

# DIRECTORY OF

## GOVERNMENT MENTAL HEALTH & PSYCHOSOCIAL SUPPORT SERVICES

A CHILD AND YOUTH-FRIENDLY VERSION

# MONTSERRAT







## 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/reachout664](https://bit.ly/reachout664)



## 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 Montserrat. 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

## MENTAL HEALTH UNIT

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

**Primary Phone:** 1-664-491-4533  
**Secondary Phone:** 1-664-491-5218  
 1-664-491-2003

## MINISTRY OF EDUCATION

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

**Primary Phone:** 1-664-491-2541

## SOCIAL SERVICES DEPARTMENT

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

**Primary Phone:** 1-664-491-3895  
**Secondary Phone:** 1-664-491-5218  
**WhatsApp:** 1-664-495-3895

## ROYAL MONTSERRAT POLICE SERVICE- SAFEGUARDING UNIT

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

**Primary Phone:** 1-664-491-2555  
 1-664-491-2556  
**WhatsApp:** 1-664-392-2453

## MONTSERRAT DISASTER MANAGEMENT COORDINATION AGENCY

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

**Primary Phone:** 1-664-491-7161  
**Secondary Phone:** 1-664-491-7166

*\*The Agency does not offer MHPSS Services as it primarily serves as a coordinating mechanism in disasters.*







# HEALTH



# MENTAL HEALTH UNIT

The Mental Health Unit is responsible for providing the people of Montserrat with transformative and integrated services that will aid in the management of mental illness and maintenance of good mental health. As there is no psychiatric hospital, all admissions are done within the general hospital.



## SOME SERVICES OFFERED:

- ➔ Anger Management
- ➔ Anti-Bullying Programmes
- ➔ Clinical Mental Health Counselling
- ➔ Crisis Intervention
- ➔ Family Therapy
- ➔ Positive Parenting Programmes
- ➔ Suicide Prevention
- ➔ Testing for behavioural disorders/conditions

## ACCESSIBILITY:

## ACCESSING SERVICES:

### UNDER 18?:

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

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

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 by **visiting the facility**.

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

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

## THE DETAILS:

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

**Language:** English

**Address:** St. John's Health Center  
St. John's  
Montserrat

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

*\*Staff are on-call on weekends and public holidays.*

### Contact Details:

**Primary Phone:** 1-664-491-4533  
**Secondary Phone:** 1-664-491-5218  
1-664-491-2003

**Website:** [www.gov.ms](http://www.gov.ms)



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

# EDUCATION





# MINISTRY OF EDUCATION

The **Ministry of Education, Youth Affairs and Sports** effectively supports social and economic development through the holistic development of residents to create global citizens. This is done through formal education, community development, sports and citizen enrichment. The Ministry utilises its services and programmes to enhance the well-being of the population by creating social integration, well-being and national identity.

## SOME SERVICES OFFERED:

- ➔ Academic Consultation
- ➔ Alcohol and Drug Abuse Prevention
- ➔ Crisis Intervention
- ➔ Conflict Resolution
- ➔ General Counselling
- ➔ Group Therapy
- ➔ Referrals
- ➔ Psycho-education

## THE DETAILS:

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

**Language:** English

**Address:** E. Karney Osborne Building  
Little Bay, Montserrat

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

### Contact Details:

**Primary Phone:** 1-664-491-2541

**Website:** [www.gov.ms/government/ministries/ministry-of-education-youth-affairs-sports/](http://www.gov.ms/government/ministries/ministry-of-education-youth-affairs-sports/)



[MNI Ministry of Education, Youth Affairs and Sports](#)

## ACCESSING SERVICES:

### UNDER 18?:

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

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

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 **by visiting the facility**.

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: 30 to 45 minutes

★ Gentle reminder: Self-care is not selfish.





# **CHILD PROTECTION AND SOCIAL SERVICES**





## SOCIAL SERVICES DEPARTMENT

The **Social Services Department** provides social care, safeguarding and protection support through a number of services such as social protection (financial benefits, food packages etc), Parole and Probation and Child and Family and Adult Services to vulnerable persons in the community. Our vision is to be the prime agent for the empowerment, care, protection and socioeconomic advancement of all persons on Montserrat.



### SERVICES OFFERED:

- ➔ Home Interventions
- ➔ Mentoring Programmes
- ➔ Referrals
- ➔ Social Work Services
- ➔ Violence Prevention
- ➔ General Counselling
- ➔ Crisis Intervention
- ➔ Positive Parenting Programmes

### ACCESSIBILITY:



### ACCESSING SERVICES:

#### UNDER 18?:

You can make an appointment by **phone**. **Appointments are encouraged, however not mandatory.**

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

**You are not required to be accompanied by an adult to access services.**

### THE DETAILS:



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

**Language:** English

**Address:** E. Karney Osborne Building  
Little Bay, Montserrat

**Hours to Operation:** Monday - Friday

8:00AM - 4:00PM

*If there is an emergency after hours mental health services can be accessed at the casualty/hospital.*

#### Contact Details:

**Primary Phone:** 1-664-491-3895

**Secondary Phone:** 1-664-491-5218

**WhatsApp:** 1-664-495-3895

**Email:** [comservs@gov.ms](mailto:comservs@gov.ms)



[Montserrat Ministry of Health and Social Services](#)

#### 18 AND OVER?:

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

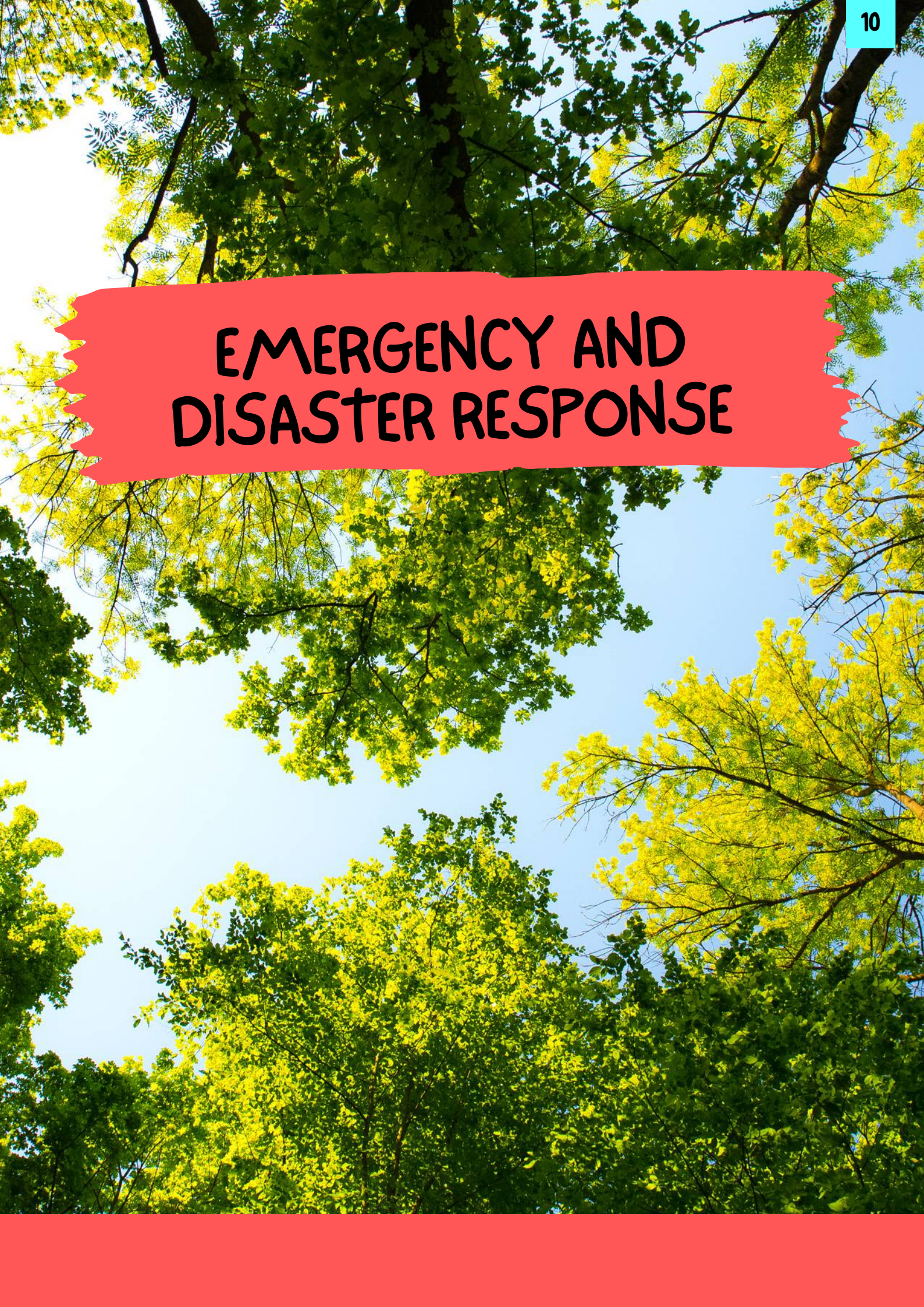
You can also access services by **walking in and referral**. **Referrals are not mandatory**

Wait time for appointment: Same Day (if urgent)  
Typical length of session: 45 minutes to 1 hour



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





# EMERGENCY AND DISASTER RESPONSE



# DISASTER MANAGEMENT COORDINATION AGENCY

The **Disaster Management Coordination Agency** is responsible for Coordinating the general Disaster Management Policy of the Government of Montserrat related to the Mitigation of, Preparedness for, Response to and Recovery from emergency and disasters in Montserrat.

The Disaster Management Coordination Agency does not offer MHPSS Services as it primarily serves as a coordinating mechanism in disasters. It may make referrals to other agencies.

**ACCESSIBILITY:**



## THE DETAILS:



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

**Language:** English; Spanish; French and Creole

**Address:** Yellow Hill  
St. Johns, Plymouth St. Peters  
Montserrat

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

### Contact Details:

**Primary Phone:** 1-664-491-7161  
1-664-491-7166

**Email:** [dmca@gov.ms](mailto:dmca@gov.ms)

**Website:** [www.dmca.gov.ms](http://www.dmca.gov.ms)



[Montserrat Disaster Management Coordination Agency](#)



[dmca\\_montserrat](#)



[DMCA\\_montserrat](#)



[Montserrat Disaster Manegement Coordination Agency](#)





JUSTICE



# ROYAL MONTSERRAT POLICE SERVICE - SAFEGUARDING UNIT

The Safeguarding Unit is a unit within the Criminal Investigations Department who are responsible for investigations involving children, vulnerable adults, domestic violence and individuals with complex needs. They also conduct follow up assessments and refer to key safeguarding agencies.



## SERVICES OFFERED:

- ➔ Conflict Resolution
- ➔ Crisis Intervention
- ➔ Referrals
- ➔ Violence Prevention

**ACCESSIBILITY:**



## THE DETAILS:

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

*\*All child abuse victims*

**Language:** English; French Creole

**Address:** Royal Montserrat Police Service  
Police Headquarters,  
P O Box 177, Brades, Montserrat

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

**Intervention services:** **24/7**

### Contact Details:

**Primary Phone:** 1-664-491-2555

1-664-491-2556

**WhatsApp:** 1-664-392-2453

**Email:** [police@gov.ms](mailto:police@gov.ms)



[Royal Montserrat Police Service](#)

## ACCESSING SERVICES:

### UNDER 18?:

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.

You are required to be accompanied by an adult to access services.

### 18 AND OVER?:

You can make appointments by **phone**, **WhatsApp** or by **visiting the facility**.

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

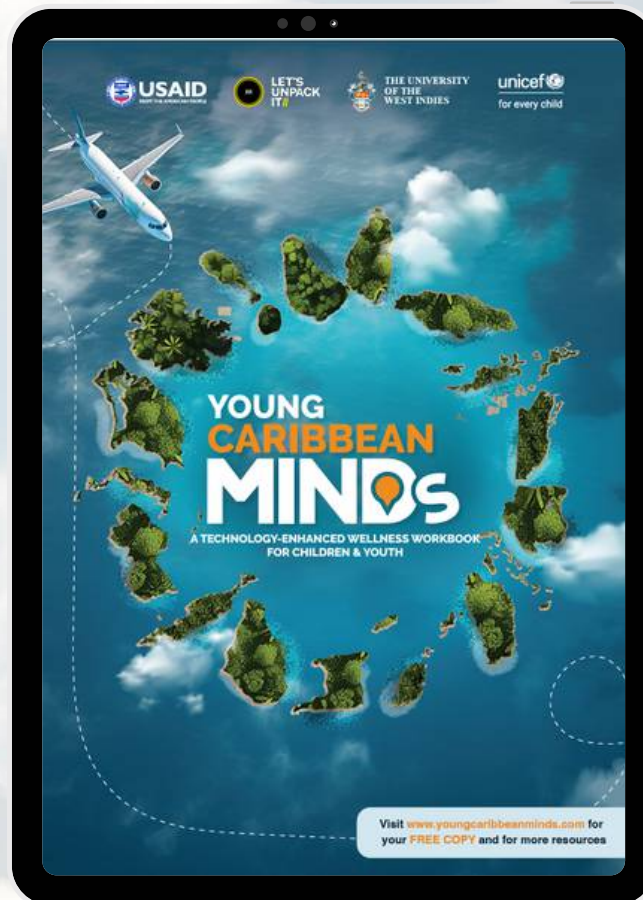
Wait time for appointment: Times Vary  
Typical length of session: 30 minutes to 2 hours

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





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



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

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.

