

Government of the Virgin Islands of the United States
DEPARTMENT OF HUMAN SERVICES

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Queen Louise Home Residents Settle into Temporary New Home While Facility Undergoes Repairs

U.S. VIRGIN ISLANDS - The Virgin Islands Department of Human Services (DHS) is announcing the temporary relocation of the residents of the Queen Louise Home for the Aged to the Palms Court Harborview Hotel. This move is part of DHS's commitment to ensuring the safety, comfort, and continued care of its residents while critical repairs are made to the Queen Louise facility.

The relocation is scheduled to take place on **May 22, 2025**, and will remain in effect through **February 2026**. The move is necessary due to significant structural damage to the Queen Louise facility caused by Hurricanes Irma and Maria in 2017. The existing two-story, 16,000-square-foot building is undergoing major repairs, structural changes, and upgrades to bring it up to prevailing industry standards for safety and care. Originally designed to house 30 residents across two floors, the historic Senior home has been operating at a reduced capacity with approximately 15 residents on the remaining functional floor.

After carefully evaluating several options, the Department of Human Services (DHS) selected Palms Court Harborview Hotel for its ability to accommodate residents' needs while maintaining continuity of care by the same experienced staff. The hotel offers a mix of ADA-compliant and standard living quarters, a social room for visits with family and friends, a kitchen, a secure residential wing with gated access, and a generator to provide comfort during any power outages.

To prepare for the move, the Queen Louise Leadership Team has been working closely with staff and clinical teams to develop a careful and resident-centered transition plan. Measures include **increased** staffing during the transition and frequent wellness checks to support residents' physical and emotional health. "The wellbeing of our seniors remains our highest priority," said DHS Commissioner Averil George. "Our team worked diligently to identify a location that would feel as much like home as possible, while maintaining continuity of care and access to family and community. We are grateful to our partners at FEMA PA and CDBG-DR for their support in helping fund this transition."

DHS will continue to share updates with the public as the move approaches and will work closely with families to ensure this transition is as smooth and supportive as possible. For more information or questions, please contact the Department of Human Services at (340) 774-0930 or visit www.dhs.vi.gov.

The Department of Human Services (VIDHS) exists to provide social services to members in our community with diverse needs. In times of national uncertainty and hardship we act as a safety-net and exist to inspire hope and empower change through non-judgmental, quality delivery of needed services and resources.

The Bryan-Roach Administration is investing in the Territory's people, infrastructure, and future through transparency, stabilizing the economy, restoring trust in the government, and ensuring that recovery projects are completed as quickly as possible. Visit transparency.vi.gov.