

# DIRECTORY OF

## GOVERNMENT MENTAL HEALTH & PSYCHOSOCIAL SUPPORT SERVICES

A CHILD AND YOUTH-FRIENDLY VERSION

## TURKS + CAICOS 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/reachout649](https://bit.ly/reachout649)



## 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 Turks and Caicos 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

### STUDENT SUPPORT SERVICES MOBILE HOTLINE

1-649-232-7233  
1-649-232-SAFE

### DEPARTMENT OF SOCIAL DEVELOPMENT AND WELFARE

1-649-338-4009

## DEPARTMENT OF SOCIAL DEVELOPMENT AND WELFARE

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

**Primary Phone:** 1-649-338-4009  
**Phone Providenciales:** 1-649-338-4008  
**Phone Grand Turk:** 1-649-338-2684  
**Out of Hours:** 1-649-232-6696

## BEHAVIOURAL HEALTH SERVICES

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

**Primary Phone:** 1-649-338-3613  
**Providenciales Office:** 1-649-338-3616

*\*The DBHS provides special care for adults and children with mental or substance use disorders*





# HEALTH





# BEHAVIOURAL HEALTH SERVICES

The **Department of Behavioral Health Sciences** provides access to comprehensive and quality services, and advocates for the mental health and substance use needs of individuals of all ages, enabling them to live, work and participate in their communities. Services are comprised of the following components (a) Inpatient/ Residential Services, (b) Outpatient Services, (c) Community Care Services and (d) Prison-Based Services.

## KEY SERVICES OFFERED:

- ➔ Cognitive Behaviour Therapy
- ➔ General Counselling
- ➔ Family Therapy
- ➔ Psychiatric Assessments
- ➔ Psychotherapy

## ACCESSIBILITY:



## ACCESSING SERVICES:

### UNDER 18?:

You can make an appointment by **phone** and **in person** by **visiting the facility**. You can also access by **walking in** (with a social worker) and **referral**.

You need to be **accompanied by a trusted adult to access services**. You can bring a friend to the appointments.

### 18 AND OVER?:

You can make an appointment by **phone** and **in person**. You can access services by **walking in** and **referral**.

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

## THE DETAILS:



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

*\*The DBHS provides special care for adults and children with mental or substance use disorders*

**Language:** English

### Address:

Duncombe Alley, Grand Turk, Turks and Caicos Islands  
Sam's Plaza, Down Town Providenciales

### Hours of Operation:

**Mental Health Clinic:** **Monday- Thursday**  
\*8:30AM - 4:30PM  
**Friday**  
\*8:30AM - 4:00PM

**Inpatient Mental Health Facility:** **24/7**

### Contact Details:

**Grand Turk Phone:** 1-649-338-3613

**Providenciales Office:** 1-649-338-3616

**Email:** dbhstci@gmail.com

**Website:** <https://gov.tc/dmhsd>



[TCI Department of Behavioural Health Services](#)



[cidbhs](#)



# EDUCATION







# STUDENT SUPPORT SERVICES

## DEPARTMENT OF EDUCATION

The **Student Support Services** encompass a range of confidential services that are available to students and by extension families. It is a dynamic cadre of services aimed at developing the holistic child, and fostering a supportive environment. Services are available to all primary and secondary school students (i.e. both government and private schools) and families.

### SOME SERVICES OFFERED:

- ➔ Individual and Group Counselling
- ➔ Career Guidance
- ➔ Parenting workshops
- ➔ Crisis Intervention
- ➔ Mentorship Program
- ➔ Psychoeducation Assessments
- ➔ Referrals and Case Conferences
- ➔ Chaplains in School Program
- ➔ Mobile Hotline Service

### THE DETAILS:

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

**Language:** English

**Address:** Department of Education, Town Centre Mall, Downtown, Providenciales

#### Contact Details:

**Mobile Hotline :** 1-649-232-7233

1-649-232-SAFE

**Department Phone:** 1-649-338-4804

1-649-338-4809

**Email:** [education@gov.tc](mailto:education@gov.tc)

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

### ACCESSIBILITY:



### ACCESSING SERVICES:

#### UNDER 18?:

Ask your school Guidance counsellor to make an appointment for you.

You can also contact the Education Psychologist by **phone, email or walking in to the facility** for services not provided at the school.

#### 18 AND OVER?:

If you are 18 or over and still in secondary school, your school **Guidance counsellor can make an appointment** for you.

Parents can also contact the Education Psychologist (Student Support Services Lead) by **phone, email or walking in** for services not provided at the school.





# **CHILD PROTECTION AND SOCIAL SERVICES**





## DEPARTMENT OF SOCIAL DEVELOPMENT AND WELFARE

The **Department of Social Development and Welfare** aims to provide social services to the communities of the Turks and Caicos Islands to help them become self-sufficient, and eventually not dependent on the State. We assist people from the cradle to the grave.

### KEY SERVICES OFFERED:

- ➔ Child-Centered Therapy
- ➔ Community Outreach
- ➔ Peer Counselling
- ➔ Child Safeguarding

### ACCESSIBILITY:

### THE DETAILS:

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

**Language:** English

**Address:** Butterfield Square, Providenciales, Turks and Caicos

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

#### Contact Details:

**Primary Phone:** 1-649-338-4009

**Phone Providenciales:** 1-649-338-4008

**Phone Grand Turk:** 1-649-338-2684

**Out of hours:** 1-649-232-6696

**Website:** <https://www.gov.tc/dsd/>



Department of Social Development, TCIG

### ACCESSING SERVICES:

#### UNDER 18?:

You can make an appointment by **phone**.

**Referrals**, which can be issued by a Medical Professional, **are mandatory**.

You do **not need to have parent consent to access services**, however, you need to be **accompanied by a trusted adult to the appointment**.

#### 18 AND OVER?:

You can make an appointment by **phone** and **in person**. You can access services by **walking in and referral**.

**Referrals**, which can be issued by the Hospital, Medical Professional and School, **are 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!



# EMERGENCY AND DISASTER RESPONSE





# DEPARTMENT OF DISASTER MANAGEMENT AND EMERGENCIES (DDME)

The [Department of Emergency Management](#) is the government department responsible for managing all hazards and disasters the islands are vulnerable to. During an actual emergency the department is responsible for providing warning and coordinating the response and support to government departments and private sector recovery efforts.

The Department Disaster Management and Emergencies does not offer MHPSS Services as it primarily serves as a coordinating mechanism in disasters. They may make referrals to other agencies as needed.

## SOME SERVICES OFFERED:

- Community Outreach;
- Public Education;

## ACCESSIBILITY:



## THE DETAILS:



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

**Language:** English

### Providenciales Address:

1316 Customs Complex  
off Leeward Highway,  
Turks and Caicos Islands

### Grand Turk Address:

South Base,  
Turks & Caicos Islands

**Days of Operation:** Monday - Friday

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

### Contact Details:

**Providenciales Phone :** 1-649-243-3363

**Grand Turk Phone :** 1-649-946-2177  
1-649-244-3363

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

**Website:** [gov.tc/ddme](http://gov.tc/ddme)



[DDME](#)



[DDME TCI](#)



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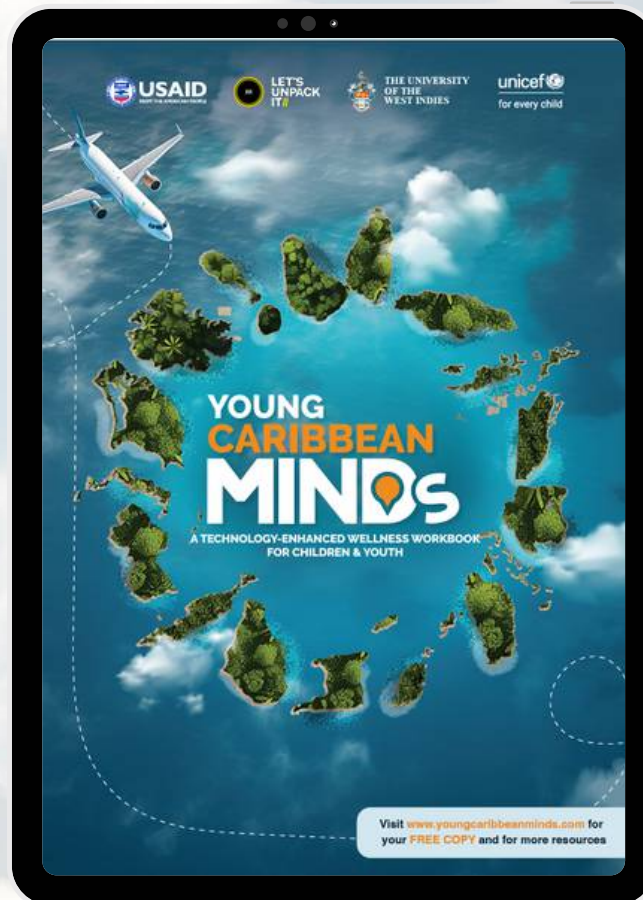


[DDME.TCI](#)





[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.

