

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



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 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



Accommodations made
for those with cognitive
impairments



Tik Tok



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*



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



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>

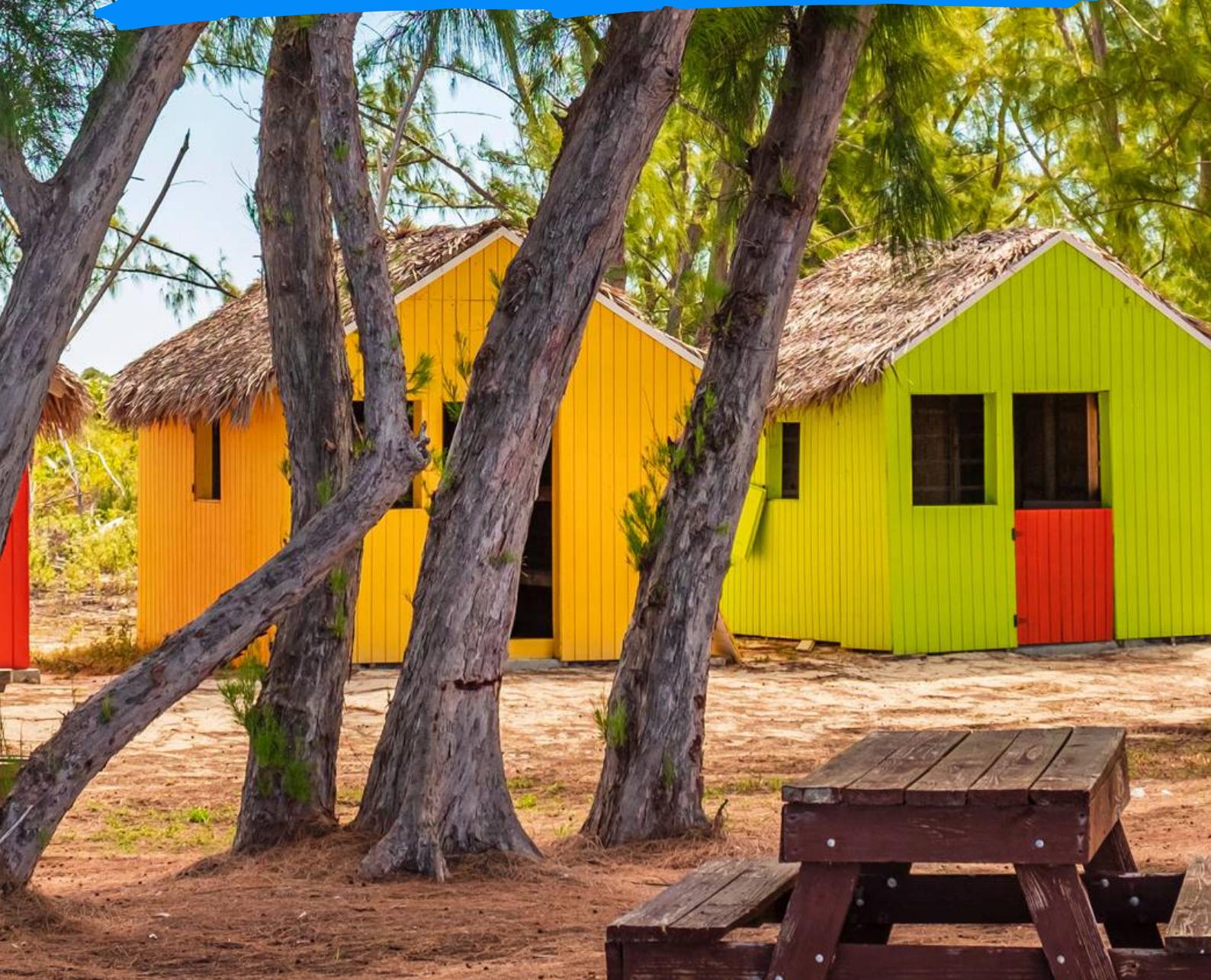
 [TCI Department of Behavioural Health Services](#)

 [cidbhs](#)



Make your mental health a priority – today and everyday.

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

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.

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

Website: www.gov.tc/education/

18 AND OVER:

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-Centred 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

Website: gov.tc/ddme



DDME



DDME TCI

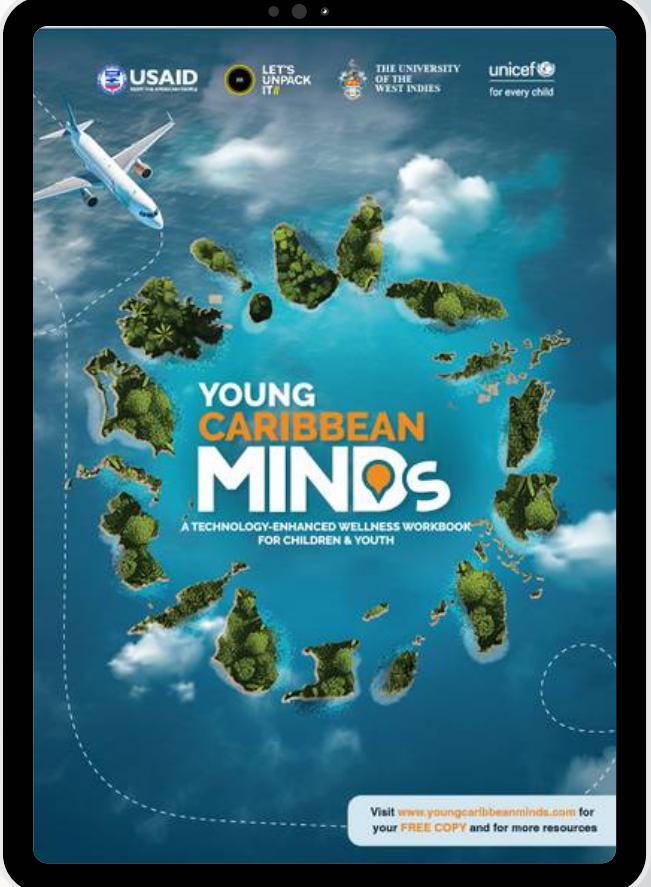


[ddme.tci_official](https://www.instagram.com/ddme.tci_official)



[@DDMETCI](https://twitter.com/DDMETCI)

 www.youngcaribbeanminds.com 



The image shows a digital tablet displaying the cover of the "Young Caribbean MINDs" app. The cover features a map of the Caribbean islands in green against a blue ocean background. A white airplane is shown flying over the islands. The title "YOUNG CARIBBEAN MINDs" is prominently displayed in the center, with "YOUNG" and "CARIBBEAN" in blue and "MINDs" in orange. Below the title, it says "A TECHNOLOGY-ENHANCED WELLNESS WORKBOOK FOR CHILDREN & YOUTH". At the top of the cover, there are logos for USAID, Let's Unpack It!, The University of the West Indies, and UNICEF. A small text box at the bottom right of the cover says "Visit www.youngcaribbeanminds.com for your FREE COPY and for more resources".

DOWNLOAD THE MENTAL HEALTH AND WELLBEING WORKBOOK!

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.

