



GOVERNMENT OF BERMUDA
Department of Health

DIRECTORY OF HELPING SERVICES



2017/20

"Healthy people in healthy communities"

HEALTH PROMOTION OFFICE

EatWell PLATE

A recommendation for each meal based on your plate size.





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WELCOME

The Health Promotion Office of the Department of Health is pleased to bring to you the Directory of Helping Services 2017–2020. The aim of the Directory is to enable individuals, families and health professionals to identify necessary services to enhance health and well-being.

The Directory consists of non-profit, registered charities and Government agencies in Bermuda that offer services to children, seniors and persons with disabilities.

The Directory features over 100 organisations, which are listed alphabetically, along with an index categorising the organisations according to the type of services offered. On each page symbols are included to depict what populations are serviced by each agency. Symbols represent the following populations:



Seniors



Children & Families



Disabled

We hope that children, seniors, persons with disabilities, their families and caregivers, as well as the professionals working with them will find the Directory helpful in identifying appropriate services and support programmes.

A searchable version of the Directory is available on www.helpingservices.bm

For any comments or queries, please contact the Health Promotion Office of the Department of Health:

PHONE: 278-6504

E-MAIL: healthpromotion@gov.bm

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CONTACT PERSON: Elizabeth Stewart, President

PHONE: 707-0600

E-MAIL: alzbermuda@yahoo.com

WEBSITE: www.alzbermuda.com

ADDRESS: P.O. Box FL 88, Flatts FL BX

PURPOSE: To support those affected by dementia in Bermuda

SERVICES:

- Awareness and education regarding dementia for families and the healthcare community
- Activities including therapeutic art and music
- Monthly support group meetings for family members and persons with dementia
- Financial assistance for care giving (means tested); coordination of in-home caregivers
- Dementia-specific occupational therapy services — at home visits, cognitive assessments, care planning, dementia care mapping etc.

HOURS OF OPERATION: As needed. No fixed hours

REFERRAL PROCEDURE: Referral required from GP for occupational therapy services to be covered by insurance



LEARNING DISABILITIES ASSOCIATION OF BERMUDA

CONTACT PERSON: Renee Lawrence

PHONE: 799-3037

E-MAIL: lawrence@northrock.bm

WEBSITE: www.ldab.org

FACEBOOK: The Learning Disabilities Association of Bermuda

ADDRESS: P.O. Box HM 350, Hamilton HM BX

PURPOSE: To support parents whose children have been diagnosed with ADD/ADHD

SERVICES:

- Support and information regarding community resources and strategies for parenting and educating a child with ADHD.
- Advocating for students with ADHD within the education system.

HOURS OF OPERATION: As needed, telephone and e-mail support available.

REFERRAL PROCEDURE: Self-referral: Call or e-mail



CONTACT PERSON: Donna Daniels, Executive Director

PHONE: 292-5809 **FAX:** 296-2724 **E-MAIL:** ddaniels@aes.edu.bm

ADDRESS: 16 Dundonald Street, Hamilton HM 12
P.O. Box HM 694, Hamilton HM CX

MISSION: To help build the community by supporting adult learners to achieve their educational and career goals.

SERVICES:

- The Wilson Reading Programme designed to develop phonics, vocabulary, reading fluency, and writing skills for adult learners who cannot read.
- Pre-Foundational Literacy for young and adult learners that are struggling readers or may have difficulty with literacy. It targets reading fluency, comprehension, spelling, grammar, punctuation, and writing skills.
- Foundational Literacy for young and adult learners whose reading and math skills are at a very basic level. It develops skills in reading, spelling, writing, computation and problem solving. It also includes the exploration of reading material through the use of technology.
- General Education Development (GED) provides instruction in the higher level subjects and content areas of the GED programme. Upon successful completion of the GED programme, individuals will achieve a high school equivalency certificate.
- Transitions (Preparing for College writing and mathematics) - designed to move GED diploma holders and high school graduates into a college classroom and to provide the learner with the skills necessary for mastering college entrance exams and college-level coursework.

HOURS OF OPERATION: 8:45 a.m. – 5:00 p.m., Monday to Friday;
5:30 p.m. – 7:30 p.m., Monday to Thursday

REFERRAL PROCEDURE: Self-referral, parent/guardian, employer, government agency



DEPARTMENT OF HEALTH

CONTACT PERSON: Lynn Jackson, Child Health Coordinator

PHONE (CLINIC): 278-6460 or 278-6461

COORDINATOR: 278-6452

FAX: 292-4420

E-MAIL: childhealth@gov.bm

WEBSITE: www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESS:

67 Victoria Street, Hamilton HM 12
P.O. Box HM 1195, Hamilton HM EX

PURPOSE: To promote health and prevent disease transmission when travelling abroad.

SERVICES:

- Health education on the prevention of food, water, vector-borne diseases and personal safety.
- Immunisation and International Certificate of Vaccination

HOURS OF OPERATION: By appointment 2:00 p.m. – 4:00 p.m., Tuesdays and Thursdays

REFERRAL PROCEDURE: Self-referral and physician



DEPARTMENT OF YOUTH, SPORT AND RECREATION

CONTACT PERSON: Nadine B. Henry, Senior Youth Services
Development Officer

PHONE: 295-0855

FAX: 295-6292

E-MAIL: nhenry@gov.bm

ADDRESS:

Craig Appin House, 3rd Floor,
8 Wesley Street, Hamilton HM 11

PURPOSE: The Afterschool Programme exists to meet the needs of parents/guardians and children, in the community during the school year from Monday to Friday from 3:30 p.m. to 6:00 p.m.

SERVICES: Primary school-aged children are exposed to a variety of sport and recreational activities that will contribute to their physical, social, emotional and intellectual growth and development. The 10 Afterschool Programmes located in Government school facilities and the Community Centres may include the following activities: recreation and sports, drama, dance, arts and crafts, outings, multicultural events.

Registration takes place on a first-come, first-served basis, June through August.

A voucher which can be purchased from the General Post Office and sub-offices, must be presented to register. To be eligible for registration parents must be up-to-date with any existing payments.

HOURS OF OPERATION (YS&R OFFICE): 8:45 a.m. – 5:00 p.m.,
Monday to Friday



BERMUDA HOSPITALS BOARD

PHONE: 239-2025

FAX: 239-2155

WEBSITE: www.bermudahospitals.bm

ADDRESS:

7 Point Finger Road, Paget DV 04

P.O. Box HM 1023, Hamilton HM DX

PURPOSE: A residential hospice facility for terminally ill patients.

SERVICES: Hospice palliative care focuses on relieving symptoms and supporting patients with a life expectancy of months not years. Support is also offered to family members. The palliative care team is comprised of hospice physician, nurses, social worker, chaplains, nursing auxiliary staff and volunteers.

HOURS OF OPERATION: 24 hours, 7 days a week

REFERRAL PROCEDURE: Physicians, PALS Cancer Care in Bermuda



CONTACT PERSON: Claudette Fleming, Executive Director

PHONE: 238-7525

FAX: 238-7177

E-MAIL: info@ageconcern.bm

WEBSITE: www.ageconcern.bm

ADDRESS:

Charities House, 25 Point Finger Road, Paget DV 04
P.O. Box HM 2397, Hamilton HM JX

OUR MISSION: To enhance the quality of life and promote the rights and responsibilities of older adults in Bermuda.

SERVICES:

- Help and Information Call Centre
- Advocacy
- Membership and benefits
- Newsletters/Publications
- Directory for seniors (found in the Bermuda Yellow Pages)

HOURS OF OPERATION: 9:00 a.m. – 4:00 p.m., Monday to Friday

REFERRAL PROCEDURE: Open



CONTACT PERSON: Manager

PHONE: 292-7802

FAX: 292-9125

WEBSITE: www.gov.bm

ADDRESS: Continental Building, 25 Church Street, Hamilton HM 12

PURPOSE: To connect, support and advise service providers and service users to enhance the quality of life for seniors and persons with disabilities.

SERVICES:

- Provides case management and advocacy
- Processes referrals to community agencies
- Investigates allegations of elder abuse
- Screens and processes new applications for operation of residential care homes and adult day care
- Collaborates with public/private network of stakeholders
- Provides information on education, health care, community resources and transportation
- Provides information on new technology and adaptive equipment
- Provides information and referrals to resources on accessibility
- Provides health education and health promotion
- Recommends strategies for action to individuals, businesses, community organisations and government

HOURS OF OPERATION: 8:30 a.m. – 5:00 p.m., Monday to Friday

REFERRAL PROCEDURE: Self-referral, family, health care provider, any member of the public and any concerned agencies



CONTACT PERSON: Julie-Kay Darrell, Alzheimer's Facilitator

PHONE: 238-2168

FAX: Fax number is given on request

E-MAIL: juliekay@ibl.bm

ADDRESS: P.O. Box DV 114, Devonshire DV BX

PURPOSE: To provide emotional support, education and information to family members and friends of those with Alzheimer's disease and related disorders.

SERVICES: Offers the following volunteer services:

- Alzheimer's Family Support Group meetings – second Tuesday in each month at KEMH, 5:30 p.m. – 6:30 p.m.
- Family meetings upon request
- Educational public speeches to organisations upon request

HOURS OF OPERATION: Volunteer – Daily, 238-2168

REFERRAL PROCEDURE: Self-referral and/or KEMH



DEPARTMENT OF COURT SERVICES

CONTACT PERSON: Derek Flood

PHONE: 292-5005

FAX: 295-4368

E-MAIL: courtservices@gov.bm

WEBSITE: www.gov.bm

ADDRESS: 3rd Floor, Dame Lois Browne-Evans Building,
58 Court Street, Hamilton HM 12

PURPOSE: To provide comprehensive assessment, supervision, case management and treatment services for offenders and other high risk individuals, especially substance abusers.

SERVICES:

- Assessment and Treatment Unit – comprehensive social and psychological assessments
- Bermuda Assessment and Referral Centre (BARC) – Substance abuse assessments and recommendations for treatment options
- Comprehensive social inquiry and pre-release reports
- Community-based offender programmes (e.g. sex and violent offenders, anger management, life skills, etc.)
- Community service orders
- Mental Health Treatment Court Programme

HOURS OF OPERATION: 8:30 a.m. – 5:00 p.m., Monday to Friday, officers are on call 24 hours

REFERRAL PROCEDURE: All services are Court and Parole Board requests and Orders

- Bermuda Assessment and Referral Centre (BARC) – Self, family, and health care agencies, and helping agency referrals including Court Requests for all substance misusers.



CONTACT PERSON: Jenefer Brimmer, President

PHONE: 292-4695 (Office) or 799-4695 (Cell)

FAX: 292-4535

E-MAIL: Jenefer.brimmer@gmail.com

ADDRESS:

Astor House, 38 Union Street, Hamilton HM 10

MAILING: Suite 303, 48 Par-La-Ville Road, Hamilton HM 11

PURPOSE: Provide free practical and illustrative education to the public about asthma and allergy, which is supported by documentation of proven research.

SERVICES:

- Provide FREE asthma and allergy management seminars, literature, etc. to educate the public
- Teach preventive care in managing asthma and allergy health conditions.
- Provide FREE asthma products and equipment for proper management care (when possible) and recommendations

SOLUTIONS ON EQUIPMENT AVAILABLE SUCH AS:

- Lightweight portable oxygen concentrators and portable nebulisers (must have a doctor's prescription).
- Spacers, peak flow meters, anti-dust mite pillows/mattress encasings and air purifiers
- The use of non-toxic, biodegradable laundry, household and personal care products to reduce exposure of toxic products

HOURS OF OPERATION: By appointment

REFERRAL PROCEDURE: Self-referral and by health care provider



CONTACT PERSON: Anthony Peets, President

PHONE: 505-9147

E-MAIL: basebda@yahoo.com

WEBSITE: www.bermudaautism.com

ADDRESS: P.O. Box FL 93, Flatts FL BX

PURPOSE: Increase public awareness of autism and help ensure that individuals on the autism spectrum are given opportunities and resources to achieve their full potential.

SERVICES:

- Provide information in regards to autism services in Bermuda
- Parent support and training
- Community education for educators, health professionals, and other interested individuals
- Advocacy for appropriate programmes and services
- Information and reference materials on autism

HOURS OF OPERATION: By appointment



CONTACT PERSON: Robyn Dickinson-Baras, Marketing Coordinator

PHONE: 236-1001

FAX: 236-0880

E-MAIL: rdbaras@chc.bm

WEBSITE: www.chc.bm

ADDRESS:

46 Point Finger Road, Paget DV 04

P.O. Box HM 1562, Hamilton HM FX

PURPOSE: To be a centre of excellence offering comprehensive breast specialist services, early detection, support and education for cancer and other diseases.

SERVICES:

- Breast specialist service – digital mammograms, ultrasound exams and biopsies
- Prostate service – ultrasound and biopsy
- General ultrasound and bone densitometry exams for men and women
- Ostomy supplies provided at cost
- Free education literature, one-on-one support, presentations for corporate and community groups
- Free cancer information service (in partnerships with the Canadian Cancer Society). No referral needed. Call 232-2247

HOURS OF OPERATION: 7:30 a.m. – 6:00 p.m., Monday to Thursday;
7:30 p.m. – 5:00 p.m., Fridays and 9:00 a.m. – 1:00 p.m., second Saturday of each month

REFERRAL PROCEDURE: ANNUAL DIGITAL MAMMOGRAM:

Women under 40 years and men, require a doctor's requisition.

ULTRASOUND: Doctor's requisition required for all patients **BREAST AND PROSTATE BIOPSY:** Doctor's requisition required for all patients.

BONE DENSITOMETRY: Doctor's requisition required for baseline exam. In some cases, follow-up exams do not require a requisition.



CONTACT PERSON: Evelyn James-Barnett

PHONE: 236-9000

E-MAIL: info@college.bm

WEBSITE: www.college.bm

ADDRESS:

21 Stonington Avenue, South Road, Paget PG 04

P.O. Box HM 2718, Hamilton HM LX

PURPOSE: Community college dedicated to offering the highest standards of academic, technical and professional excellence.

SERVICES: Accredited by the New England Association of Schools and Colleges, Bermuda College offers a variety of academic, technical and professional courses in the Divisions of Business Administration, Hospitality and technical education, Arts & Science and Professional and Career Education (PACE). Programmes lead to baccalaureate, associate degree, certificate or diploma credentials. There are also a number of professional designations and other non-credit offerings for life-long learners, with academic and other support services offered free of charge to students.

HOURS OF OPERATION: Varying hours. Day classes, on-line and evening classes are offered. Facilities are accessible to the physically challenged.



CONTACT PERSON: Sara McKittrick, Diabetes Educator

PHONE: 236-3668

E-MAIL: bdaed@northrock.bm

WEBSITE: www.bermudadiabetes.org

ADDRESS:

(Bermuda Diabetes Association Educator) - Dunrossil House,
21 Point Finger Road, Paget DV 05
P.O. Box DV 506, Devonshire DV BX

PURPOSE: To lead the Bermuda community to reduce the prevalence of diabetes and improve the lives of those affected.

SERVICES:

- Public presentations on diabetes management and healthy living to help prevent type 2 diabetes
- Diabetes education and nutritional counselling for those with diabetes or pre-diabetes
- Free community blood sugar screening
- Assistance with purchasing insulin and oral medications obtained at the Bermuda Diabetes Association Resource Centre for people with inadequate or no insurance

HOURS OF OPERATION: 8:30 a.m. – 4:30 p.m.

REFERRAL PROCEDURE: Self-referral, healthcare provider



CONTACT PERSON: Mary DeSilva, Office Manager

PHONE: 297-8427

FAX: 292-6960

E-MAIL: bdaed@northrock.bm

WEBSITE: www.bermudadiabetes.org

ADDRESS:

(Corner of Dundonald St. and Cedar Ave.)
Beacon House, 2 Dundonald Street, Hamilton HM 10
P.O. Box DV 506, Devonshire DV BX

PURPOSE: To lead the Bermuda community to reduce the prevalence of diabetes and improve the lives of those affected.

SERVICES:

- Pharmacy for diabetes patients
- Diabetes counselling and education

HOURS OF OPERATION: 8:30 a.m. – 2:00 p.m.



CONTACT PERSON: Sionna Barton, Marketing and Development Director

PHONE: 232-2673

FAX: 232-4278

E-MAIL: sionna@bdaheart.bm

WEBSITE: www.heart.bm

ADDRESS: (Mailing) Suite 1189, 48 Par-La-Ville Road, Hamilton HM 11

PURPOSE: Increase awareness of heart disease and cardiac related illness.

SERVICES:

- Advocating change through awareness, prevention and education
- Supporting and guiding patients and their families
- Promoting prevention and recovery through innovative hands-on therapy at the CORE Heart Health Centre
- Playing a leading role in the fight against heart disease in Bermuda

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m., Monday to Thursday;
9:00 a.m. – 2:30 p.m., Fridays



CONTACT PERSON: Desiree O'Connor, Support Services Manager

PHONE: 295-8623

FAX: 295-2605

E-MAIL: info@bhc.bm

WEBSITE: www.bhc.bm

ADDRESS:

IAS Park Building, 44 Church Street, Hamilton HM 12

P.O. Box HM 662, Hamilton HM CX

PURPOSE: To provide accessibility to adequate, affordable housing and promote independent living to enhance the quality of life in Bermuda.

SERVICES:

- Transitional Housing (Short-term)
- Rentals

HOURS OF OPERATION: 8:30 a.m. to 4:45 p.m., Monday to Friday

REFERRAL PROCEDURE: Self-referral or other agencies



CONTACT PERSON: Jennifer N. Fahnbulleh, Director

PHONE: 541-3323

CELL: 535-6294 (text only)

FAX/TTY-TDD: 238-8116

E-MAIL: biad@northrock.bm

ADDRESS:

2nd Floor, The Armory Building,
37 Reid Street, Hamilton HM 12
P.O. Box HM 1749, Hamilton HM GX

PURPOSE: To achieve equality of opportunity and full participation in society for people who are deaf and hard of hearing.

SERVICES:

- Sign language classes
- Adult education and literacy information
- Provides assistance for hearing aids
- Provides emotional support and consultation for parents and families of deaf and hard of hearing children
- Provides overseas information on summer camp, schools and universities for the deaf for parents/guardians of children who are deaf or hard of hearing

HOURS OF OPERATION: Monday to Friday (by appointment)

REFERRAL PROCEDURE: Self-referral



CONTACT PERSON: Information Desk Assistance

PHONE: 299-0030 or 295-2905

FAX: 292-8443

EMAIL: library@gov.bm

WEBSITE: www.bnl.bm

ADDRESS: Par-La-Ville, 13 Queen Street, Hamilton HM 11

PURPOSE: To provide services to seniors by delivering library material to private homes and private and public senior residential homes.

SERVICES:

- Delivers and collects library material to private homes and private and public senior residential homes
- Provides basic reference services
- Reads newspapers, religious materials, poetry, etc. when requested
- Materials include: hardback books, paperbacks, audiobooks (on disk), large print books, music CDs, DVDs and magazines

HOURS OF OPERATION: Upon request, Monday to Friday



CONTACT PERSON: Marla Smith, Youth Services Librarian

PHONE: 295-0487

FAX: 296-0973

E-MAIL: youthlib@gov.bm

WEBSITE: www.bnl.bm

ADDRESS: 74 Church Street, Hamilton HM 12

PURPOSE: To provide educational and recreational materials and services for the positive growth and enjoyment of Bermuda's youth.

SERVICES:

- Storytelling
- Summer reading programme and activities
- Free internet access
- Dial-a-Story line 441-295-9698
- Auditorium meeting room
- Books for all ages
- Newspapers, magazines and audio books
- Craft and movie days
- Book Babies – Baby literacy programme, Thu. and Sat., 9:00 a.m. – 10:00 a.m.
- Boys' Club – Saturdays, 1:00 p.m. – 3:00 p.m.
- Girls' Club – Saturdays, 11:00 a.m. – 1:00 p.m.
- Chess Club – Saturdays 3:00 p.m. – 5:00 p.m.

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m.,
Monday to Saturday; except Friday: 10:00 a.m. – 5:00 p.m.



CONTACT PERSON: Jean Van de Merwe, President

PHONE: 239-1282 or 599-2836

FAX: 236-9208

E-MAIL: jemvan10@gmail.com

ADDRESS: P.O. Box WK 31, Warwick WK BX

PURPOSE: To build awareness of the need for organ donation through education and recruitment activities.

SERVICES:

- Advocate for organ and tissue donation.
- Assess the needs of donor families
- Develop guidelines for donor family care
- Improve and enhance communication throughout Bermuda and abroad.

HOURS OF OPERATION: Various



CONTACT PERSON: Jennifer Southern, Secretary General

PHONE: 238-1741 or 535-2832

FAX: 238-2184

E-MAIL: BermudaParalympic@gmail.com and southern@logic.bm

ADDRESS(MAILING): Suite 1148, 48 Par-La-Ville Road,
Hamilton HM 11

PURPOSE: To encourage, support and motivate all persons with a disability to participate in sports.

SERVICES:

- Encourage more athletes with disabilities to participate in sports
- Support para-athletes to achieve personal excellence in their chosen sport up to the level of World Championship and Paralympic Games
- Endorse sporting opportunities at the grass root level
- Encourage other sporting bodies to embrace and include persons with physical disabilities
- Provide financial help to athletes when possible to participate in World, Parapan American and Paralympic Games
- Sports offered: Athletics, Bocci, equestrian, goalball, sailing, swimming, wheelchair basketball, and wheelchair tennis

REFERRAL PROCEDURE: Self-referral, health care provider, schools and family



CONTACT PERSON: Willard Fox, Chairman

PHONE: 293-8148

ADDRESS: P.O. Box HM 8, Hamilton HM AX

PURPOSE: Lobby for the rights of persons with disabilities

SERVICES: Arranges social functions, volunteer opportunities, and workshops for disabled adults.

HOURS OF OPERATION: 8:00 a.m. – 4:00 p.m., Monday to Friday

REFERRAL PROCEDURE: Self-referral



CONTACT PERSON: Ann Spencer-Arscott, Executive Director

PHONE: 236-8253 ext. 224 (Office) or 505-6768 (Cell)

FAX: 236-8267 **E-MAIL:** Director@bermudaredcross.com

WEBSITE: www.bermudaredcross.com

ADDRESS: Charleswood, 9 Berry Hill Road, Paget DV 03
P.O. Box HM 772, Hamilton HM CX

PURPOSE: To respond locally and globally to those in need, helping the vulnerable and enabling the community to be prepared and to respond.

SERVICES:

- Provide disaster management to empower communities to take charge of their own preparedness and recovery. We provide for the distribution of Red Cross relief supplies, provide family tracing and links, communications support, personnel support in a mass casualty event, and launch appeals as needed.
- Rent medical and baby equipment including hospital beds, wheelchairs, commodes, walkers, cribs, highchairs and car seats.
- Provide health and Safety Courses to educate the public in basic first aid, CPR, AED use, babysitting, pool lifeguarding and disaster risk reduction.
- Upstairs Thrift Shop provides clothes, shoes, accessories for men, women and children.
- Provide free transport for seniors to and from medical appointments.

OFFICE HOURS: 8:30 a.m. – 4:00 p.m., Monday – Friday

THRIFT SHOP HOURS: 8:30 a.m. – 3:00 p.m. – Tuesday, Friday and Saturday

RENTAL HOURS: 10:00 a.m. – 4:00 p.m., Monday – Friday and 10:00 a.m. – 12 noon on Saturdays



CONTACT PERSON: Fredrick R. Hassell, Director

PHONE: 295-9094

FAX: 295-4695

E-MAIL: seniorislanders@logic.bm

WEBSITE: www.seniorislanders.bm

ADDRESS: P.O. Box HM 1248, Hamilton HM FX

PURPOSE: We aspire to create and maintain a community programme for the physical, cultural and spiritual well-being of seniors, children and persons within the island of Bermuda and to operate a centre for the benefit of the public.

SERVICES: Craft classes, lunches and socials, monthly newsletter publication and advocacy, island-wide socials and working with a network of senior clubs.

HOURS OF OPERATION: 10:00 a.m. – 4:00 p.m.

REFERRAL PROCEDURE: Health care providers, clubs, churches and families



CONTACT PERSON: Office Administrator

PHONE: 292-3231

E-MAIL: bsfbinfo@gmail.com

ADDRESS:

Beacon House, 3 Beacon Road, Hamilton HM 10
P.O. Box HM 2554, Hamilton HM KX

PURPOSE: To promote visual health and empower persons with visual impairment to achieve independence.

SERVICES:

- Vision Rehabilitation Therapy Programme
- Orientation and Mobility Training Programme
- Assistive Technology Programme
- Prevention and Education about vision loss
- Networking and Socializing information groups

HOURS OF OPERATION: 10:00 a.m. – 4:00 p.m., Monday to Friday

Advisable to call ahead before visiting Beacon House in case staff are attending to matters off-site.

REFERRAL PROCEDURE: Health care professional, self-referral, employer, friends or family



CONTACT PERSON: Debbie Jones-Hunter, Chief Executive Officer

PHONE: 232-6851

HOTLINE: 23BSADA (232-7232)

FAX: 232-6852

E-MAIL: ceo@bsada.org

WEBSITE: www.bsada.org

ADDRESS: P.O. Box HM 1841, Hamilton HM HX

PURPOSE: To encourage a well-educated drug-free sporting community that inspires disciplined, honest and committed athletes.

SERVICES: Prevent, detect and deter the use of illicit drugs and banned doping practices by delivering education and testing services. Services are delivered according to the needs of our stakeholders.

- Education
- Doping control
- Research data
- Compliance, results and investigations

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m., Monday to Friday
(Out of office hours on request)



CONTACT PERSON: Mark Selley, Chairman

PHONE: 293-3121 (Office) or 334-8487 (Cell)

FAX: 293-3121

ADDRESS:

“Seven Seas”, 6 Rock Garden Lane,
Harrington Hundreds, Smith’s FL 06

PURPOSE: To deal with the aftermath of stroke by offering support, advice, referrals, options for rehabilitation locally and abroad and coping skills for family and friends.

SERVICES: The Association is dedicated to patient care and family support, offering multidiscipline team approach, for optimum care locally or abroad.

HOURS OF OPERATION: 24 hours, 7 days a week

REFERRAL PROCEDURE: Self-referral, healthcare provider



CONTACT PERSON: Patrina O'Connor-Paynter, Managing Director

PHONE: 232-2802

FAX: 236-5412

E-MAIL: bbbs@logic.bm

ADDRESS:

Old Argus Building, 12 Wesley Street, Hamilton HM 11
P.O. Box HM 3261, Hamilton HM PX

PURPOSE: An established charitable organisation committed to providing children, primarily from single parent homes, with positive caring role models. The one-on-one relationships enhance their emotional, social and recreational well being.

SERVICES:

- Matches adult male and female role models to boys and girls for the purpose of establishing a friendship that is fulfilling to both parties
- Conducts conflict resolution sessions
- Offers behavioural management advice
- Facilitates intake of Littles, screening of Bigs and matching of Bigs to Littles
- Provides supervision and monitoring of matches

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m., Monday to Friday

REFERRAL PROCEDURE: Referrals are received from service agencies only if an agency is the appointed guardian of the child. Referrals also received from schools on behalf of the parent.



CONTACT PERSON: Neletha Butterfield, Director or Beverly Tavares, Programme Director

PHONE: 292-0915

FAX: 295-8481

E-MAIL: admin@care.bm

WEBSITE: www.care.bm

ADDRESS:

38 Mount Hill Road, Pembroke HM 09

P.O. Box HM 2806, Hamilton HM LX

PURPOSE: C.A.R.E. provides an alternative learning environment for students wishing to continue their educational development and to assist students and adults to upgrade their academic skills, MyGED Testing and computer skills.

SERVICES:

- G.E.D. Preparation
- After school programme
- Computer Training
- iPad Training
- Licensed GED Academy
- Basic Skills Upgrade
- Pearson Vue Testing

HOURS OF OPERATION: 9:00 a.m. – 11:30 a.m., Monday, Tuesday, and Thursday; 4:30 p.m. – 6:30 p.m., Monday and Thursday

REFERRAL PROCEDURE: Department of Education, Bermuda College, Department of Workforce Development, Child and Family Services and NGO's



CONTACT PERSON: Anthony Santucci, Executive Director

PHONE: 295-5982

E-MAIL: Info.cada@logic.bm

WEBSITE: www.cada.bm

FACEBOOK: www.facebook.com/CADABermuda

TWITTER: <https://twitter.com/CADABermuda>

ADDRESS:

Melbourne House, Suite 307,
11 Parliament St., Hamilton HM 12,
P.O. Box HM 2304, Hamilton HM JX

PURPOSE: To change Bermuda’s culture towards alcohol.

SERVICES:

- TIPS, responsible alcohol sales and service training
- Let Us Drive, late night transportation service every Friday night from 3:15 a.m. – 3:45 a.m.
- Life skills training to students aged 5 – 18 years.
- Community education and awareness about responsible alcohol behaviour

HOURS OF OPERATION: 9:15 a.m. – 5:15 p.m., Monday to Friday



DEPARTMENT OF YOUTH, SPORT AND RECREATION

CONTACT PERSON: Centre Supervisor

PHONE: 292-1343

FAX: 292-2081

E-MAIL: nhenry@gov.bm

ADDRESS: 3 Angle Street, Hamilton HM 17

MISSION STATEMENT: We will work to contribute to the physical, emotional and social growth and development of the community by offering a varied range of recreational experiences.

SERVICES: We offer a variety of recreational and personal development programmes for youth, adults and seniors. Contact Centre for details. Additionally, rental space is available for community organizations, family events, meetings, parties, etc.

HOURS OF OPERATION: 10:00 a.m. – 10:00 p.m., Monday to Friday



CONTACT PERSON: Laurie Shiell, Executive Director

PHONE: 292-4366 (Office); 297-8278 (24 hour hotline)

FAX: 292-9280

E-MAIL: info@centreagainstabuse.bm

WEBSITE: www.centreagainstabuse.bm

ADDRESS: P.O. Box HM 2049, Hamilton HM HX

PURPOSE: Centre Against Abuse provides safe shelter, support and tools to those involved in domestic abuse; and to create domestic abuse prevention advocates through education and prevention.

Centre Against Abuse provides crisis support services to men and women affected by domestic violence & sexual assault and educates the community to reduce incidences in these areas in order to provide building blocks for healthy relationships.

SERVICES:

- Safe housing assistance
- 24 Hour Hotline 297-8278
- Counselling
- Court Advocacy
- Resettlement assistance
- Community education and prevention programmes

HOURS OF OPERATION: 9:30 a.m. – 5:00 p.m., Monday to Friday

REFERRAL PROCEDURE: Referred by concerned others/organizations or self-referral



BERMUDA HOSPITALS BOARD

CONTACT PERSON: Clinical Manager or Intake Worker

PHONE: 239-6344 x3463 **24-HOUR EMERGENCY LINE:** 236-3770

FAX: 232-1512

WEBSITE: www.bhb.bm

ADDRESS:

44 Devon Springs Road, Devonshire FL 01

P.O. Box DV 501, Devonshire DV BX

PURPOSE: To provide psychiatric and mental health care for children and adolescents (ages 4–18 years) and their families, in partnership with referral agents and community partners.

SERVICES:

- Outpatient Services
- Inpatient care
- Day programme with academic support
- Interdisciplinary mental health assessments
- Psychiatric and psychological assessments
- Treatment/Interventions for emotional, behavioural, family and developmental issues
- Pharmacotherapy
- Occupational therapy
- Clinical social work
- Family therapy
- Nursing
- Autism clinic for assessments

HOURS OF OPERATION: Outpatient and day programme 8:45 a.m. – 5:00 p.m., Monday to Thursday; 8:45 a.m. – 4:00 p.m., Fridays
Inpatient Services – 24 hours, 7 days per week

REFERRAL PROCEDURE: Parents/legal guardians, professionals and agencies that work with children, adolescents and their families.



CONTACT PERSON: Alfred E. Maybury, Director

PHONE: 296-7575

FAX: 296-7942

E-MAIL: amaybury@gov.bm

ADDRESS:

Milner House, 36 Victoria Street, Hamilton HM 12
P.O. Box HM 3201, Hamilton HM NX

PURPOSE: To promote and protect the best interest and social well-being of children, adults and families in order to enhance their social functioning and quality of life.

SERVICES:

- Administrative Services
- Child Protective Services
- Family Preservation Services
- Counselling and Life Skill Services
- Youth at Risk Services

ADOPTION SERVICES

- Foster Care Services
- Residential Treatment Services
- Day Care Services
- Court and Mediation Services

HOURS OF OPERATION: 8:30 a.m. – 5:00 p.m., Monday to Friday
On-call social worker available evenings, weekends and public holidays to respond to child abuse emergencies. Contact your nearest police station and the duty sergeant will contact the on-call social worker.

REFERRAL PROCEDURE: Contact the Intake section of DCFS at 294-5870 or 297-7559

EMERGENCY KIDSLINE: 278-9111



DEPARTMENT OF HEALTH

CONTACT PERSON: Lynn Jackson, Child Health Coordinator

PHONE: 278-6460 or 278-6461

COORDINATOR: 278-6452

E-MAIL: childhealth@gov.bm

WEBSITE: www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESS:

67 Victoria Street, Hamilton HM 12

P.O. Box HM 1195, Hamilton HM EX

PURPOSE: To promote and protect the health and well being of infants, children and families; and prevent disease in Bermuda's school aged population.

SERVICES:

- Immunisations, screenings and preventive health services
- Referrals to other agencies or specialists
- Dental, nutrition, psychosocial needs, and growth and development assessments
- Patient education including puberty and family planning, STI's, asthma, nutrition and universal precautions
- Sexually transmitted infection services by community health nurses to primary, middle, senior and private schools
- Assist in the identification and education of children with disabilities

HOURS OF OPERATION:

CHILD HEALTH: 2:00 p.m. – 4:00 p.m., Monday and Friday

ADOLESCENT HEALTH: 8:30 a.m. – 11:30 a.m., Monday to Friday

REFERRAL PROCEDURE: Parents, school counsellors, physicians and other community agencies



DEPARTMENT OF EDUCATION

CONTACT PERSON: Coordinator

PHONE: 295-0746 ext.2222

FAX: 295-5051

ADDRESS:

Tynes Bay House, 37 Palmetto Road, Devonshire DV 05
P.O. Box HM 1185, Hamilton HM EX

PURPOSE: To identify the specific needs of children aged birth to 4 years and their families; and provide appropriate services to meet those needs.

SERVICES:

- Conducts developmental screening for all children ages 24 – 30 months, and those from birth to age 4 as required.
- Intervention services to support development in: speech/language, motor, behaviour, special developmental needs and verbal interaction (through play, parent education, parent support and parent interaction including family counselling).
- Resources such as toys and books libraries, parent education groups, developmental booklets and newsletters

HOURS OF OPERATION: 8:45 a.m. – 5:00 p.m., Monday to Friday

REFERRAL PROCEDURE: Family, health care provider, other agencies



DEPARTMENT OF CHILD AND FAMILY SERVICES

CONTACT PERSON: Maureen Trew

PHONE: 278-9111

FAX: 296-7942

E-MAIL: mtrew@gov.bm

ADDRESS:

Magnolia Place, 45 Victoria Street, Hamilton HM 12

P.O. Box HM 3201, Hamilton HM NX

PURPOSE: To investigate, assess and assure services that provide safety and well-being to children who have experienced or are at risk for abuse and/or neglect.

SERVICES:

- Child protective services
- Investigation services
- Assessment services
- Safety plans
- Referrals to community helping agencies

HOURS OF OPERATION: 8:30 a.m. – 5:00 p.m., Monday to Friday

A social worker and supervisor are on-call evenings, weekends and public holidays to respond to child abuse emergencies. Contact your nearest police station and the duty sergeant will contact the on-call social worker and/or the on-call supervisor.

REFERRAL PROCEDURE: Contact the Intake section of DCFS at 278-9111, professionals can request an electronic copy of the referral form that must be submitted to the Department.



CONTACT PERSON: Sheelagh Cooper or Kelly Hunt

PHONE: 295-1150

FAX: 295-2430

E-MAIL: cpc@logic.bm

WEBSITE: www.coalition.bm

ADDRESS: 38 Mount Hill Road, Pembroke HM 09

MAILING: Suite 127, 48 Par-la-Ville Road, Hamilton HM 11

PURPOSE: To ensure that children in Bermuda have equal access to opportunities and grow up in a safe and nurturing environment.

SERVICES:

- Therapeutic intervention and empowerment for families
- Medical and emergency financial support
- Family mediation

EDUCATION

- School/student conflict resolution and mediation services, including restorative practices training
- Professional development training in mediation and alternative dispute resolution
- Preventative education to primary school students in the Speak Up Be Safe Program
- Subsidies for educational endeavours so that parents can upgrade their skills

FOOD AID

- Breakfast for Every Child Program
- Food Storehouse for Families In Need

ADVOCACY

- Child rights, child protection and social justice advocacy

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m., Monday to Friday

REFERRAL PROCEDURE: Self-referral or other agency referrals



DEPARTMENT OF HEALTH

CONTACT PERSON: Kimberley Ball

PHONE: 278-6442 or 278-6487

FAX: 292-6777

E-MAIL: kaball@gov.bm

WEBSITE: www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESS:

67 Victoria Street, Hamilton HM 12

P.O. Box HM 1195, Hamilton HM EX

PURPOSE: Management and control of sexually transmitted infections (STIs) and HIV disease including other communicable infections.

SERVICES:

- Sexual health education including presentations in schools and the general public
- Educate on the prevention and treatment of STIs/HIV
- Walk-in clinic
- Screening, testing, diagnosing and treatment of STIs/HIV
- Pre and post-test counselling for STIs/HIV
- Risk reduction methods
- Referrals to appropriate services

HOURS OF OPERATION: 8:30 a.m. – 11:30 a.m. and 1:45 p.m. – 3:30 p.m., Monday to Thursday; 1:45 p.m. – 4:00 p.m., Fridays (for results and medication only, no testing)

REFERRAL PROCEDURE: Self-referral or by health care provider



CONTACT PERSON: Patricia Chapman, Executive Officer or Lynn Stephenson, Liaison Officer

PHONE: 236-0829 (Warwick); 292-7735 (Hamilton)

FAX: 236-1980 (Warwick), 292-7786 (Hamilton)

E-MAIL: pchapman@gov.bm or lstephenson@gov.bm

WEBSITE: www.gov.bm

ADDRESS: 81 Court Street, Hamilton HM 12

PURPOSE: To educate the community through personal and professional courses that promote life-long learning through the coordination, implementation and delivery of quality programmes, resources and services for youth, adults and seniors.

SERVICES: Provide a broad range and selection of educational, recreational, cultural, social, personal and professional development and enrichment courses, programmes and activities.

- Provides a diverse range of courses, programmes and activities Bermuda-wide on a year-round basis
- Provides community outreach programmes
- Holds Advisory Council meetings, events, forums, functions and public meetings
- Promotes community awareness of life-long learning

HOURS OF OPERATION: (Hamilton and Warwick Offices)

8:45 a.m. – 4:45 p.m., Monday to Friday

REFERRAL PROCEDURE: Self-referral, Government departments, public and private community and business stakeholders, and other community organisations and agencies



DEPARTMENT OF HEALTH

CONTACT PERSON: Coordinator

PHONE: 278-6470

FAX: 292-7627

WEBSITE: www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESS:

67 Victoria Street, Hamilton HM 12

P.O. Box HM 1195, Hamilton HM EX

PURPOSE: To promote individual and community health by providing and coordinating health services to the community.

SERVICES:

- **Health Visiting:** Promotes individual and community health by providing and coordinating health services for families, including home visits to new mothers and the elderly. Provides health education and counselling to patients/clients, their caregivers and the general public
- **Community Health Nursing:** Provides primary care nursing in the home and arranges for other support services for patients, caregivers and the general public
- **Personal Care Service:** Provides personal care to the elderly and the physically challenged in their homes. Works closely with health visitors and Community Health Nurses

HOURS OF OPERATION: 8:00 a.m. – 4:15 p.m., Monday to Friday



DEPARTMENT OF HEALTH

CONTACT PERSON: Teresa (Trott) Woolridge, Coordinator

PHONE: 278-6428

FAX: 295-7636

E-MAIL: tjwoolridge@gov.bm

WEBSITE: www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESS:

67 Victoria Street, Hamilton HM 12

P.O. Box HM 1195, Hamilton HM EX

PURPOSE: Promote health and well being, advocating physical mobility and functional independence for healthy community living.

SERVICES:

- Paediatric Service - fostering normal developmental milestones and optimal school health
- Seniors and Adults with Disabilities Service – providing home-based services and consultation for rest home and long-term care facilities
- Services may include screening, consultation, assessment, treatment, adaptive equipment prescription, parent/caregiver support and guidance, res home evaluations and health education



PHONE: 297-7627

RENT CONTROL SECTION: 297-7700

FAX: 297-2640

E-MAIL: consumers@gov.bm

WEBSITE: www.ca.gov.bm

ADDRESS: D. Rego Building, 3rd Floor, 75 Reid Street, Hamilton HM 12

PURPOSE: To ensure compliance of Consumer Protection and Rent Control Legislation under our remit.

SERVICES: We provide guidance, mediation, enforcement, rent increases and education on consumer and rent control related matters.

HOURS OF OPERATION: 8:30 a.m. – 4:45 p.m., Monday to Friday



CONTACT PERSON: Nekisha Tyrrell, President

PHONE: 528-0477 (cell) or 299-6478 (office)

FAX: 295-8690

E-MAIL: continentalbda@gmail.com or nekishatyrrell@yahoo.com

WEBSITE: www.continentalsocietiesinc.org

ADDRESS: P.O. Box HM 872, Hamilton HM DX

PURPOSE: To foster, promote and develop the welfare of children and youth in our community, and to foster a climate of security and well being in their environment.

SERVICES:

- Providing annual scholarships to Bermuda College
- Providing food hampers and school uniforms
- Assisting with medical care
- Promoting breakfast and the importance of nutrition in primary schools
- Promoting asthma and obesity awareness
- Sponsoring children to attend summer camps and cultural events
- Encouraging literacy by providing books for children and school libraries
- Providing Employment workshops
- Generally giving help where there is a need

HOURS OF OPERATION: On call

REFERRAL PROCEDURE: Self-referral, social service providers and schools



CONTACT PERSON: Ed Benevides, Chief Operating Officer and Secretary to the Corporation

PHONE: 292-1234

FAX: 292-6918

WEBSITE: www.cityhall.bm

ADDRESS:

City Hall, 17 Church Street, Hamilton HM 11
P.O. Box HM 1175, Hamilton HM EX

VISION: We will be a vibrant, dependable and clean city where services are delivered innovatively and effectively.

MISSION STATEMENT: To provide effective operations of the city through collaboration of members, management and staff.

SERVICES:

- Waste and recycling collection
- Parking in the city (including marked disabled parking bays for disabled permit holders)
- City permits (including parking permits for persons with disabilities)
- City property rental
- Hanging banners
- Port of Hamilton

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m., Monday to Friday

REFERRAL PROCEDURE: Self-referral



DEPARTMENT OF CHILD AND FAMILY SERVICES

CONTACT PERSON: Zina Zuill, Coordinator

PHONE: 297-7845 or 296-7575

FAX: 296-7942

E-MAIL: zdean@gov.bm

ADDRESS:

Magnolia Place, 45 Victoria Street, Hamilton HM 12
P.O. Box HM 3201, Hamilton HM NX

PURPOSE: To provide counselling, support and education services to children, adolescents and their families.

SERVICES:

- Individual, group and family counselling
- Topic-specific groups such as: loss and grief, communication and problem solving
- Substance counselling and education
- Networking and liaising with community partners

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m., Monday to Friday

REFERRAL PROCEDURE: Contact DCFS Intake at 294-5870 or 297-7559



CONTACT PERSON: Gina Hurst-Maybury

PHONE: 292-5005 **FAX:** 292-3881 **E-MAIL:** courtservices@gov.bm

WEBSITE: www.gov.bm

ADDRESS:

3rd Floor, Dame Lois Browne-Evans Building,
58 Court Street, Hamilton HM 12

PURPOSE: To provide comprehensive assessments and risk analysis; enforcement of statutory Orders; case management and treatment services to promote community safety.

SERVICES:

- Enforcement and monitoring of statutory Orders from the Courts and Parole Board
- Comprehensive social and psychological assessments
- Assessments and referrals for substance involved individuals by Bermuda Assessment and Referral Centre (BARC)
- Risk assessment screenings
- Treatment, maintenance and psychological assessments on sex and violent offenders, as well as other community-based cognitive programmes for offenders.
- Electronic monitoring, urinalysis screenings and curfew checks surveillance
- Programmes and groups aimed at minimising risks and reducing recidivism, such as cognitive and life skills
- Specialty court programmes, i.e. Drug Treatment Court Programme, Mental Health Treatment Programme.

HOURS OF OPERATION: 8:30 a.m. – 5:00 p.m., Monday to Friday
Officers are on-call 24 hours

REFERRAL PROCEDURE: Court requests, reports and orders; and pre-release reports and release orders.

Bermuda Assessment and Referral Centre (BARC): self, family, significant others, health care agencies, and helping agency referrals including court requests and orders for all substance misusers.



DEPARTMENT OF CHILD AND FAMILY SERVICES

CONTACT PERSON: Nichole Saunders

PHONE: 296-7870

E-MAIL: nwsaunders@gov.bm

ADDRESS:

61 Victoria Street, Hamilton HM 12
P.O. Box HM 3201, Hamilton HM NX

PURPOSE: To provide objective reports to the Supreme and Family Courts, Department of Immigration and Overseas Social Service Agencies in relation to custody, access, parental capacity and adoption that is in the best interest of the child.

SERVICES:

- Conducting assessments and writing Social Inquiries, Home Study and Adoption Reports
- Providing reports to the courts as ordered and agencies as requested
- Networking and liaising with community partners

HOURS OF OPERATION: 8:30 a.m. – 5:00 p.m., Monday to Friday

REFERRAL PROCEDURE: By the Supreme and Family Courts, Department of Immigration and Overseas Social Service Agencies



CONTACT PERSON: Office Administrator

PHONE: 292-7978

FAX: 296-1106

ADDRESS: 10 Old Military Road, Devonshire DV 02

PURPOSE: To provide educational and therapeutic services for students with severe special needs aged 4 to 19 years.

SERVICES: Special education school for students with severe, profound disabilities.

HOURS OF OPERATION: 8:30 a.m. – 3:30 p.m., Monday to Friday

REFERRAL PROCEDURE: Parents or guardians can contact the Student Services Department of the Ministry of Education



DEPARTMENT OF HEALTH

CONTACT PERSON: Chief Environmental Health Officer

PHONE: 278-5333 plumbing inspection hotline: 278-5338 (for new building plumbing inspection request)

FAX: 232-1941

E-MAIL: envhealth@gov.bm or osho@gov.bm

WEBSITE: www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESS:

6 Hermitage Road, Devonshire FL 01
P.O. Box HM 1195, Hamilton HM EX

PURPOSE: To improve, maintain and promote safety and health and the quality of health in public, private and workplace environments.

SERVICES:

- Assures the provision of safe potable water supplies by sampling and testing drinking water supplies and inspecting plumbing and drainage works at all construction sites
- Investigates environmental complaints and hazards such as rodents, mosquitoes, garbage and other nuisances
- Enforces minimum housing standards
- Ensures safe working conditions at all places of employment and the establishment of safety and health committees
- Inspects and licenses food establishments, dairy farms and pasteurisation plants
- Inspects and/or licenses day care centres, child care providers, cosmetologists, tattooists, body piercers, pharmacies, residential care facilities and radiation equipment

HOURS OF OPERATION: 8:45 a.m. – 5:00 p.m., Monday to Friday



OFFICE OF THE CHIEF MEDICAL OFFICER

CONTACT PERSON: Jennifer Wilson, Nurse Epidemiologist

PHONE: 278-6503

FAX: 296-3283

E-MAIL: jdwilson@gov.bm or epidemiology@gov.bm

WEBSITE: www.gov.bm/health-data-and-monitoring

FACEBOOK: Department of Health Bermuda

ADDRESS:

Continental Building, 25 Church Street, Hamilton HM 12
P.O. Box HM 1195, Hamilton HM EX

PURPOSE: To assist in the management and monitoring of the status of health in Bermuda through surveillance, assessment, investigation, control and prevention of disease.

SERVICES:

- Monitoring the distribution of communicable and non-communicable diseases in the population
- Investigating health problems and outbreaks
- Providing health information upon request in a variety of formats

HOURS OF OPERATION: 8:45 a.m. – 5:00 p.m., Monday to Friday



CONTACT PERSON: Family Centre Screener on duty

PHONE: 232-1116 **FAX:** 236-0607 **E-MAIL:** info@tfc.prevention.bm

WEBSITE: www.tfc.bm

ADDRESS:

25 Point Finger Road, Paget DV 04
P.O. Box HM 681, Hamilton HM CX

PURPOSE: To strengthen families and support systems to create a healthier Bermuda for our children.

SERVICES: Family Centre is an internationally accredited Bermuda charity. We provide a continuum of services that offers support from prevention to intensive intervention.

Our Advocacy and Training services are aimed at primary prevention by changing the environment so children receive better opportunities for well-being at home, at school and in the community.

Our **Community services** promote strength-building in various skills such as team-work, decision-making and leadership through youth participation in community-based groups offered through: Youth Leadership Academy and our Homework Academies & Beyond Rugby programmes, are based at Dellwood Middle School, Cedarbridge Academy and Berkeley Institute.

Our **Counselling services** are offered island-wide to families with children between the ages of 4 and 18 years; they are offered one-on-one, as family work and in groups.

HOURS OF OPERATION: 9:00 a.m. – 6:00 p.m., Monday to Friday

REFERRAL PROCEDURE: Self-referral or by other source



DEPARTMENT OF CHILD AND FAMILY SERVICES

CONTACT PERSON: Renee Brown

PHONE: 296-7575

FAX: 296-1585

E-MAIL: rnbrown@gov.bm

ADDRESS:

Milner House, 36 Victoria Street, Hamilton HM 12
P.O. Box HM 3201, Hamilton HM NX

PURPOSE: To provide therapeutic intervention and support to families deemed to be at risk that preserves families and promotes their well-being and the safety of children.

SERVICES:

- Strength-based family and risk assessments
- Home-based family intervention services
- Case management via client-driven service plans using a community-based model
- Networking with community partners

HOURS OF OPERATION: 8:30 a.m. – 5:00 p.m., Monday to Friday

On-call social worker available evenings, weekends and public holidays to respond to crisis.

REFERRAL PROCEDURE: Contact the intake section of DCFS at 294-5870 or 297-7559



CONTACT PERSON: Jennifer Wild, Chairperson

PHONE: 505-2308 (cell)

FAX: 293-7253

E-MAIL: fightforlifefoundation@yahoo.com

ADDRESS: 26 Harvest Lane, Hamilton Parish CR 01

PURPOSE: To provide assistance to Bermudians under 26 years old facing overwhelming costs associated with cancer and other serious medical conditions.

SERVICES: Provide financial assistance with medical expenses



CONTACT PERSON: Director

PHONE: 297-7600 or 297-STOP (7867) Anonymous Hotline for abuse, MISUSE, fraud

FAX: 295-4315 (Financial Assistance) 297-7511 (Child Day Care)

WEBSITE: www.gov.bm

ADDRESS:

Global House, 43 Church Street, Hamilton HM 12
P.O. Box HM 987, Hamilton HM DX

PURPOSE: To provide financial assistance to Bermudians in need.

SERVICES:

- Conducts pre-screening, evaluations and assessments/means testing
- Provides financial award as appropriate
- Provides intervention/case management
- Provides money management/budget counselling

HOURS OF OPERATION: 8:45 a.m. – 5:00 p.m., Monday to Friday

WALK-IN HOURS: 10:00 a.m. – 12:00 p.m., Monday to Thursday

REFERRAL PROCEDURE: No appointments necessary



CONTACT PERSON: Sandra Butterfield, Executive Director

PHONE: 532-1292

EMAIL: sbutterfield@focus.bm

WEBSITE: www.focus.bm

ADDRESS: 47 Elliott Street, Hamilton HM 17

PURPOSE: To provide outreach, treatment and support from the disease of addiction .

SERVICES:

- Outreach
- Individual and group counselling
- In-patient treatment
- Supportive residency

HOURS OF OPERATION: 8:00 a.m. – 5:30 p.m.

Supportive Residency 24 hours

REFERRAL PROCEDURE: Self-referral, Healthcare provider, family, friends, employers



DEPARTMENT OF CHILD AND FAMILY SERVICES

CONTACT PERSON: Selena Simons

PHONE: 294-5870

FAX: 293-0505

E-MAIL: smsimons@gov.bm

ADDRESS:

Magnolia Place, 45 Victoria Street, Hamilton HM 12
P.O. Box HM 3201, Hamilton HM NX

PURPOSE: To provide alternative living arrangements for children in need of placement outside of their family home.

SERVICES:

- Screening and assessment of foster parents
- Reunification and permanency planning
- Provision of training and coaching to foster parents
- Networking and liaising with community partners

HOURS OF OPERATION: 8:30 a.m. – 5:00 p.m., Monday to Friday

On-call social worker available evenings, weekends and public holidays to respond to crisis.

REFERRAL PROCEDURE: Contact DCFS intake at 294-5870 or 297-7559



BERMUDA HOSPITALS BOARD, AGAPE HOUSE

CONTACT PERSON: Cathy Belvedere, Executive Director

PHONE: 232-0859

FAX: 232-2844

E-MAIL: cathy.belvedere@hospice.bm

WEBSITE: www.friendsofhospice.bm

ADDRESS: 7a Point Finger Road, Paget DV 04

MAILING: Suite 124, 48 Par-La-Ville Road, Hamilton HM 11

PURPOSE: A registered charity providing support for Agape House, Bermuda's only inpatient hospice facility.

SERVICES: Friends of Hospice (Charity #391) provides programmes and volunteer services to support Agape House, Bermuda's only hospice and palliative care centre. We cover the costs of the kitchen and our Chef provides nutritious meals including any and all special requests. We meet the needs of the patient, their family and loved ones through our various support services. Our programmes include Day Hospice; Care Givers Respite; Bereavement services and Companionship the Dying.

Our volunteers provide an invaluable service to the hospice to assist with meal service provision, therapeutic massage, art therapy, pet therapy, reception work, and gardening. We offer specific training for volunteers who are interested in Companionship the Dying. Volunteers also help us with our major events and fundraisers throughout the year.

HOURS OF OPERATION: Hospice open 24 hours a day, year round

OFFICE HOURS: 9:00 a.m. – 5:00 p.m., Monday to Friday
Volunteer services are provided 7 days per week email volunteer@hospice.bm

REFERRAL PROCEDURE: By a healthcare provider to Dr. Sharon Alikhani, Sharon.Alikhani@bhb.bm



CONTACT PERSON: Karen Trott, Commissioner

PHONE: 505-4557

FAX: 292-5909

E-MAIL: girlguides@northrock.bm or ktrott5@moed.bm

WEBSITE: www.girlguiding.bm

ADDRESS:

Lady Asser Hut, 19A Richmond Road, Pembroke HM 08
P.O. Box HM 3125, Hamilton HM NX

PURPOSE: To develop coping skills, character, responsibility and leadership qualities to enable young ladies to become well-rounded individuals for life's challenges.

SERVICES:

- Rainbows (5 – 7 years): Arts, crafts, working together (team work), listening skills, sports and sharing.
- Brownies (7 – 10 years): As above plus camping, independent thought processes; household skills and needs of the community.
- Guides (10 – 14 years): As above plus 'Go For It' Guide motto. Opens a world of discovery and involvement in activities without peer pressure of the male; learn to cope and make decisions; independent thinking in a Patrol setting.
- Seniors (14 – 25 years): 'Look Wider' motto. Often return to assist; a resource for future leaders; giving back to the community; choosing careers, planning personal development; leadership skills encouraged through various programmes

HOURS OF OPERATION: Various after school hours
3:45 p.m. – 7:00 p.m., Monday – Friday and some Saturday meetings

REFERRAL PROCEDURE: Parent and guardians interested in enrolling their daughters in a fun, learning atmosphere can contact the Commissioner and the information will then be transferred to the unit of choice.



CONTACT PERSON: Sheelagh Cooper

PHONE: 296-0256

FAX: 295-2430

E-MAIL: habitat@northrock.bm

WEBSITE: www.habitat.bm

ADDRESS: 38 Mount Hill Road, Pembroke HM 09

MAILING: Suite 127, 48 Par-La-Ville Road, Hamilton HM 11

PURPOSE: To address affordable housing in Bermuda by engaging the community in a collaborative process of renovation for those families in need.

SERVICES:

- Renovate housing to ensure safe and secure homes
- Labour by volunteers and at discounted rates for trades
- Materials donated or provided by local suppliers at discounts
- Families are required to work on their individual projects themselves – “sweat equity”

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m., Monday to Friday; also weekends when most of the volunteer work is done

REFERRAL PROCEDURE: Self-referral, churches, government agencies

CONTACT PERSON: Customer Service Representatives

PHONE: 295-9210

FAX: 295-9213

WEBSITE: www.hip.gov.bm

ADDRESS: 2nd Floor, Sofia House, 48 Church Street, Hamilton HM 12

PURPOSE: To provide affordable healthcare coverage to improve health outcomes across Bermuda.



SERVICES: HID offers 3 health insurance plans:

- HIP Youth: 0-18 years of age; 21 years of age if enrolled in local full time education.
- HIP: 18 years of age and over.
- FutureCare: available to all persons over the age of 65.

Hospital Insurance Plan (HIP) and HIP Youth:

- Benefits consist of basic benefits covering mostly hospitalization, diagnostic imaging, some doctor visits
- Basic dental coverage
- Overseas care when medically necessary and personal home care service benefit.

FutureCare: includes the same basic benefits as HIP and includes added coverage such as:

- Pharmacy up to \$2000/year
- Smaller co-pay on overseas care
- Eyeglasses
- More GP visits

HOURS OF OPERATION:

- General queries: Monday to Friday 8:30am-5:00pm
- Payment window: Monday to Friday 8:45am-4:30pm



DEPARTMENT OF HEALTH

CONTACT PERSON: Pauleter Stevens

PHONE: 278-6504

FAX: 292-9125

E-MAIL: healthpromotion@gov.bm

WEBSITE: www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESS:

Continental Building, 25 Church Street, Hamilton HM 12
P.O. Box HM 1195, Hamilton HM EX

PURPOSE: To promote health and wellness in the community, in collaboration with public health partners.

SERVICES: Develops and coordinates products, activities and programmes to promote lifestyles, environments and policies that are conducive to well being and health. Encourages the community to take the lead in improving health, and conducts population health surveys. Coordinates the provision of lectures and presentations, on request, to schools, PTAs, clubs and other organisations on a variety of health related topics. The emphasis is on preventive health services and health education.

HOURS OF OPERATION: 8:45 a.m. – 5:00 p.m., Monday to Friday



DEPARTMENT OF HEALTH

CONTACT PERSON: Marie Beach

PHONE: 278-6502 or 300-0151

FAX: 292-9125

E-MAIL: mbeach@gov.bm

WEBSITE: www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESS:

Continental Building, 25 Church Street, Hamilton HM 12
P.O. Box HM 1195, Hamilton HM EX

PURPOSE: To improve the health and well being of school-aged students through a coordinated, comprehensive partnership between government, schools, families and the community.

SERVICES: Seeks to make schools, students, and their families aware of information regarding healthy options, risk reduction, professional support and services available; and to work with a range of partners to develop and implement appropriate programmes to create healthier environments for schools and students. Provides and coordinates health presentations at school assemblies, PTAs and staff meetings, and in community settings.

HOURS OF OPERATION: 8:45 a.m. – 5:00 p.m., Monday to Friday



DEPARTMENT OF HEALTH

CONTACT PERSON: Kimberley Ball

PHONE: 278-6442 or 278-6487 332-8881 (cell)

FAX: 292-6777

E-MAIL: kaball@gov.bm

WEBSITE: www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESS: 67 Victoria Street, Hamilton HM 12

P.O. Box HM 1195, Hamilton HM EX

PURPOSE:

- To prevent the transmission of HIV disease.
- To assist infected and affected persons with HIV disease with the management of their disease by providing education, treatment and social support.

SERVICES:

- Provide health education on the prevention and control of HIV/AIDS and the treatment of sexually transmitted infections
- Provide educational programmes and workshops
- Evaluate and assess home care needs of persons with HIV disease
- Conduct home visits for nursing care and education
- Provide pre and post-test HIV counselling
- Provide counselling re: death and dying
- Educate discordant couples on Pre – exposure prophylaxis treatment for HIV disease.
- Educate the public on Post Exposure Prophylactics' treatment after possible exposure to HIV disease.
- Works with S.T.A.R. (Supportive Therapy for persons with AIDS and their Relative) providing social support.

HOURS OF OPERATION: 8:30 a.m. – 4:00 p.m. Monday to Friday

(Closed: 12:30 p.m. – 1:45 p.m.)

After hours and weekends messages may be left on voicemail.



CONTACT PERSON: Lisa Reed, Executive Officer

PHONE: 295-5859

E-MAIL: humanrights@gov.bm

WEBSITE: www.hrc.bm

ADDRESS:

Milner Place, Ground Floor, 32 Victoria Street, Hamilton | HM 12

P.O. Box HM 734, Hamilton HM CX

PURPOSE: The Human Rights Commission is responsible for administering and enforcing the Human Rights Act 1981 (the Act).

SERVICES:

- Advocates and promotes awareness of human rights, inclusion and equality
- Organises and conducts workshops and training on human rights issues
- Investigates comments of discrimination
- Endeavours to settle complaints via conciliation and/or mediation
- Prepares guidelines, codes of practice and equality policies
- Reviews legislation, policy and procedures to ensure compliance with the Act

HOURS OF OPERATION: 8:45 a.m. – 5:00 p.m., Monday to Friday

REFERRAL PROCEDURE: Any person seeking awareness of the role of the Human Rights Commission and/or understanding of the protections afforded under the Act is encourage to contact the Office of the Commission.



AGEING AND DISABILITY SERVICES

CONTACT PERSON: Administrator

PHONE: 292-2591/292-8968 (office) 504-2591 (cell)

FAX: 292-9399

E-MAIL: krbelboda@gov.bm

WEBSITE: www.gov.bm

ADDRESS: 21 Roberts Avenue, Devonshire DV 01

PURPOSE: To provide opportunities that enhances the quality of life for adults 18 and older with cognitive/ developmental or physical disabilities.

SERVICES: K Margret Carter Centre is a government managed training centre that provides vibrant ability focused enriching programmes and training in functional skills, vocational skills and social skills. We offer a full spectrum of services:

- Employment & Training
- Production Centre Training
- Wellness Programme
- Functional Skills
- Adult Day Centre

HOURS OF OPERATION: 8:00 a.m. – 3:45 p.m., Monday to Friday

Extended day service until 4:30 p.m. (available upon request)

REFERRAL PROCEDURE: Self-referral, by healthcare provider, Department of Education or the Ageing and Disability Services.



CONTACT PERSON: Veronica Harvey, Executive Director

PHONE: 292-1132

FAX: 295-7147

E-MAIL: director@lcca.bm

WEBSITE: www.lccabermuda.com

ADDRESS:

26 Bermudiana Road, International Centre Suite 211, Hamilton HM 11
P.O. Box HM 64, Hamilton HM AX

PURPOSE: To improve the well-being of those in our community with medical, financial or emotional need with particular compassion for the elderly and children.

SERVICES: Provides two distinct programmes:

- General assistance programme (assist local needy cases)
- Patient overseas financial aid for medical treatment not available in Bermuda

HOURS OF OPERATION: 9:00 a.m. – 4:30 p.m.

Closed 1:00 p.m. – 2:00 p.m.

REFERRAL PROCEDURE: Self-referral or referral from other agencies for general assistance; application received from patients' physician/ specialist for overseas medical treatment assistance



CONTACT PERSON: Angela Fleming, Chairperson

PHONE: 538-3799

E-MAIL: afleming@ldab.org

WEBSITE: www.ldab.org

FACEBOOK: The Learning Disabilities Association of Bermuda

ADDRESS: P.O. Box HM 350, Hamilton HM BX

PURPOSE: To educate and promote awareness on learning differences and disabilities and to provide support to parents and teachers.

SERVICES:

- Monthly workshops for teachers, parents, and other interested persons.
- Annual Educational Expo
- * Annual Scholarship

HOURS OF OPERATION: As needed

REFERRAL PROCEDURE: E-mail: afleming@ldab.org



DEPARTMENT OF HEALTH

CONTACT PERSON: Rosheena Masters, Administrator

PHONE: 234-0525 **FAX:** 234-2152

E-MAIL: rgmasters@gov.bm

WEBSITE: www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESS: 7 Heydon Road, Sandys MA 01
P.O. Box MA 118, Mangrove Bay MA BX

PURPOSE: To provide residential, personal, nursing, day care services to successfully placed elders in a home environment. We are guided by an elder-directed care philosophy that embraces advocacy, dignity, respect and choice.

SERVICES:

- 24 hour personal and nursing care
- Physician and pharmacy
- Nutritionist, dental, physiotherapy, occupational and speech therapy provided through consultative basis
- Chiropody
- Recreation
- Adult Day Care
- Laundry

The cost of care will depend upon the required category of care and financial ability. For a detailed breakdown of fees please contact the Administrator.

HOURS OF OPERATION: 24 hours, 7 days a week

REFERRAL PROCEDURE: Referrals are received from the community and the hospital and are made by the family, community health care professionals and/or physician.



DEPARTMENT OF HEALTH

CONTACT PERSON: Supervisor

PHONE: 278-6441 **FAX:** 295-6800 **WEBSITE:** www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESS:

67 Victoria Street, Hamilton HM 12
P.O. Box HM 1195, Hamilton HM EX

PURPOSE: To provide counselling and evaluation of women of childbearing age on matters of reproductive health. This includes family planning, pregnancy care for under/uninsured women, prevention and treatment of sexually transmitted infections, screening for cervical health and other female related cancers.

SERVICES:

- Services for the early detection of pregnancy
- Antenatal care of under/uninsured women including FREE childbirth classes
- Appropriate immunisation for pregnant women
- Birth control including emergency contraception. Clients under 16 years of age must attend with a parent or legal guardian
- Pap testing
- Health promotion talks
- Breast examinations
- Sexually transmitted infection screening, contact tracing, and treatment

HOURS OF OPERATION: HAMILTON CLINIC: 8:30 a.m. – 4:30 p.m.,
Monday to Friday. Closed 12:30 p.m. – 1:45 p.m.

SOMERSET CLINIC: Tuesdays 9:00 a.m. – 11:00 a.m.

ST GEORGE'S CLINIC: Mondays 9:00 a.m. – 11:00 a.m.

All clinics closed on public holidays

REFERRAL PROCEDURE: Self-referral and/or health care provider



CONTACT PERSON: Tannika Rodrigues, Administrator

PHONE: 236-1815

FAX: 232-2070

E-MAIL: mealsonwheels@logic.bm

ADDRESS:

103 South Road, Paget PG 03
P.O. Box DV 383, Devonshire DV BX

PURPOSE: Our goal is to prepare and deliver a nutritious meal to those in the community who are incapacitated or are otherwise unable to prepare a nourishing meal on their own and who have no caregiver, friend or family member who can consistently provide this service.

SERVICES:

- To provide and promote a community service by way of help, in emergency or distress and to maintain regular personal contact with the persons concerned.
- To ensure healthy and nutritious meals are delivered to the elderly and housebound.
- Meals include soup in the winter, juice in the summer, a protein, starch, two vegetables and dessert. Recipients' medical dietary needs are also taken into consideration.
- An Optional Frozen meal is provided for Thursdays when deliveries are not offered

HOURS OF OPERATION: 8:00 a.m. – 1:00 p.m., Monday to Friday (excluding Thursday)

REFERRAL PROCEDURE: Professional social worker, medical doctor and other medical personnel



DEPARTMENT OF CHILD AND FAMILY SERVICES

CONTACT PERSON: Miriam Shaya-King

PHONE: 297-7618 or 705-9009

FAX: 296-1585

E-MAIL: mcshayaking@gov.bm

ADDRESS:

61 Victoria Street, Hamilton HM12
P.O. Box HM 3201, Hamilton HM NX

PURPOSE: To provide a neutral process for the parties in dispute to work towards a positive outcome and allow parents to decide how to effectively co-parent and communicate on critical issues regarding their children.

SERVICES:

- Conducting pre-mediation interviews
- Facilitating individual, joint and family mediation sessions
- Preparing reports for court
- Networking and liaising with community partners

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m., Monday to Friday (early appointments and after hour appointments offered if previously scheduled in advance)

REFERRAL PROCEDURE: Referred by DCFS, Family and Supreme Court



KING EDWARD VII MEMORIAL HOSPITAL

CONTACT PERSON: Colleen English DeGrilla, Clinical Supervisor

PHONE: 239-1453

FAX: 239-2072

E-MAIL: colleen.english@bhb.bm

ADDRESS:

7 Point Finger Road, Paget DV 04
P.O. Box HM 1023, Hamilton HM DX

PURPOSE: To provide social services to patients while hospitalised and upon discharge or transfer.

SERVICES:

- Help patients and their families cope via supportive counselling with the problems that accompany illness or inhibit recovery and rehabilitation after discharge to home
- Collect and analyse patient information to assist other health professionals
- Assess patient and family functioning on an ongoing basis, providing or recommending community services as conditions change
- Coordinate services with other multi-disciplinary team members for home care and equipment, or referral service to community resources such as day care and long-term care facilities
- Assist with transfers of patients via commercial flight or by air ambulance for further treatment abroad

HOURS OF OPERATION: 8:30 a.m. – 4:30 p.m., Monday to Friday

EMERGENCY ON-CALL: After hours, weekends, and holidays, contact KEMH operator for on-call person.



CONTACT PERSON: President

E-MAIL: president@mama.bm or info@mama.bm

WEBSITE: www.mama.bm

ADDRESS: P.O. Box WK 418, Warwick, WK BX

PURPOSE: To connect families across Bermuda through events, activities and information forums

SERVICES: Whether you are new to the island, or have lived in Bermuda forever, MAMA offers a variety of activities suited for your family.

We provide a broad array of services including:

- Weekly playgroups by parish;
- Many events per year for kids, families, moms and dads;
- A monthly newsletter;
- Weekly email updates;
- Information forums/members only Facebook pages;
- Classifieds; and
- Fundraisers for other family-oriented charities in Bermuda.

PLAYGROUPS: Monday to Friday mornings during term time

Events scheduled monthly at varying times

Contact can be made anytime



THE NELSON BASCOMBE SUBSTANCE ABUSE TREATMENT CENTRE, DEPARTMENT FOR NATIONAL DRUG CONTROL

CONTACT PERSON: Programme Manager

PHONE: 278-4715 **FAX:** 296-4824

E-MAIL: ldparker@gov.bm **WEBSITE:** www.dndc.gov.bm

ADDRESS: 3 Cockburn Road, Sandys MA 03

PURPOSE: The MTC provides drug rehabilitation services to males with addiction disorders in a residential setting for at least one year and aftercare support one year after treatment completion.

SERVICES:

- Pre-admission/engagement assessment and preparation
- Random observed drug screens
- Collaborative client-centred treatment planning
- Psych education and process groups
- Individual, family and relationship counselling and support
- Spirituality-Church, Bible study, devotions, 12 STEPS; sponsorship
- Relapse prevention – anger management and assertiveness training
- Relaxation and coping skills – art therapy
- Discharge, transitional planning; vocational readiness –GED class, volunteerism
- Community re-entry – transitional phase – self care, budgeting, organization and planning skill development

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m. (Office) Counsellors are available 24/7 (Call 278-4718)

REFERRAL PROCEDURE: All persons for admission must be assessed by Bermuda Assessment and Referral Centre (BARC) for appropriate placement. Assistance is provided for anyone who calls and speaks with a clinical staff on duty. A Release of Information must be signed to permit staff to communicate with professionals outside of the MTC team on your behalf.



CONTACT PERSON: Kimberly Jackson, Programme Coordinator

PHONE: 294-9291

WEBSITE: www.mirrors.bm

E-MAIL: mirrors@gov.bm

ADDRESS: Global House, 1st Floor, 43 Church Street, Hamilton HM 12

MISSION: Mirrors creates opportunities for young people to transform their lives through personal development training and coaching services. We foster behavioral changes that promote personal responsibility, healthy relationships and positive contributions to society.

SERVICES:

- Community Programme for youth ages 15 through 18 years
- Middle School Coaching For Success Programme
- Parent Workshops
- Professional Development Trainings
- Volunteer Trainings
- Youth Drop-in Services
- Transformation Coaching

OFFICE HOURS: 9:00 a.m. – 5:00 p.m., Monday to Friday

Trainings and Follow Through Programme: flexible hours including evenings and weekends

REFERRAL PROCEDURE: Self-referrals, health care and social service agencies, schools, community agencies, Court Services, Child and Family Services, family members and sports coaches



CONTACT PERSON: Carolyn Armstrong

PHONE: 293-0772

E-MAIL: carolyna@northrock.bm

WEBSITE: www.mssociety.bm

ADDRESS: P.O. Box HM 1426, Hamilton HM FX

PURPOSE: Help local Bermudians who have been recently diagnosed with MS with the cost of medications, education through meetings and to support and work with persons with multiple sclerosis and their families to better understand and cope with many varied symptoms of the disease.

SERVICES:

- Support and work with persons with multiple sclerosis and their families to better understand and cope with the many varied symptoms of the disease
- To increase public awareness and understanding of MS, what can be done to help and the resources presently available to people with MS
- To raise necessary funds to finance the society and to assist MS sufferers with medical needs

HOURS OF OPERATION: Available 24/7 365 days

REFERRAL PROCEDURE: Self-referral, friend, family or by healthcare provider



CONTACT PERSON: Shavana Wilson

PHONE: 294-9710 (office) 505-4038 (cell)

FAX: 295-4038

E-MAIL: smwilson@gov.bm

WEBSITE: www.gov.bm

ADDRESS:

Suite 304, Melbourne House,
11 Parliament Street, Hamilton HM 12
P. O. Box HM 480, Hamilton HM CX

PURPOSE: Provide leadership, policy coordination, for planning, development, implementation, and evaluation of a comprehensive national system of alcohol, tobacco and other drug (ATOD) prevention, treatment and rehabilitation services

SERVICES:

- Teen Peace Substance Abuse Prevention Afterschool Programme
- Aligns students with pro-social adult role models that provide social and emotional; resiliency, academic skill development in a fun and enriching environment for middle school students

AL'S PALS: Kids Making Healthy Choices Programme

- Early-childhood prevention programme designed to promote social and emotional competence in children ages 3 to 8 by enhancing teachers' abilities to create nurturing classroom environments and to foster children's development of resilience-related behaviours.

WOMEN'S TREATMENT CENTRE

- Therapeutic residential facility that uses evidence-based therapy for women affected by substance use disorders.

MEN'S TREATMENT CENTRE

- Therapeutic residential facility that uses evidence-based therapy for men affected by substance use disorders.

HOURS OF OPERATION: 8:45 a.m. – 5:00 p.m.



DEPARTMENT OF HEALTH

CONTACT PERSONS: Mellonie Furbert and Cymone Hollis

PHONE: 278-6467 or 278-6468 or 278-6469

FAX: 292-7627

E-MAIL: nutrition@gov.bm; mlbfurbert@gov.bm; cahollis@gov.bm

WEBSITE: www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESS:

67 Victoria Street, Hamilton HM 12

P.O. Box HM 1195, Hamilton HM EX

PURPOSE: To provide nutrition advice to governmental and non-governmental agencies including schools, rest homes and prisons in the promotion of healthy eating behaviours.

To provide counselling and health promotion activities to assist in the reduction and/or prevention of chronic diseases within the population.

SERVICES:

- Advises and monitors schools, rest homes and prisons on the development and implementation of appropriate nutrition policies
- Provides talks and workshops on good nutrition practices to schools, PTAs, rest homes and community agencies
- Assembles and distributes lists of relevant local nutrition resources
- Provides individual nutritional assessment and counselling to infants, students, adults and seniors

HOURS OF OPERATION: 8:30 a.m. – 4:45 p.m., Monday to Friday

CLOSED: 12:30 p.m. – 1:45 p.m.

REFERRAL PROCEDURE: Self-referral or by healthcare provider



CONTACT PERSON: Victoria Pearman

PHONE: 296-6541

FAX: 296-7734

E-MAIL: info@ombudsman.bm

WEBSITE: www.ombudsman.bm

ADDRESS: Suite 102, 14 Dundonald Street West, Hamilton HM 09

PURPOSE: The Office of the Ombudsman is an independent non-government office open to the public. The Office investigates complaints about the administrative actions of public authorities. Including government departments, boards and bodies established or funded by the legislature.

SERVICES: The Office of the Ombudsman provides an impartial form of alternative dispute resolution which is less formal and more flexible and accessible than going through the Courts.

HOURS OF OPERATION: 9:00 a.m. – 5:30 p.m., Monday to Thursday;
9:00 a.m. – 5:00 p.m., Friday

REFERRAL PROCEDURE: Open



CONTACT PERSON: Joelene Lindsay (Compliance),
Kendra Foggo (Land Tax), Kamelah Moore (Stamp Duty),
Althea Walker (Payroll Tax), Renee Lathan (E-filing)

PHONE: Compliance 298-6353; Land Tax 297-7537;
Stamp Duty 297-7684; Payroll Tax 297-7567; E-filing – 298-6352

E-MAIL: jlindsay@gov.bm; kfoggo@gov.bm, kzmoore@gov.bm;
awalker@gov.bm rlathan@gov.bm

WEBSITE: www.gov.bm

ADDRESS:

F.B. Perry Building, 40 Church Street, Hamilton HM 12
P.O. Box HM 1374, Hamilton HM FX

PURPOSE: To administer the collection of taxes and duties according to legislation.

SERVICES:

- Assists taxpayers with collection of Payroll Tax, Land Tax, Stamp Duty, Passenger Taxes, Betting Duty, Hotel Occupancy Tax, Corporate Services Tax and Timesharing Taxes
- Administers the Primary Family Homestead Registry
- Administers the Stamp Duty Exemption for first time owners
- Administers the Payroll Tax Exemption, in respect of remuneration (Salary + Allowances + Benefits) paid to an employee caregiver for helping to care for a person at that person's home in connection with a physical or mental illness or incapacity of that person.

HOURS OF OPERATION: 8:30 a.m. – 5:00 p.m., Monday to Friday



CONTACT PERSONS: Liz Boden, Asthma Educator and Instructor or Tracy Nash, Asthma, COPD and Allergy Educator

PHONE: 232-0264

E-MAIL: nurse@openairways.com

WEBSITE: www.openairways.com

FACEBOOK: www.facebook.com/: Open Airways – Bermuda

ADDRESS: P.O. Box HM 1164, Hamilton HM EX

PURPOSE: Open Airways aims to improve the health and well-being of over 8,000 people living in Bermuda whose lives are affected by asthma and other long-term breathing difficulties.

Open Airways is the only registered charity in Bermuda with qualified health care professionals, who have specialised in respiratory care. Open Airways is the lead agency for asthma for the Department of Health's Well Bermuda: A National Health Promotion Strategy.

SERVICES:

- Educate health care professionals (physicians, nurses, physiotherapists, occupational therapists and pharmacists) offering internationally accredited diploma course in asthma and COPD and one day seminars and in-service workshops.
- Educate the individual with asthma or COPD and help establish personal action plans.
- Educate teachers, students and their parents in every school.
- Educate the community through health fairs, the media, workshops and presentations, raising awareness and understanding of good asthma care and the prevention of emphysema through smoking cessation workshops.
- Provide free equipment to ensure optimal care for everyone with asthma and COPD.

REFERRAL PROCEDURE: Self-referral or by health care provider.



DEPARTMENT OF HEALTH

CONTACT PERSON: Celia Musson Nzabalinda, Senior Dental Officer

PHONE: 278-6440

FAX: 296-0041

E-MAIL: dentalclinics2@gov.bm or cwnzabalinda@gov.bm

WEBSITE: www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESS:

67 Victoria Street, Hamilton HM 12

P.O. Box HM 1195, Hamilton HM EX

PURPOSE: To Improve oral health status for all Bermudian residents.

SERVICES:

- Oral health services in the school, community or clinical setting.
- Preventive consultative services such as oral health education, oral hygiene instruction and dietary counseling
- Clinical preventive care such as dental prophylaxis, scaling and polishing, fluoride treatment, sealants and preventive resin restorations
- Restorative care including dental restorations, routine dental surgery, limited endodontic treatment, treatment of periodontal disease
- Comprehensive dental care under general anaesthesia for appropriately selected patients

HOURS OF OPERATION: Clinical hours 8:45 a.m. – 12:30 p.m. and 1:45 – 4:45 p.m., Monday to Friday by appointment

REFERRAL PROCEDURE: Self-referral or by health care provider for eligible individuals

ELIGIBILITY:

- Children 0 – 18 years old (18+ eligible if in school)
- Seniors (persons over 65 years old)
- Special patients through designated institutions
- Prisoners based on specific eligibility guidelines.



CONTACT PERSON: Karen Dyer, Executive Director

PHONE: 236-7257

FAX: 236-7250

E-MAIL: info@pals.bm

WEBSITE: www.pals.bm

ADDRESS:

18 Point Finger Road, Paget DV 04
P.O. Box DV 19, Devonshire DV BX

PURPOSE: To provide cancer patients with quality care primarily in the home setting in order to enhance quality of life. To provide support and assistance to cancer patients and their families.

SERVICES:

- Employs five registered nurses trained in oncology that make over 6,000 visits annually
- No charges for visits to patients and the use of medical equipment
- Not part of the hospital, hospice or government, but works together with them all to enhance the care of our patients
- Trained volunteers who provide moral support, friendship and transport for our patients
- In order to exist relies on donations, in addition to our on going fundraising events

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m., Monday to Friday.
A nurse is on call on weekends and after hours

REFERRAL PROCEDURE: Physician



CONTACT PERSON: Gita Blakeney Saltus, Executive Director

PHONE: 236-0823 (office), 534-9882 (cell)

FAX: 266-1091

E-MAIL: gbsaltus@pathwaysbermuda.bm

WEBSITE: www.pathwaysbermuda.bm

ADDRESS: 61 Verdmont Road, Smith's Parish, FL02

PURPOSE: To provide a holistic and compassionate environment in which those affected by substance use and drug addiction may have a permanent path to recovery, healing and understanding of the disease of addiction

SERVICES:

OUTPATIENT TREATMENT PROGRAM, INCLUDING:

- Comprehensive addiction assessments
- Local and overseas referral services
- Outpatient addiction treatment
- Extended Care Support Services
- Individual Counseling
- Group Counseling
- Family drug education and support services
- Adolescent camps

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m., Monday to Friday

REFERRAL PROCEDURE: Self-referral or by health care provider.



CONTACT PERSON: Judith V. Burgess

PHONE: 295-9970 **FAX:** 236-0135

E-MAIL: info@pride.prevention.bm or Judith@pride.prevention.bm

WEBSITE: www.pridebermuda.bm

ADDRESS:

25 Point Finger Road, Paget DV 04

P.O. Box DV 212, Devonshire DV BX

PURPOSE: To provide drug prevention education – preventing substance abuse amongst Bermuda’s youth.

MISSION: To Prevent the Use and Abuse of Alcohol, Tobacco and Other Drugs Amongst Our Youth

SERVICES:

1. PRIDE Youth Clubs – Primary School
2. Classroom Program Facilitation – Primary through High School

PROGRAMS:

1. Botvin LifeSkills Training for primary through high school ages
 - Building skills in Self-Management, Social & Resistance Skills
 - Certified Trainers for Botvin LifeSkills Programme
2. LifeSkills for Parents (for parents of middle school age students)
3. Promoting Alternative Thinking Strategies (PATHS) for Preschool through P6-helps children identify feelings in self and others and how to appropriately express feelings.
 - Develops executive functioning skills in children.
4. Training and Community Development through forums, conferences, workshops, health fairs etc.
5. Community Change

The Bermuda Coalition is a collaborative of organizations that address change in environmental conditions that promote anti-social behaviour, violence and substance abuse.

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m., Monday to Friday

REFERRAL PROCEDURE: School Administration, Voluntary student participation, Parents/Guardians



CONTACT PERSON: Cindy Swan, Chairperson

PHONE: 297-5044

E-MAIL: projectaction@northrock.bm

ADDRESS: 4 Rose Hill, St. George's GE 05

PURPOSE: Project Action provides free transportation for seniors and persons with physical disabilities island-wide.

SERVICES:

- Transportation to medical appointments
- Transportation to grocery shopping
- Transportation to physiotherapy
- Transportation for a drive-out when possible

HOURS OF OPERATION: 8:00 a.m. – 3:00 p.m., Monday to Friday



BERMUDA ROAD SAFETY COUNCIL

CONTACT PERSON: David Minors, RSO/Project Ride Coordinator

PHONE: 292-1271 ext. 2349

FAX: 292-8843

E-MAIL: dsminors@gov.bm

WEBSITE: www.bermudaroadsafety.bm

ADDRESS: 11 North Street, Hamilton HM 17

PURPOSE: Project Ride is a teenage cycle training course designed to provide the skills and knowledge necessary to tackle Bermuda's congested roads.

SERVICES

- Instruction in road safety and traffic laws
- Instruction on practical handling and riding of auxiliary cycle
- Safety positioning and proper identification of road signage, etc.

HOURS OF OPERATION: After school and weekends
(depending on Instructor)



CONTACT PERSON: Glenn Faries

PHONE: 292-3938

FAX: 292-3254

E-MAIL: gfaries@readingclinic.bm

WEBSITE: www.readingclinic.bm

ADDRESS: 54 Serpentine Road, Pembroke HM 08

PURPOSE: Helping children with learning differences to learn, grow and soar!

SERVICES:

- Tutoring in reading and spelling for children with dyslexia
- Tutoring in math for children with specific math related learning differences
- School consults/workshops
- Presentations for parents, professionals, and community groups
- Tutor and teacher training
- Referrals to affiliated services, i.e. speech and language therapy, psychological therapy
- School-based early reading intervention project

HOURS OF OPERATION: 8:30 a.m. – 5:00 p.m., Monday to Friday.

REFERRAL PROCEDURE: Children are referred to the Reading Clinic by their parents/guardians. An assessment is required prior to tutoring.



DEPARTMENT OF CHILD AND FAMILY SERVICES

CONTACT PERSON: Don Vickers

PHONE: 296-5943

FAX: 295-4360

E-MAIL: dsvickers@gov.bm

ADDRESS:

6 Aeolia Drive, Devonshire DV 05
P.O. Box HM 3201, Hamilton HM NX

PURPOSE: To provide care, protection and treatment in a residential setting to adolescents in crisis with family preservation and reunification as the goal.

SERVICES:

- Provision of residential housing
- Transition and reunification planning
- Provision of educational services
- Networking and liaising with community partners

HOURS OF OPERATION: 24 hours

On call social worker available evenings, weekends and public holidays to respond to crisis.

REFERRAL PROCEDURE: Contact the Intake section of DCFS at 294-5870 or 297-7559



DEPARTMENT OF YOUTH AND SPORT

CONTACT PERSON: Centre Supervisor

PHONE: 234-1275

FAX: 234-5652

E-MAIL: nhenry@gov.bm

WEBSITE: www.youthandsport.bm

ADDRESS: 15 Kitchener Road, Sandys MA 01

MISSION STATEMENT: We will work to contribute to the physical, emotional and social growth and development of the community by offering a varied range of recreational experiences.

SERVICES: Services vary among Centres, contact Centre for details on youth, adult and senior programming in recreational and personal development. Additionally, rental space is available for community organizations, family events, meetings, parties, etc.

HOURS OF OPERATION: 10:00 a.m. – 10:00 p.m., Monday to Saturday (Hours vary among Centres)



CONTACT PERSON: Debi Ray-Rivers, Founder & Executive Director

PHONE: 297-2277 (office)

E-MAIL: debi@scars.bm or info@scars.bm

WEBSITE: www.scarsbermuda.com

ADDRESS: P.O. Box HM 3003, Hamilton HM MX

PURPOSE: To reduce the risk of child sexual abuse and to be an advocate and voice for children who have been sexually molested as well as their affected family.

SERVICES: We provide a certified training program to the community called D2L Stewards of Children, which teaches adults how to recognize, prevent and react responsibly to the issue of child sexual abuse.

- We provide our SAFE (SCARS Arms Families Through Education) programme to organizations entrusted with the care of children. This SAFE programme provides a “tool box” of information, which includes information on the statistics of child sexual abuse, important information parents should know and teach their children, inappropriate behaviors to watch for, warning signs, the characteristics of a sex offender.



BERMUDA COLLEGE

CONTACT PERSON: Janet Ferguson, Executive Director

PHONE: 239-4029

FAX: 239-4039

E-MAIL: slc@college.bm

WEBSITE: www.college.bm/programmes/special/slc.aspx

ADDRESS:

Stonington Drive, Paget PG 04

P.O. Box HM 2718, Paget HM LX

PURPOSE: To promote life-long learning for over 55s and offers more than 30 educational courses, programmes and events.

SERVICES:

- Provides a non-threatening but dynamic learning environment where debate, discussion, controversy, humour and wisdom thrive
- Courses are held during the day, and usually begin in early February and October, including: keep fit, line dancing, yoga, health and fitness lectures, conversational Spanish, French and German, Bridge, current and world affairs, computers, needle arts and crafts
- One day seminars and field trips with lunch are also conducted periodically

HOURS OF OPERATION: 9:00 a.m. – 2:00 p.m., Monday to Friday



CONTACT PERSON: Ronald Smith, Acting Assistant Director

PHONE: 297-7703

FAX: 292-5267

E-MAIL: socialinsurance@gov.bm

WEBSITE: www.socialinsurance.gov.bm

ADDRESS:

30 Parliament Street, Hamilton HM 12

P.O. Box HM 1537, Hamilton HM FX

PURPOSE: We commit to administer and protect the benefits of our social insurance programmes to the highest standards within the community.

SERVICES: Administration of Social Insurance contributions and benefits.

HOURS OF OPERATION: 8:30 a.m. – 5:00 p.m., Monday to Friday

CASHIERS: 8:30 a.m. – 4:30 p.m., Monday to Friday

REFERRAL PROCEDURE: Self-referral



CONTACT PERSON: Richard M. Kitson

PHONE: 292-9294 or 734-1944

FAX: 295-7946

E-MAIL: sathbda@gmail.com

WEBSITE: www.sathbda.com

ADDRESS: P.O. Box HM 290, Hamilton HM AX

PURPOSE: To provide and distribute accessible information to be used by locals as well as our visitors. We assist other charities where it is possible within our mission statement.

SERVICES:

- Exchange information with other charities as well as other non-profit organizations to educate and inform the general public of our services in Bermuda
- Organise consultation and to work with other disabled persons for the benefit of the community by holding workshops in relation to the travel and other industries and to assist with programmes which deal with access in every respect
- Access Guide for Bermuda for Disabled Traveler' booklet (online)

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m., Monday to Friday



SPECIAL OLYMPICS INTERNATIONAL

CONTACT PERSON: Karen Woollery, National Director

PHONE: 519-0232

E-MAIL: kwoollery1@gmail.com or
bermudaspecialolympics@gmail.com

PURPOSE: To offer children and adults with intellectual disabilities with year round training and competition in summer and winter sports.

SERVICES:

Special Olympics is an affiliation of an international non-profit organization dedicated to empowering individuals with intellectual disabilities to become physically productive and respected members of society through sports, training and competition. Children and adults with intellectual disabilities who participate in Special Olympics develop improved physical fitness and motor skills, greater self-confidence and a more positive self-image. They grow mentally, socially and spiritually and ultimately grow to discover not only new abilities and talents but their voices as well.

REFERRAL PROCEDURE: Self-referral or by health care provider.



DEPARTMENT OF HEALTH

CONTACT PERSON: Susan Price Barrett, Coordinator

PHONE: 278-6429

FAX: 295-7636

E-MAIL: sgbarrett@gov.bm

WEBSITE: www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESS:

67 Victoria Street, Hamilton HM 12

P.O. Box HM 1195, Hamilton HM EX

PURPOSE: To assess and treat children (birth – 18), some adults and seniors identified with communication and/or swallowing difficulties. To raise public awareness of strategies and techniques to build communications skills.

SERVICES:

- Prevention, screening, assessment/diagnosis
- Intervention, referral, training, workshops/in-services
- Collaboration and consultation with parents, caregivers, teachers and families

HOURS OF OPERATION: 8:30 a.m. – 4:45 p.m., Monday to Friday

REFERRAL PROCEDURE: Doctors, teachers, allied health workers, parents, and self-referral



DEPARTMENT OF YOUTH AND SPORT

CONTACT PERSON: Centre Supervisor

PHONE: 297-1754

FAX: 297-0520

E-MAIL: nhenry@gov.bm

WEBSITE: www.youthandsport.bm

ADDRESS: Old Military Road, St. George's GE 02

MISSION STATEMENT: We will work to contribute to the physical, emotional and social growth and development of the community by offering a varied range of recreational experiences.

SERVICES: Services vary among Centres, contact Centre for details on youth, adult and senior programming in recreational and personal development. Additionally, rental space is available for community organizations, family events, meetings, parties, etc.

HOURS OF OPERATION: 10:00 a.m. – 10:00 p.m., Monday to Saturday
(Hours vary among Centres)



CONTACT PERSON: Jeffrey Borges

PHONE: 236-7831

FAX: 236-6287

E-MAIL: info@sjabermuda.org

WEBSITE: www.sjabermuda.org

ADDRESS:

Dunrossil House, 21 Point Finger Road, Paget DV 04
P.O. Box DV 575, Devonshire DV BX

PURPOSE: To serve our community by providing first-aid training and the provision of first-aid personnel at community events.

SERVICES:

- Provide first-aid personnel and Emergency Medical Responders to community events
- Emergency transport as needed at such events or for the public
- Train community members in first-aid and CPR

HOURS OF OPERATION: 9:00 a.m. – 3:00 p.m., Monday to Friday



CONTACT PERSON: Carolyn L. Armstrong, Director

PHONE: 292-5941

FAX: 293-3417

ADDRESS:

131 South Road, Smith's HS 01
P.O. Box HM 2498, Hamilton HM GX

E-MAIL: starlighthouse@northrock.bm

PURPOSE: To give comprehensive support to persons infected and affected by HIV/AIDS.

SERVICES:

- Professional counselling offered to children by appointment
- Visits to clients in hospitals, Agape House, prisons, schools etc.
- Referrals to all relevant agencies and services
- Ongoing support to families after death of loved ones
- Assistance with funeral arrangements
- Transportation, education and presentations

HOURS OF OPERATION: 8:00 a.m. – 4:00 p.m.

REFERRAL PROCEDURE: Department of Health, Department of Corrections, Department of Financial Assistance, Department of Education, hospitals, support agencies, churches, courts, Rehabilitation Programs, Women's Resource Center, Family etc.etc.



THE SUMMERHAVEN TRUST

CONTACT PERSON: Administrator

PHONE: 293-2099

FAX: 293-8327

E-MAIL: summerhaven@northrock.bm

ADDRESS:

135 South Road, Smith's HS 01

P.O. Box FL 409, Flatt's FL BX

PURPOSE: SummerHaven Trust is an assisted living residential complex that provides the opportunity for people with physical disabilities to live in the community.

SERVICES:

- The facility consists of 14 studio apartments, a one bedroom apartment, a two bedroom apartment and a three bedroom cottage.
- Facility is fully wheelchair accessible and includes a community living room, dining room and sun room.
- Self-service laundry facility
- Special device shower and tub room
- Twenty-four hour attendant care service
- Three nutritious meals every day
- Wheelchair accessible bus

HOURS OF OPERATION: 24 hours, 7 days a week

REFERRAL PROCEDURE: Self-referral, friend, family or by healthcare provider



DEPARTMENT OF HEALTH

CONTACT PERSON: Angela Brangman, Administrator

PHONE: 298-8770

FAX: 298-8771

WEBSITE: www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESS:

4 Old Military Road, St. George's GE03
P. O. Box GE 67, St. George's, GE BX

PURPOSE: To provide residential, nursing and day care to seniors in a multi-level residential care facility.

SERVICES:

- Provide nursing, housekeeping, laundry, food, recreational, pharmacy and physician services.
- Residents range from independent to semi-dependent.
- The cost of care will depend upon the required category of care. For a detailed breakdown of fees, please contact the Administrator.

HOURS OF OPERATION: 24 hours

TEEN SERVICES/TEEN HAVEN



CONTACT PERSON: Michelle Wade, Director

PHONE: 292-4598

FAX: 295-7164

E-MAIL: teenservices@northrock.bm

ADDRESS: 4 Happy Valley Road, Pembroke HM 19
P.O. Box HM 1324, Hamilton HM FX

PURPOSE: Mission Statement: “To empower Bermuda’s youth, particularly at-risk girls, by promoting healthy development, through ongoing education, counselling and support.”

SERVICES:

- Counselling and support and prevention focused community outreach services in the form of presentations, group sessions, workshops and distribution of materials that provide information on awareness of teen pregnancy, drug/alcohol abuse and other at-risk behaviours. Prevention programs under this umbrella includes the Teen Pregnancy Prevention Month Campaign
- Precious Gems summer program. – a female empowerment programme, that helps young girls between the ages 11-14 years old strive towards a healthy approach to living their lives.
- Housing – Teen Haven residential program offers transitional housing, counseling and a parenting program with life skills training homeless pregnant teens, teen mothers, young women (16-25) and their children.
- Outstanding Teen Awards – This event which is held in the spring, honors Bermuda’s outstanding high achievers. The program not only recognizes academic excellence, but also outstanding achievements in community service, perseverance, most progress, leadership, spiritual leadership, sports performing arts, visual arts, vocational/ technical arts and overall outstanding.

HOURS OF OPERATION:

TEEN SERVICES: 9:00 a.m. – 5:00 p.m., Monday to Friday.

TEEN HAVEN: 24 hours

REFERRAL PROCEDURE: Parents, guidance counsellors, health care provider, social service agencies, concerned individuals



CONTACT PERSON: Senior Therapist

PHONE: 297-4342

FAX: 297-2342

E-MAIL: info@tomorrowsvoices.bm

WEBSITE: www.tomorrowsvoices.bm

ADDRESS: 27 King Street, Hamilton HM 19

PURPOSE: To treat children diagnosed with Autism, PDD, or other developmental disabilities between the ages of two and 21 years.

SERVICES:

- Applied behavioural analysis/verbal behaviour therapy
- Comprehensive behavioural treatment
- Natural Environment teaching
- Functional behavioural assessments
- Assessments using the ABLLS and VBMAPP and other diagnostic assessments
- In home/School/Community Therapy
- IEP writing/advocacy and consultation in schools/classrooms/Homes
- Training Institute – Workshops for allied health professionals/educators and parents
- Inclusion/mainstreaming and community integration
- Daily living skills and feeding problems
- Behaviour modification
- Social skills Programme/Respite

HOURS OF OPERATION: 8:30 a.m. – 5:30 p.m., Monday to Friday

REFERRAL PROCEDURE: Parents, health care provider, Child Development Programme, Teachers



CONTACT PERSON: Basim Huwwakkil, Technical Services Manager; Charles Clarke, Acting Registration Manager; Michael Simmons, Senior Examiner

PHONE: 292-1271

FAX: 292-8843

E-MAIL: caclarke@gov.bm, bamuwwakkil@gov.bm or mmsimmons@gov.bm

WEBSITE: www.gov.bm or www.bermudaroadsafety.bm

ADDRESS: 11 North Street, Hamilton HM 17

PURPOSE: To ensure that all vehicles and drivers operating on Bermuda's roads meet an acceptable standard.

SERVICES:

- Driving test provided for seniors as well as no waiting in line for licenses to be processed after completion of the test
- Issue of the Special Persons Cards

HOURS OF OPERATION: 8:00 a.m. – 4:30 p.m., Monday to Friday

REFERRAL PROCEDURE: Self-referral, friend, family, healthcare provider



DEPARTMENT OF HEALTH, ENVIRONMENTAL HEALTH

CONTACT PERSON: Armell Thomas, Programme Manager/
Environmental Health Officer

PHONE: 278-5397

FAX: 232-1941

WEBSITE: www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESS:

6 Hermitage Road, Devonshire FL 01
P.O. Box HM 1195, Hamilton HM EX

PURPOSE: To prevent illnesses borne by vectors such as rodents and mosquitoes.

SERVICES:

- Destroy vermin in response to surveillance results or to requests for service for rodent, mosquito and fly control and collaborate with occupiers to perform their statutory duties to control vermin.
- Eliminate or control habitats that would support the breeding of vermin by requiring the control of standing water, requiring that buildings are made inaccessible to vermin, and requiring that foodstuffs and forage are inaccessible to vermin.
- Proactive detection of vermin by surveillance activities such as mosquito ovitrapping and test baiting for rodents.
- Collection of medical Waste from sentinel sites

HOURS OF OPERATION: 7:00 a.m. – 3:00 p.m., Monday to Friday

REFERRAL PROCEDURE: Self-referral



DEPARTMENT OF HEALTH

PHONE: 278-6460 (Hamilton); 234-0202 (Somerset);
297-8200 (St. George's)

FAX: 292-7627

WEBSITE: www.gov.bm

FACEBOOK: Department of Health Bermuda

ADDRESSES:

ST. GEORGE'S HEALTH CENTRE:

1 Old Military Road, St. George's GE 03

HAMILTON HEALTH CENTRE: 67 Victoria Street, Hamilton HM 12

SOMERSET HEALTH CENTRE: 55 Mangrove Bay Road, Sandys MA 05

MAILING FOR ALL CLINICS: P.O. Box HM 1195, Hamilton HM EX

PURPOSE: To provide preventive health services to promote healthy choices and lifestyles.

SERVICES: Basic screenings, health education and promotion, immunisations, nutrition assessment counselling, and functional assessments.

HOURS OF OPERATION:

ST. GEORGE'S: 1st and 3rd Wednesday of the month,
2:00 p.m. – 4:00 p.m.

HAMILTON: Every Wednesday, 2:00 p.m. – 4:00 p.m. each month

SOMERSET: 1st and 3rd Wednesday of the month,
2:00 p.m. – 4:00 p.m.

REFERRAL PROCEDURE: Self-referral, family/friends, healthcare provider



CONTACT PERSON: Chrissie Kempe, Executive Director

PHONE: 238-2469

FAX: 238-2597

E-MAIL: windreach@windreach.bm

WEBSITE: www.windreachbermuda.bm

ADDRESS:

57 Spice Hill Road, Warwick WK 03
P.O. Box WK 654, Warwick WK BX

PURPOSE: WindReach Bermuda exists to enrich the quality of life for people with special needs.

SERVICES: For the community with special needs, the opportunity to do ordinary activities can be an extraordinary gift. As a centre for inclusion and personal achievement for people of all abilities, WindReach offers programmes and activities providing educational, therapeutic and recreational opportunities. Our programmes help people with disabilities to develop the skills they need to integrate into the broader community and lead a more enriched life.

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m., Monday to Friday

REFERRAL PROCEDURE: Self-referral or referral from learning support teacher, para-educator, health professional etc.



CONTACT PERSON: Denaë D. Burchall, Fund Development & Programme Assistant

PHONE: 295-3882

FAX: 295-9833

E-MAIL: wrc@wrcbermuda.com **WEBSITE:** www.wrcbermuda.com

ADDRESS:

Cap-a-Laige, Charities House, 25 Point Finger Road,
Paget DV 04

PURPOSE: Founded in 1987, the Women's Resource Centre is dedicated to the empowerment and advancement of women and girls in Bermuda. In partnership with other local organizations and committees, the WRC strives to be a voice for women, recognizing that while great strides have been made, there is more to be done to ensure gender equality in our homes, schools, workplaces and our broader community.

SERVICES:

- The WRC's core services include counselling, advocacy and awareness initiatives to address contemporary issues facing women today.

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m., Monday to Friday.

REFERRAL PROCEDURE: Self-referral, police, EPA and other agencies; accept walk-ins but prefer appointments to be made. Persons with disabilities are asked to call so an alternative location can be arranged.



DEPARTMENT FOR NATIONAL DRUG CONTROL

CONTACT PERSON: Angria Bassett, Treatment Coordinator for the Nelson Bascome Substance Abuse Treatment Center

PHONE: 278-4702 (Office) 505-4032 (cell) **FAX:** 296-4824

E-MAIL: ambassett@gov.bm **WEBSITE:** www.gov.bm

ADDRESS: 3 Cockburn Road, Sandys MA 03

PURPOSE: The WTC provides drug rehabilitation services to addicted females in a residential setting for at least one year and Aftercare support two years after treatment completion.

SERVICES:

- Pre admission/engagement assessment and preparation
- Random Observed Drug screens
- Collaborative Client-centred Treatment Planning
- Psych education and Process Groups
- Individual, family and relationship counselling and support
- Spirituality-Church, Bible Study, Devotions, 12 STEPS; Sponsorship
- Relapse Prevention – Anger Management and Assertiveness Training
- Relaxation and coping skills-Arts Therapy, Massage and Reflexology
- Discharge, Transitional Planning; Vocational Readiness – GED Class, Volunteerism
- Community Re-entry – Transitional Phase-Self Care , Budgeting, Organization and planning skill development
- Community Living-Women's community Transitional Residence
- Work Life Balance-Physical and Mental Health Care

HOURS OF OPERATION: 9:00 a.m. – 5:00 p.m. (Office) Counselors are available 24/7 (Call) 278-4719

REFERRAL PROCEDURE: Assessment by Bermuda Assessment and Referral Centre (BARC)



CONTACT PERSON: George Outerbridge, Director

PHONE: 297-7522 (Office) 504-1836 (Cell)

FAX: 296-9745

E-MAIL: gouterbridge@gov.bm

WEBSITE: www.dwd.gov.bm

ADDRESS: 23 Parliament Street, Hamilton HM 12

PURPOSE: Workforce Development is an economic development approach that attempts to enhance the economic stability and prosperity of a community by focusing on people and industry needs. It is essentially a human resources strategy. The Department of Workforce Development's mandate has expanded beyond the notion of employment or vocational training to include professional development and careers. The Department of Workforce Development is modelled on the One Stop Career Centre concept. This model has a specific emphasis on job readiness, soft skills and preparation for employment.

SERVICES:

- Labour Relations Section oversees the certification and decertification of unions in the workplace and manages labour disputes in both unionized and non-unionized environments.
- Training Section is responsible for all internal and external training for employees and clients respectively in collaboration with industry partners and educational institutions.
- Career Development Section is responsible for the accurate assessment of individuals for employment and career development, and work with employers on the placement of prepared individuals in available and suitable posts.

HOURS OF OPERATION: 8:30 a.m. – 5:00 p.m. Monday – Friday



CONTACT PERSON: Clare Mello, Executive Director

PHONE: 297-5402 or 297-5404

FAX: 297-3638

E-MAIL: mentor@youthnet.bm

WEBSITE: www.youthnetbda.com

ADDRESS:

Sterling House, 16 Wesley Street, Hamilton, HM 11
P. O. Box HM 2710, Hamilton HM KX

PURPOSE: School-based mentoring programme

SERVICES:

- **Traditional Mentoring:** Matches adult volunteers with students in school. Mentors spend one hour per week making meaningful connections being role models and friends.
- **Peer Mentoring:** Matches older youth with younger students, to provide friendship and support. Matches are made within the same school or between different schools.
- **Reading Mentoring** Matches individuals and teams of adults and peers with primary school children to build positive relationships and strengthen their literacy skills.

HOURS OF OPERATION: 8:30 a.m. – 5:00 p.m., Monday to Friday

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