

# 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](https://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](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 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 hearing  
impairments



Tik Tok



Accommodations made  
for those with cognitive  
impairments





## 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.*

#### CHILD AND FAMILY SERVICES AND SOCIAL DEVELOPMENT SERVICES

**24/7 Crisis Hotline:**  
1-264-772-7233  
1-264-476-6688

**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



**Gentle Reminder:** In a moment of crisis, reaching out is the kindest thing you can do for yourself.



## 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



Gentle Reminder: There is hope, even when your brain tells you there isn't!



**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:

#### 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.

#### 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](mailto:education.mailbox@gov.ai)

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



[Department of Education Anguilla](#)

##### 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:

### 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.

### 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](mailto:education.mailbox@gov.ai)

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



[Department of Education Anguilla](#)

#### 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 close-up photograph of a heron standing in shallow, rippling water. The heron's long neck is curved, and its beak is open. In the lower foreground, the head and front of a turtle are visible, facing the heron. The background is a soft-focus view of the water and some green foliage.

# 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:

### 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**.

## 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

#### 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:

### 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**.

### 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](http://www.gov.ai)

 [Department of Probation](#)

#### 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:

<b>Primary Phone:</b>	1-264-476-6688
<b>Secondary Phone:</b>	1-264-497-3930
<b>24/7 Crisis Hotline:</b>	1-264-772-7233 1-264-476-6688

 Take a moment to be still and breathe.



**JUSTICE**



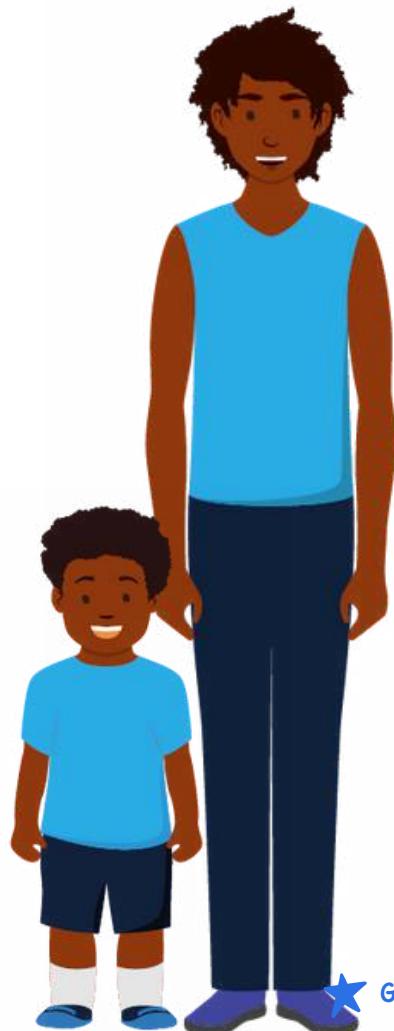
## SAFEGUARDING UNIT

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:

<b>Primary Phone:</b>	1-264-497-2333
<b>Secondary Phone:</b>	1-264-497-5333
<b>WhatsApp:</b>	1-264-476-4604
<b>Safeguarding</b>	
<b>Investigations Unit</b>	1-264-476-5066
<b>Website:</b>	<a href="http://www.gov.ai">www.gov.ai</a>



**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](#)

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.

