



Twin Valley Co-op Member News

BIRTLE • MINIOTA • ELKHORN • ROSSBURN • RUSSELL



www.twinvalleyco-op.crs

WINTER 2020

We are members. We are owners. We are Twin Valley Co-op.



We have been proudly serving our communities since 1929. Co-op is a different kind of business. If you're a member, you're an owner. In fact, your co-operative is completely owned by members like you. We don't have a head office somewhere else or shareholders who aren't members. Our business benefits our community. We are local. We are community owned. And we are invested in the communities in which we live and work.

Since our last newsletter, we held Fuel Good Day which raised \$2600 for local school breakfast programs. We were thrilled to have a Community Spaces recipient chosen in one of our home communities; the Assiniboine West Watershed District received a donation of \$62,000 from Federated Co-op toward their outdoor classroom and watershed projects. We have donated \$750 to each of the four local food banks to help assist during this years pandemic needs. We supported the Elkhorn Elks movie night in July, St Lazare School received a shed and trolley donation for their outdoor classroom area, Silverton Community Centre received \$500 to reinsulate and install siding, presented a 4-H Gold Watch Award in Rossburn, and supported Miniota Snowblazers with a donation towards fuel for the snow groomers, plus many more! Thank you for shopping local - it has a ripple effect when we can support our communities. ♥ #wearecoop

TOTAL RAISED \$2600.00	
Birtle School:	\$ 900.00
Elkhorn School:	\$ 250.00
Miniota School:	\$ 150.00
Birdtail Sioux School:	\$ 150.00
Binscarth School:	\$ 100.00
Rossburn School:	\$ 200.00
Waywayscappo School:	\$ 350.00
Russell School:	\$ 500.00

Twin Valley



Message from Dwayne Moncur, General Manager

Welcome to our December Newsletter!

Without a doubt, the most unusual year that we have ever been through. Covid-19 certainly influenced the way we conducted business, especially in our high traffic locations.

Our TVC team has done a great job of adhering to the Covid regulations; the guideline rules are implemented as soon as they change. Masks and sanitizing is a priority, and checklists are followed. When the restrictions were lifted, we decided to continue to wear masks regardless; hopefully it has made a difference.

Restricted travel has had a large effect on our sales and the number of people through our stores. Our team is doing what they can to make sure they can look after you in a timely manner. On occasion, lines into the stores will develop, but everyone understands and accepts it. Your patience is greatly appreciated. It is our hope that we can get back to having it in person next year.

I would like to thank you all for your support. The cards you send to the stores and words of encouragement you give to our team is truly appreciated. Thanks to our TVC team, for all your hard work.

Please stay safe everyone and Happy Holidays!



COMMODITY HIGHLIGHTS:



ADMIN: To assist with trying to flatten the COVID curve and ensure we are following the restrictions that are in place with the current Code Red, the Admin office is currently closed to the public. The office staff is still working hard and available throughout our normal office hours, Monday-Friday 8:30am-5pm, you can reach us by phone 204-842-3387 or by emailing admin@twinvalleycoop.ca. We would be happy to assist you virtually. Please remember that payments can be made at any of our TVC locations as well as by mail and online banking. If you need to drop something off or pick something up, please use the door bell at the front door of the office and someone will be with you as soon as possible. Thank you very much for your cooperation throughout these unprecedented times. We wish everyone a safe and happy holiday season!



AGRO: In spite of the social restrictions our Grow Teams have faced this year, our team stayed connected via phone, email, and text to our producers to assist with a successful spring and harvest 2020. While we can't share that cup of coffee around the kitchen table, we remain committed to assisting you with your agricultural needs; the latest addition to our services is soil sampling. We are already looking forward to spring 2021, and encourage you to book your seed for the upcoming season as soon as possible. More details can be found on our website regarding bulk seed options; our lineup consists of 3 wheat varieties, 2 soybean varieties, and 1 pea variety. As the holiday season approaches, our Grow Teams wish you all the best during this season – and remember to come see us about 2021 pre-buy opportunities.



ENERGY: Our Gas Bars provide full service at the pumps no matter what the weather. They are also continuing with full service at their beverage counters since the public health guidelines were introduced. Russell and Birtle Gas Bars continue to have the fresh deli sandwiches, chicken, fruit and veggies in individual wrapped containers for your pickup ease.

< FUELIT >

CO-OP Twin Valley

1-866-577-3835 1-866-577-FUEL

HOME CENTRES: Our home centres are offering free on site estimates within our local trading area, and with physical distancing guidelines as you continue your building and renovation needs. Our Home Centres would like to thank you for your patronage this year and offer a heartfelt Merry Christmas and a prosperous new year.



FOOD STORES: Our Food Stores have been extremely busy this year. We encourage our customers to continue following our provincial health rules to ensure the safety of our communities. We strongly encourage only one shopper per family when possible. We do offer delivery and pickup services, please contact our food stores for details. This has been a very trying year, and we thank you for your cooperation and patience. We are very appreciative for our customers and the support given by shopping local. From all of us we wish you a Merry Christmas and let's all do our part to keep our communities safe.



#sanitize #wearmask #staysafe

CREDIT: Our Credit Department is business as usual while respecting Covid regulations. Contact Audrey Zenchyshyn Credit Manager to discuss your credit requirements at 204-859-3299 or email a.zenchyshyn@twinvalleycoop.ca

We are now taking applications for the FCC 2021 Lead With Seed Program. This offer allows growers to take advantage of no interest and no payments until Oct 1, 2021. Deadline for applications is Jan 29, 2021. For those who already have Lead With Seed limits, there is no need to reapply unless you require an increase. Please contact your Agro Representative or Audrey in the Credit Department to apply.

Twin Valley Coop also offers Scotiabank Yield More Financing for your Crop input financing needs. If you require more information, please contact Audrey in the Credit Department.



\$1 from every Give Card sold will be donated to Red Cross Emergency Relief fund.

Give the Gift Card that Gives!

Now until Dec 31st.

We are immensely proud of the teams we have in place to assist our members and our communities. Recognizing that through the work that we do, our teams are helping to build, fuel, feed and grow our communities. It has been a stable motivation that we have leaned upon through these unsettling times.

Through challenges, our team has continued to thrive in the areas of Health and Safety – with their detailed commitment to protocols to keep you safe. While continually adapting to changing health orders, we have committed to provide you with safe and exceptional service and products to see your family through.

Sometimes we hit it out the park, and sometimes, we must look at how we can refine our approach. Without question – this pandemic has pushed online shopping into the forefront.

Our local team members are working hard each day to serve you each day. We know it is extremely easy to order online. However, it is important to give local business a chance as well. Call us and if we can get it, we will order it in! Consider - is that any different than waiting 3-8 days for your online order to show up in the post office? Consider also - large companies support our local community organizations and volunteer as much as us local businesses do?

As we reflect on some of the new realities we are facing, and entering into our new fiscal year – our team is working hard to refine and strategize key services and how we can maintain and/or increase service to our members.

Twin Valley Co-op has 183 local team members, 15 departments in 5 communities ready to serve you! Our team has a deep commitment to customer service in mind and as we look at potential for business growth in our communities, these are 10 things we will keep in mind:

Think AHEAD — This is the moment for strategic and long-term planning. What are the possibilities in the current and future economy that will align with our community's goals?

Think BACK — When things are “quiet” - gather and examine: What has worked well for us in the past year and why? What has not worked as well and why? How adaptable have we been / or can be to change?

Think DEEP — We are taking a deep dive into systems currently in place, looking for efficiency, ease of service and timeliness.

Think ACROSS — We need to brainstorm ways that our work can positively impact others, including other local business and community groups. We are taking a deep look at our talent pools and reflecting on how the team can grow both now and in the future.

Think GROWTH — While downtimes are ideal for developing ourselves and our teams, we will commit to take this time to access more online learning, get comfortable and versatile with software like MS Teams, Cisco Webex, Skype, using Facetime for Business, Zoom, and GoToMeeting, upgrading technology to create more options and flexibility for our members.

Think WELL-BEING — Make it crucial that we sustain our physical and mental health! Consider paying more attention to maintaining parameters around work and non-work time and time spent with loved ones. How can we maintain or even enhance levels of physical activity both in the home and outdoors despite social distancing requirements?

Think NOW — One huge priority is to continue to clean and sanitize our spaces and equipment for your continued safety. Our commitment to following the Public Health orders will not falter. Yet- while doing our work, we will commit to adapt in what we do and how we do to add our unique value to your rural lifestyle.

Think DIVERSITY AND INCLUSION – Our team looks like the communities we work and live in! Our team boast a variety of cultures, speak many languages, and we work with all types of abilities and disabilities! We are committed to inclusion and will continue to strive in this area.

Think JOY – We will continue to find ways to enjoy our work during these times and cultivate that attitude of gratitude, knowing we are fortunate to live and work in Canada.

Think PEOPLE! – *On behalf of our team, we thank you for your support over this last year and wish you the best in the upcoming holiday season. We invite you to chat with our team members, let them know when they have positively impacted your day. Let's each make a commitment to be kind today and in the new year as we look forward to when this pandemic is behind us.*

Take care – Stay well,
Human Resources & Safety – Annette Dreilich NCSO



Our Holiday Hours - Wishing you all the best this holiday season!

Birtle Admin	
Dec 24	8:30-4:00
Dec 25	Closed
Dec 26	Closed
Dec 31	8:30-4:00
Jan 1	Closed

Bulk Petroleum	
Dec 24	8:30-4:00
Dec 25	Closed
Dec 26	Closed
Dec 31	8:30-4:00
Jan 1	Closed

Birtle Food Store	
Dec 24	9:00-4:00
Dec 25	Closed
Dec 26	Closed
Dec 31	9:00-7:00
Jan 1	Closed

Birtle Gas Bar	
Dec 24	6:00-5:00
Dec 25	Closed
Dec 26	8:00-8:00
Dec 31	6:00-9:00
Jan 1	11:00-8:00

Birtle Home Centre	
Dec 24	8:00-4:00
Dec 25	Closed
Dec 26	Closed
Dec 31	8:00-6:00
Jan 1	Closed

Birtle & Elkhorn Agro	
Dec 24	Closed
Dec 25	Closed
Dec 26	Closed
Dec 31	8:00-4:00
Jan 1	Closed

Elkhorn Food Store	
Dec 24	9:00-4:00
Dec 25	Closed
Dec 26	Closed
Dec 31	9:00-6:00
Jan 1	Closed

Elkhorn Home Centre	
Dec 24	7:00-4:00
Dec 25	Closed
Dec 26	Closed
Dec 31	7:00-5:00
Jan 1	Closed

Miniota Agro	
Dec 24	Closed
Dec 25	Closed
Dec 26	Closed
Dec 31	8:00-4:00
Jan 1	Closed

Miniota Food Store	
Dec 24	9:00-4:00
Dec 25	Closed
Dec 26	Closed
Dec 31	9:00-6:00
Jan 1	Closed

Miniota Home Centre	
Dec 24	8:00-4:00
Dec 25	Closed
Dec 26	Closed
Dec 31	8:00-6:00
Jan 1	Closed

Rosburn Agro	
Dec 24	Closed
Dec 25	Closed
Dec 26	Closed
Dec 31	8:00-4:00
Jan 1	Closed

Russell Agro	
Dec 24	8:00-4:00
Dec 25	Closed
Dec 26	Closed
Dec 31	8:00-4:00
Jan 1	Closed

Russell Gas Bar	
Dec 24	6:00-5:00
Dec 25	Closed
Dec 26	8:00-9:00
Dec 31	6:00-9:00
Jan 1	11:00-9:00

Russell Home Centre	
Dec 24	8:00-4:00
Dec 25	Closed
Dec 26	Closed
Dec 31	8:00-5:00
Jan 1	Closed



Board of Directors 

Congratulations to Mark Morton who became the President of the Board of Directors in 2020. Thank you to Jim Boucher for your years serving as President; now taking on the role of Vice President. Welcome to Holly Decorbly as Board Secretary.

Board of Directors 2020-2021:

- | | |
|----------------------------------|--------------------------------------|
| Mark Morton, President | James Boucher, Vice-President |
| Holly Decorbly, Secretary | Diana Brydon, Director |
| Kendall Heise, Director | Jean Hogarth, Director |
| Mark Humphries, Director | Manley Mackedenski, Director |

The Board of Directors attended the Annual Planning Session with the Senior Management Team of TVC. This is a meeting where the Board hears from the Team Leaders what their plans are in leading their division into the future and how it will enhance the growth of TVC. It provides an opportunity for the Directors to ask further questions and information to help aid in the vital decision making processes in forward planning for the Co-op.

The Board also attended a complete Site Tour, where they visit all the locations in TVC. It is a full day that gives the Board a physical picture of the locations, to take in account when discussing changes that need to be made. They also get to see the positive effect it has on the locations once complete.

The Board meets approximately 10 times a year for meetings and also holds special meetings for budget reviews, GM appraisal, and planning with the FCL Retail Advisor.

Twin Valley Co-op was pleased to announce the Board of Directors recipient of the "You're at home here Community Fund" from the Sept 1st application review. This fund allows TVC to substantially commit to larger scale local initiatives that request funding outside the parameters of the Member Relations donation program, with attention to TVC's Brand Values: Integrity, Commitment, Sustainability and Innovation.

From the Sept 1, 2020 deadline, the Board of Directors were pleased to provide \$5000 of funding to the Birtle Rink Board for building improvements.

For more information on how to apply, please see our website: www.twinvalleyco-op.crs

