

# DIRECTORY OF

## GOVERNMENT MENTAL HEALTH & PSYCHOSOCIAL SUPPORT SERVICES

A CHILD AND YOUTH-FRIENDLY VERSION

# ST. LUCIA





## 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/reachout758](https://bit.ly/reachout758)



## 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 St. Lucia. 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 GOVERNMENT SERVICES

### HOTLINE NUMBERS

**NATIONAL MENTAL WELLNESS CENTER :** 203

**DIVISION OF HUMAN SERVICES:** 1-758-451-7777

#### COMMUNITY MENTAL HEALTH SERVICES

Audience: Children (0-11); Adolescents (12-17); Adults (18+); Parents and Families  
\*Persons with mental health issues/illness

**Primary Phone:** 1-758-468-5300

#### NATIONAL MENTAL WELLNESS CENTRE

Audience: Children (0-11); Adolescents (12-17); Adults (18+) and Families  
Including: Persons living with a mental health condition

**Primary Phone:** 1-758-458-6500

#### SCHOOL COUNSELLING UNIT

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

**Primary Phone :** 1-758-468-5202

**Secondary Phone:** 1-758-468-5207  
1-758-468-5208

#### NEW BEGINNINGS TRANSIT HOME

Audience: Children (0-11); Adolescents (12-17) and Parents  
\*Child abuse victims

**Primary Phone:** 1-758-450-8841

**Secondary Phone:** 1-758-450-8712

**WhatsApp:** 1-758-724-8104





## SUMMARY OF GOVERNMENT SERVICES

### EMPLOYEE ASSISTANCE PROGRAMME UNIT

Audience: Public Servants and their immediate family members

**Primary Phone:** 1-758-285-6252  
1-758-468-2269  
**Secondary Phone:** 1-758-468-2260  
**WhatsApp:** 1-758-285-7264

### DIVISION OF HUMAN SERVICES

Audience: Children (0-11); Adolescents (12-17); Adults (18+); Parents and Families  
\*Children in need of care and protection and older persons

**Primary Phone:** 1-758-468-5360  
**Secondary Phone:** 1-758-468-5372

### NATIONAL EMERGENCY MANAGEMENT ORGANISATION

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

**Primary Phone:** 1-758-452-3802

### MINISTRY OF EQUITY - WELFARE SERVICES

Audience: Children (0-11); Adolescents (12-17); Adults (18+); Parents and Families  
\*Persons living with disability and persons living with HIV

**Primary Phone:** 1-758-468-5128  
**Secondary Phone:** 1-758-468-5121



A vibrant tropical beach scene. In the foreground, a wide expanse of white sand is dotted with small, dark specks. Several tall palm trees with green fronds lean at various angles across the middle ground. The ocean is a brilliant turquoise color, with gentle waves lapping at the shore. The sky is a clear, bright blue with a few wispy white clouds. A purple banner with a torn-edge effect is superimposed over the middle of the image, containing the word 'HEALTH' in bold, black, uppercase letters.

# HEALTH

# COMMUNITY MENTAL HEALTH SERVICES

The **Community Mental Health Services** provides a wide range of mental health services including: Mental health education, prevention and promotion, home visits, school visits, medication monitoring, counselling, psychotherapy, assessment, diagnosis, treatment and referrals.



## SOME SERVICES OFFERED:

- ➔ Clinical Mental Health Counselling
- ➔ Cognitive Behaviour Therapy
- ➔ Anger Management
- ➔ Family Therapy
- ➔ Pharmacy
- ➔ Psychiatric Assessments
- ➔ Psychotherapy
- ➔ Suicide Prevention



## THE DETAILS:

**Audience:** Children (0-11); Adolescents (12-17); Adults (18+); Parents and Families  
*\*Persons with mental health issues/ illness*

**Language:** English ; Creole

**Address:** Water Front, Castries, Saint Lucia

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

### Contact Details:

**Primary Phone:** 1-758-468-5300

**Email:** community.health@gov.lc

## ACCESSIBILITY:

### ACCESSING SERVICES:

#### UNDER 18?:

You can make an appointment by **phone and by visiting the facility**. **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, however it is recommended.

#### 18 AND OVER?:

You can make appointments by **phone and by visiting the facility**. **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: 30 to 45 minutes

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



# NATIONAL MENTAL WELLNESS CENTER

The **National Mental Wellness Center** is under the management of the Millennium Heights Medical Complex. It is the only psychiatric hospital on the island which provides both inpatient and outpatient care. There is a Psychosocial Department which offers social support and counselling to patients accessing these services through a referral system.



## SOME SERVICES OFFERED:

- ➔ Cognitive Behaviour Therapy
- ➔ Crisis Intervention
- ➔ Child-centered therapy
- ➔ Family Therapy
- ➔ Psychiatric Assessments
- ➔ Psychotherapy
- ➔ Social Work Services
- ➔ Suicide Prevention

## ACCESSIBILITY:



## ACCESSING SERVICES:

### UNDER 18?:

You can access services by **referral only**, referrals are mandatory.

You are **required** to be accompanied by a parent/guardian to access services.

### 18 AND OVER?:

You can make appointments by **phone**, and by **visiting the facility**. Appointments are mandatory.

You can also access services by **referral**. Referrals are mandatory.

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

## THE DETAILS:



**Audience:** Children (0-11); Adolescents (12-17); Adults (18+); Families  
*Including: Persons living with a mental health condition*

**Language:** English ; Creole

**Address:** Coubaril, Millennium Highway  
Castries, St. Lucia

### Hours to Operation:

**Outpatient Clinic** Tuesdays, Wednesdays, Thursdays  
8:00AM - 1:00PM

**Services for Children** Wednesdays  
8:00AM - 1:00PM

**Counselling** (Appointment Only) Monday - Friday  
8:00AM - 4:00PM

**Social Support** (Referral Only) Monday - Friday  
8:00AM - 4:00PM

**Hospitalisation/ Inpatient Care** 24/7

### Contact Details:

**Crisis Hotline:** 203 (available 24/7)  
**Primary Phone:** 1-758-458-6500  
**Email:** [information@mhmc.lc](mailto:information@mhmc.lc)  
**Website:** [www.millenniumheights.org](http://www.millenniumheights.org)



[Millennium Heights Medical Complex](https://www.facebook.com/millenniumheightsmedicalcomplex)



# EDUCATION



## SCHOOL COUNSELLING UNIT

The Mission of the Saint Lucia School Counseling Unit is to provide a Comprehensive developmental school counselling program to address the academic, personal/ social, and career needs of all students. The program seeks to foster collaboration and cooperation among school, home, community and other professional agencies in an effort to empower students to realise their unique potential and to become lifelong learners.



### SOME SERVICES OFFERED:

- ➔ Academic Consultation
- ➔ Anti-bullying Programmes
- ➔ Crisis Intervention
- ➔ Conflict Resolution
- ➔ General Counselling
- ➔ Group Therapy
- ➔ Positive Parenting Programmes
- ➔ Referrals

**ACCESSIBILITY:**

### THE DETAILS:

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

**Language:** English and Creole

**Address:** 4th Floor Francis Compton Building  
Waterfront, Castries,  
LC04 301, Saint Lucia

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

#### Contact Details:

**Primary Phone:** 1-758-468-5202

**Secondary Phone:** 1-758-468-5207  
1-758-468-5208

**Email:** pssecretaryed@govt.lc

**Website:** <https://education.govt.lc>



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

### ACCESSING SERVICES:

#### UNDER 18?:

You can make an appointment by **phone**, **WhatsApp** 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 **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 an appointment by **phone**, **WhatsApp** and 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: 45 minutes to 1 hour

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



# **CHILD PROTECTION AND SOCIAL SERVICES**



## NEW BEGINNINGS TRANSIT HOME

The **New Beginnings Transit Home** is a temporary residential place of safety for children between the ages of 0 – 18 years who are victims of child abuse and severe neglect and who are in need of care and protection. This service works closely with the National Foster Care and Adoption Services to ensure that children are returned to where they thrive best: in secure and loving families. The Division is the main agency with responsibility for the protection of children from all forms of abuse and neglect. The Division has the mandate for providing support services for children and families in crisis. Such services may take the form of therapeutic interventions and childcare and protection programmes aimed at strengthening and preserving the family unit.



### SOME SERVICES OFFERED:

- ➔ Child-centered therapy
- ➔ Trauma-based Counselling
- ➔ Social Work Services
- ➔ Cognitive Behaviour Therapy
- ➔ Group Therapy
- ➔ General Counselling
- ➔ Shelter

### ACCESSIBILITY:



### THE DETAILS:

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

*\*Child abuse victims*

**Language:** English ; Creole

**Address:** Cas en bas  
Gros Islet, St. Lucia

**Hours to Operation:** 24/7

#### Contact Details:

**Primary Phone:** 1-758-450-8841

**Secondary Phone:** 1-758-450-8712

**WhatsApp:** 1-758-724-8104

**Email:** tnbth10@gmail.com  
transithome@health.gov.lc  
transithome123@gmail.com

**Website:** [www.govt.lc/ministries/social-transformation-local-government-and-community-empowerment/new-beginning-transit-home](http://www.govt.lc/ministries/social-transformation-local-government-and-community-empowerment/new-beginning-transit-home)

### ACCESSING SERVICES:

#### UNDER 18?:

You can make an appointment by **phone**. Appointments are mandatory.

You can also access services by **walking in** at the The Division of Human Services but not at the Transit Home.

Referrals are mandatory. Referrals can be made by: Police, the Division of Human Services or School Counsellor.

You cannot bring a friend to the appointments.

#### 18 AND OVER?:

You can make appointments by **phone**. Appointments are mandatory

You must be a parent of a child at the Transit Home.

Wait time for appointment: Times vary  
Typical length of session: 45 minutes to 1 hour



Today is a good day to be kind to your mind.



## DIVISION OF HUMAN SERVICES

To enhance the psychosocial functioning of children, families, older persons, individuals, and other vulnerable groups. This is done through advocacy, research, counselling and other social work therapeutic intervention strategies, which focus on family preservation and the provision of skills for self-empowerment.



### SERVICES OFFERED:

- ➔ General Counselling
- ➔ Social Work Services
- ➔ Conflict Resolution
- ➔ Home Interventions
- ➔ Prevention Programmes
- ➔ Referrals

### ACCESSIBILITY:



### ACCESSING SERVICES:

#### UNDER 18?:

You can make an appointment by **phone or by visiting the organisation**. Appointments are not mandatory.

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

You are not required to be accompanied by an adult and you can bring a friend to the appointment.

### THE DETAILS:



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

*\*Children in need of care and protection and older persons*

**Language:** English ; Creole

**Address:** Division of Human Services  
C/O Ministry of Equity, Social Justice & Empowerment, Waterfront, Castries, St. Lucia

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

*\*Social Workers respond to Emergency cases involving children after 4:30 pm, weekends and on holidays*

#### Contact Details:

**Crisis Hotline:** 1-758-451-7777

**Primary Phone:** 1-758-468-5360

**Secondary Phone:** 1-758-468-5372

**Email:** huservices@yahoo.com

#### 18 AND OVER?:

You can make an appointment by **phone or by visiting the organisation**. 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: 30 to 45 minutes



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

# MINISTRY OF EQUITY - WELFARE SERVICES

**Welfare Services Unit** is the social safety net program for St. Lucia. The Welfare Unit exists within the Ministry of Equity, Social Justice and Empowerment. It consists of The Public Assistance Program and The Child Disability Grant. The program's goals are to provide support to improve the socio economic condition of poor and underprivileged families and individuals. Through the use of program and cash transfers.



## SOME SERVICES OFFERED:

- ➔ Crisis Intervention
- ➔ Holistic Services
- ➔ Conflict Resolution
- ➔ Home Interventions
- ➔ HIV/STI Support
- ➔ Positive Parenting Programmes

## ACCESSIBILITY:



## ACCESSING SERVICES:

### UNDER 18?:

You can make an appointment by **phone or by visiting the organisation**. Appointments are not mandatory.

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

You are not required to be accompanied by an adult and you can bring a friend to the appointment.

## THE DETAILS:

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

*\*Persons living with disabilities, and persons living with AIDS.*

**Language:** English ; Creole

**Address:** Pierre Building, Trinity Church Road  
Castries, St Lucia

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

*\*Social Workers respond to Emergency cases involving children after 4:30 pm, weekends and on holidays*

### Contact Details:

**Primary Phone:** 1-758-468-5128

**Secondary Phone:** 1-758-468-5121

### 18 AND OVER?:

You can make an appointment by **phone or by visiting the organisation**. Appointments are not mandatory.

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

Wait time for appointment: Times vary  
Typical length of session: 30 to 45 minutes

★ Gentle reminder: Self-care is not selfish.



# EMPLOYEE ASSISTANCE PROGRAMME UNIT

The **Employee Assistance Programme (EAP)** is a work based intervention programme designed to enhance the professional attitude of government employees and provide assistance to individuals who are experiencing professional and personal problems, which adversely affect their quality of life and job performance. Services provided include Individual and Group Counselling, Psychosocial Support/Critical Incident Debriefing, Workshops, Webinars, Presentations, Outreach and Sensitization Sessions, and work-place interventions.

## SOME SERVICES OFFERED:

- ➔ Clinical Mental Health Counselling
- ➔ Conflict Resolution
- ➔ Crisis Intervention
- ➔ General Counselling
- ➔ Grief Counselling
- ➔ Referrals
- ➔ Suicide Prevention
- ➔ Trauma-based Counselling

## THE DETAILS:

**Audience:** Public Servants and their immediate family members

**Language:** English ; Creole

**Address:** Union, Castries, St Lucia

**Hours to Operation:** Monday to Friday  
8am to 4:30pm

### Contact Details:

**Primary Phone:** 1-758-285-6252  
1-758-468-2269

**Secondary Phone:** 1-758-468-2260

**WhatsApp:** 1-758-285-7264

**Email:** eapunit@govt.lc

## ACCESSIBILITY:



## ACCESSING SERVICES:

### UNDER 18?:

You can make an appointment by **referral only**.

Only if a parent/immediate family is a public servant can they refer their children.

Referrals are mandatory.

### 18 AND OVER?:

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

Appointments may be mandatory depending on the presenting challenge

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

Wait time for appointment: A few days  
Typical length of session: 30 to 45 minutes

★ Gentle reminder: Healing is not linear.

# EMERGENCY AND DISASTER RESPONSE



# NATIONAL EMERGENCY MANAGEMENT ORGANISATION

The **National Emergency Management Organisation** is an after-disaster response agency. They also provide training throughout the year to various agencies and volunteers.

The National Emergency Management Organisation 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 Outreach;
- ➔ Community Education;

ACCESSIBILITY:  

## THE DETAILS:

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

**Language:** English

**Address:** Bisee,  
Castries, Saint Lucia

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

### Contact Details:

**Primary Phone Number:** 1-758-452-3802

**Email:** [admin@nemo.gov.lc](mailto:admin@nemo.gov.lc)

**Website:** [nemo.gov.lc](http://nemo.gov.lc)

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.

