



# DIRECTORY OF

## GOVERNMENT MENTAL HEALTH & PSYCHOSOCIAL SUPPORT SERVICES

A CHILD AND YOUTH-FRIENDLY VERSION

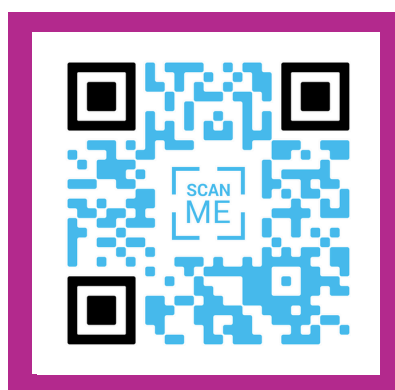
# DOMINICA





## HEADS UP!

Names and contact information can change!  
To view the most up to date version of this Directory,  
SCAN THE QR CODE below or visit [bit.ly/reachout767](https://bit.ly/reachout767)



## THANK YOU.

UNICEF for the Eastern Caribbean Area, USAID, The Healthy Caribbean Coalition/Healthy Caribbean Youth, and Let's Unpack It would like to express our gratitude to all the Government stakeholders who participated in the data collection that made the development of this Directory possible.

A special thank you to the Let's Unpack It and UNICEF Caribbean National Youth Mental Health Focal Points for their support in this project. We hope that this Directory truly helps you on your mental health journey!

Please note that the information shared in your printed version of this directory may be subject to change by the service providers. Please visit [www.youngcaribbeanminds.com](https://www.youngcaribbeanminds.com) for periodic updates.

Published in January 2024.



# HOW TO USE THIS DIRECTORY

This Child and Youth Mental Health and Psychosocial Support (MHPSS) Services Directory is an open and public resource of [free government services](#) available in Dominica. The directory highlights public services that are targeted towards children, adolescents, youth, and their families.

## Everyone can use this resource.

The Directory contains a summary of services which are categorized by sectors, including Health, Education, Social Services, Justice, and Disaster Management. It also includes a detailed overview of the key services offered by each entity.

### These details may include:

- ➔ The Target Audience
- ➔ The Language in which services are offered
- ➔ How to access services
- ➔ Accessibility Accommodations
- ➔ Other important information to note

We have used some icons to aid in descriptions in the Directory. See the key below:

### KEY TO HELP YOU NAVIGATE THE DIRECTORY:



Facebook



Youtube



Wheel-chair accessible



Instagram



A bus stop is within  
5 - 10 mins walk to/  
from the facility



Accommodations  
made for those with  
vision impairments



X / Twitter



Accommodations made  
for those with cognitive  
impairments



Accommodations made  
for those with hearing  
impairments



Tik Tok



## SUMMARY OF FREE GOVERNMENT SERVICES

### COUNSELLING MINISTRY OF EDUCATION

*Audience: Children (0-11); Adolescents (12-17);  
Parents and Families*

**Primary Phone:** 1-767-275-0591  
**Secondary Phone:** 1-767-275-5568  
**WhatsApp:** 1-767-275-0591

### DEPARTMENT OF SOCIAL SERVICES

*Audience: Children (0-11), Adolescents (12-17), Adults  
(18+), Families and Parents*

**Primary Phone:** 1-767-266-3080

### BUREAU OF GENDER AFFAIRS

*Audience: Adults (18+) and Families*

**Primary Phone:** 1-767-266-3344

### ACUTE PSYCHIATRIC UNIT DOMINICA FRIENDSHIP HOSPITAL

*Audience: Adolescents (12-17); Adults (18+) and Families*

**Primary Phone:** 1-767-275-4717



An aerial photograph of a tropical coastline. In the background, a large, forested mountain rises against a blue sky with scattered white clouds. The middle ground shows a coastal town with colorful buildings built on a hillside. The foreground is dominated by clear, turquoise water with visible coral reefs and a small white boat in the center. A large, magenta brushstroke graphic is overlaid across the middle of the image, containing the word 'HEALTH' in bold, black, uppercase letters.

# HEALTH

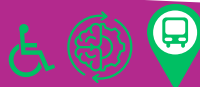
## ACUTE PSYCHIATRIC UNIT DOMINICA CHINA FRIENDSHIP HOSPITAL

The **Acute Psychiatric Unit** provides mental health care to all Dominicans of all ages. Its main function is the assessment, diagnosis and treatment of patients in an acute care setting. Additionally we provide Consultation Liaison Psychiatry service to the Dominica China Friendship Hospital including crisis management and critical incidents which extends to the Primary Health Care Services, communities and other government services. We also provide mental health services to the communities in Dominica through a referral system with the Primary Health Care Services.

### SOME SERVICES OFFERED:

- ➔ Anger Management
- ➔ Cognitive Behavior Therapy
- ➔ Crisis Intervention
- ➔ General Counselling
- ➔ Psychiatric Assessments
- ➔ Suicide Prevention

### ACCESSIBILITY:



### THE DETAILS:



**Audience:** Adolescents (12-17); Adults (18+) and Families

**Language:** English, Spanish, Creole and Mandarin

**Address:** Federation Drive, Goodwill, Dominica

#### Hours of Operation:

Patient Review/Clinic      Friday 8:00AM - 11:00AM

Mental Health and Crisis Intervention Services      24/7 through a referral system

#### Contact Details:

**Primary Phone:** 1-767-275-4717

1-767-266-2140

**WhatsApp:**

1-767-275-4717

### ACCESSING SERVICES:

#### UNDER 18?:

Referrals, which can be issued by physicians and the Court are **mandatory to access services**.

You also **need parent consent** to access services and need to be accompanied by a trusted adult. You can bring a friend to the appointment.

*\*Patients are required to walk with their medical book whenever they come for review.*

#### 18 AND OVER?:

You can also access services by **walking in** in which case you will be assessed to determine whether you meet the criteria for admission.

*\*Patients are required to walk with their medical book whenever they come for review.*

Wait time for appointment: Less than 1 week  
Typical length of session: 30 minutes to 45 minutes

★ **Note to self: It's okay to ask for help!**



# EDUCATION

## COUNSELLING MINISTRY OF EDUCATION

The Ministry of Education, Human Resource Planning, Vocational Training and National Excellence is dedicated to providing leadership and support, in collaboration with all stakeholders, in the creation and maintenance of an enabling environment for the provision of holistic personal and social development of students which will result in citizens capable of contributing to the sustainable development of society.

### SOME SERVICES OFFERED:

- ➔ Anti-bullying Programmes
- ➔ Art Therapy
- ➔ General Counselling
- ➔ Grief Counselling
- ➔ Psychotherapy
- ➔ Trauma-based Counselling

### ACCESSIBILITY:

### THE DETAILS:

**Audience:** Children (0-11); Adolescents (12-17);  
Parents and Families

**Language:** English and Creole

**Address:** Education Science and Technology  
Building, Cornwall St, Roseau, Dominica

**Hours of Operation: Monday - Friday**  
8:00AM - 4:00PM

#### Contact Details:

**Primary Phone:** 1-767-266-5591

**Secondary Phone:** 1-767-266-5568

**WhatsApp:** 1-767-275-0591

**Email:** [eastcounsellor@education.gov.dm](mailto:eastcounsellor@education.gov.dm)

**Website:** <https://education.gov.dm>



[Ministry of Education, HR Planning,  
Vocational Training & Nat'l Excellence](#)



[MinistryofEducationDominica](#)

### ACCESSING SERVICES:

#### UNDER 18?:

You can make an appointment by **phone**, **WhatsApp** and **in person** by visiting the facility.

You can also access services by **walking in** and **referral**.

You are **not required to be accompanied by an adult to access services and you do not need parent consent**. You can bring a friend to the appointment.

#### 18 AND OVER?:

You can make appointments by **phone**, **WhatsApp** and **in person** by visiting the facility.

You can also access services by **walking in** and **referral**.

Wait time for appointment: Less than 1 week  
Typical length of session: 45 minutes to 1 hour

★ Don't be so tough on yourself. You're doing just fine!



A scenic view of a beach at sunset. The sky is filled with dramatic, dark clouds, with a bright sun low on the horizon, casting a golden glow. In the background, there are dark, silhouetted mountains. The foreground shows the gentle waves of the ocean washing onto a sandy beach. The overall mood is serene and peaceful.

# CHILD PROTECTION AND SOCIAL SERVICES



## DEPARTMENT OF SOCIAL SERVICES

The mission of the **Department of Social Services**, in its role as a family services entity, “*is to respond to the needs of vulnerable individuals and groups in society, aimed at enhancing their overall quality of life through varied Programmes.*” These Programmes include Public Assistance, Probation Service, Child Care, Care of the aged, Migrant Services, Counselling Services, and Overseas and Interagency Collaboration. These programmes address both the psychological and social livelihood of individuals including children, adults, and the elderly.

### SOME SERVICES OFFERED:

- ➔ Social Work Services
- ➔ Psychotherapy
- ➔ General Counselling
- ➔ Grief Counselling
- ➔ Home Interventions
- ➔ Community Outreach

### ACCESSIBILITY:

### THE DETAILS:

**Audience:** Children (0-11), Adolescents (12-17), Adults (18+), Families and Parents

**Language:** English and Creole

**Address:** 19-21 King George V Street, Roseau Commonwealth of Dominica

**Hours of Operation:**

Monday - 8:00AM - 5:00PM

Tuesday - Friday - 8:00AM - 4:00PM

*\*Services available to support emergency cases on the weekend*

**Contact Details:**

**Primary Phone:** 1-767-266-3080

**Email:** [dss@dominica.gov.dm](mailto:dss@dominica.gov.dm)

### ACCESSING SERVICES:

#### UNDER 18?:

You can access services by **referral** which are **mandatory** to assist with investigations and provision of support. Referrals can be by the Police, Teachers, Health Professionals and the Honorable Court.

You can also **walk in but only if an emergency**.

You **need to have parent consent** to access services and you must be accompanied by a trusted adult.

#### 18 AND OVER?:

You can make appointments over the **phone, in person** by visiting the facility and **referral**.

Appointments are mandatory.

You can **walk in** to access services.

Wait time for appointment: Less than 1 week  
Typical length of session: 30 to 45 minutes

# BUREAU OF GENDER AFFAIRS

The **Bureau of Gender Affairs** functions as the national body overseeing matters related to gender, covering both men's and women's affairs. Our primary goal is to advocate for the interests of women and address broader gender issues, supporting women and men in realizing their full potential through the promotion of gender equity and equality. Committed to creating a positive impact in the lives of individuals facing adversity, particularly in instances of domestic violence, our organization takes pride in having a team that includes two experienced social workers. These professionals specialize in offering psychosocial support and client assistance, creating a secure and supportive environment for those navigating challenging situations.

## SOME SERVICES OFFERED:

- ➔ Community Outreach
- ➔ Crisis Intervention
- ➔ Prevention Programmes
- ➔ Social Work Services
- ➔ Violence Prevention
- ➔ Community Education

## ACCESSIBILITY:



## THE DETAILS:



**Audience:** Adults (18+) and Families

*\*Bureau of Gender Affairs specifically serves Domestic Violence Survivors, Single Female Headed Households and Vulnerable Families*

**Language:** English and Creole

**Address:** 106 Independence Street, Roseau, Commonwealth of Dominica

**Hours of Operation:**

Psychosocial Support for Target Population      Monday 8:00AM - 5:00 PM

General Public      Tuesday to Friday  
8:00AM - 4:00PM

*\*Services available on weekends and evenings for emergencies only.*

**Contact Details:**

**Primary Phone:** 1-767-266-3344

**Email:** [genderaffairs@dominica.gov.dm](mailto:genderaffairs@dominica.gov.dm)

**Website:** <https://genderaffairs.gov.dm/>



[Bureau of Gender Affairs Dominica](#)

## ACCESSING SERVICES:

### UNDER 18?:

You can make appointments **in person** by visiting the facility.

You can **walk in** to access services.

### 18 AND OVER?:

You can make appointments **by phone** or **in person** by visiting the facility.

You can also access services by **referral** and **walking in**.

Wait time for appointment: Same day  
Typical length of session: 30 to 45 minutes

★ **Gentle Reminder: Self-care is not selfish.**

# EMERGENCY AND DISASTER RESPONSE



# OFFICE OF DISASTER MANAGEMENT

The **Office of Disaster Management** coordinates the implementation of Comprehensive Disaster Management (CDM) in the Commonwealth of Dominica through the **National Emergency Planning Organization (NEPO)**, a governmental organization with responsibility for the planning and organization of counter-disaster measures at central level.

The Office of Disaster Management does not offer MHPSS Services as it primarily serves as a coordinating mechanism in disasters. They may make referrals to other agencies as needed.

## ACCESSIBILITY:



## THE DETAILS:

**Audience:** Children (0-11); Adolescents (12-17); Adults (18+); Parents and Families

**Language:** English

**Address:** ODM Headquarters,  
Jimmit, Dominica

**Hours to Operation:** **Monday - Friday**


\* During emergencies the days of operations may extend to Saturdays and Sundays

### Contact Details:

**Primary Phone Number:** 1-767-266-4412  
1-767-266-4477  
1-767-266-4411

**Email:** [odm@dominica.gov.dm](mailto:odm@dominica.gov.dm)

**Website:** [odm.gov.dm](http://odm.gov.dm)

 [ODM- Office of Disaster Management, Dominica](#)

 [Office of Disaster Management Dominica](#)

Visit [www.youngcaribbeanminds.com](http://www.youngcaribbeanminds.com)  
to download the most recent version of this directory  
and for more Mental Health resources such as  
workbooks, videos, games, apps, toolkits and more.

