

# DIRECTORY OF

## GOVERNMENT MENTAL HEALTH & PSYCHOSOCIAL SUPPORT SERVICES

A CHILD AND YOUTH-FRIENDLY VERSION

## BRITISH VIRGIN ISLANDS







# 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/reachout284](https://bit.ly/reachout284)



## 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 the British Virgin Islands. 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



Tik Tok



Accommodations made  
for those with cognitive  
impairments



Accommodations made  
for those with hearing  
impairments





## SUMMARY OF FREE GOVERNMENT SERVICES

### HOTLINE NUMBERS

**COMMUNITY MENTAL HEALTH AND  
SUBSTANCE ABUSE SERVICES** 1-284-541-2383

**SOCIAL DEVELOPMENT DEPARTMENT** 1-284-468-9371

**ROYAL VIRGIN ISLANDS POLICE FORCE  
(RVIPF)** 311

### COMMUNITY MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

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

**Primary Phone:** 1-284-852-7500  
**Secondary Phone:** 1-284-852-7675  
**WhatsApp:** 1-284-541-2383

### SOCIAL DEVELOPMENT DEPARTMENT

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

**Primary Phone:** 1-284-468-3636  
**WhatsApp:** 1-284-468-9371

### YOUTH AFFAIRS AND SPORTS

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

**Primary Phone:** 1-284-468-4949

*\*Youth Affairs and Sport does not offer specific  
MHPSS services.*

### H. LAVITY STOUTT COMMUNITY COLLEGE

Audience: Children (0-11) and Adolescents (12-17)  
\*Students (K-12)

**Primary Phone :** 1-284-852-7000  
**Secondary Phone:** 1-284-852-3106





# SUMMARY OF FREE GOVERNMENT SERVICES

## MINISTRY OF EDUCATION

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

**Primary Phone:** 1-284-468-2757

## ROYAL VIRGIN ISLANDS POLICE FORCE (RVIPF)

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

\*Family and Juvenile Unit specifically manages all reports of  
Domestic Violence, Sexual Violence and Child Abuse.

**Primary Phone:** 1-284-494-3822

**WhatsApp Phones:** 1-284-368-9706  
1-284-368-9415

## DEPARTMENT OF DISASTER MANAGEMENT

Audience: Adults (18+) and Families

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

**Primary Phone:** 1-284-468-4200



# HEALTH



## COMMUNITY MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

**Community Mental Health and Substance Abuse Services (COMHSA)** is a counseling and psychiatric rehabilitation center that caters to persons with mental illness, substance abuse and behavioral issues. The mission is to provide safe, holistic, efficient, affordable, accessible, and quality health services to meet the needs of individuals, families and communities of the Virgin Islands in achieving their fullest potential and optimal level of wellness.

### SOME SERVICES OFFERED:

- ➔ Anger Management
- ➔ Anti-Bullying Programmes
- ➔ Alcohol/Drug Abuse Prevention
- ➔ Family Therapy
- ➔ General Counselling
- ➔ HIV/STI Support
- ➔ Suicide Prevention

### ACCESSIBILITY:

### THE DETAILS:

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

**Language:** English

**Address:** D. Orlando Hospital, Main Street, Road Town, Tortola, VI VG1110

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

#### Contact Details:

**Crisis Hotline:** 1-284-541-2383

**Primary Phone:** 1-284-852-7500

**Secondary Phone:** 1-284-852-7675

**WhatsApp:** 1-284-541-2383

**Email:** [gpercival@bvihsa.vg](mailto:gpercival@bvihsa.vg)

**Website:** [www.bvihsa.vg](http://www.bvihsa.vg)



[mentalhealthbvi](https://www.facebook.com/mentalhealthbvi)



[mentalhealthbvi](https://www.instagram.com/mentalhealthbvi)

### ACCESSING SERVICES:

#### UNDER 18?:

You can access services by **walking in** and **referral**. **Parent consent is required for children under the age of 15 to access services.**

You are **required** to be accompanied by an adult to access services if under the age of 15 and you **can bring a friend** to the appointment.

#### 18 AND OVER?:

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

**You can also access services by walking in and referral. Referrals are not mandatory.**

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

★ Gentle Reminder: We all need a little extra help sometimes.



# EDUCATION





## YOUTH AFFAIRS AND SPORTS

**Youth Affairs and Sports** provide services for positive youth and social development opportunities for young people aged 5-29. In the area of sports, we promote grassroots and multi sport development while providing support to Sports Organisations.

**Youth Affairs and Sports** does not offer specific MHPSS Services however, they do provide a safe space and conflict resolution.

### ACCESSIBILITY:



### THE DETAILS:



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

**Language:** English

**Address:** 2nd Floor, Wards Building,  
Road Town, Tortola,  
British Virgin Islands

#### Contact Details:

**Primary Phone:** 1-284-468-4949

**Email:** [dyas@gov.vg](mailto:dyas@gov.vg)



[DYAS BVI](#)



[dyasbvi](#)



[dyas\\_bvi](#)



★ Gentle Reminder: Take a moment to be still and breathe.



## H. LAVITY STOUTT COMMUNITY COLLEGE

H. Lavity Stoutt Community College is committed to meeting the academic success, career development, and psychological needs of its students through services that challenge and support the development of life skills. The resources of **HLSCC Student Affairs** are used to facilitate the learning process of students inside and outside the classroom to achieve the College's goal of developing the whole person. This will be achieved through programs and services to others, appreciation of diversity, along with Caribbean and global perspectives that will be encouraged and fostered.

### SOME SERVICES OFFERED:

- ➔ Academic Consultation
- ➔ Conflict Resolution
- ➔ Crisis Intervention
- ➔ Meditation
- ➔ Mentoring Programmes
- ➔ Referrals
- ➔ Trauma-based Counselling

### ACCESSIBILITY:

### THE DETAILS:

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

**Language:** English

**Address:** P.O. Box 3097, Road Town, Tortola,  
British Virgin Islands, VG1110

**Hours to Operation:** Monday - Friday  
10:30AM - 4:30PM

#### Contact Details:

**Primary Phone:** 1-284-852-7000

**Secondary Phone:** 1-284-852-3106

**Email:** [info@hlsccl.edu.vg](mailto:info@hlsccl.edu.vg)

**Website:** [www.hlsccl.edu.vg](http://www.hlsccl.edu.vg)



[H. Lavity Stoutt Community College](#)



[hlsccl.edu.vg](https://www.instagram.com/hlsccl.edu.vg)



[hlscclvg](#)



[hlscclvg](#)



[TheHLSCC](#)

### ACCESSING SERVICES:

#### UNDER 18?:

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

You can also access services by **walking in** and **referral**. Parent consent is not required for persons under the age of 18 to access services.

#### 18 AND OVER?:

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

You can also access services by **walking in** and **referral**. Referrals are not mandatory.

Wait time for appointment: Same Day  
Typical length of session: Less than 30 minutes



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





# MINISTRY OF EDUCATION

Ministry of Education mandate is to educate all children from age 5 in the Virgin Islands.



## SERVICE OFFERED:

➔ Academic Consultation



## THE DETAILS:

**Audience:** Children (0-11), Adolescents (12-17)

**Language:** English

**Address:** 3rd Floor Ward's Building,  
Wickhams' Cay, Tortola, VI VG1110

**Hours of Operation:** Monday - Friday  
8:30AM - 3:30PM

### Contact Details:

**Primary Phone:** 1-284-468-2757

**Email:** mec@gov.vg

## ACCESSING SERVICES:

### UNDER 18?:

You can access services by **walking in or by referral**. Referrals are not mandatory.

**Parent consent is not required** to access services.

### 18 AND OVER?:

Services not accessible to persons over the age of 18.

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



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





# **CHILD PROTECTION AND SOCIAL SERVICES**





## SOCIAL DEVELOPMENT DEPARTMENT

The Social Development Department provides a wide cadre of services to meet the holistic needs of its service population. The Social Development Department is guided by the following core values. Respect for all regardless of race, religion or status and we aim to promote and encourage individual and community responsibility and demonstrate integrity and commitment in all our actions. We value diversity, provide ethical and confidential services, and dignified and client centered service.



### SERVICES OFFERED:

- ➔ Community Education
- ➔ Community Outreach
- ➔ Legal Representation and Services
- ➔ Meditation
- ➔ Positive Parenting Programmes
- ➔ Referrals
- ➔ Social Work Services

### ACCESSIBILITY:



### THE DETAILS:



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

**Language:** English

*\*For other languages, a translator will be sourced.*

**Address:** Social Development Department  
P. O. Box 3126, Road Town, Tortola,  
British Virgin Islands

**Hours of Operation:** Monday - Friday  
8:00AM - 5:00PM

#### Contact Details:

**24 Hour Crisis Hotline:** 1-284-468-9371

**Primary Phone:** 1-284-468-3636

**WhatsApp:** 1-284-468-9371

**Email:** [socialdevelopment@gov.vg](mailto:socialdevelopment@gov.vg)



[Break The Silence VI](#)

### ACCESSING SERVICES:

#### UNDER 18?:

Parent consent is **required** for persons under the age of 18 to access services.

You are **required to be accompanied by an adult** to access services if under the age of 18.

#### 18 AND OVER?:

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

You can also access services by **walking in** and **referral**. Referrals are not mandatory.

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

★ **Gentle Reminder:** Give yourself the same grace, love, and kindness that you so freely extend to others.





**JUSTICE**

# ROYAL VIRGIN ISLANDS POLICE FORCE (RVIPF)

The **Family and Juvenile Unit** is dedicated to the investigation and prosecution of offenders of domestic violence, sexual assault, and child abuse in the Territory. The Unit works extensively with partner agencies and favors a multidisciplinary approach in accomplishing their mission. This is evidenced through their work with the Social Development Department in compliance with the National Domestic Violence Protocol and the Child Abuse Protocol and the nongovernmental, Family Support Network.

## SERVICES OFFERED:

- ➔ Anti-bullying Programmes
- ➔ Community Education
- ➔ Referrals
- ➔ Support Groups
- ➔ Violence Prevention

## ACCESSIBILITY:

### ACCESSING SUPPORT:

#### UNDER 18?:

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

You can also access services by **walking in and referral**. Parent consent is not required for persons under the age of 18 to access services. You can bring a friend to the appointment.

#### 18 AND OVER?:

You can make an appointment **by phone**, **WhatsApp**, **online via the website** or **by visiting the facility**. However, appointments are not mandatory.

You can also access services by **walking in** and by **referral**. Referrals are not mandatory.

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

## THE DETAILS:

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

*\*Family and Juvenile Unit specifically manages all reports of Domestic Violence, Sexual Violence and Child Abuse.*

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

**Address:** Police Headquarters  
Road Town, Tortola, BVI  
PO Box 64, VG 1110

**Hours to Operation:** 24 Hours

### Contact Details:

**Local Emergency Hotline:** 311  
**Primary Phone:** 1-284-494-3822  
**WhatsApp:** 1-284-368-9706  
1-284-368-9415

**Email:** [admin@rvipolice.vg](mailto:admin@rvipolice.vg)

**Website:** [bvi.gov.vg/departments/royal-virgin-islands-police-force-0](http://bvi.gov.vg/departments/royal-virgin-islands-police-force-0)



[Royal Virgin Islands Police](#)



A hand holding a pineapple underwater. The hand is on the right side of the frame, with several colorful string bracelets on the wrist. The pineapple is held in the center, with its green and yellow crown pointing upwards. The background is clear blue water with sunlight filtering through, creating a pattern of light and shadow on the sandy bottom.

# EMERGENCY AND DISASTER RESPONSE

## DEPARTMENT OF DISASTER MANAGEMENT

The **BVI Department of Disaster Management** aims to protect lives, foster comprehensive disaster management, and adapt to climate change. Their functions include legal framework, hazard assessment, mitigation, resource management, planning, coordination, communication, operations, logistics, training, exercises, public education, and finance administration.

The Department 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.



### SERVICES OFFERED:

- ➔ Community Education
- ➔ Community Education

### ACCESSIBILITY:



### THE DETAILS:

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

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

**Language:** English ; Spanish

**Address:** 2nd Floor, Simmonds Building  
#30 DeCastro Street, Road Town,  
Tortola, VG1110, British Virgin Islands

*\*Mainly serves Tortola*

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

#### Contact Details:

**Primary Phone:** 1-284-468-4200

**Email:** [bviddm@surfbvi.com](mailto:bviddm@surfbvi.com)

**Website:** [www.bviddm.com](http://www.bviddm.com)



[BVI DDM](#)



[bviddm284](#)



[bvi\\_ddm](#)



[BVIDDM](#)

### ACCESSING SERVICES:

#### UNDER 18?:

Given the nature of the Department's work, children under the age of 18 are usually interns completing community service hours and learning more about the DDM. To participate in this type of engagement session advance scheduling is required.

#### 18 AND OVER?:

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

You can also access services by **walking in** and by **referral**. Referrals are not mandatory.

Wait time for appointment: Less than 1 week

Length of session varies based on service being accessed



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



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.

