

## **CENTRAL STATE HOSPITAL CREDIT UNION STATEMENT OF COMMITMENT TO MEMBERS**

As a member-owned, not-for-profit financial cooperative, Central State Hospital Credit Union is committed to our members. We will uphold our fundamental responsibility to actively serve people within our field of membership, and as appropriate, the communities they live in. We will treat all members with respect and dignity and we will offer honest, fair deals to all members at all times. We will deliver a range of low-cost products and services to the diverse economic and social make-up of our members and potential members. We will look for better ways to reach out to the underserved in our field of membership. And we will continually, in all facets of operations, demonstrate the value of membership in Central State Hospital Credit Union.

We will monitor and communicate our service to members in a meaningful way so that members, potential members, legislators, regulators, and the community at large will understand and appreciate the unique role that member-owned financial cooperatives play in their lives.

Throughout Central State Hospital Credit Union's strategic plan, we will put forth every effort to enable our members to become financially self-sufficient and successful. We will place high importance on consumer education and the teaching of financial thrift.

This STATEMENT OF COMMITMENT TO MEMBERS is consistent with our credit union principles of "Not for Profit, Not for Charity, But for Service" and our philosophy of "People Helping People." This statement represents good business practices that ensure the financial strength of our credit union on behalf of our members.

Each year the administration of the hospital sponsors a hospital wide Employee Appreciation Day. The goal of this celebration is to allow the members of the administration an opportunity to show their appreciation to the rank and file employees of the hospital for a job well done. A psychiatric hospital setting is usually a stressful and taxing place to work and the major goal is always to provide a safe, stable and stimulating work environment.

The Employee Appreciation Day Program provides a day of fun filled, relaxing, activity including a delicious meal, various activities, and door-prizes. Our Credit Union considers it very important to be a part of this annual celebration by providing money for cash door prizes.

The Central State Hospital Foundation was established with the goals of providing monetary supplements within the hospital for employees who wish to further their education and enhance their abilities as care givers within the hospital setting. Through the efforts of the CSH Foundation, many employees have received nursing grants for more education. One-day seminars are held for para-professionals, secretaries, and medical records employees.

One of the major fund raisers each year is a golf tournament. Our Credit Union donates assorted items for door prizes. This is an excellent advertizement for our Credit Union and our involvement demonstrates our concern for the well being of the hospital employees.

The Benefits Fair held by the hospital each year gives our Credit Union a chance to talk with each employee explaining the purpose of the credit union and the benefits of credit union membership.