

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



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 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



Tik Tok



Accommodations made
for those with cognitive
impairments



Accommodations made
for those with hearing
impairments





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



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



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



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.*

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 Intervention Services

Primary Phone: 1-767-275-4717

1-767-266-2140

WhatsApp: 1-767-275-4717

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

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:



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.

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

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

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

o [MinistryofEducationDominica](#)

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!

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:

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.

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

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:

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



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

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

 [Bureau of Gender Affairs Dominica](#)

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

Website: odm.gov.dm

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

 [Office of Disaster Management Dominica](#)



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

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.

