



HelpAge International
Leading global action on ageing



Directory of Services for Older Persons in Dominica



DIRECTORY OF SERVICES FOR OLDER PERSONS IN DOMINICA

United Nations Development Programme
(Barbados /O.E.C.S Country Office)
Help –Age International
(Caribbean Regional Development Centre)
Dominica Council for the Aged

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PREFACE

Dominica has been experiencing significant demographic change during the past thirty five years. These changes are attributable to the international phenomenon termed “population ageing”. With an approximated national population of 72,000 persons, 12.5% of which are over 65 years of age, it is important that the increasing number of older persons not be marginalized but afforded complete societal integration. Furthermore it is essential that continuous efforts are made to ensure that all older persons are given every opportunity to be fully informed about all societal issues, especially those matters that are of particular concern to them.

The publication of this Directory of Services for Older Persons in Dominica is an acknowledgement of the right of older persons to be able to readily identify available national social service provisions, understand the criteria for receiving assistance and have quick access to the respective services. It is intended to remove the mystery surrounding these services and facilitate older persons, their relatives and caregivers in their quest to receive or provide optimum care, whether from the State or from the non governmental sector.

The Directory represents the collaborative efforts of organizations and institutions which share a common interest in promoting and protecting the rights and dignity of all older persons and which have had a longstanding affiliation with various stake holders in Dominica. It represents a significant step in the journey to empower vulnerable persons and groups in the region to advance an agenda of change in attitude and approach in matters concerning them as citizens in their respective countries.

The United Nations Development Programme, Help Age International and the Dominica Council on Ageing are pleased to have partnered with the Government of the Commonwealth of Dominica in this pioneering effort and are confident that this publication will be fully utilized by a wide cross section of the public.

The information in the Directory was obtained from several sources and through the use of various strategies.

Special thanks are offered to those individuals, groups, organizations and agencies who have contributed to the compilation of the information for this effort.

The sponsors of this Directory welcome the feedback from its users.

EMERGENCY AND ESSENTIAL PHONE NUMBERS

EMERGENCY

Police, Fire, Ambulance	999
Crisis hotline	1-800-4357

SERVICE CALL/NUMBERS Telephone Company

Main Office	(767) 255-1000
Customer Service	(767) 255-3133
Directory enquiries	411
All enquiries	1-800-119

ESSENTIAL PHONE NUMBERS

Airports

Canefield	(767) 449-1199
Melville Hall	(767) 445-7100
Electric Company	(767) 448-2684
After hours	1-800-744-2681
Water Authority	(767) 448-4811
After hours	(767) 255-9999

Disaster Management Office	(767) 448-7777
Weather hotline	(767) 447-5555
Government Headquarters	(767) 448-2401
Police Head quarters	(767) 448-2222

Hospitals

Princess Margaret	(767) 448-2231
Grand Bay	(767) 446-3706
Marigot	(767) 445-7091
Portsmouth	(767) 445-5237

Fire and Ambulance

Bath Road, Roseau	(767)448-2889, 448-9281
Chief Fire Officer	(767)448-2890
Castle Bruce	(767)446-0102
Grand Bay	(767)446-3712
La Plaine	(767)446-2404

Fire Service Control Room

Bath Road, Roseau	(767) 448-2888
Canefield	(767) 449-1995
Melville Hall	(767) 445-7272
Portsmouth	(767) 445-5215

HEALTH CARE

Health care in Dominica is provided predominantly by the Government. The Ministry of Health is responsible for the formulation of policy and overall management of all hospitals, health centers and clinics. The existing health care model focuses on primary health. The island is divided into seven health districts. Each district has a Type III health facility.

HOSPITALS

The main hospital serving the people of the Commonwealth of Dominica is the Princess Margaret Hospital (commonly referred to as the PMH). The PMH is responsible for the provision of all major medical, surgical, optical, mental health, and physiotherapy care in the country. Minor procedures are conducted at the rural hospitals but generally cases are referred to the PMH. Referrals can be made from e health centers, rural hospitals or private practitioners. The PMH provides inpatient, emergency, specialist, and diagnostic services, as well as dialysis, neonatology, and intensive care services. Specialist services located at the PMH include a Psychiatric Unit, a Physiotherapy Unit and the Eye Clinic.

Smaller hospitals are located at Grand Bay, Marigot and Portsmouth. The hospitals at Grand Bay and Marigot do not presently have laboratory, surgical or X-ray facilities, however the recently opened Portsmouth Diagnostic Centre at Portsmouth Hospital provides a range of diagnostic services. The hospital is now served by an Endoscopy Department, Ultrasound and X-Ray facilities, a Medical laboratory, an Intensive Care Unit, and a Biomedical Engineering Department.

Of significance to older persons is that persons 70 years of age and older pay only 50% of all hospital fees. In addition persons who present their social security card can access discounts ranging between 40% and 50%.

Hospitals

Name of organization:	Princes Margaret Hospital
Address of organization:	Goodwill Road
Location of service:	Goodwill Road
Contact Number:	Tele. (767) 448-5720, 448-2231, 4498407, 4488826

Name of organization:	Grand Bay Hospital
Address of organization:	Grand Bay
Location of service:	Grand Bay
Contact Number:	Tele. (767) 446-3706

Name of organization:	Marigot Hospital
Address of organization:	Marigot
Location of service:	Marigot
Contact Number:	Tele: (767) 445-7091

Name of organization:	Portsmouth Hospital
Address of organization:	Pembroke Street, Portsmouth
Location of service:	Pembroke Street, Portsmouth
Contact Number:	Tele. (767) 445-5237, 445-5016
Contact Person:	Reception/front desk personnel

SPECIALIST SERVICES AVAILABLE AT HOSPITALS

Mental Health

Name of organization: Psychiatric Unit
Address of organization: Goodwill, Roseau
Location of service: Princes Margaret Hospital
Contact Number: Tele: (767) 448-5720, 448-2231, 449-8407, 448-8826
Contact Person: Dr G. Benjamin

Physiotherapy

Name of organization: Physiotherapy Unit
Address of organization: Goodwill, Roseau
Location of service: Princess Margaret Hospital
Contact Number: Tele. (767) 448-5720, 448-2231, 449-8407, 448-8826
Contact Person: Ms. J. James

Optical Care

Name of organization: Roseau Eye Clinic
Address of organization: Goodwill
Location of service: Princes Margaret Hospital (Ground Floor)
Contact Number: Tele: (767) 448-5720, 448-2231, 449-8407, 448-8826

Dental Care

Name of organization: Government Dental Clinic
Address of organization: Independence Street
Location of service: Independence Street
Contact Number: Tele: (767) 448-2401
Services Offered: Extractions, filling, cleaning

Portsmouth Diagnostic Centre

Name of organization: Portsmouth Diagnostic Centre
Address of organization: Pembroke Street, Portsmouth
Location of service: Portsmouth Hospital, Pembroke Street
Contact Number: Tele: (767) 445-5237, 445-5016
Services offered: The Centre has an Endoscopy Department, Ultrasound and X-Ray facilities, a medical laboratory, an intensive care unit, and a biomedical engineering department.

HEALTH CENTRES

In Dominica health centers are an integral component of the nation's primary health care system. There are seven major health centers, one in each health district. Each of these centers has a pharmacy and is staffed by a district nurse, a resident or visiting doctor, a nurse practitioner, a community health aide and a public health officer. In addition there are smaller health centers located in communities throughout the island. All elderly persons (that is 60 years and over) can access all services provided by the health centers, as well as, drugs/medicine dispensed from the pharmacy, free of charge. Services provided by health centers include blood pressure and diabetes checks, blood tests, and emergency care.

While the basic health services at the health centers are available free of charge, all persons attending the Casualty at the Princess Margaret Hospital (PMH) are required to pay a user fee of EC\$5.00. An additional EC\$5.00 is needed to access medication from the main pharmacy. Patients are also required to pay for all diagnostic and medical tests, such as lab tests, scans, etc. Persons receiving public assistance and social security are eligible for free and discounted services respectively at public health facilities.

List of HEALTH CENTRES (Name/Location & Contact Number)

Anse De Mai Tele.: (767) 445-4137 Marigot Tele.: (767) 445-7271, 445-7124	Campbell Tele.: (767) 449-2123 Petite Soufriere Tele.: (767) 446-1016
Atkinson Tele.: (767) 445-7985 Massacre Tele.: (767) 449-2177	Castle Bruce Tele.: (767) 446-0112 Pichelin Tele.: (767) 446-4235
Bagatelle Tele.: (767) 446-3034 Morne Prosper Tele.: (767) 449-9653	Clifton Tele.: (767) 445-4139 Pointe Michel Tele.: (767) 449-8823
Belles Tele.: (767) 449-2199 Newtown Tele.: (767) 449-8199	Cockrane Tele.: (767) 449-0412 Portsmouth Tele.: (767) 445-5016
Boetica Tele.: (767) 446-1323 Penville Tele.: (767) 445-4138	Colihaut Tele.: (767) 446-6416 Riviere Cyrique Tele.: (767) 446-1139
Calibishie Tele.: (767) 445-7982 Petite Savanne Tele.: (767) 446-3035	Coulibistrie Tele.: (767) 446-6370 Roseau Turkey Lane Tele.: (767) 449-3254

Goodwill

Tele.: (767) 448-3042

Delices

Tele.: (767) 446-2209 Salisbury

Tele.: (767) 449-6305

Dos D'ane

Tele.: (767) 445-4140 Salybia

Tele.: (767) 445-8118

Dublanc

Tele.: (767) 446-6152 Scotts Head

Tele.: (767) 448-0627

Eggleston

Tele.: (767) 449-9650 Soufriere

Tele.: (767) 449-8824

Fond Cole

Tele.: (767) 448-8428 St. Joseph

Tele.: (767) 449-6756

Giraudel

Tele.: (767) 449-9651 Tete Morne

Tele.: (767) 446-4234

Good Hope

Tele.: (767) 446-0378 Thibaud

Tele.: (767) 445-5425

Grand Bay

Tele.: (767) 446-3706 Trafalgar

Tele.: (767) 449-9655

Grand Fond

Tele.: (767) 446-1222 Vieille Case

Tele.: (767) 445-5425

Laplaine

Tele.: (767) 446-2051 Warner

Tele.: (767) 449-6756

Laudat

Tele.: (767) 449-9652 Wesley

Tele.: (767) 445-7984

Mahaut

Tele.: (767) 449-1008 Woodford hill

Tele.: (767) 445-7983

Mahaut River

Tele.: (767) 445-8119 Wotten Waven

Tele.: (767) 449-9656

PRIVATE HOSPITAL AND LABORATORY

Name of organization: Fadipe Hospital
Address of organization: Cuba Road, St. Joseph
Location of service: Cuba Road, St. Joseph
Contact Number: Tele: (767) 449-6711
Contact Person: Dr Basil Fadipe
Services Offered: Medical and hospital care

Name of organization: La Falaise House Medical Laboratory Ltd
Address of organization: 24 Cross Street, Roseau
Location of service: Cross Street, Roseau
Contact Number: Ph.: (767) 448-0100; Fax. (767) 448-0101
Contact Person: Manager (Mr R. Fortune)
Services Offered: Medical & diagnostic tests - blood tests, CT scans, X-ray, etc.
Cost to access: Varies according to type of service required

SOCIAL CARE

RESIDENTIAL HOMES/ RESIDENTIAL CARE

Name of organization: Dominica Infirmary (Home for the aged)
Address of organization: Bath Road, Roseau
Location of service: Roseau
Contact Number: Tele: (767) 448-2636; 449-9742
Email: domininfirmary@cwdom.dm
Contact Person: Stewardess: Ms Catherine Beautreau
Asst. Stewardess: Ms Angela Pierre
Services Offered: Residential care, limited medical care
Cost to access: According to ability. Receives government subvention

Name of organization: Northern District Home for the Aged
Address of organization: Grange, Portsmouth
Location of service: Portsmouth
Contact Number: Tele.: (767) 445-5499
Contact Person: Mr R. Carty
Services Offered: Residential, medical and all relevant care for elderly, infirm and incapacitated persons
Cost to access: ECS\$550.00 monthly. Receives some help from Government

Name of organization: Grotto Home for the Homeless
Address of organization: Valley Road, Roseau
Location of service: Valley Road, Roseau
Contact Number: Tele: (767) 448-8727
Contact Person: Ms Ann Solomon
Services Offered: Residential facility providing care for homeless persons.
Cost to access: None

Name of organization: Mahaut Senior Citizens Home
Address of organization: Mahaut
Location of service: Mahaut
Contact Number: Tele: (767) 449-2850
Contact Person: Ms. N. Sampson
Cost to access: None

Name of organization: Canefield Nursing Home
Address of organization: 1 – 1st Street, Cane field
Location of service: Cane field
Contact Number: Tele: (767) 449-0057
Contact Person: Ms. Clara McPherson
Services Offered: Home and residential care
Cost to access: None

Name of organization: Editha Drew Nursing Home
Address of organization: 3 Grants Lane, Goodwill
Location of service: Goodwill
Contact Number: Tele: (767)440-4856
Contact Person: Ms. Editha Drew
Services Offered: Residential care

Name of organization: Green Hill Retirement Home
Address of organization: Morne Daniel, Canefield
Location of service: Morne Daniel
Contact Number: Tele: (767) 448-7107
Contact Person: Association for Senior Citizens of Dominica (ASFOD)
Services Offered: Residential care

HOME CARE

Name of organization: Reaching Elderly Abandoned Citizens Housebound (R.E.A.C.H.)
Address of organization: Bath Road, Roseau, (Dominica Infirmary Complex)
Email: reach@cwdom.dm
Website: www.avirtualdominica.com/reach
Location of service: Will visit elderly house bound at home
Contact Number: Tele: (767) 448-8096
Contact Person: Sister H. Pond
Services Offered: Meals, personal care and laundry services
Cost to access: None
Availability: Available to persons in Roseau and its environs. (Including New Town, Canefield, St. Joseph)

DAY/ACTIVITY CENTRES FOR OLDER PERSONS

Several day/activity centers for older persons exist throughout Dominica. Each centre operates at the community level and is engaged in a range of activities as determined by funding and other available support, as well as by the ambulatory level of its elderly members. At each centre, members meet once per week on a designated day. Activities on meeting days vary across centers but are generally organized around games and other recreational activities, the making of craft items and discussion of local, national and international issues. A hot meal and at least one snack are served. Other activities such as sightseeing trips to places of interest, visits to other day centers and participating in community based and national cultural events also form part of the programme at some centers.

The Centers are affiliate members of the Dominica Council on Ageing, which is an umbrella organization for all persons 60 years and over. Currently eight centers are operational in the communities of Grand Bay, Point Michel, Marigot, Roseau, St. Joseph, Vieille Case, Wesley and Woodford Hill.

Name of organization: Grand Bay Day Centre/St. Jerome's Ministry
Address of organization: St. Jerome's Ministry, Grand Bay
Location of service: St. Jerome's Ministry (Meeting day -Wednesday)
Contact Number: Tele: (767) 446-3820
Contact Person: Ms Ignatia Pascal
Services Offered: Hot meal and snacks. Social interaction, recreation, craft making, visits to housebound (immobile) community members, reading and discussion of local national, regional and international news and issues.
Cost to access: None. Contributions of cash and/or kind are welcomed

Name of organization: La Salette Day Care Centre
Address of organization: Point Michel
Location of service: Village Council Building (Meeting day – Wednesday)
Contact Number: Tele: (767) 448-2582
Contact Person: Mr. Lewis
Services Offered: Hot meal and snacks. Organized activities, games, recreation, socializing. Social interaction, recreation, craft making, referrals to government agencies
Cost to access: None. Contributions of cash and/or kind are welcomed

Name of organization: Marigot Senior Citizens Association
Address of organization: Marigot
Location of service: Old Hospital Building Marigot (Meeting day - Monday)
Contact Number: Tele: (767) 445-7055
Contact Person: Ms Phoebe James
Services Offered: Hot meal and snacks. Social interaction, recreation, craft making, referrals to government agencies
Cost to access: None. Contributions of cash and/or kind are welcomed.

Name of organization: R.E.A.C.H. Day Care
Address of organization: Bath Road, Roseau, (Dominica infirmary grounds)
Email: reach@cwdom.dm
Website: www.avirtualdominica.com/reach
Location of service: Fatima Church Hall, New Town (Meeting day - Wednesday)
Contact Number: Tele: (767) 448-8096
Contact Person: Sister H. Pond
Services Offered: Hot meal and snacks. Organized activities, games, recreation, socializing, sightseeing trips/outings, discussions, exercising.
Cost to access: None. Contributions of cash and/or kind are welcomed.

Name of organization: St. Joseph's Day center
Address of organization: St. Joseph
Location of service: Mathew's Hall, St. Joseph's square
Contact Number: Tele: (767) 449-7993
Contact Person: Ms Zetma Toussaint
Services Offered: Hot meal, snacks, recreation, activities. Discussions, social interaction, outings.
Cost to access: None. Contributions of cash and/or kind are welcomed

Name of organization: Vieille Case Elderly Association
Address of organization: Vieille Case
Location of service: Vieille Case
Contact Number: Tele.: (767) 445-5380
Contact Person: Ms Mona Sharplis
Services Offered: Hot meal and snacks. Social interaction, recreation, craft making, referrals to government agencies.
Cost to access: None. Contributions of cash and/or kind are welcomed

Name of organization: Wesley Senior Citizens Association
Address of organization: Wesley
Location of service: Wesley Resource Centre
Contact Number: Tele: (767) 445-8184
Contact Person: Ms Dianne Telemaque
Services Offered: Hot meal and snacks. Social interaction, recreation, craft making, referrals to government agencies
Cost to access: None. Contributions of cash and/or kind are welcomed

Name of organization: Woodford Hill Senior Citizens Association
Address of organization: Woodford Hill
Location of service: Woodford hill Senior Citizens Meeting House (situated on grounds of Catholic Church)
Contact Number: Tele: (767) 445-7867
Contact Person: Ms Veronica Alexander (President)
Services Offered: Hot meal and snacks. Social interaction, recreation, craft making, referrals to government agencies. Organized weekly soup kitchen for elderly and needy persons in community.
Cost to access: None. Contributions of cash and/or kind are welcomed

INCOME SUPPORT

PUBLIC ASSISTANCE

Name of organization: Social Welfare Division
Address of organization: Turkey Lane, Roseau
Location of service: Delivered at community level through the Village Council and Credit Unions.
Contact Number/Info.: Tele: (767) 448-2401 Ext. 3019/3080; Fax: (767)
Contact Person: Welfare Officer, Ms Matilda Royer
Services Offered: Public assistance (EC\$100. /adult) to indigent persons
Cost to access: None(but specific criteria exists)

SPONSORSHIP

Name of organization: “ADOPT A GRANT PROGRAM”
Reaching Elderly Abandoned Citizens Housebound (R.E.A.C.H.)
Address of organization: Bath Road, Roseau, (Dominica infirmary grounds)
Email: reach@cwdom.dm
Website: www.avirtualdominica.com/reach
Location of service: Bath Road, Roseau, (Dominica Infirmary Complex)
Contact Number: Tele: (767)448-8096
Contact Person: Sister H. Pond
Services Offered: Adopted elderly persons (grans) receive a monthly monetary allowance to meet living expenses.

SOCIAL SECURITY

Name of organization: Dominica Social Security
Address of organization: Corner of Hanover & Hillsborough Streets, Roseau & Bay Street, Portsmouth
Location of service: Island wide with offices in Roseau & Portsmouth
Contact Number: Tele: (767) 448-2111, Fax: (767) 448-5704; (767) 445-4423
Contact Person: Information Desk
Services Offered: Contributory pension fund

LIVELIHOOD SERVICES

Name of organization: Basic Needs Trust Fund (BNTF)
Address of organization: 33 Great Marlborough Street, Roseau (Top floor)
Location of service: Island wide at the community level
Contact Number: Tele: 9767) 448-4762, 266-3048
Fax :(767) 448-5284; Email: bntfdom@cwdom.dm
Contact Person: General Manager, Project Officers
Services Offered: Funding for development projects, skills training, and advice on business management. Types of projects include general facilitation of access to basic public service such as water, sanitation, roads.
Target Group: NGOs and community based organizations/groups

Name of organization: Dominica National Council for Women (DNCW)¹
Address of organization: King George V Street, Roseau
Location of service: National
Contact Number: Tele: (767)448-3935
Contact Person: President, Ms Pierre-Louis
Services Offered: Acquisition of project funds, skills training for self-employed persons, training in proposal writing and project management.
Target Group: All adult women and women's groups.

Name of organization: Dominica Council on Ageing (DCOA)
Address of organization: 5 Goodwill Road
Location of service: National
Contact Number: Tele: (767) 448-3050
Contact Person: President, Mr.Evander Joseph
Services Offered: An umbrella organization for older persons, the DCOA offers services in the areas of fundraising, coordinating training, skills development and entrepreneurial activity among elderly groups.

¹ The DNCW works predominantly with women, individually or in groups at the community level. However the majority of its members are women in the 60 years and over age group.

WELFARE SERVICES

MEALS AND FOOD PACKAGES

Name of organization: Reaching Elderly Abandoned Citizens Housebound (R.E.A.C.H.)
Address of organization: Bath Road, Roseau, (Dominica infirmary grounds)
Email: reach@cwdom.dm
Website: www.avirtualdominica.com/reach
Location of service: Will visit elderly at home
Contact Number: Tele: (767) 448-8096
Contact Person: Sister H. Pond
Services Offered: Meals on Wheels. Hot meal once weekly
Food packages of rice, peas, tinned protein, sugar, flour,
Cost to access: None
Target Group: Persons in need

Name of organization: Roseau Methodist Church
Address of organization: Turkey Lane, Roseau
Location of service: Roseau
Contact Number: Tele: (767)440-2490, 448-2998
Contact Person: Administration at the Manse (Cross Street, Roseau)
Services Offered: Hot meal once weekly on Tuesdays
Cost to access: None
Target Group: Persons in need.

HOUSE REPAIRS

Name of organization: Social Welfare Division
Address of organization: Great Marlborough Street, Roseau
Location of service: Great Marlborough Street, Roseau
Contact Number: Tele: (767) 448-2401 Ext. 3019/3080;
Contact Person: Social Welfare Officer
Services Offered: House repair. Limited amount depending on the need
Cost to access: None
Target Group: Persons in receipt of public assistance

Name of organization: Reaching Elderly Abandoned Citizens Housebound (R.E.A.C.H.)
Address of organization: Bath Road, Roseau, (Dominica infirmary grounds)
Email: reach@cwdom.dm
Website: www.avirtualdominica.com/reach
Location of service: Bath Road, Roseau, (Dominica infirmary grounds)
Contact Number: Tele: (767)448-8096
Contact Person: Sister H. Pond
Services Offered: Assistance with house repairs in the form of materials, skilled free labor.
Cost to access: None

BURIAL SERVICES

Name of organization: Social Welfare Division
Address of organization: Great Marlborough Street, Roseau
Location of service: Social Welfare Officer
Contact Number: Tele: (767) 448-2401 Ext. 3019/3080; Fax: (767)
Contact Person: Staff at the Welfare Division
Services Offered: Provision of coffin for burial
Cost to access: None
Target Group: Persons in receipt of public assistance

Name of organization: North Eastern Funeral Association
Address of organization: Head Office: Wesley (445-7813/5)
Location of service: Grand Bay, Portsmouth, Fond Cole Industrial Site, Laplaine Village
Contact Number: Tele: (767) 446-3874, 445-5874, 448-3744, 446-2481
Contact Person: Office Secretary
Services Offered: Membership. Benefits to members include removal of body, 3 days refrigeration, preparation of body, transportation to church and burial ground
Cost to access: Annual membership fee EC\$84.00. Initial joining fee EC\$164.00 (50 to 65 year olds), EC\$365.00 (66-75 year olds). Must be a member for one year to access benefits.
Target Group: All interested persons.

COUNSELLING AND ADVOCACY SERVICES

Name of organization: Dominica Council on Ageing (DCOA)
Address of organization: 5 Goodwill Road, Roseau
Location of service: National
Contact Number: Tele: (767)448-3050
Contact Person: MrEvander Joseph, Mrs. Loronna Jno Baptiste
Services Offered: Counseling, advocacy, referrals and recommendations
Cost to access: None
Target Group: Individual elderly persons and their families, groups of older persons

Name of organization: Dominica National Council for Women (DNCW)
Address of organization: King George V Street
Location of service: National
Contact Number: Tele: (767) 448-3935
Contact Person: President, Ms. A. Pierre-Louis
Services Offered: Counseling, referrals and recommendations for public assistance, house repairs, educating communities on rights, laws and policies
Cost to access: None
Target Group: All adult women and women's groups. Community

Name of organization: Dominica Women's Bureau
Address of organization: Independence Street, Roseau
Location of service: Independence Street, Roseau
Contact Number: Tele: (767) 266-3344
Contact Person: Director (Ms Rosie Brown)
Services Offered: Counseling, advocacy, referrals and recommendations for various types of assistance.
Cost to access: None
Target Group: Individual elderly women and their families, groups of elderly women.

Name of organization: Reaching Elderly Abandoned Citizens Housebound (R.E.A.C.H.)
Address of organization: Bath Road, Roseau, (Dominica infirmary grounds)
Email: reach@cwdom.dm
Website: www.avirtualdominica.com/reach
Location of service: Bath Road, Roseau
Contact Number: Tele: (767) 448-8096
Contact Person: Sister H. Pond
Services Offered: Counseling, advocacy, referrals and recommendations for various types of assistance.
Cost to access: None
Target Group: All elderly people in need.

COMMERCIAL SERVICES

RETAIL ESTABLISHMENTS

Name of organization: Brizee Mart
Address of organization: Canefield
Location of service: Canefield
Contact Number: Tele: (767) 448-2047
Contact Person: General Manager
Services Offered: 5-10% discount on basic food items
Cost to access: None
Beneficiaries: Persons 60 years and over; must have identification.

Name of organization: J. Astaphan and Co Ltd
Address of organization: 65 King George V Street, Roseau
Location of service: Roseau
Contact Number: Tele: (767) 448-3221; Fax: (767)448-3124
Email/Website: astaphans@cwdom.dm; www.astaphans.com
Contact Person: General Manager
Services Offered: 5-10% discount on basic food items
Cost to access: None
Beneficiaries: Persons 60 years and over; must have identification.

Name of organization: Whit church IGA Super centre
Address of organization: Old Street, Roseau
Location of service: Roseau
Contact Number: Tele: (767) 448-2181; Fax: (767)448-5787
Contact Person: General Manager
Services Offered: 5-10% discount on basic food items
Cost to access: None
Beneficiaries: Persons 60 years and over; must have identification.

Name of organization: Jolly's Pharmacy Ltd
Address of organization: 8 King George V Street & 36 Great George Street, Roseau
Location of service: Roseau
Contact Number: Tele: (767) 448-3388/2728; Fax: (767)448-5088
Contact Person: General Manager
Services Offered: 10% discount on medication
Cost to access: None
Beneficiaries: Persons 60 years and over. Letter of referral from senior citizens' association, or by recommendation.

FINANCIAL SERVICES

Credit Unions²

Name of organization: Roseau Cooperative Credit Union
Address of organization: 31- 35 Independence Street, Roseau
Location of service: Roseau
Contact Number: Tele: (767) 225-2175, 449-8137
Contact Person: Marketing Officer (767- 448-2921)
Services Offered: Savings account, cashing of public assistance and social security cheques, and payment of utility bills. Staff will visit older persons at their homes to conduct financial transactions.
How to access: The older person or a relative needs to contact the credit union and make the necessary request/arrangement.
Cost to access: None

Name of organization: La Salette Cooperative Credit Union
Address of organization: Point Michel
Location of service: Point Michel
Contact Number: Tele: (767) 448-8700
Contact Person: Manager
Services Offered: Savings account, cashing of public assistance and social security cheques, and payment of utility bills. Staff will visit older persons at their homes to conduct financial transactions.
How to access: The older person or a relative needs to contact the credit union and make the necessary request/arrangement.
Cost to access: None

Banks

Name of organization: National Bank of Dominica (H.Q)
Address of organization: 64 Hillsborough Street, Roseau
P.O. Box; nbd@cwdom.dm
Location of service: Main office and three branches
Contact Number: Tele: (767) 4484401/2/3/4; Fax: (767) 448-3982
Contact Person: Manager - (Mrs. Gloria Watson-Jean Pierre)
Services Offered: Senior Citizens Account
Beneficiaries: Individuals fifty-five (55) years and older or couples provided one of them is 55 years of age or older.

Branches

Name of organization: National Bank of Dominica
Address of organization: Independence Street, Roseau
Location of service: Roseau
Contact Number: Tele: (767) 252-642
Contact Person: Branch manager (Mrs. Gloria Watson-Jean Pierre)

² The majority of credit union facilitate the payment of public assistance and the payment of utility bills. Some credit unions will visit older persons at their homes to conduct financial transactions. To access this service, the older person or a relative needs to contact the credit union and make the necessary request/arrangement.

Name of organization: National Bank of Dominica
Address of organization: Canefield
Location of service: Canefield
Contact Number: Tele: (767) 449-2140; nbdcanefield@nbd.dm
Contact Person: Branch Manager (Mr Gifford Irish)

Name of organization: National Bank of Dominica
Address of organization: Bay Street, Portsmouth
Location of service: Portsmouth
Contact Number: Tele: (767) 445-5430-1; nbdportsmouth@nbd.dm
Contact Person: Branch Manager (Mr Curtis Clarendon)

Details of Senior Citizens Account

Requirements to access

A minimum deposit of EC\$10,000.00

Interest rates

EC\$10,000.00 (4.0%)

Balance of EC\$55,000.00 and over, attract an additional 0.5% interest

Balance below EC\$10,000.00, 3.0% interest

Features

A special Senior Citizens Account Card which acts as an ATM/Debit card that facilitates:
24-hour access to ATM machines,
Access to international debit card point of sale facility for making electronic payments,
Free quarterly statements that itemize all transactions on the account.

Benefits

No service charges

No commission charges on travelers cheques

No waiting in line to access banking services

Free bank-a-fon service

One free bank statement per year

Assistance in completing U.S visa application forms for short vacations (customers with Dominican passports only)

Free cashing of pension cheques from the UK, Canada and USA

GENERAL, LEGAL & INFRASTRUCTURAL SERVICES

GENERAL ASSISTANCE

Name of organization:	Dominica Council on Ageing (DCOA)
Address of organization:	5 Goodwill Road
Location of service:	National
Contact Number:	Tele: (767) 448-3050
Contact Person:	President, Mr. Evander Joseph.
Services Offered:	An umbrella organization for older persons, the DCOA offers services in the areas of fundraising, coordinating training and skills development. Provides leadership on policy issues such as the preparation of the Dominica Ageing Policy, and the conduct of research – all of which are disseminated to affiliates.

LEGAL ASSISTANCE

Name of organization:	Legal Aid Clinic
Address of organization:	Bath Street, Roseau
Location of service:	Bath Street, Roseau
Contact Number:	Tele: (767) 2663538
Contact Person:	Legal Officers
Services Offered:	Legal advice, counseling and court representation on issues such as property rights, divorce, domestic problems, abuse, and other issues. Preparation of wills.
Cost to access:	Each person is accessed on a case by case basis. Discount on fees could range between 10% – 40%. Special cases may receive greater discounts. Free and pro bono service offered depending on the case.

INFRASTRUCTURAL SERVICES

Name of organization:	Basic Needs Trust Fund (BNTF)
Address of organization:	33 Great Marlborough Street, Roseau (Top floor)
Location of service:	Island wide at the community level
Contact Number:	448-4762, 266-3048
	Fax: 448-5284; Email: bntfdom@cwdom.dm
Contact Person:	General Manager, Project Officers
Services Offered:	Funding for development projects, skills training, and advice on business management. Types of projects include general facilitation of access to basic public service such as water, sanitation, roads.
Cost to access:	None
Name of organization:	Dominica Social Investment Fund (DSIF)
Address of organization:	Roseau
Contact Information:	Mr. S. Caret, Ministry of Finance (266-3518) Mr. M. Francis, Board Chairman (255-6103)
Who can access:	NGOs and community based organizations/groups

The Dominica Social Investment Fund (DSIF) is a social development programme geared towards expanding the national safety net and alleviating poverty among the most vulnerable persons in society. The Dominica Council of the Aged is represented on the Board.

UTILITIES

Name of organization: Dominica Electricity Services Ltd (DOMLEC)
Address of organization: 18 Castle Street, Roseau
Location of service: Roseau (main office), Marigot & Portsmouth (Service Departments)
Contact Number: Tele. (767) 448-2681; Fax: (767) 448-5397
 After Hours Tele. (767) 448-2681
 Toll Free Tele. 1-800-744-2681
 Marigot Tele. (767) 445-7331
 Portsmouth Tele. (767) 445-5259
Customer Service (Hotline): Tele. (767) 448-2680
Services Offered: Connection, repairs, billing and bill connection
Concessions to elderly: Discount of EC\$600.00 per year from bill of all centenarians
Beneficiaries: All persons 100 years and over

Name of organization: Dominica Water and Sewerage Company Ltd (DWASCO)
Address of organization: 3 High Street, Roseau
Location of service: Portsmouth; La Plaine
Contact Number: Tele. (767) 448-4811/12/13;
 Toll free: Tele. 1-800-747-7473
 Portsmouth Tele. (767) 445-5220
 La Plaine Tele. (767) 445-2400
Services Offered: Water and sewerage connection, repairs, billing and collection

Name of organization: Cable and Wireless Dominica
Address of organization: Hanover Street, Roseau
Location of service: Roseau (Main Office) Service centers Bay Street Portsmouth
Contact Number: Tele. (767) 255-1000
Customer Service: Tele. (767) 255-3133
All Enquiries: Tele. 1-800-119
Contact Person: Customer Service Department
Services Offered: Telephone (fixed line & mobile), internet service.