



OFFICE OF THE DIRECTOR, WELLNESS AND REHABILITATION SERVICES

SERVICE DELIVERY CHARTER

VISION

To Be a Centre of Excellence and a "Well" Of Health and Well-Being for the Community

MISSION

To Create a Conducive Environment to All

MOTTO

WELLNESS NEVER TASTED SO GOOD!

Service Offered	Process	Standard Indicator	Charges	Requirement	Time Frame
Counseling	<ul style="list-style-type: none"> Receiving, booking and referring to the counselor, voluntary or referred client. 	Intake form	Free	Student/ Staff ID	15 minutes
	<ul style="list-style-type: none"> Begin counseling sessions and termination 	Case notes	Free	Student/ Staff ID	5- 8 Weeks
	<ul style="list-style-type: none"> Referral to a psychiatrist or rehabilitation centre when necessary. 	Referral form	Free	Student/ Staff ID	1 Day
Wellness seminars, ADA campaigns and HIV/ AIDS Awareness	<ul style="list-style-type: none"> Identifying the audience 	Verbal or written request	Free	DVC Approval	1 Day
	<ul style="list-style-type: none"> Identifying topics according to emerging issues on wellness 	Work plan	Free	Facilitators	Continuous
	<ul style="list-style-type: none"> Visiting venues for the talks/ seminars and demonstrations. 	Notes, power point presentation and Registration forms.	Free	Facilitators	1-2 hours

HIV Testing and Counseling	• Evaluation	Questionnaire	Free	Evaluation Forms/ Trainees	5 min
	• Registration, booking and meeting a counselor	KU Activity Record book	Free	Student/ staff ID	5 Min
	• Pre-test counseling process				10 min
	• Testing and post counselling				30 min
Training of Trainers	• Referral when necessary				10 min
	• Evaluation				5 min
	• Identifying trainees from relevant student clubs	Letter of invitation	Free	Student ID	2 weeks
Condom Distribution	• Training	• Registration list • Certificates' list	Free	Proof of club membership	1 week
	• Requesting for condoms from wellness promotion partners	Delivery/ Invoices	Free	Requesting letter	1 week
	• Distribute the condoms	Delivery Book	Free	Verbal/ phone calls	1 day

Approved By: Dr Tabitha Mwangi Sign: T Mwangi Date: 26 Feb, 2020
 Director, Wellness & Rehabilitation Services

CONTACT DETAILS

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