

INTRODUCTION:

We are an innovative Kenyan non-profit organization providing essential health and poverty eradication programs.

MISSION:

Promoting sustainable livelihoods and family health in Africa through capacity building, microfinance, and access to quality healthcare.

VISION:

Economically empowered and healthy communities in Africa.

CORE VALUES:

- Community-driven
- Teamwork
- Innovation
- Diversity and Inclusion
- Learning
- Fun

OUR PROGRAMS

MICRO ENTERPRISE

Entrepreneurship Education
Business Mentorship and Coaching
Community Development Projects
Street Business School Training
Group Microloans

YOUTH CENTER

Computer Packages
Sexual Reproductive Health Education
Career Guidance
Counseling

PUBLIC HEALTH

School Health

WASH (tanks/soap donation, water quality testing, health clubs, and advocacy)
Malaria Prevention (education and net distribution)
Menstrual Hygiene (education and annual sanitary kits distribution)
Vision (screening, monthly clinics, and referrals)
Deworming
Fruits for Life project

Community Health

MCH outreaches (health education, growth monitoring, family planning, treatment)
Capacity building for Community Health Promoters (CHPs)
Hypertension (BP screening and referral)

Community Clinics

Antenatal clinic, treatment, and family planning

Our Commitment to You as Our Client

- We prioritize your needs, interests and strive to exceed your expectations in a timely manner.
- Our staff members are trained professionals who will provide quality services with competence, confidentiality, integrity, accountability, and respect for your dignity.
- We foster open and transparent communication channels to address your inquiries, concerns, and feedback effectively.
- We aim to empower you by providing the necessary knowledge, skills, and resources to improve your livelihoods and well-being.
- We prioritize your safety and well-being to ensure a conducive and secure environment during service delivery.

Your Rights as Our Client

- Right to access our services without discrimination or prejudice.
- Right to be treated with respect, dignity, and fairness throughout your engagement with us.
- Right to receive accurate and timely information about our programs, services, and decision-making processes.
- Right to confidentiality and privacy.
- Right to provide feedback and suggestions to improve our services.

Your Responsibilities as Our Client

- Provide accurate and complete information during the engagement.
- Treat our staff and fellow beneficiaries with respect and courtesy.
- Comply with the guidelines and requirements outlined in our programs and services.

Complaints and Feedback

We value your feedback and are committed to addressing any concerns or complaints promptly and fairly. If you have any complaints or feedback, please follow our designated complaint handling process by contacting us:

info@villagehopecore.org, suggestion boxes, or call/WhatsApp +254716578563.