

# DIRECTORY OF

## GOVERNMENT MENTAL HEALTH & PSYCHOSOCIAL SUPPORT SERVICES

A CHILD AND YOUTH-FRIENDLY VERSION

## ANTIGUA + BARBUDA

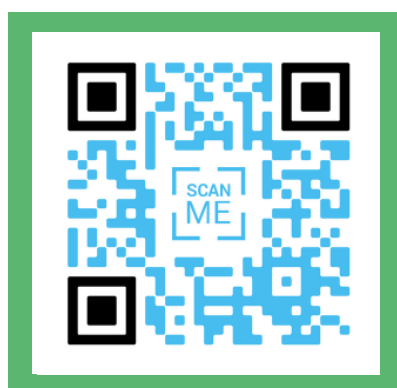






## HEADS UP!

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/reachout268](https://bit.ly/reachout268)



## 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 Antigua and Barbuda. 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

#### FAMILY AND SOCIAL SERVICES DIVISION

**24/7 Counselling Hotline:**

1-268-774-0656

**24/7 Child Care and Protection Hotline:**

1-268-464-3531

#### THE ANTIGUA BARBUDA SUPPORT AND REFERRAL CENTRE (SARC)

**24/7 SARC Hotline:**

1-268-463-5555

*\*The SARC provides assistance to those who have experienced gender-based and sexual violence.*

#### COUNSELLING SERVICES MINISTRY OF EDUCATION

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

**Primary Phone:** 1-268-462-4970  
**WhatsApp:** 1-268-720-4065

#### SOCIAL WORK DEPARTMENT SIR LESTER BIRD MEDICAL CENTRE

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

**Primary Phone:** 1-268-484-2700

*\*As an acute care facility, the Social Work Department caters to persons on a needs basis.*

#### DIRECTORATE OF GENDER AFFAIRS

Audience: Adults (18+), Families and Parents

**Primary Phone:** 1-268-462-3990



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





## SUMMARY OF FREE GOVERNMENT SERVICES

### COMMUNITY CLINIC

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

Gray's Farm Community Clinic

**Primary Phone:** 1-268-462-0681

Browne's Avenue Health Center

**Primary Phone:** 1-268-462-3606

Bolans Clinic

**Primary Phone:** 1-268-562-3076

### CLAREVUE PSYCHIATRIC HOSPITAL

Audience: Adults (18+)

**Primary Phone:**

1-264-476-1585

**Secondary Phone:**

1-268-462-0617





# HEALTH



## SOCIAL WORK DEPARTMENT SIR LESTER BIRD MEDICAL CENTRE

With a workforce of nearly 500 and a medical staff of over 200, Mount St. John's Medical Centre is one of the island's largest employers. The **Social Services Department** caters to in-patients needing services not limited to discharge planning, coping after a new diagnosis, referrals to other stakeholders, and referrals to external agencies, i.e., churches, schools, etc. As an acute care facility, the Social Work Department caters to persons on a needs basis.

### KEY SERVICES OFFERED:

- ➔ Social Work Services
- ➔ Clinical Mental Health Counselling
- ➔ Community Outreach
- ➔ General Counselling
- ➔ Grief Counselling
- ➔ Referrals

### ACCESSIBILITY:

### THE DETAILS:

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

**Language:** English and Spanish

**Address:** Michael's Mount, St. John's, Antigua and Barbuda

**Hours of Operation:** Monday - Friday  
8:00AM - 4:00PM  
*\*Emergencies on a needs basis*

#### Contact Details:

**Primary Phone:** 1-268-484-2700

**Website:** <https://msjmc.org/>



[Sir Lester Bird Medical Centre](#)



[Sir Lester Bird Medical Centre](#)



[Sir Lester Bird Medical Centre](#)

### ACCESSING SERVICES:

#### UNDER 18?:

As an acute care facility, the Social Work Department caters to persons on a needs basis.

You can make an appointment by **phone** or **in person** by visiting the facility. **Parent consent is required to access services.**

#### 18 AND OVER?:

As an acute care facility, the Social Work Department caters to persons on a needs basis.

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

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



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

# CLAREVUE PSYCHIATRIC HOSPITAL

The **Clarevue Psychiatric Hospital** is the sole mental health care facility in Antigua & Barbuda. Services are offered to both In (admitted) and Out patients of both islands Antigua and Barbuda ages 18 years and older.



## SOME SERVICES OFFERED:

- ➔ Clinical Mental Health Counselling
- ➔ General Counselling
- ➔ Pharmacological Management
- ➔ Psychiatric Assessments
- ➔ Social Work Services
- ➔ Rehabilitation

## ACCESSIBILITY:

## ACCESSING SERVICES:

### UNDER 18?:

Services are only available for persons 18 years and older. Exceptions may be made if you are a serious threat to yourself and/or others.

*Referrals, which can only be issued by the Court with accompanying medical clearance, are mandatory. You must be accompanied by a trusted adult.*

### 18 AND OVER?:

You can only make appointments if you have accessed the Mental Health System previously. You can make appointments by **phone** and in-person **by visiting the facility**. **Appointments are mandatory.**

**Referrals are mandatory** if you are new to Clarevue or have not been followed up with by Clarevue, outpatient or in the community for more than 3 years consecutively.

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

## THE DETAILS:



### Audience: Adults (18+)

*\*Before a client can be seen at Clarevue they have to retain medical clearance with all relevant documentation of said clearance. All first time admissions, and those not followed up in the system for more than a year, have to go through the Magistrate Court to be issued a court order for admission.*

**Language:** English and Spanish

**Address:** Skerri's Pasture, St. John's, Antigua

### Hours of Operation:

Hospital	24 hours
Doctors and Social Workers	Monday to Friday 8:30AM to 4:30PM
On Call System for Emergencies/Crises	Holidays, Weekends and after 5:00PM on Weekdays

### Contact Details:

**Primary Phone:** 1-268-462-0417

**Secondary Phone:** 1-268-462-0617

**Email:** Clarevueph@gmail.com





## COMMUNITY CLINIC

The **Community Clinics** provide primary health care in pre and postnatal clients, child health, non communicable diseases and in mental health psychotherapy, general counselling, administration of medication and general information for mental health awareness.



### SOME SERVICES OFFERED:

- ➔ Clinical Mental Health Counselling
- ➔ Peer Counselling
- ➔ General Counselling
- ➔ Psychiatric Assessments
- ➔ HIV/STI Support
- ➔ Psychiatric Assessments

**ACCESSIBILITY:**

### ACCESSING SERVICES:

#### UNDER 18?:

You cannot be seen unless referred by the clinic doctor. You need your parent's consent to access services. You can bring a friend to the appointments.

**Referrals**, which can be issued by Medical doctor, nurse, teacher or parent, **are mandatory for psychotherapy and counselling sessions.**

#### 18 AND OVER?:

You cannot be seen unless referred by the clinic doctor; psychotherapy and counselling sessions.

Referrals, which can be issued by Nurses, Clinic doctor etc, are **mandatory.**

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

### THE DETAILS:



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

**Language:** English

#### Address:

Gray's Farm Community Clinic, Green Bay, St. John's, Antigua

**Primary Phone:** 1-268-462-0681

Browne's Avenue Health Center, St. John's, Antigua  
Bolans Clinic, Valley Road, Bolans, Antigua

**Primary Phone:** 1-268-462-3606

**Primary Phone:** 1-268-562-3076

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

*\*The nurses are available for counseling or psychotherapy sessions as needed.*

#### Mental Health Clinic Hours of Operation:

Gray's Farm Community Clinic

**1st Tuesday** of the Month

Browne's Avenue Health Center

**2nd Wednesday** of the Month

Bolans Clinic

**3rd Tuesday** of the Month

*\*These clinics are for clients with known psychiatric illnesses who have already been seen by the psychiatric team.*

# EDUCATION



## COUNSELLING SERVICES MINISTRY OF EDUCATION

Counselling services are provided in the public school system covering the academic, social and career domains. Services include, individual, group and family therapy; behavioral management and social skills building.



### SOME SERVICES OFFERED:

- ➔ General Counselling
- ➔ Family Therapy
- ➔ Conflict Resolution
- ➔ Trauma-based Counselling
- ➔ Crisis Intervention
- ➔ Grief Counselling

### ACCESSIBILITY:



### THE DETAILS:

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

**Language:** English and Spanish

**Address:** Government Complex, Queen Elizabeth Highway, St. John's, Antigua and Barbuda

*\*Services offered in Antigua, with some support in Barbuda.*

#### Hours of Operation: Monday - Friday

Primary School 8:00AM - 1:30PM

Secondary School 9:00AM - 3:00PM

*\*Counsellors may be available outside of these school hours for appointments*

#### Contact Details:

**Primary Phone:** 1-268-462-4970

**WhatsApp:** 1-268-720-4065

**Email:** ministryofeducation@gmail.com



[Ministry of Education - Education Broadcasting Unit](#)

### ACCESSING SERVICES:

#### UNDER 18?:

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

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 their consent.**

#### 18 AND OVER?:

You can only make appointments by **phone** and **WhatsApp only if you are in a learning institution or received services as a student and are returning to seek support.** Persons over 18 may not be allowed on the school compound, services would be provided when the counsellor is available/when appointments are available.

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

# CHILD PROTECTION AND SOCIAL SERVICES





## FAMILY AND SOCIAL SERVICES DIVISION

The **Family and Social Services Division** functions under the Ministry Health, Wellness, Social Transformation and Environment. The Division is the mandated Child Protection Agency and provides support for both children and families. As a result, the Division also offers services in Foster Care and Adoption, Counselling and Assessment Services, Diversion for Children in conflict with the law, and Probation for Adult offenders. Our mandate also requires that we work closely with and monitor the varying residential homes for girls such as Sunshine Home for girls, as well as the Juvenile facility for boys (Boys Training School).

### SOME SERVICES OFFERED:

- ➔ Child-centered therapy
- ➔ Crisis Intervention
- ➔ General Counselling
- ➔ Grief Counselling
- ➔ Relationship Counselling
- ➔ Trauma-based counselling

**ACCESSIBILITY:** 

### THE DETAILS:

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

**Language:** English and Spanish

**Address:** Family and Social Services Division  
Old Parham Road, St John's, Antigua  
Family and Social Services Division  
Codrington, Barbuda

**Hours of Operation:** Monday - Friday  
8:00AM - 4:30PM

#### Contact Details:

**24/7 Counselling Hotline:** 1-268-774-0656

**24/7 Child Care and Protection Hotline:**  
1-268-464- 3531

**Email:** [socialservices@ab.gov.ag](mailto:socialservices@ab.gov.ag)

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



[The Family and Social Services Division](#)

### ACCESSING SERVICES:

#### UNDER 18?:

You can make appointments by **phone**, **WhatsApp** and **in person** by visiting the facility. However, appointments are not mandatory.

You can also walk in to access services. You can bring a friend to the appointments.

Your parent doesn't need to come with you and you do not need their consent.

#### 18 AND OVER?:

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

Appointments are not mandatory.

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

# THE DIRECTORATE OF GENDER AFFAIRS ANTIGUA BARBUDA SUPPORT AND REFERRAL CENTRE (SARC)

The **Directorate of Gender Affairs** works to ensure that the national development process is gender-responsive while providing technical guidance on gender and development issues in Antigua and Barbuda. The **Antigua Barbuda Support and Referral Centre (SARC)** is a one-stop mechanism that provides medical intervention, psychosocial support, and legal advice to those who have experienced gender-based and sexual violence, using a holistic and client-centred approach

## KEY SERVICES OFFERED:

- ➔ Community Outreach
- ➔ Community Education
- ➔ Crisis Intervention
- ➔ Trauma-based Counselling
- ➔ Referrals

*\*The SARC provides a range of counselling options such as individual, couples, group, and family sessions to encourage positive growth and holistic healing after an incident of violence.*

## ACCESSIBILITY:

## ACCESSING SERVICES:

### UNDER 18?:

Services are only available for persons 18 years and older.

### 18 AND OVER?:

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

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

*To access SARC services, persons would have had to experience some form of gender based violence and have contacted the crisis hotline for assistance.*

Wait time for appointment: Less than 2 weeks  
Typical length of session: 45 minutes to 1 hour

## THE DETAILS:

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

*\*The SARC provides assistance to those who have experienced gender-based and sexual violence.*

**Language:** English

**Address:** Old Parham Road, St. John's, Antigua

*\*Services are offered to individuals in Antigua. The Directorate supports cases in Barbuda.*

**Hours of Operation:** Monday - Friday  
8:00AM - 3:00PM

### Contact Details:

**Directorate of Gender Affairs Primary Phone:**

1-268-462-3990

**24/7 SARC Hotline:** 1-268-463-5555

*\*Callers can also call the EMS (991) and be dispatched through to the SARC hotline at no cost.*

**Email:** [gender@ab.gov.ag](mailto:gender@ab.gov.ag)

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

Directorate of  
Gender Affairs



[Directorate of Gender Affairs Antigua, Barbuda](#)



[Directorate of Gender Affairs Antigua & Barbuda](#)



[Gender Affairs Antigua](#)



[DoGA AntiguaBarbuda](#)

SARC



[Antigua & Barbuda Support And Referral Centre](#)



[antiguabarbudasarc](#)



# EMERGENCY AND DISASTER RESPONSE



# NATIONAL OFFICE OF DISASTER SERVICE

The **National Office of Disaster Service** is a government agency established in 1984 to coordinate disaster management efforts in Antigua and Barbuda. They seek to, at all times save lives, protect property in Antigua and Barbuda and aid in sustainable development by protecting the environment.

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

## SERVICES OFFERED:

➔ Community Outreach

## ACCESSIBILITY:



## THE DETAILS:



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

**Language:** English

**Address:** American Road  
St. John's

**Hours to Operation:** Monday - Friday

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

### Contact Details:

**Primary Phone Number:** 1-268-462-4206  
1-268- 562-2144  
1-268-460-7075

**Email:** [nodsanu@gmail.com](mailto:nodsanu@gmail.com)

**Website:** [nods.gov.ag](http://nods.gov.ag)



[National Office of Disaster Services Antigua/Barbuda](#)



[NODS Antigua & Barbuda](#)



[DoGA AntiguaBarbuda](#)

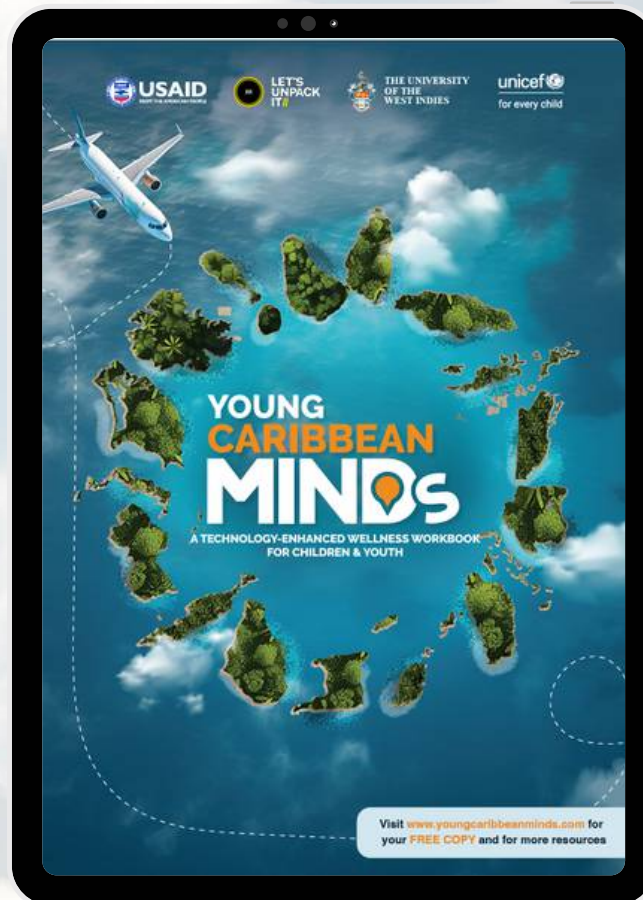


★ Note to self: I don't ever have to struggle in silence.





[www.youngcaribbeanminds.com](http://www.youngcaribbeanminds.com)



**DOWNLOAD THE MENTAL HEALTH AND WELLBEING WORKBOOK!**

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workbooks, videos, games, apps, toolkits and more.

