appeal to the common good. Make sure others know that you are disagreeing because of a shared value.
- Be humble. Complainers are often people who seem to feel that they have a corner on the truth.
- No matter how strongly you feel about something, keep your emotions in check – always.
- Test the waters – not all disagreements are welcome at work. Be prepared to offer your ideas, but be mindful of the environment and timing.
- Some suggestions for managers who want to encourage “contributions” and get mostly “complaints” – Tell employees that a variety of ideas and respectful disagreement is welcome on their first day, and mean it. Show appreciation for disagreement by praising the idea and the constructive way in which it was offered. Take time to coach complainers about better ways to offer their suggestions. Have regular “make it better” meetings to encourage working on suggestions which have been made.

(John Izzo, Globe and Mail, Sept. 30, 2005)

Two of John Izzo's books, “Awakening Corporate Soul” and “Second innocence: rediscovering joy and wonder” are available from the Information Centre. Request by e-mailing [infocentre@cucbc.com](mailto:infocentre@cucbc.com) or through the InfoCentre Online electronic catalog at <http://infocentre.cucbc.com>.

## Contact us – please!

**The Corporate Information Centre is here to assist you in working for your credit union's success. Here's how you can reach us...**

Credit Union Central of British Columbia

**CORPORATE INFORMATION CENTRE**

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2<sup>nd</sup> floor, near the stairs

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A two-page Information Centre services overview is available, in print or on the Centre website. Check it out!

To request a copy of the services overview or information about any Centre service, just e-mail [infocentre@cucbc.com](mailto:infocentre@cucbc.com).

