

# ***Nationale VAVS/SVH Program Standard Operating Procedures (SOP's)***

## ***Nationale Directeur***

***1.) Upon appointment, the Nationale Directeur shall obtain the following information from Nationale Headquarters;***

- a.) Contact information for all Sous Directeurs VAVS/SVH, Committee on Committee's, Chef de Chemin der Fer and Correspondant Nationale, and Voiture Nationale. (i.e. Name, Address, Phone and e-mail)***
- b.) The program managers listing and area breakdown (excel file).***
- c.) Contact information for the Nationale Advisory Committee (NAC). These contacts head Voluntary Services for the VA and have a wealth of information at their fingertips.***

***2.) Appoint each Sous Directeur with an area of responsibility.***

- a.) Sous Directeur VAVS (5ea.) appointment is generally done geographically. (i.e. where does he live)***
- b.) Sous Directeur SVH (2ea.) is generally divided east and west.***

***3.) Compose an initial letter the Sous Directeurs; This letter should include but is not limited to the following;***

- a.) Introduce yourself to your committee.***
- b.) Inform the Sous Directeurs of the Area of Responsibility***
- c.) Give a brief description of what will be expected of them throughout the year.***

**4.) Compose letters (at least one a month) to the Sous Directeurs, keeping them up to date on the VAVS/SVH program activities, VA information, etc. (i.e. "Keep the Wheelchairs Rolling Contest, areas that need improvement, etc.)**

**Note: This serves two purposes;**

**a.) Keeps the Sous Directeurs informed**

**b.) Gives them information to pass out to their respective areas**

**5.) Ensure a copy of all correspondence is forwarded to the Committee on Committee's, Chef de Chemin der Fer, Correspondant Nationale, Program Advisor and Voiture Nationale.**

**6.) Maintain and update the Program Managers listing as required.**

**Note: Each time this listing is updated, an updated copy should be forwarded to all Sous Directeurs as well as Nationale Headquarters.**

**NOTE: Most if not all correspondence can be done via e-mail, drastically reducing costs.**

### **Nationale Sous Directeur VAVS/SVH**

**1.) Obtain a contact listing for your area of responsibility (this listing will consist of Grande Correspondants and or Grande Directeur VAVS/SVH) , Committee on Committee's, Chef de Chemin der Fer, Correspondant Nationale, Program Advisor and Voiture Nationale. (i.e. Name, Address, Phone and e-mail)**

**2.) Compose an initial letter the Grande Correspondant and or Grande Directeur VAVS; This letter should include but is not limited to the following;**

- a.) Introduce yourself to the Grandes in your area of responsibility.**
- b.) Give a brief description of what you would like from the Grande Directeur VAVS/SVH. For example:**

**a.) Keeping you informed and up to date on Hospital Representatives and Deputies within their Grande.**

**b.) Insuring that we ( La Societie) have full representation in all Hospitals or any facility with a Voluntary Services program within their Grande.**

**3.) Compose letters at least once a month to the Grande Directuers of Correspondant, keeping them up to date on the VAVS/SVH program activities, VA information, etc. (i.e. "Keep the Wheelchairs Rolling Contest, areas that need improvement, etc.)**

**Note: This serves two purposes;**

**a.) Keeps the Grandes informed**

**b.) Gives the Grande Directeurs information to pass down to the Locale Level**

**4.) Ensure a copy of all correspondence is forwarded to the Nationale Directeur, Committee on Committee's, Chef de Chemin der Fer, Correspondant Nationale, Program Advisor and Voiture Nationale.**

**NOTE: Most if not all correspondence can be done via e-mail, drastically reducing costs.**