



Info Pack

Weekly Newsletter

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Issue 20

ACHIEVERS CORNER

The Corporate Communications Department (CCD) once again wishes to thank the PDD team for having submitted on time the donor annual narrative reports (DOD and RSMP) to the line reporting systems (DATIM and Aid track plus).

Take time to appreciate employees, they would reciprocate a thousand times.

EDITORIAL CORNER

INTRODUCING THE NECESSARY BUT SILENT DOCUMENT

Most people or SFH staffs- probably have heard about this silent document "dubbed as a Business Contingency Plan". Now you may be thinking of what this is all about and why is it necessary to have such a document in an organization like SFH Rwanda. The editorial team thus runs you through to illuminate about the agenda of the document in generic terms.

The silent document- not yet operational and functional is intended to serve as the centralized repository for the information, tasks, and procedures that are necessary to facilitate SFH management's decision-making process and its timely response to any disruptive or extended interruption of the organization or department's normal business operations and services.

The Business Contingency Plan is therefore intended to provide a framework for constructing plans to ensure the safety of employees and the resumption of time-sensitive operations and services in the event of an emergency (fire, power or communications blackout, flood, earthquake, and civil disturbances, etc.)

Its scope covers all SFH operations including its 5 regional offices. The plans will emphasize more on internal security systems, rules and regulations as well as the information system. All SFH staff should be aware of the SFH tools in place that can respond to any emergency that can occur at the work place.

Thus, the primary focus of a business contingency plan revolves around the protection of the two most important assets of any organization: personnel and data. All facets of a contingency plan will address the protection and safety of personnel and the protection and recovery of data. This however required by executive decisions and to meet regulatory mandate for every NGO managing large US Government funded project.

NEWS OF THE WEEK



SFH Staff undertake a rigorous task of developing the marketing plans for the products as well as the health intervention areas.

In line with streaming lining the operational and marketing strategies of SFH, some staff from regional offices and headquarter on the 27th to 31st of October 2014 were involved in the drafting of 8 marketing plans which included; malaria marketing plan, Family Planning, Military marketing plan, Key population plan, Prudence, Plaisir, WASH and MCH marketing plan including nutrition.

Usually marketing plans are very vital in strategically positioning the organization and the entire business by clarifying key marketing elements of a business and mapping out directions, objectives and activities for the business and its employees. These draw on the broader perspectives outlined in an organization's mission and vision.

It is upon this background that some SFH staff dedicated their time to develop these key documents with an aim of strategically poisoning SFH and its products. This will be good for SFH employees as well, as these marketing plans provide essential orientation and are a source of motivation for organization's performance.

ONGOING EVENTS

- Military VCT services Nyungwe
- Publication of Corporate hand books

EXECUTIVE DIRECTOR'S COLUMN

COMMITMENT AND DISCIPLINE

Dear SFH family, Once again, I am grateful for the great work CCD does every single week without fail to bring to us the current news not only about SFH but also about pertinent issues in the health sector. Butera and your team, thank you so much for the dedication and consistency in writing this up every other week for the 20th time.... Bravo. It definitely took you discipline and commitment to keep it up to this very day.



Back to our theme for the year, **commitment and discipline** at work but actually also in life. Previously, I made an attempt to define these two terms and hopefully we all came to a common understanding of these two especially operational meaning at SFH Rwanda. Where the two are missing, there is evident inadequate performance mostly characterized by some of the following:

- Poor quality written work and Lack of professionalism in delivery of service which in most cases results from not really giving due attention and utmost seriousness in the work one does
- Consistent Pattern of inaccuracy in performance of essential duties that one ought to do often accompanied by endless excuses of why it was impossible to do the work
- Pattern of neglecting parts of one's job hoping that the supervisor may not pick it up
- Frequent substantiated customer, patient or student complaints
- Failure to meet reasonable deadlines
- Lack of team work and constant complaints one after the other, blaming this person today other tomorrow and then next

It is critically important that employees especially managers deliberately and intentionally develop and improve performance while maintaining strong accountability of what they do, not do and why. To reach, this level of accountability requires employees to focus and determine to continuous improvement.

Now the question is, if we really realize that our performance is somehow behind or even terribly behind expectations, or behavior is limiting our achievement, then change is possible...How? First of all ask your supervisor how best you can work to deliver, second, attempt to learn from others, undertake coaching and seek help from friends and colleagues.

It is my sincere desire that you all become super star performers and YES, with God's help, we can!!!!

SFH READINESS TO RESOURCE MOBILIZE

Resource mobilization and sustainability is not an endeavor of a single day, but a lifelong process and requires rigorous consented efforts. Therefore, SFH must start the process and embark on the long road towards sustainability through resource mobilization.

As a result, there is need to understand that SFH is competing for limited donor funds with other organizations. And in today's crowded non-profit world, SFH is probably going to have serious competition for the limited donor funds no matter how the organization's performance credited across sectors.

It is under this background that SFH Rwanda sponsored a capacity building training of some of its staff (Nora Niyuhire and Innocent Mugabo) to learn, develop and know when and how to tap into the varsity untapped resources like never before across donors and corporate companies through resource mobilization technics.

These will in some way assist SFH in attaining some level of self-sustainability including minimizing the dependency, ability to effectively manage what it already has, and building the positive attitude among stakeholders.

Ultimately, among others individuals covered different topics including principles of resource mobilization, project proposal writing, nonprofit organizations and income generation, establishing partnerships in the corporate sector, concept paper writing, and so forth.

DID YOU KNOW?

1. Health facilities in Rwanda increased from 750 in 2011 to 862 in 2012 which is an increase of 14.9%.
2. HIV prevalence among pregnant women is 1.18%.
3. The Fourth Population and Housing Census (RPHC4) has shown that the total population is 10,515,973, females represent 51.8% of the total population.
4. Life expectancy increased from 51 years in 2002 to 64 years in 2012.
5. The population (2012) per one doctor is 15,428 representing 9% from the previous year (2011).

JOKES CORNER

A man & wife entered a dentist's office. The Wife said, "I want a tooth pulled. I don't want gas or Novocain because I'm in a terrible hurry. Just pull the tooth as quickly as possible." You're a brave woman said the dentist. Now, Show me which tooth it is. The wife turns to her husband and says, "Open your mouth and show the dentist which tooth it is. dear."

UPCOMING EVENTS

- Special events with Military clubs in Huye District
- SFH-Bugesera District partnership launch