



Republic of the Philippines  
Department of Education  
Region VI - Western Visayas  
SCHOOLS DIVISION OF SAGAY CITY

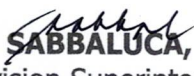

OCT 20 2024

DIVISION MEMORANDUM  
No. 697, s. 2024

MENTAL HEALTH SUPPORT/HELPLINES FOR DEPED PERSONNEL

To: Assistant Schools Division Superintendent  
Chief Education Supervisors – CID & SGOD  
Public Schools District Supervisors  
Public Elementary and Secondary School Heads  
All Others Concerned

1. This office disseminates **DM-OUHROD-2024-2050**, titled, **"MENTAL HEALTH SUPPORT/HELPLINES FOR DEPED PERSONNEL"**, which aims to provide free and immediate mental health support to all employees, particularly those facing difficult times or dealing with personal or work-related challenges.
2. Relative to this, the Schools Division Office and individual schools are encouraged to prominently display helplines in **strategic** workplaces and/or provide each employee their own copy. Refer to the directory that is attached in the memorandum.
3. For questions and clarifications, please contact **Irish Theresa E. Ubamos, RN**, *Division School Mental Health Coordinator* at Tel. No.: **09603681938**.
4. Immediate dissemination of this Memorandum is desired.

MARSETTE D.  **SABBALUCA, CESO VI**  
Schools Division Superintendent  




Enclosure : As stated  
Reference : DM-OUHROD-2024-2050  
Allotment : N/A  
No. of Pages : 5  
To be indicate in the **Perpetual Index** under the following subjects:

MENTAL HEALTH      HELPLINES      DEPED PERSONNEL

FW: ITEU/SGOD



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Department of Education  
Regional Office VI  
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RECORDS SECTION  
**RECEIVED**  
OCT 15 2024  
Serial No.:

Republika ng Pilipinas  
**Department of Education**  
**OFFICE OF THE UNDERSECRETARY**  
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

**MEMORANDUM**  
**DM-OUHROD-2024- 1050**

**FOR :** Undersecretaries  
Assistant Secretaries  
Bureau and Service Directors  
Regional Directors  
Schools Division Superintendents  
Public and Private Elementary and Secondary Schools  
All Others Concerned

**FROM :** **WILFREDO E. CABRAL**  
Regional Director  
Officer-in-Charge, Office of the Undersecretary for  
Human Resource and Organizational Development and  
School and Infrastructure Facilities

**DR. DEXTER A. GALBAN**  
Assistant Secretary for Operations

**SUBJECT :** **MENTAL HEALTH SUPPORT/HELPLINES FOR DEPED PERSONNEL**

**DATE :** October 07, 2024

In 2020, the World Health Organization (WHO) reported an increase in depression and anxiety<sup>1</sup>. Despite the increasing prevalence of mental health conditions, many people lack access to essential services especially in countries with low or middle-income levels, where mental health care is often limited or unavailable.

The 2022 Annual Report of the Department of Health (DOH) have indicated that the prevalence of depression and anxiety disorders in the Philippines is comparable to global rates<sup>2</sup>. Substance abuse, particularly alcohol and drug use, is a significant public health issue in the Philippines. Many Filipinos lack access to adequate mental health services, especially in rural areas. Additionally, negative attitude and stigma surrounding mental health prevents people from seeking help.

<sup>1</sup>World Health Organization (2020). Global Health Estimates. Retrieved from <https://www.who.int/data/global-health-estimates>  
<sup>2</sup>Department of Health (2023). Department of Health Annual Report 2022. Manila, Philippines: Department of Health



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| Doc. Ref. Code | DM-OUHROD | Rev  | 00     |
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Further, the Mental Health Act of the Philippines (R.A. 11036) and the Civil Service Commission (CSC) Memorandum Circular No. 4, s. 2020 mandates government agencies to promote awareness, develop programs and policies, and provide support to individuals with mental health concerns.

Recognizing the urgent need for targeted mental health interventions, the Department of Education (DepEd) remains steadfast in ensuring the well-being of its teaching and non-teaching personnel. The department is taking proactive steps to address the mental health needs of its workforce.

In line with this, the Bureau of Human Resource and Organizational Development (BHROD) through the Employee Welfare Division (EWD), informs all DepEd personnel of the updated directory of **Mental Health Support/Hotlines for DepEd Personnel** that provides free and immediate mental health support to individuals going through tough times and/or experiencing any personal or work-related challenges.

The following agencies and/or organizations are some of DOH accredited in providing nationwide mental health services and interventions through their helplines and other communication platforms:

|   |   |  |
|---|---|--|
| <b>National Center for Mental Health (NCMH)</b>   | <b>24/7 Mental Health Crisis Hotline</b>                | <b>Landline:</b><br>1553 ( <i>Nationwide landline toll-free</i> )<br><br>1800 – 1888 – 1553 ( <i>For Smart/TNT Subscribers</i> )<br><b>Mobile:</b><br>0919 – 057 – 1553 ( <i>For Smart/TNT</i> )<br><br>0917 – 899 – 8727<br>0966 – 351 – 4518 ( <i>For Globe/TM</i> ) |
| <b>Natasha Goulborn Foundation (NGF) Hopeline</b> | <b>24/7 toll free Suicide and Emotional Crisis Line</b> | <b>Landline:</b><br>(02) 8804 – 4673<br><br><b>Mobile:</b><br>0917 – 558 – 4673<br>0918 – 873 – 4673   |
| <b>In-Touch Community Service Crisis Hotline</b>  | <b>24/7 Crisis Line</b>                                 | <b>Landline:</b><br>(02) 8893 – 7603<br><br><b>Mobile:</b><br>0919 – 056 – 0709<br>0917 – 800 – 1123<br>0922 – 893 – 8944  |
| <b>Taguig Mental Health Support Services</b>      | <b>24/7 Mental Health Support Services</b>              | <b>Mobile:</b><br>0929 – 521 – 8373 ( <i>6:00 am – 6:00 pm</i> )<br><br>0967 – 039 – 3456  |



|  |  |  |
|--|--|--|
| <b>Tawag Paglaum –<br/>Centro Bisaya</b> | <b>24/7 Crisis Intervention<br/>and Suicide Helpline</b> | <b>(6:00 pm – 6:00 am)</b><br><b>Mobile:</b><br>0939 – 936 – 5433<br>0939 – 937 – 5433<br>(Smart/Sun/TNT)<br><br>0966 – 467 – 9626<br>(Globe/TM) |
|--|--|--|

Please be guided that these helplines are for immediate mental health support for those going through tough times. It is **NOT** a replacement for consultation and therapy with a Psychologist and Psychiatrist. For outpatient mental health consultations and other Mental Health and Psychosocial Support (MHPSS) Services, kindly refer to the following institutions:

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|---|--|--|
| <b>Philippine<br/>General<br/>Hospital<br/>(PGH)</b>                    | Free in-person<br>Psychiatric<br>Consultation<br>and Counseling<br>Services (500<br>patients per<br>day) | To secure an appointment, kindly fill out the<br>Online Consultation Request and Appointment<br>(OCRA) System:<br><br><a href="https://pghopd.up.edu.ph">https://pghopd.up.edu.ph</a>                                |
| <b>National<br/>Center for<br/>Mental<br/>Health<br/>(NCMH)</b>         | Outpatient<br>mental health<br>services  | Face-to-face Consultation:<br><br><a href="https://bit.ly/ncmhopschedule">https://bit.ly/ncmhopschedule</a><br><br>Online Consultation:<br><br><a href="https://bit.ly/ncmhkonsulta">https://bit.ly/ncmhkonsulta</a> |
| <b>Ateneo<br/>Bulatao<br/>Center for<br/>Psychological<br/>Services</b> | Free online<br>Brief<br>Psychological<br>Service (BPS)<br>(maximum of 2<br>sessions per<br>individual)   | Registration Link:<br><br><a href="https://go.ateneo.net/BSPEntryForm">https://go.ateneo.net/BSPEntryForm</a>  |

In addition to these helplines, the following resources can also be accessed:

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|--|---|---|
| <b>Lusog – Isip<br/>Online<br/>Website</b> | Self-help<br>website on<br>mental health<br>and wellness<br>that is<br>culturally<br>adapted for<br>Filipinos | To access the website, kindly visit:<br><br><a href="https://selfhelp.cbdr.org.ph">https://selfhelp.cbdr.org.ph</a> |
|--|---|---|

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|--|---|---|
| <b>DOH<br/>Psychosocial<br/>Helpline<br/>Directory</b> | <b>Mental Health<br/>Directory of<br/>different<br/>regions and<br/>provinces</b> | <a href="https://bit.ly/DOHhelpline2022">https://bit.ly/DOHhelpline2022</a> |
|--|---|---|

To ensure easy access to these vital helplines, we strongly encourage all offices to prominently display them in strategic workplace locations and/or distribute individual copies to every employee.

The Department is deeply committed to the well-being of its personnel and cultivating a supportive work environment. It believes that empowered and cared-for workforce are essential to achieving the goals and mandate of the department. To this end, the Department will continue to develop and implement various employee welfare initiatives, laying a strong foundation for delivering high-quality basic education.

For any concerns and/or clarifications, you may contact the BHRD – EWD through [bhrod.ewd@deped.gov.ph](mailto:bhrod.ewd@deped.gov.ph) or landline: (02) 8633 – 7229.

For your information and guidance.

Copy furnished:  
**OFFICE OF THE SECRETARY**

[BHRD-EWD/KZMisolos]



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