

DIRECTORY OF

GOVERNMENT MENTAL HEALTH & PSYCHOSOCIAL SUPPORT SERVICES

A CHILD AND YOUTH-FRIENDLY VERSION

ANGUILLA





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/reachout264



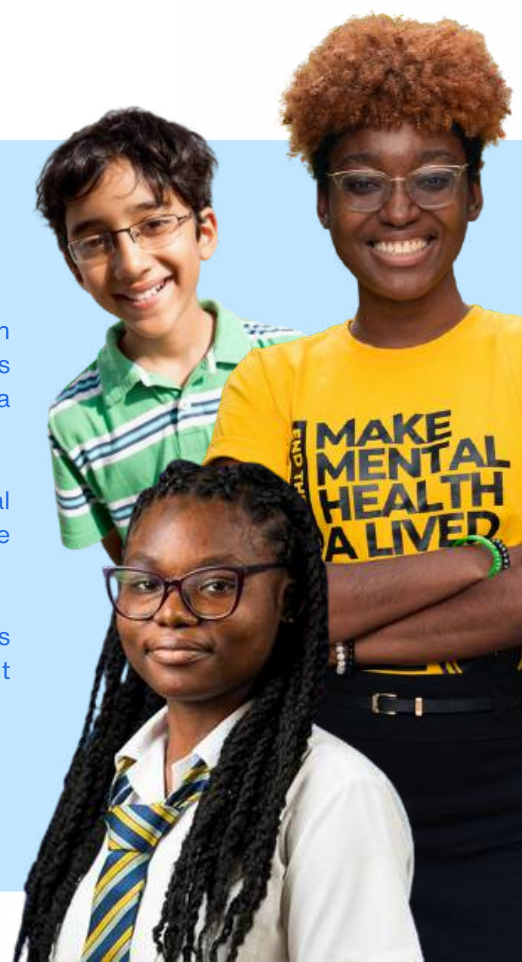
THANK YOU.

UNICEF for the Eastern Caribbean Area, 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 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 Anguilla. 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

HOTLINE NUMBERS

SAFE (7233) MENTAL HEALTH AND PSYCHO- SOCIAL SUPPORT HOTLINE

**Hotline provides specific support to domestic violence and gender based violence victims.*

24/7 Crisis Hotline:

1-264-772-7233

1-264-476-6688

CHILD AND FAMILY SERVICES AND SOCIAL DEVELOPMENT SERVICES

24/7 Hotline:

1-264-235-2317

1-264-476-4528

STUDENT SERVICES DEPARTMENT OF EDUCATION

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

Primary Phone: 1-264-497-2874
1-264-497-2875

GUIDANCE AND COUNSELLING UNIT ALBENA LAKE HODGE COMPREHENSIVE

Audience: Adolescents (12-17)

Primary Phone: 1-264-497-2874

SUBSTANCE MISUSE

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

Primary Phone: 1-264-497-5403

CHILDREN AND FAMILY SERVICES SOCIAL DEVELOPMENT SERVICES

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

Primary Phone: 1-264-497-2317
Secondary Phone: 1-264-476-4528



SUMMARY OF FREE GOVERNMENT SERVICES

DEPARTMENT OF PROBATION

Audience: Adolescents (12-17), Adults (18+), Families and Parents

Primary Phone: 1-264-497-7343

Secondary Phone: 1-264-476-1585

Juvenile Residential Centre: 1-264-497-2035

DISASTER MANAGEMENT SOCIAL DEVELOPMENT SERVICES

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

Primary Phone: 1-264-584-0653

**The Department does not offer MHPSS Services as it primarily serves as a coordinating mechanism during disasters.*

SAFEGUARDING UNIT

Audience: Families

Primary Phone: 1-264-497-2333

Secondary Phone: 1-264-497-5333

WhatsApp: 1-264-476-4604



EDUCATION

STUDENT SUPPORT SERVICES

THE DEPARTMENT OF EDUCATION

The Department of Education aims to prepare all students to meet success in important life settings through a combination of student developmental, preventive and remedial counselling services that meet the needs of all students.



SOME SERVICES OFFERED:

- ➔ Anger Management
- ➔ Anti-bullying Programmes
- ➔ Conflict Resolution
- ➔ Family Therapy
- ➔ General Counselling
- ➔ Suicide Prevention

ACCESSIBILITY:



THE DETAILS:

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

Language: English

Address: The Department of Education, The Valley, Anguilla, British West Indies. AI-2640

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

Contact Details:

Primary Phone: 1-264-497-2874
1-264-497-2875

Email: education.mailbox@gov.ai

Website: <http://www.gov.ai/>



[Department of Education Anguilla](#)

ACCESSING SERVICES:

UNDER 18?:

You can make an appointment by **phone** and **visiting the facility**. However, **appointments are not mandatory**.

You can also access services by **walking in** and **referral**. **Parent consent is required to access counselling services**.

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

18 AND OVER?:

You can make appointments by **phone** and **visiting the facility**.

School staff and Parents of children are offered support.

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



Gentle reminder: Self-care is not selfish.

GUIDANCE AND COUNSELLING UNIT ALBENA LAKE HODGE COMPREHENSIVE

The Guidance and Counselling Unit of Albena Lake Hodge Comprehensive is a small Department geared towards preparing all students to meet success in important life settings through a combination of student developmental, preventive and remedial counselling services



SOME SERVICES OFFERED:

- ➔ Anger Management
- ➔ Anti-Bullying Programmes
- ➔ Conflict Resolution
- ➔ General Counselling
- ➔ Grief Counselling
- ➔ Mentoring Programmes

ACCESSIBILITY:



THE DETAILS:



Audience: Adolescents (12-17)

Language: English and Spanish

Address: The Quarter, The Valley, Anguilla

Hours to Operation: Monday - Friday
7:35AM - 2:30PM

Contact Details:

Primary Phone: 1-264-497-2874

Email: education.mailbox@gov.ai

Website: <http://www.gov.ai/>



[Department of Education Anguilla](#)

ACCESSING SERVICES:

UNDER 18?:

You can make an appointment **online** via the **website** and **in person** by visiting the facility. However, appointments are not mandatory.

You can also access services by **walking in** and **referral**. Parent consent is not required to access services.

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

18 AND OVER?:

If you are already paired with a counsellor before leaving school, you can continue using the counselling services until a referral is made.

Appointments are mandatory and can be made **online** via the **website** and **in person** by visiting the facility.

Wait time for appointment: Less than 1 week



Gentle Reminder: Note to self: It's okay to ask for help!

SUBSTANCE MISUSE

Substance Misuse within the Department of Education provides one-to-one substance misuse counselling and teaching alcohol & drug awareness to Form 1 and 4 at the high school.



KEY SERVICES OFFERED:

- ➔ Alcohol/Drug Abuse Prevention
- ➔ Substance Misuse Counselling
- ➔ Referrals

ACCESSIBILITY:



THE DETAILS:

Audience: Children (0-11); Adolescents (12-18) and Parents and Families

**Services are open to all school children*

Language: English

Address: Teacher Resource Centre, P.O. Box 60, The Valley, Anguilla

Hours to Operation: Monday - Friday
8:00AM - 4:00PM

Contact Details:

Primary Phone: 1-264-497-5403

Email: education.mailbox@gov.ai

Website: <http://www.gov.ai/>



[Department of Education Anguilla](#)

ACCESSING SERVICES:

UNDER 18?:

You can make an appointment **in person** by visiting the facility and referrals.

Referrals are mandatory. Remember, you can self refer. Services can be accessed without parental consent but parents would ideally need to be involved thereafter.

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

18 AND OVER?:

If resources permit, you can make appointments by phone or in person by visiting the school; **appointments are mandatory.**

Wait time for appointment: Less than 2 weeks
Typical length of session: 30 to 45 minutes

★ **Gentle Reminder:** Reaching out for help is a sign of strength!

A photograph of a blue heron standing in a pond, with a turtle visible in the foreground. The heron has a long, sharp beak and is looking towards the left. The turtle is partially submerged, with its head and front legs visible. The water is dark blue with some ripples. The background shows some green foliage and tree branches.

CHILD PROTECTION AND SOCIAL SERVICES

CHILDREN AND FAMILY SERVICES AND SOCIAL DEVELOPMENT SERVICES

Children and Family Services focuses on protecting children by meeting obligations as set out in the Child Protection Act 2019 while also ensuring that the family unit is adequately supported and empowered. **Social Development Services** aims to improve the well-being of every individual in society, however, certain individuals are particularly vulnerable, older persons, persons with disabilities, and persons and families in crisis.

KEY SERVICES OFFERED:

- ➔ Anger Management
- ➔ Conflict Resolution
- ➔ Crisis Intervention
- ➔ Mediation
- ➔ Relationship Counselling
- ➔ Social Work Services

ACCESSIBILITY: 

THE DETAILS:

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

Language: English

Address: Department of Social Development
Hughes Building, The Valley, Anguilla

Hours of Operation: Crisis intervention services are available 24/7 including public holidays

Contact Details:

Primary Phone: 1-264-497-2317

Secondary Phone: 1-264-476-4528

24/7 Hotline: 1-264-235-2317
1-264-476-4528

ACCESSING SERVICES:

UNDER 18?:

You can access services by **walking in**.

Your parent doesn't need to come with you, but you do **need their consent**.

Referrals, which can be issued by your school, the Court or a parent, are **mandatory**.

18 AND OVER?:

You **need an appointment** to access services.

You can make appointments over the phone, on **WhatsApp**, or **in person** by visiting the facility.

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

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

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

DEPARTMENT OF PROBATION

The principal aim of the **Department of Probation** is to divert criminal offenders from prison, reduce their re-offending and re-integrate them into society. This is done by helping offenders learn new behaviours and also to deal with problems associated with offending. Additionally, the Department has responsibility for **Zenaida Haven Juvenile Residential Centre, for chronic and persistent juveniles offenders and juveniles at-risk (diversion).**

KEY SERVICES OFFERED:

- ➔ Anti-bullying Programmes
- ➔ Child-centered therapy
- ➔ Crisis Intervention
- ➔ Family Therapy
- ➔ General Counselling
- ➔ Trauma-based Cognitive Behavioural therapy

ACCESSIBILITY:



THE DETAILS:



Audience: Adolescents (12-17), Adults (18+), Families and Parents

Language: English and Spanish

Address: Hughes Building, P.O. Box 60
The Valley, Anguilla
AI 2640

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

*appointments can be scheduled based on need/schedules of the client

Contact Details:

Primary Phone: 1-264-497-7343

Secondary Phone: 1-264-476-1585

Juvenile Residential

Centre: 1-264-497-2035

Email Address: probationM@gov.ai

Website: www.gov.ai



[Department of Probation](#)

ACCESSING SERVICES:

UNDER 18?:

Referrals, which can be issued by Probation Officers or Senior Juvenile Care Workers, are **mandatory**.

The Condition of Court Order or internal referral **may mandate appointments** (which can be made by **phone** or **in person** by visiting the facility) and **outline whether a parent/guardian is required to attend** the appointments.

18 AND OVER?:

Services can only be accessed if you have a Probation Order, Condition of Residency or Diversion Order intended to be supervised by the Department of Probation.

Referrals, which can be issued by Probation Officers or Senior Juvenile Care Workers, **are mandatory**.

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



Make your mental health a priority – today and everyday.



SAFE (7233) MENTAL HEALTH AND PSYCHO-SOCIAL SUPPORT HOTLINE

The **SAFE (7233) Mental Health and Psycho-social Support (MHPSS) Hotline** operates **24/7**, offering assistance to individuals facing challenges or seeking support for mental well-being. Established as a lifeline during crises, the hotline connects callers with trained professionals, ensuring prompt and compassionate care, and facilitating referrals as needed.

KEY SERVICES OFFERED:

- ➔ General Counselling
- ➔ Meditation
- ➔ Psychology
- ➔ Referrals



THE DETAILS:

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

**Hotline provides specific support to domestic violence and gender based violence victims.*

Language: English and Spanish

Address: Ministry of Social Development,
Government of Anguilla, P.O.Box 60,
The Valley, Anguilla

Hours of Operation: Crisis intervention services are available 24/7 including public holidays

Contact Details:

Primary Phone: 1-264-476-6688

Secondary Phone: 1-264-497-3930

24/7 Crisis Hotline: 1-264-772-7233

1-264-476-6688



JUSTICE



SAFEGUARDING UNIT

The **Royal Anguilla Police** force major crime unit investigates major crimes committed in Anguilla. The Unit also investigates and/or prosecutes offenders for matters relative to vulnerable persons. They also refer matters to other bodies where applicable.

KEY SERVICES OFFERED:

- ➔ Alcohol/Drug Abuse Prevention
- ➔ Conflict Resolution

THE DETAILS:

Audience: Families

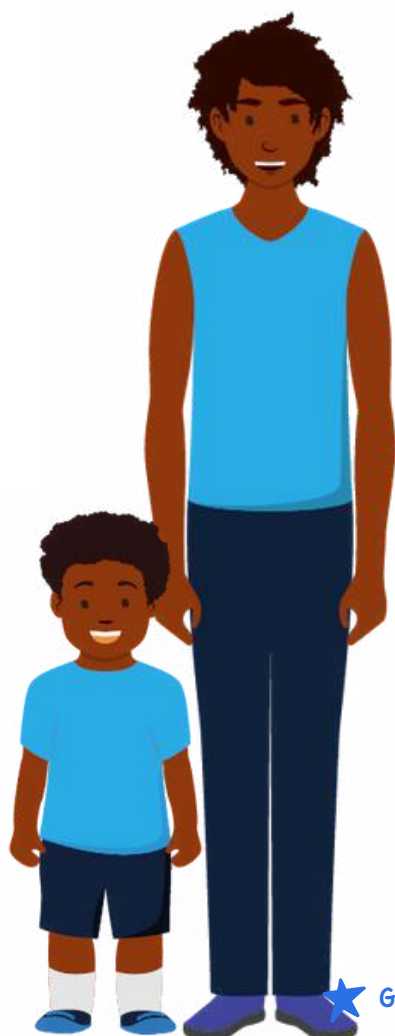
Language: English

Address: The Royal Anguilla Police Force
Parliamentary Drive, The Valley P.O Box 60
AI2640

Hours of Operation: 24/7

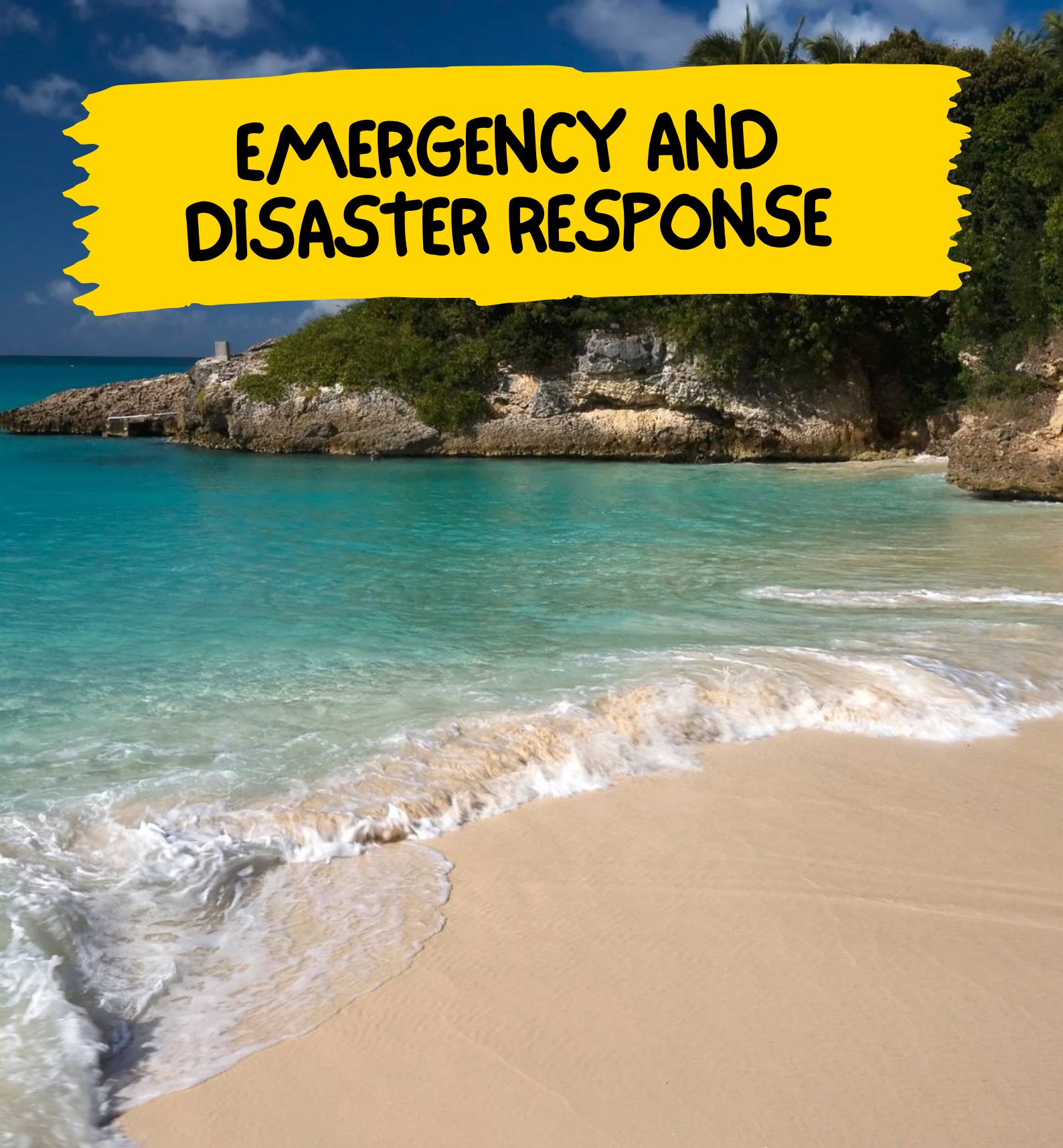
Contact Details:

Primary Phone:	1-264-497-2333
Secondary Phone:	1-264-497-5333
WhatsApp:	1-264-476-4604
Safeguarding Investigations Unit	1-264-476-5066
Website:	www.gov.ai



Gentle Reminder: One day, one step at a time, friend!

EMERGENCY AND DISASTER RESPONSE



DISASTER MANAGEMENT

The **Department of Disaster Management** exists under the Office of the Governor. The Department, under the supervision of a Director, is responsible for coordinating the general policy of the Government relating to the preparedness for, mitigation of, response to and recovery from emergencies and disasters in Anguilla. The Department of Disaster Management's focus has been on formulating partnerships, designing sustainable projects and obtaining grants for engaging in the regional and global initiatives to facilitate growth of the risk reduction programmes in Anguilla.

The Department of Disaster Management does not offer MHPSS Services as it primarily serves as a coordinating mechanism in disasters.



KEY SERVICES OFFERED:

- ➔ Community Education
- ➔ Community Outreach
- ➔ Crisis Intervention

ACCESSIBILITY:



THE DETAILS:



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

**The Department focuses on persons affected by hazard/disaster events*

Language: English

Address: James Ronald Webster Building
The Valley
Anguilla

Contact Details:

Primary Phone: 1-264-584-0653

WhatsApp: 1-264-476-3622

Email: ddm@gov.ai



[Department of Disaster Management](#)



Today is a good day to be kind to your mind.



Visit 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.

