



First Regional

Buzzzz

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COMPUTERS FOR WOMEN'S CENTRE



CEO Ms. Patricia Smith and Centre Manager, Mrs. Velma Monteith (right, bending) interact with two students as they test the just-donated computers . At background are other members of the class.

First Regional Co-operative Credit Union has donated two computers to the Women's Centre of Jamaica Foundation (St. Ann's Branch) to help the young women at that facility prepare for their CSEC Exams.

The young women will be taught through Skype from the Centre's Kingston branch, and will be sitting a number of subjects including Mathematics; English Language, Biology and Social Studies. The donated computers will help the students access these classes.

In a brief address, CEO Patricia Smith said the donation of the computers represented First Regional's expression of support and encouragement to the young ladies

attending the Women's Centre. She urged them to make use of the opportunities for education, instruction and training in order to acquire the skills and confidence to go forward in the world.

The Women's Centre addresses the problems of interrupted education among girls 17 years and younger who are forced to drop out of school because of pregnancy. Centre Manager, Velma Monteith welcomed the computer donation. She thanked First Regional, and noted that there had been many success stories among teen mothers attending the Centre, as a number of them had gone on to pursue tertiary studies.

CREDIT UNION WEEK OCT 16 - 21

Credit Union Week is just around the corner, and will be launched with a Church service on Sunday October 16.

Turnout at last year's church service was impressive, and I believe we'll do even better this year as we mark the start of this significant week in the Credit Union Movement's calendar.

Arrangements are being made with a church in Brown's Town to host the First Regional team. I will give you more details as soon as these are available.

In the meantime, do **mark it in your diary** and plan to attend the church service on **Sunday October 16** to launch the week.

See you there!



In all languages we say a **HEARTY WELCOME** to our newest First Regional employees:

- ◆ Akiem Bryan - Port Maria Branch
- ◆ Andel Phillips - Ocho Rios



FROM GOOD TO GREAT

As we continue initiatives to grow our Credit Union from **GOOD TO GREAT** the Buzzzzz Newsletter will be sharing tips to enhance the delivery of quality service to our members. Tips are courtesy of our Human Resources (HR) Department. Let us keep these at the forefront of our minds.

TIP #1

- Use the L.E.A.R.N process to resolve members' issues.

TIP #1

Listen
Empathise
Apologise
React
Notify

UPSTAIRS #8

Anticipation mounts as we watch the gradual progress towards completion of the space upstairs our Ocho Rios building at 8 Main Street.our Terrace on the third floor.

When completed the terrace will function as a multi-purpose space to accommodate lunchtime dining; a kitchen for meal preparation; restrooms; a venue for staff get-together and there's even to be a mini-gym thrown in for good measure! Did I say multi-purpose?

Those of us who have had the opportunity to visit Upstairs #8 as the work progressed, would have also been struck by the breathtaking view of Ocho Rios that the terrace provides!

As the work progresses we share with you the journey from one stage to the next.....Definitely looking forward!




Farewell

We say a fond farewell to Miss Plumetta Sewell of our Ocho Rios Branch and Mrs. Merlene Turner-Forbes of Discovery Bay Branch.

We wish them both all the very best as they retire.